

Open Tender Enquiry (RFP)

To

**Select a Service Provider for Development, Implementation,
Operational Training & Support of Unified Management
Information System 'Unified-MIS'**

RFP No. SHEC/UMIS/39/2021/RFP- 170

Date 06.04.2022

**Bihar State Higher Education Council,
Government of Bihar**

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1 DATA SHEET

1.1 RFP ISSUING AUTHORITY

Bihar State Higher Education Council, on behalf of Education Department, Government of Bihar which is a state implementation body, intends to shortlist bidders for Development, Implementation, Operational Training & Support of a Unified Management Information System ('Unified-MIS'). Bihar State Higher Education Council reserves the right to accept or reject any proposal, and to cancel the evaluation process and reject any or all the proposals at any time prior to awarding the work, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders on the grounds for Bihar State Higher Education Council's actions.

1.2 KEY EVENTS & DATES

Document Control Sheet

S. No.	Particulars	Date & Time
1	Tender/RFP Number	SHEC/UMIS/39/2021/RFP- 170
2	Issuance of RFP	08/04/22 at 01:00 pm
3	Pre-bid Conference	18/04/22 at 3:00 pm
4	Last Date of Submission of queries	19/04/22 up to 3:00 pm
5	Clarification and Corrigendum of bid queries	25/04/2022 up to 6:00pm
6	Submission of Bid	05/05/22 at 5:00 pm
7	Date and time for opening of Technical bids	06/05/2022 at 3:00 pm
8	Technical Presentation	Will be communicated separately
9	Date and time for opening of Commercial Bids	Will be communicated separately
10	Office address, Venue for Pre-Bid Conference/ Bid Submission/ Manual documents	Bihar State Higher Education Council (BSHEC), Bihar State Text Book Publishing Corporation Limited Campus, Budh Marg, Patna, 800001 Bihar
11	Tender Document Fees	INR 10,000 /- (Non-refundable)
12	Earnest Money Deposit	INR 30,00,000 /-
13	Method of Selection	Quality & Cost Based Selection (QCBS) procedure

Note: Bidders are advised to visit Department website i.e. www.bshec.in/tenders.php or www.eproc2.bihar.gov.in; on regular basis for any updates/corrigendum issued by Department related to this DOCUMENT. No separate communication will be sent to any bidder.

: The Bidder shall submit his bid/tender on e-Procurement platform at www.eproc2.bihar.gov.in. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.

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1.3 CONTACT PERSON'S ADDRESS FOR CORRESPONDENCE

Contact Person-1: Mr. Divesh Kumar Chaudhary, Deputy Secretary, BSHEC, E-mail: shcebihar@gmail.com

Contact Person-2: Mr. Shahbaaz Ahmad, E-mail: shcebihar@gmail.com

Bihar State Higher Education Council (BSHEC)

Bihar State Text Book Publishing Corporation Limited

Campus, Budh Marg, Patna, 800001 Bihar

2 ABBREVIATIONS

For the purpose of this RFP, the following table gives the Terminologies used and the reference to/definition of these terminologies.

S.No.	Terminology	Reference To/Definition
1.	BSHEC	Bihar State Higher Education Council
2.	SSL	Secure Socket Layer
3.	EMD	Earnest Money Deposit
4.	HQ	Head Quarters
5.	INR	Indian National Rupees
6.	IPR	Intellectual Property Right
7.	IT	Information Technology
8.	O&M	Operation and Maintenance
9.	PBG	Performance Bank Guarantee
10.	TOR	Terms of Reference(referring to this document)
11.	RFP	Request For Proposal(referring to this document)
12.	SLA	Service Level Agreement
13.	TPA	Third Party Agency
14.	SP	System Partner
15.	SRS	Software Requirement Specifications
16.	PMT	Project Management Team

3 DEFINITIONS

The definitions of various terms that have been used as part of this RFP are as follows:

- ✓ **"IT Solution"** shall mean Study, Design, Development, Implementation and Operation & Maintenance of an online software application.
- ✓ **"Contract/Agreement/Contract Agreement"** means the Agreement to be signed between the successful bidder and, including all attachments, appendices, all documents in corporate by reference there to together with any subsequent modifications, the RFP/TOR, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- ✓ **"Authorized Representative/Competent Authority"** shall mean any person authorized by either of the parties i.e. Bidder and Department.
- ✓ **"Bidder/ Agency/ Service Provider/ System Partner (SP) / Software Vendor/ IT Solution Partner/ Implementation Partner(IP)"** means any firm offering the solution(s), service(s) and/or materials as required in the TOR/RFP. The words Bidder/Agency/Service Provider/System Partner/Vendor/IT Solution Partner/ Implementation Partner(IP) when used in the pre-award period shall be synonymous with parties bidding for this TOR/TOR, and when used after award of the Contract shall mean the successful party with whom Department signs the agreement for rendering of services for implementation of this project.
- ✓ **"Party"** means Department or Bidder individually and **"Parties"** mean Department and Bidder, collectively.
- ✓ **"Proposal/Bid"** means the Technical and Commercial bid submitted for this project against this TOR/RFP.
- ✓ **"Terms of Reference (TOR)/Request for Proposal (RFP)"** means this document and its annexure and any other documents provided along with this TOR/RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.
- ✓ **"Requirements"** shall mean and include schedules, details, description, statements of technical data, performance characteristics and standards (Indian & International) as applicable and specified in the TOR/RFP.
- ✓ **"Default Notice"** shall mean the written notice of Default of the Agreement is sued by one Party to the other in terms hereof.
- ✓ **"Law"** shall mean any Act, notification, by-law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/or the State Government or regulatory authority or political subdivision of government agency.
- ✓ **"LOI"** means Letter of Intent, which shall constitute the intention of Department to place the Purchase/Work Order with the successful bidder.

- ✓ "Termination Notice" means the written notice of termination of the Agreement issued by one Party to the other in terms hereof,
- ✓ "Department" means Department of Education, Government of Bihar

4 ABOUT THE DEPARTMENT

The department of Education, Bihar is tasked with providing education and setting up related framework and infrastructure across the State with five directorates and several apex bodies, the department has been working to create a facilitative environment in which youth, and others would explore their knowledge and skills by pursuing primary, secondary, higher and mass education. The department of education, Bihar has been working hard with the ultimate aim to regain glory in the field of education.

The state higher education council in Bihar was formed by an Executive order in the year 2015. It was enacted by an act of Legislature in the year 2020. Bihar State Higher Education Council is a body to advise the Education Department in matters relating to Higher Education. Promoting accessibility, quality, excellence and equity in higher Education, along with sharing of resources between Universities and Colleges, leads academic and governance reforms at institutional level, establish principles of funding institutions, maintaining a data bank on Higher Education and conduct research and evaluation studies. BSHEC is also an integral part in the process of implementation of National Education Policy-2020.

5 BACKGROUND AND RATIONALE

Unified Management Information System (Unified-MIS) is a Bihar state government initiative for 'Bringing Integrated Data to Higher Education Institutions'.

In the current scenario, the State has no single system catering to the end-to-end value chain for E-MIS, & therefore there is an urgent need to provide a single platform that should cater to the need of the different stakeholders related to higher education like Universities and Colleges. This would be an excellent opportunity to reap the benefits of an integrated and robust, MIS and database system.

No doubt, the journey for the single platform from data collection to data usage is most difficult. But the success of the platform may lead to accurate decision-making/usage. This will also help in avoiding duplication of effort and wastage of resources due to multiple systems. The system will cater towards 'End-to-End' lifecycle of all the significant stakeholders of state higher education system – Students, Faculties, Colleges, Universities, Parents, Policy Maker and Education Department of the State.

6 INTRODUCTION

Bihar State Higher Education Council, Bihar has decided to develop and implement "Unified Management Information System (Unified MIS)" to cater to the needs of the stakeholders across the Departments, Universities,

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Colleges etc. pertaining to management and information related to "Higher Education Institutions"; The objectives of the project are as follows:-

- ✓ To develop a web based software for managing 'Higher Education Institutions' processes of the State of Bihar
- ✓ The complete data (legacy data) from any previous or prevailing online system/agency in operation at the Universities/Colleges with respect to Students, Faculties etc. should be migrated/imported to new "Unified Management Information System"
- ✓ To create a robust common integrated interoperable system platform across different departments, Universities, Colleges of the state of Bihar
- ✓ To monitor and govern the approved administrative processes
- ✓ To map the assets both fixed and movable
- ✓ To analysis the actual data available through GUI based reports & dashboards
- ✓ To provide a scalability options to accommodate the expected growth plan
- ✓ Integrated and secured database for different components
- ✓ To facilitate paperless working and provide decision support mechanism
- ✓ Development of role based dashboards to provide real time reports and a streamlined Management Information System (MIS)
- ✓ Creating a Matrix for Bihar State Institutions Ranking Framework, an effort similar to the Central Government's National Institutional Ranking Framework (NIRF) in line with the NEP vision of creating world-class universities in India.

7 BIDDER INQUIRIES AND DEPARTMENT RESPONSES

All enquiries related to this RFP must be directed in writing exclusively to the address as mentioned in the Data Sheet. The mode of delivering written queries would be in hardcopy on bidder's letter head or through email as mentioned in Data Sheet.

The bidder (s) shall have to mandatorily submit their bid queries in the following format only preferably in word format:

S.No.	Company Name	RFP Section No.	Para No.	Page No.	RFP existing Clause	Bidder Queries	Remarks(If any)
1							
2							

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Sl. No.							
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Department will endeavor to provide a timely response to all received enquiries and would provide information to the extent it is currently available to the best of the knowledge. However, any queries received after the prescribed timelines or not in the above format shall not be accepted or entertained.

8 E-PROCUREMENT - GENERAL INSTRUCTIONS

- ✓ The Bidder shall submit his bid/tender on e-Procurement platform at www.eproc2.bihar.gov.in. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.
- ✓ The Bidder must have the Class II/III Digital Signature Certificate (DSC) with signing + Encryption, and User-ID of the e-Procurement website before participating in the e-Tendering process. The Bidder may use their DSC if they already have. They can also take DSC from any of the authorized agencies. For user-ID they have to get registered themselves on e-procurement website www.eproc2.bihar.gov.in and submit their bids online on the same.
- ✓ The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given in e-Procurement 2.0 web site at the respective stage only. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement 2.0 web site. The bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender by uploading the same during the bid submission process as per the tender notice/ bid document.
- ✓ The bidders are required to submit Earnest Money Deposit in the form of Bank Guarantee/ Online Payment.
- ✓ All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the Bidder may be liable for rejection. Tender Processing Fee (TPF) and Tender Document fee to be paid through e-Payment mode (i.e NEFT / RTGS, Credit / Debit Card & Net Banking) only.
- ✓ Tender Processing Fee (TPF) shall be paid through online modes listed/ provided through the e-Procurement 2.0 platform.
- ✓ Cost of BOQ/ Form Fee shall be paid through online modes listed/ provided in the e-Procurement 2.0 platform.
- ✓ All NEFT/ RTGS payments are to be made as per the instructions printed on the NEFT/RTGS challan.



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For any support related to e-Procurement process, bidders may contact at following toll free no. or address:
Toll Free No. 1800 572 6571, Email Id: - eproc2support@bihar.gov.in Address: mjunction services limited RJ
Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashlana Road, P.S. - Shastri Nagar, Patna 800 014,
Bihar

9 SUPPLEMENTAL INFORMATION TO THE RFP

If Department deems it appropriate to revise any part of this RFP or to issue additional information to clarify any section of this RFP, it may issue supplements/ amendments/addendums/corrigendum etc. to this RFP. All such supplements/amendments/addendums/corrigendum etc. shall be communicated through the website only. All such supplements/amendments/addendums/corrigendum etc. shall be a part of this RFP and the bidders shall ensure to submit their proposals accordingly.

10 RFP FORMAT

This RFP provides Bid process and includes the scope of work for the bidder with regards to the Selection of System Partner for Development, Implementation, Operational Training & Support of Unified Management Information System "Unified-MIS" for government of Bihar to facilitate the department in determining bidder's suitability as the proposed solution provider for the requirements outlined in this RFP. The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the proposed solution provider for the requirements outlined in this RFP.

11 BID RESPONSE PREPARATION COSTS

The bidder will be responsible for all costs incurred in connection with the participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings /discussions / presentations, preparation of bid, providing any additional information required by Department to facilitate the evaluation process, and all such activities related to the RFP process. This RFP does not bind the Department to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

12 EMD & TENDER DOCUMENT FEES

The bidders are required to submit Earnest Money Deposit in the form of Bank Guarantee/ Online Payment and Tender Document fee to be paid through e-Payment mode (i.e NEFT / RTGS, Credit / Debit Card & Net Banking) . Hard copy of Bank Guarantee need to be submitted in the office of BSHEC by 2:00 pm of 06th May, 2022. The bidders shall also be required to upload a Scan copy of Bank Guarantee along with the Technical Bid through Eproc portal.

13 INSTRUCTIONS TO BIDDERS ON TENDERING PROCESS

The bid shall be submitted online through e-Procurement portal at www.eproc2.bihar.gov.in. Bids complete in all respects - both Technical Bid (available on e-Proc Portal) and Financial Bid (available on e-Proc Portal) along with all supporting documents/annexure as per Bid document must be submitted online in the e-Proc portal till 05.00 pm on or before 05/05/2022. The TECHNICAL BID of all the Bidders will be opened online. The FINANCIAL BID of those Bidders whose TECHNICAL BID does not fulfill the criteria / eligibility / requirements of Bid Documents shall not be opened. The Financial Bid of only technically qualified bidders shall be opened in online mode. Date of opening of financial bid will be announced later by the BSIEC which shall also be available online.

14 DEPARTMENT RIGHT TO TERMINATE THE PROCESS

- ✓ Department may terminate the bidding process at any time without assigning any reason. Department makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ✓ This RFP does not constitute an offer by Department.
- ✓ Department may invite the bidder for further discussions and negotiation towards the process of selection. The commencement of such negotiations does not, however, signify a commitment by Department to execute a contract or to continue negotiations. Department may terminate negotiations at any time without assigning any reason.

15 LATE BIDS

Bids received after the due date and the specified time for any reason whatsoever, shall automatically stand rejected.

16 GENERAL GUIDELINES FOR BID OPENING

- ✓ All the bids received within the specified time would be taken up to be opened by the Tender committee at the prescribed time mentioned through the mode as applicable.
- ✓ Bidders or their authorized representatives, who choose to witness the opening of bids, would remain present during the opening of bids.

17 BID OPENING

For venue and date for opening of bid please refer to Data Sheet, however, the department reserves the right at all times to postpone or cancel a scheduled tender opening.

18 FUNCTIONAL SCOPE OF WORK

18.1 BROAD SCOPE OF THE PROJECT

Briefly the scope of work entails:-

- ✓ System Study, System Design, Development, Testing, Deployment, Training and Go live of a web based, Unified Management Information System (Unified MIS) using state of the art technologies. The application should be web based and mobile responsive.
- ✓ Operation, Maintenance with User support service and capacity building.
- ✓ Deployment of manpower for support & maintenance activities (incl. training & hand-holding) along with help-desk support.
- ✓ Provide hardware specifications for application to be deployed at State Data Center.
- ✓ Deploy the envisioned Application in the State Data Center.
- ✓ Support in Third Party Acceptance Testing, Audits and Certifications.
- ✓ Helping in protecting the legacy investments in software and hardware by easily integrating them with other technology platforms and software implementations through web services.
- ✓ Conduction of User Acceptance Test by creating a test environment similar to the actual work environment of department/directorate. SP will conduct the UAT in the premises of directorate / department.
- ✓ The implementing agency shall provide Exit Management Plan and Handover the Plan to the Department.
- ✓ It is envisaged that the Unified MIS will provide an integrated platform for various current information applications (operating independently in partially or fully automated institutions) in its scope designed to provide a significantly enhanced experience to the end-users.
- ✓ The overall architecture of Unified MIS system will use the SOA architecture pattern. Additionally, the individual layers will follow the multi-tier architectural style that is Presentation, Business and Data Tiers to implement the functional, non-functional and aesthetic needs of the software system.
- ✓ The system will be components based, easy to maintain and enhance.

18.2 MAJOR STAKEHOLDERS/USERS OF THE SYSTEM

Following are the indicative users at the UMIS portal

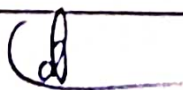
1. Guest Users
2. Colleges
3. Universities
4. Policy Makers

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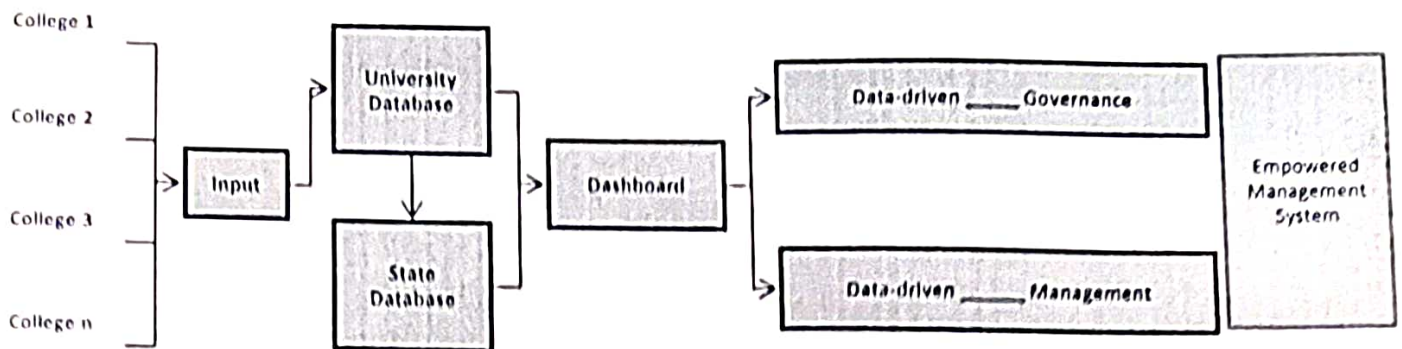
5. Internal/External Auditors
6. Bihar State Higher Education Council (BSHEC)

18.3 SCOPE OF WORK

- ✓ Universities & Colleges will be integrated with the Unified MIS on need based modules.
 - Only macro-level parameters will be captured in the system like the data related to **Enrollment, Student Success, Quality of Student Learning, Graduate Outcome, Faculty & Staff, "Sustainability & Financial Efficiency"& Funding** however these broad datasets may increase and the final list shall only be deliberated & discussed with the SP. Data capturing frequency may vary depending on the data points it may be daily (real time), weekly, monthly, quarterly and yearly.
 - The three ways of approaching the same would be:-
 - Entry of data independently by colleges and universities through carefully calibrated electronic entry forms (For partially & Non-Automated colleges)
 - Entry of information on behalf of the colleges by admin/ departmental users. (For partially & Non-Automated Colleges)
 - Dynamic Fetching of real-time information from college/institute/University level systems through web service(s) & APIs (For fully automated colleges)
 - In this way, Unified University Management Information will be centrally governed by the department and the autonomy of independent systems will be maintained as only the important information will be captured in the Unified MIS.
 - An approach to the aforesaid work is schematically represented hereunder: -
 - **Data Collection:** Robust, Holistic and unified data collection system
 - **Data Analysis & Visualization-** Intuitive and user-friendly visualizations of captured data
 - **Data Usage-** Promote "Data Driven" decision making & formulate ranking and accreditation status

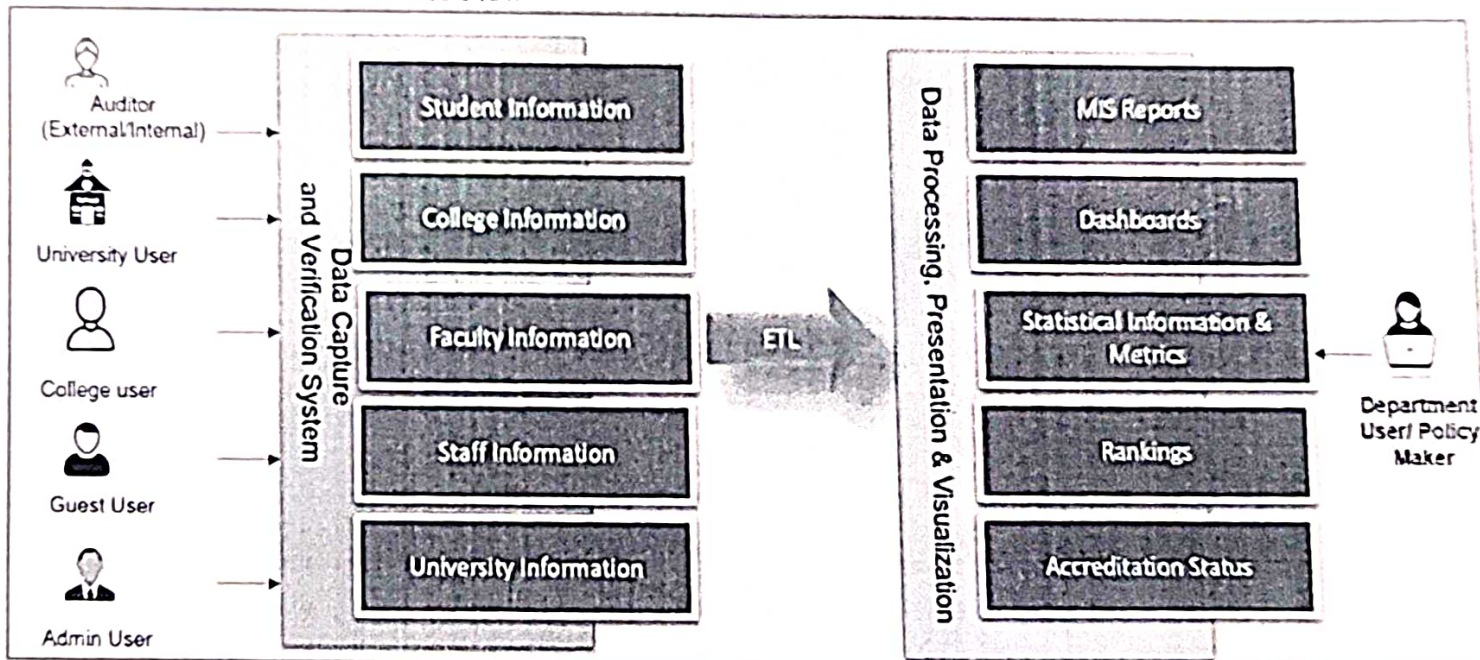


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- The second approach to the aforesaid work would be the entry of information available in physical documentation in the system on behalf of the universities/colleges by departmental users/data entry operators/admin/sub-admins.
- The third approach to this work will be the fetching of information through web services/APIs of autonomous systems operating in institutes/colleges/university (-ies). It will be the responsibility of the department to co-ordinate with the affiliated institutions to arrange the APIs & provide the same to the service provider for fetching data and presenting the same in form of graphical reports and interactive role-based Dashboard(s)

18.3.1 Indicative Data & Process Flow



18.3.2 Bihar State Institutions Ranking Framework (BSIRF)

Creating a Matrix for Bihar State Institutions Ranking Framework, an effort similar to the Central Government's National Institutional Ranking Framework (NIRF) in line with the NIP vision of creating world-class universities in India. BSIEC will depute a team to create the BSIRF framework on similar lines with NIRF, System should have the capability to capture the data points, provide the weightage to each data point and calculate the individual Institute ranking using the details defined by the BSIRF framework. BSIEC want to calculate the ranking to each institute not top 5, 10 or 100.

Bidders can refer to some of the existing frameworks & ranking system e.g.

1. National Institutional Ranking Framework (<https://www.nirfindia.org/Parameter>)
2. National Assessment and Accreditation Council (<http://naac.gov.in/index.php/en/assessment-accreditation/grading>)
3. All India Survey on Higher Education (<https://aishe.gov.in/>)

18.3.3 Data Points to be captured

As an example, here we try to list out certain macro-level data points that will be used to create visualizations for the departmental users in order to facilitate effective decision making and aid policy formulation:-

- ✓ **Enrollment Parameters:-**
 - **Total Enrolment**
 - Region-Wise
 - District-Wise
 - Block-Wise
 - Cluster-Wise
 - **Enrolment by Gender**
 - Male
 - Female
 - Transgender
 - **Enrolment by Caste**
 - General
 - SC
 - ST
 - OBC
 - Others
 - **Enrolment by College**
 - College-1
 - College-2
 - College-3
 - **Honors Enrolment**
 - Cut-Off Marks-1
 - Inst. -1
 - Inst. -2

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- Cut-Off Marks-2
 - Inst.-1
 - Inst. -2
- ✓ **Student Success (Highest Grades)**
 - **Gender-Wise Highest CGPA:-**
 - Male
 - CGPA-1
 - CGPA-2
 - Female
 - CGPA-1
 - CGPA-2
 - Transgender
 - CGPA-1
 - CGPA-2
 - **College-Wise Highest CGPA:-**
 - College-1
 - CGPA-1
 - CGPA-2
 - College-2
 - CGPA-1
 - CGPA-2
 - College-3
 - CGPA-1
 - CGPA-2
 - **Region-Wise Highest CGPA:-**
 - Northern
 - CGPA-1
 - CGPA-2
 - Eastern
 - CGPA-1
 - CGPA-2
 - Western
 - CGPA-1...
- ✓ **Quality of Student Learning**
 - **Graduation Rates**
 - **College-1 Input**
 - **Assessment Year (2019-20)**
 - **Course-1**
 - **Student-1:**
 - Backlog: _ (0, 1, 2... etc.)
 - **Student-2:**
 - Backlog: _ (0, 1, 2... etc.)

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- Course-2
 - Student-1
 - College-2 Input
- ✓ **Course Success Rates**
 - College-1 Input
 - AY 2019-20
 - Course-1
 - Total Number
 - No. of Drop-Outs
 - No. of Failures
 - Course-2
 - Total Number
 - No. of Drop-Outs
 - No. of Failures
- ✓ **Student Outcomes**
 - College-1 Input
 - AY 2019-20
 - Course-1
 - Student-1
 - Corporate
 - Government
 - Studies
 - Course-2
- ✓ **Graduate Outcomes**
 - Students Graduating in Critical Fields
 - College-1 Input
 - AY 2019-20
 - Critical Stream-1
 - Student-1:
 - Name
 - CGPA
 - Critical Stream-2
 - Student-2
 - Name
 - CGPA
 - Awards Granted to Graduates
 - College-1 Input
 - AY 2019-20
 - Course-1
 - Awardee-1
 - Type of Award
 - Awardee-2



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- Job Placement
 - College-1 Input
 - AY 2019-20
 - Course-1
 - Student-1
 - Corporate
 - Govt.
 - Studies
 - Course-2
- Internships
 - College-1 Input
 - AY 2019-20
 - Course-1
 - Student-1: _ (Y/N)
 - Student-2: _ (Y/N)
- ✓ Faculty & Staff
 - Overall Students to Faculty Ratio
 - College-1 Input
 - AY 2019-20
 - Student Count:
 - Faculty Count:
 - AY 2018-19
 - Student Count:
 - Faculty Count:
 - Faculty by Rank
 - College-1 Input
 - AY 2019-20
 - Faculty -1
 - Result
 - Faculty -2
 - Result
 - Faculty by Gender
 - College-1 Input
 - AY 2019-20
 - Male Faculty Count
 - Female Faculty Count
 - Staff by Gender
 - College-1 Input
 - AY 2019-20

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- Male Staff Count
- Female Staff Count
- Part-Time Vs. Full Time Faculty
 - College-I Input
 - AY 2019-20
 - Full-Time Faculty Count
 - Part-Time Faculty Count
- ✓ Sustainability & Financial Efficiency (Data Points/Ratios which can be captured)
 - Excess of Fund Revenues Vs. Fund Expenditure
 - Scholarship Expenditures Vs. Total Fund Revenues
 - Total Administrative Spending Vs. Total Students
 - Total Tuition Cost Incurred in a period Vs. Total Students
- ✓ Funding (Data Points/Ratios which can be captured)
 - Total Educational Expenditure Vs. Total General Expenditure
 - Total Grants Expenditure Vs. Total Contracts Expenditure
 - Total Alumni Donations College-Wise Vs. Total Funds Raised through Fundraising efforts
 - Total Research Grants Utilized College-Wise Vs. Total Endowments College-Wise

Some of the indicative data points relative to financial grants received can be as follows:-

S.No	Items	Amount in Absolute Rupees
1	Grants Received From	
(i)	University Grants Commission	
(ii)	Distance education Council	
(iii)	Other Central Government Departments	
2	Grants received From State government	
3	Grants Received from University	
4	Grants Received From Local Bodies	
5	Donations	
6	Tuition Fee	
(i)	Indian students in regular education mode	
(ii)	Foreign students in regular education mode	

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(iii)	Indian students in distance education mode	
(iv)	Foreign students in distance education mode	
7	Other Fees	
8	Interests	
9	Sale of Application Form	
10	Other Income	
(i)	Payment on lodging and boarding from Indian	
(ii)	Payment on lodging and boarding from foreign	
(iii)	Income from faculties visiting abroad	
(iv)	Other sources	
11	Total	

Indicative Data Points for Infrastructure Information

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1	Play Ground			18	Solar Power Generation	
2	Auditorium			19	Connectivity NKN	
3	Theatre			20	Connectivity NMEICT	
4	Library			21	Campus is Differently Abled Friendly	
a	Number Of Books			(i)	Hand Rails	
b	Number of Journals (Peer reviewed)			(ii)	Ramp attached to classroom library	
5	Laboratory			22	Grievance Redressal Mechanism	
6	Conference Hall			23	Vigilance Cell	
7	Health center			24	Equal Opportunity Cell	
8	Gymnasium/Fitness Center			25	Sexual Harassment Cell	
9	Indoor Stadium			26	Counselors For Students	
10	Common Room			27	Clinic / First Aid Room	
11	Computer center			28	Separate Toilet For Girls	
12	Cafeteria			29	Skill Development Center	
13	Guest House			30	Self-Defense Class For Females	
14	Separate Common Room			31	Anti-Ragging Cell	
15	Total Number of Classrooms and Seminar Halls			32	Number Of Toilets	
16	Total Number of Computers in the Campus for Academic Work*			(i)	Total	
17	Incubation Centres/Start-up Units			(ii)	Girls	
				(iii)	Toilet for disabled Males	
				(iv)	Toilet for disabled Females	

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Indicative Data points for collection of data related to scholarship

Category	General			EWS			BC			BT			OBC			TOTAL		
	Total	Female	Trans Gender	Total	Female	Trans Gender	Total	Female	Trans Gender	Total	Female	Trans Gender	Total	Female	Trans Gender	Total	Female	Trans Gender
Total																		
PWD																		
Muslim Minority																		
Other Minority																		

Indicative Data points for collection of data related to Fellowship

Category	General			EWS			BC			BT			OBC			TOTAL		
	Total	Female	Trans Gender	Total	Female	Trans Gender	Total	Female	Trans Gender	Total	Female	Trans Gender	Total	Female	Trans Gender	Total	Female	Trans Gender
Total																		
PWD																		
Muslim Minority																		
Other Minority																		

Research and Professional Practice data points

1. Combined metric for Publications
2. Combined metric for Quality of Publications
3. IPR and Patents: Published and Granted
4. Footprint of Projects and Professional Practice

Data Points related to Affiliation: Bihar state is already running a centralized affiliation portal. UMIS need to fetch the data related to affiliation from this portal, however there should be some mechanism to collect the legacy data if required.

Data points related to schemes & Projects: Data related to any other scheme or project run by Department of Education can be considered for collection and/or integration with the UMIS.

18.3.4 Informational Pages /CMS

Any Visitor/Guest User should be able to view the data in a unified manner at a single point in one common platform/Dashboard like:-

- ✓ About University Organization Structure
- ✓ About Colleges under University
- ✓ About Courses being Offered
- ✓ About Admissions like:-
 - Number of seats available per course per college/institute

- o Admission Fees, Fees Structure in General etc,

18.3.5 User Management

System should provide a comprehensive role-based user management wherein one can define the role, provide the rights & permissions, addition of users within the defined role. Also facility to define the jurisdiction of the user e.g. University level user, Institute level user etc,

18.3.6 Course Management

System should provide a comprehensive platform to create courses for various institutes/universities. Reports should be generated based on courses programs etc,

18.3.7 Masters Management

System should have predefined masters and that can be updated as per requirements. The rights for masters updation should be with administrator,

18.3.8 Dynamic Reporting System

Dynamic reports based on user selection with choices on number of columns, condition and format (Excel/pdf) required,

18.3.9 Alerts & Notifications

E-mail and SMS Gateway would be integrated with the application for sending event based reminders/notifications/alerts to various stakeholders

18.3.10 User Interface Design

System shall provide User Interface with the following features:

- ✓ Unified, easy, flexible and user friendly Interface
- ✓ Homogenous keyboard use, screen layout and menu operations with Graphic User Interface (GUI) support.
- ✓ UI suitable for non-technical users and IT experts
- ✓ Capability to setup logic, to trap conditions to pop messages in response to conditions like logical data entry errors, certain conditions etc,
- ✓ Confirmation / warning windows for delete, changes etc,
- ✓ Consistent screen layouts and access methods across all modules for same look and behavior
- ✓ Page and Application should be responsive

18.3.11 Security Mechanism

The Application should stand up to the most critical Internet vulnerabilities in the world to prevent the worst from happening,

- ✓ The login into the system will be OTP based i.e. at every login attempt a password will be sent to the authorized mobile number for authenticating the access to the system.
- ✓ Similarly, the registration into the system will be OTP based, i.e. upon entering the mobile number of the designated authority (either by himself or the administrator), a password will be sent to the mobile number (in the form of *SMS), for authentication.
- ✓ There must be a 2-factor authentication i.e. a Captcha can also be used in addition to the one-time password for authenticating profile creation and subsequent logins into the application.



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- ✓ Database Encryption: Should be configured for extremely strong database encryption.
- ✓ Login should be encrypted
- ✓ Support for SSL
- ✓ Authorization by the transaction type, User Name, User Role
- ✓ Facility of one user multiple roles and vice versa
- ✓ Automatic timeout for user (log out)
- ✓ Time restriction on transaction
- ✓ Password encryption while passing on wire
- ✓ Ability to define rules for password composition and password encryption
- ✓ Dynamic configurable password policies including Password expiry, Password complexity, Password history, reuse policy and Forced password change on first log on, business rules has to be define through Interface.
- ✓ Ability to configure the number of permissible log-in attempts
- ✓ Data updation/deletion/creation only through application layer
- ✓ Shall not require opening of any special protocols for connecting the user client to the web/ application server. All communication should be on HTTPs.
- ✓ Support role based access control, user based privileges
- ✓ Password management mechanism for passwords having expiry and likewise for time bound password management rules
- ✓ Management of resource allocated to per user session.
- ✓ Standalone / integration with Operating system security
- ✓ The bidder shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. Bidder also agrees and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000 (as amended from time time)
- ✓ System shall follow Open Web Application Security Project (OWASP) guidelines and shall be based on ISO 270001 standards and comply with GIGW (Guidelines for Indian Government Websites) issued by GoI.

18.3.12 Other Technical Requirements

- ✓ The creation, numbering and closure of requests shall be handled independently for each user and department level. However, certain security aspects, access permissions etc. can be managed centrally.
- ✓ The system shall be scalable to accommodate new users and data volume.
- ✓ The system shall be web based with multi-tiered architecture(3 tier is preferred)
- ✓ The end user interface shall be browser independent and compatible to all the latest versions of popular browsers like Mozilla Firefox, Internet Explorer, Safari, Google Chrome, Microsoft Edge etc. and Operating Systems like Windows, Mac OS & Linux or any other new OS and browsers.
- ✓ The system shall have scalable architecture to support clustering and High Availability at each layer i.e., Web Server, Application Server and Database with fault tolerance & load balancing.
- ✓ The system shall support SSL.
- ✓ The system shall support E-mail, SMS through API.
- ✓ The system shall support Alert Mechanisms (Reminders, Notifications) & Escalation Mechanisms

18.3.13 Security AUDIT

- ✓ The bidder has to conduct security audit of each module before Go-Live and provide Safe to Host Certification from any third party cert-in empanelled firm.

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- ✓ Web Application Audit & Vulnerability management of the web enabled applications has to be strictly done as per the guidelines issued for Third Party Audit empanelled agency by Cert-in.
- ✓ Web-enabled Application is to be audited as per latest OWASP (Open Web Application Security Project) and other latest security standards.

18.3.14 Technical Scope of Work

The scope of work for the selected bidder during the contract/engagement shall include:-

- ✓ Detailed System Study, Requirement Analysis, and System Requirement Specification document preparation for the envisaged application and suggestion for Government Process Re-engineering.
- ✓ Design, finalization and customization/development of the solution
- ✓ Configuration, installation and hosting of the new application in High Availability mode on Bihar State Data Centre.
- ✓ Software Solution Testing
- ✓ Deployment & Configuration
- ✓ User Acceptance Testing (UAT)
- ✓ Conduction of Security Audit Clearance & Go-Live of the Solution
- ✓ Deployment of developed Web Application on State Data Centre
- ✓ Conduction of "CERT-In Certification/Safe-To-Host Certificate" for the web application.

19 TECHNICAL REQUIREMENT

19.1 LOGICAL DESIGN

- ✓ Enable a Single Presentation Platform to the end user.
- ✓ Design Architecture to ensure high availability of webpages and its content with standard of web 3.0.
- ✓ Scalability to ensure performance on high request load
- ✓ Extensibility to support new features
- ✓ A modular, loosely coupled design to support integration with different technologies
- ✓ Enable integration of services and interoperability with external applications
- ✓ Easy to use
- ✓ Technology environment neutrality
- ✓ Security as a complete Layer encompassing services, application and infrastructure

19.2 SOLUTION ARCHITECTURE

- ✓ **Portal Technology Stack** based on Open Source and Open Standards
- ✓ **Security**
 - Identity, Access Management and Role Based Encryption (SSL)
 - Support Integration of Restful JSON API Web Services
- ✓ **Standard Workflow**
 - Must provide automated workflows that route content through an approval process, but also allows for editing at each level.

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- Must demonstrate compatibility and ability to integrate with existing Web infrastructure products of the State Portal.
- ✓ **Database**
 - PostgreSQL will be preferred.

19.3 ENVISIONED TECHNICAL ARCHITECTURE

The Technical Architecture of the System would be multi layered. The architecture is scalable both vertically and horizontally with security features. The salient features of the layers are as follows:-

- ✓ **Presentation Layer:** The user shall interact and transact business with this layer. The layer shall provide the following features to users such as personalization, enterprise search, analytics etc. All services either requested or delivered would be orchestrated through this layer.
- ✓ **Web Experience and Content Management Layer:** This layer of the system provides for content targeting, content authoring, Web Content Personalization, Multi-Channel Delivery, Information Rights Management etc.
- ✓ **Process and Service Integration Layer:** This layer facilitates integration of multiple business processes with the help of defined business rules. It also facilitates real time dashboard and data exchange
- ✓ **Application Layer:** This layer of the System would have the various software applications which serve the business functionalities of the directorates/ department. Additional services shall be added, modified at this layer. The layer on top of this integrates the various business processes.
- ✓ **Infrastructure and Data Layer:** This layer contains the host of hardware, software, Network, used for storing data, exchanging data, system software, business software etc.
- ✓ **Security Confidentiality and Control Services:** This runs vertically across the entire architecture providing security services to the various services. The architecture provides security services such as Single Sign On, Authorization and Privacy (e-Sign), Secure Communications, Identity Management, Role Management etc.

20 TRAINING & HAND-HOLDING

A comprehensive training/hand-holding has to be conducted at department headquarters In Patna & at institution/college/university level. The same will be Classroom based and instructor led or through virtual means. The bidders may mention the plan for the same in their proposal documents. All infrastructure related to the same like seating space, air conditioning, IT infrastructure etc. will be provided by the department along with list & profile of audiences. A comprehensive training plan/change management plan (detailing the location, mode & duration) should be presented by the vendor in its proposal document/presentation.

21 DATA MIGRATION

There would be a number of records in various existing masters present in various independent initiatives taken at Department/University/College level which may need to be migrated/ mapped into envisaged UMIS database. The exact size and format/file will be shared with the successful vendor/implementation agency. Each vendor needs to propose a data migration strategy. Please note that this data might not been clean and formatted& therefore some amount of refinement/re-structuring might be required to be conducted in order to map envisaged UMIS database with existing tables.

22 TECHNOLOGY LANDSCAPE

The Unified MIS should be based on open architectural principles and standards and built on FOSS (i.e. Free & Open Source Technologies). The bidders are advised to propose the complete technology stack as per their understanding of the requirement and the needs of the department.

23 APPROACH & METHODOLOGY

Bidders' are advised to follow an incremental iterative approach keeping in view the evolving and dynamic nature of the requirement. However, the bidders are free to propose their development and project management methodology which would be subject to scrutiny by the technical evaluation committee. Though usage of Agile model will be preferred.

24 OPERATION AND MAINTENANCE

The various activities to be performed by the System Partner during this phase are mentioned as below but are not limited to:

- ✓ The System Partner will be required to regular update, operate and maintain the complete end to end solution for a period of **Three (3) years** after Successful implementation and that can be extended up to 2 more years on same terms and condition subject to Satisfactory Performance, continued requirement of the project and approval by the competent authority.
- ✓ The SP should ensure the requisite yearly security audits of the framework (main portal) from CERT-IN empanelled vendors and submission of audit reports / certificates to the department.
- ✓ The SP will be required to provide the Technical Support for the applications not limited to:
 - Resolution of any bugs & issues including bug fixing, improvements in presentation and/or functionality.
 - Provide the latest updates, patches / fixes, version upgrades relevant to the solution.

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- Software version control and software documentation management reflecting features and functionality of the solution.
- Installation of the necessary patches and application upgrades.
- ✓ To look after the database and data security related matters and to maintain security features.
- ✓ Any fresh development/enhancement arising during maintenance period implying any level of code change shall be discussed with the implementing agency and a change request procedure will be initiated through a duly constituted CCB (Change Control Board).
- ✓ The SP should ensure to deploy requisite resources onsite/offsite that will be responsible for regularly updating, operating & maintaining of the Solution. SP need to deploy adequate resources having said qualification, skills and experience. BSHEC may interview/interact the resources before deployment. Also, in case BSHEC finds that any of the resource is not fit or performing due to any reasons, SP would need to replace the resource within 30 days of written communication. BSHEC may increase or decrease the resources as per the contract rates. 30 days prior notice period should be given to the SP.
- For onsite, a PMU of 5 personnel will be required having 3 technical resources and & 2 technical support staff.
 - I. 3 technical resources with 1 Project Manager & 2 Software Developers for handling day to day issues and ad-hoc report generation.
 - II. 2 technical support staff would be constituted for attending to calls (in local language) & logging the Grievance in a Grievance Management system for tracking & closure. The call center setup (on 8x6 basis i.e. 8 hours a day 6 days a week) along with the supply of manpower for its operationalization & technical support (2 personnel for resolving all simple to complex issues ranging from usage level to code level issues) would be provided by the successful agency along with laptops, manpower, ticket management software/Grievance Redressal Software, phone lines/IVRS software. Physical Infrastructure for seating, power backup will be provided by department.
- The roles & responsibilities of the PMU will be as follows:-
 - ✓ Ensure achievement of milestones and deliverables
 - ✓ Preparation & submission of all required Standard Operating Procedures (SOPs) detail.
 - ✓ To facilitate review, verification and approval of SOPs from DEPARTMENT or designated entity.
 - ✓ Coordinate with Offsite team to ensure that all issues and requirements are fixed.
 - ✓ Liaison & coordinate with local colleges & universities to ensure that all issues and requirements are either resolved or forwarded to concerned offsite team.



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- ✓ Submission of monthly reports to the department or Designated entity.
- ✓ Any other job responsibility assigned by department or Agency offsite team.
- ✓ Responsible for overall development operations and maintenance of the developed solution.
- ✓ Organized required trainings and workshops
- ✓ Coordination with all stakeholders
- ✓ Liaison with all stakeholders.
- ✓ To provide Exit Plan for future Implementation at the departmental level.
- ✓ Any Change Request should be handled by offshore and Onsite technical Staff.

25 HOSTING INFRASTRUCTURE

The solution should be hosted on the cloud/servers as directed by the department, state data center or NIC data center.

- The application would be hosted on Cloud Data Centre as directed by department, but the size/specifications need to be provided by the Implementing Agency.
- Necessary Security audit from a CERT-In Empanelled agency, installation and any configuration required, would have to be carried out by the implementing agency before making the application live.
- Support for hosting the application & co-ordination with Data Centre Team is under the purview of the Implementing Agency.
- The code-base of the web application would be security audited.

26 DELIVERY TIMELINES& PAYMENT SCHEDULE

Bidders' are advised to follow an incremental iterative approach keeping in view the evolving and dynamic nature of the requirement. Complete scope will be divided into three phases, each phase is envisaged to be undertaken as per below plan which will include requirement gathering, SRS Preparation, Design templates, development and content population, User Acceptance testing, Training/Hand-holding, Audits & Certifications.

The bidders are requested to propose the timelines for the project keeping the above directives into consideration.

SN	Item Particulars	Timelines (Months;T=0)	Payment Milestone
1.	Phase – 1 The indicative scope of phase-1 will be on boarding of the universities & Institutes,	T+4	1. 15% of Design & Development cost of UMIS Web Application [Table-A of Financial bid format] will be paid on

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	providing login details, profile management, Master creation, capturing of the basic data points and generation of reports from the collected data.		<p>completion & Sign-off of SRS Document of Phase – 1.</p> <p>2. 15% of Design & Development cost of UMIS Web Application [Table-A of Financial bid format] will be paid on completion UAT of Phase – 1.</p> <p>3. 10% of Design & Development cost of UMIS Web Application [Table-A of Financial bid format] will be paid on Security Audit, training & Go-Live of Phase – 1.</p>
2.	<p>Phase – 2</p> <p>Integration with third-party APIs, Integration with Colleges MIS system for collection of data.</p>	T+7	<p>1. 10% of Design & Development cost of UMIS Web Application [Table-A of Financial bid format] will be paid on completion & Sign-off of SRS Document of Phase – 2.</p> <p>2. 10% of Design & Development cost of UMIS Web Application [Table-A of Financial bid format] will be paid on completion UAT of Phase – 2.</p> <p>3. 10% of Design & Development cost of UMIS Web Application [Table-A of Financial bid format] will be paid on Security Audit, training & Go-Live of Phase – 2.</p>
3.	<p>Phase – 3</p> <p>Calculation of BSIRF Indices, Reports and Dashboards at each level</p>	T+10	<p>1. 10% of Design & Development cost of UMIS Web Application [Table-A of Financial bid format] will be paid on completion & Sign-off of SRS Document of Phase – 3.</p> <p>2. 10% of Design & Development cost of UMIS Web Application [Table-A of Financial bid format] will be paid on completion UAT of Phase – 3.</p> <p>3. 10% of Design & Development cost of UMIS Web Application [Table-A of Financial bid format] will be paid on Security Audit, training & Go-Live of Phase – 3</p>

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Please Note:-

- ✓ The above timelines are only indicative in nature and the bidder is free to propose their own timelines within the given framework as the primary mandate of the department is to implement the system module-wise

Other Payment Terms:-

- ✓ Payment terms for offsite maintenance cost for 3 years [Table-B of Financial bid format] will be paid quarterly on successful support service.
- ✓ Payment terms for PMU (Onsite Support & Help-Desk Operators) [Table-C of Financial bid format] will be paid monthly on successful support service.
- ✓ Payment terms for System software subscription cost (Enterprise class database) [Table-D of Financial bid format], will be paid annually upfront.
- ✓ Payment terms for Additional Cost [Table-E] will be paid on actuals as per unit rate quoted.
- ✓ Any monetary figure in decimal shall be rounded off to the nearest INR.
- ✓ All Payments will be subject to deduction of Income Tax, GST and any other tax prevailing / applicable at the time of payment.
- ✓ In bills all taxes should be shown separately.
- ✓ No advance payment shall be made.
- ✓ No interest would be payable on delayed payments. However, the department would normally make every possible effort to make payments promptly.

27 INSTRUCTIONS TO BIDDERS

Bids must be direct, precise, concise, and complete. Department will evaluate bidder's proposal based on the response to the requirements of the project as outlined in this RFP.

27.1 PERIOD OF VALIDITY OF BIDS

- ✓ The technical and commercial bids shall be valid for a period of **180 days or Six (6) months** from the closing date of submission of the bids.
- ✓ A bid valid for a shorter period may be rejected as non-responsive.
- ✓ Department may solicit the bidder's consent for an extension of the validity period for the bids. The request and the responses thereto shall be made in writing.

27.2 NON-CONFORMING BIDS

Any bid may be construed as a non-conforming bid and ineligible for consideration if it does not comply with the requirements of this TOR/RFP.



27.3 AMENDMENT/CORRIGENDUM OF BIDDING DOCUMENTS

At any time prior to the deadline for submission of bids, Department, for any reasons, may modify the bidding documents and may issue supplements/amendments /addendums/corrigendum etc. to this RFP. All such clarifications/amendments/addendums/corrigendum etc. shall be available to the empanelled Companies/Agencies through the website only and shall be part of this RFP as well as binding on the bidders. Department, at its discretion, may extend the deadline for the submission of bids.

27.4 LANGUAGE OF BIDS

The bids and all correspondence & documents shall be written in English. All bids and accompanying documentation will become the property of Department.

27.5 PRICES

The price would be as per format of this document. The bids not conforming to the format shall be rejected.

27.6 CORRECTION OF ERRORS

- ✓ Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted price will be entertained after the quotations/bids are submitted. (All corrections, if any, should be initiated by the person signing the bid form before submission, failing which the figures for such items may not be considered).
- ✓ Arithmetic errors in bids will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case the bid price shall govern.

27.7 MEASUREMENTS AND ARITHMETIC CONVENTIONS

All the evaluations/calculations will be in the metric system and calculations done to 2 (two) decimal places, with the third digit of 5 (five) or above being rounded up and below 5 (five) being rounded down.

27.8 REJECTION

The bids reliable to be rejected in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- ✓ Proposal not submitted in accordance with the guidelines mentioned in this document.
- ✓ During validity of the bid, or its extended period, if any, the bidder increases/decreases his quoted prices.
- ✓ The bidder qualifies the bid with his own term & conditions.
- ✓ Proposal is received in an incomplete form.

- ✓ Proposal is not accompanied by all requisite documents.
- ✓ Information submitted in technical bid 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.
- ✓ Financial bid is enclosed as part of technical bid.
- ✓ If the Bidder tries to influence the bid evaluation process by unlawful means at any point of time during the bid process.
- ✓ In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn upon notice immediately.
- ✓ Blacklisted by the Government of India ("GOI"), State Government or any other Government owned agency including quasi-Government Sector organization or company, for corrupt, fraudulent practices or reasons related to non-performance in any engagement on or before the date of opening of bid.

27.9 MODIFICATION AND WITHDRAWAL OF PROPOSALS

No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiration of the bid validity period specified by Department. Any modification or withdrawal of bid during this period shall result in the forfeiture of the EMD.

27.10 PROPOSAL COVER LETTER

The bidder should submit the proposal with the Proposal covering letter (on company's letter head) only in the format described in the Section – Submission of Bids.

27.11 GENERAL INFORMATION OF THE BIDDERS

The bidder shall provide the General information about them (on company's letter head) only in the format described in the Section - Submission of Bids.

27.12 BIDDER'S AUTHORIZATION CERTIFICATE

The bidder shall provide the Bidder's Authorization Certificate (on company's letter head) only in the format described in the Section - Submission of Bids.

28 PRE-QUALIFICATION CRITERIA

- ✓ The Bidder should be a registered Company/ Partnership firm / Proprietorship firm and should be at least five years old entity.
- ✓ The Bidder should be registered with the GST department, and carry a valid PAN/ TAN Number
- ✓ ISO 270001 certified certificate

Open Tender Enquiry (RFP) to Select a Service Provider For Development, Implementation, Operational Training & Support of Unified Management Information System "Unified-MIS"

- ✓ The Bidder must have a valid CMMi level 5 certification for Software Design, Development & Testing.
- ✓ The Bidder should have an Average Annual Turnover in the last three (3) financial years ending 31.03.2020 of more than INR 50 Crores.
- ✓ Bidder should have positive net worth for each of the last three financial years (FY: 2019-20, 2018-19, and 2017-18).
- ✓ The Bidder should have implemented at least one Software Design, Development & Maintenance project of cumulative value at least for INR. 3 Crores for any Central/State Government department in India
- ✓ The Bidder should have experience of developing an IT Solution/Management Information System and must have handled at least Thirty Thousand records for a single database for the State Government/ Central Government /PSU across India.
- ✓ The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Government/Central Government. /PSU for any reason during the last three financial years.
- ✓ Consortium/JV/Sub-contracting is not allowed for this RFP.

29 TERMS AND CONDITIONS - POST AWARD OF CONTRACT

29.1 CHANGE REQUEST

- ✓ In case agency finds any changes (increase/decrease) in scope, time or cost, agency need to submit the change request with proper justification, impact analysis.
- ✓ In case of any change request raised by the vendor, that will go through the change control board or authorized team members. Authorized team members will review the CR and can approve or reject.
- ✓ Any requirement apart from the scope of RFP, if proposed by the department to implement in the solution, the same shall be communicated to Agency in writing. After assessment of the requirement impact in term of resource, cost, duration, the request on approval can be given to the service provider for implementation.

29.2 LIMITATION OF LIABILITY

The entire & collective liability of the bidder arising out of or relating to this engagement, including without limitation on account of performance or non-performance of obligations hereunder, regardless of the form of course of action, whether in contract, Tort or otherwise, shall in no event exceed the total Contract Price under this project plus invoking of the Bank Guarantee submitted by the bidder.



29.3 PENALTIES

29.3.1 Design & Development of UMIS solution

For each two weeks of delay in Go-Live of individual phase due to delay caused by SP, penalty of 0.25 % of the development cost of respective phase shall be imposed subject to the maximum of 10% of the total design & development cost of UMIS.



29.3.2 Onsite Resource (During O&M Phase)

S. No.	Activity	Required Service Level	Penalty
01.	Absence of Onsite Resource	Onsite Technical Resource is absent for more than 3 consecutive days without any prior approval and replacement.	Per day Rs. 5,000 for first 15 days. Post this BSHEC reserves the right to terminate the contract.
02.	Shortfall of Helpdesk operator	Operator is absent for more than 3 consecutive days without any prior approval and replacement	Per day Rs. 1,000 for first 15 days. Post this BSHEC reserves the right to terminate the contract.

29.4 TERMINATION

29.4.1 Right to Terminate

- ✓ BSHEC has the right to terminate this Agreement upon giving 45 days written notice in that behalf being given by it to SP at any time after the happening of any of the following events:
- ✓ Any default or breach of any provision hereof and in case SP fails or neglects to cure any such default or breach within 30 days of being called upon in writing to do so by the BSHEC. However, this may be extended to 45 days on the request of the SP.
- ✓ Any order has been passed by a competent court for winding up of SP.
- ✓ SP ceases or threatens to cease to carry on its business or, without the prior written approval of the BSHEC disposes off the whole or substantially the whole of its undertaking or (except in the ordinary course of business) of its assets.

29.4.2 Termination of this Agreement due to bankruptcy of System Partner

BSHEC may serve written notice on System Partner at any time to terminate this Agreement with immediate effect in the event that:

- ✓ The System Partner reporting an apprehension of bankruptcy to the department or its nominated agencies.
- ✓ The department or its nominated agencies apprehending a similar event.

29.4.3 Effects of Termination

Upon termination of this Agreement, the Parties will comply with the Exit Management clause as specified in this Agreement.

- ✓ In the event that department or the System Partner terminates this Agreement, the compensation will be decided in accordance with the Terms of Payment Schedule set out RFP or Agreement.

- ✓ In the event that the department terminates this Agreement pursuant to failure on the part of the System Partner to comply with the conditions as contained in this Clause and depending on the event of default, Performance Bank Guarantee furnished by System Partner may be forfeited.
- ✓ Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out in this Agreement.
- ✓ On termination of this Agreement for any reason, the department will decide the appropriate course of action.

29.4.4 Hand-holding and Knowledge Transfer

- ✓ Towards the end of the contract period, the SP will be required to provide necessary handholding and transition support for a period of 30 Days, to the department appointed staff or any other agency that is selected for maintaining the system, post contract with the SP. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the solution, handing over all relevant documentation and Source Codes, addressing the queries/ clarifications of the staff/ new agency with respect to the working/ performance levels of the infrastructure, conducting training sessions etc.
- ✓ The System Partner shall hold operational hand-holding sessions on the solution with the designated officers / staff members, so that department can continue with the solution even after System partner exits the project.
- ✓ SP shall also handover all the Source Codes developed for the UMIS Portals as a part of Knowledge Transfer process.
- ✓ Knowledge Transfer is an integral part of the scope of work of the SP. This will have to be done even in case the Contract is terminated before the planned timelines.

29.5 EXIT MANAGEMENT

29.5.1 Exit Management Purpose

- ✓ This schedule sets out the provisions, which will apply on completion and termination of the contract
- ✓ The bidder/System Partner shall provide Exit Management plan clearly specifying the duration and activities required for such transition/migration before two months period from the date of expiry of contract, or termination of the operations
- ✓ The parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule
- ✓ Cooperation and provision of information - During the exit management period the existing System Partner will allow new designated agency to access information required to define the current mode of operation; enabling the new designated agency to assess the existing services being delivered and take proper control of the Infrastructure being used.

Open Tender Enquiry (RFP) to Select a Service Provider For Development, Implementation, Operational Training & Support of Unified Management Information System 'Unified-MIS'

- ✓ In case of premature termination of contract, the bidder shall initiate exit management and shall carryout all operations till the time, handover to the new designated agency is completed. During such transition / migration phase it is also to be ensured that there is no service down time.
- ✓ The bidder shall provide handholding support/overlapped operations for a period of 2 months with the new designated agency who is going to manage the operations thereafter.

29.6 FORCE MAJEURE

- ✓ The vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ✓ For purposes of this Clause, "Force Majeure" means an event beyond the control of the and not involving bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the department in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- ✓ If a Force Majeure situation arises, the bidder shall promptly notify the department in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- ✓ If an event of Force Majeure continues for a period of one hundred and eighty (180) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/services already delivered or performed.

29.7 DISPUTES RESOLUTION

29.7.1 Amicable Settlement

The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this agreement, the aggrieved party shall issue a written notice setting out the Dispute/differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 60 days from the date of receipt of written notice, the matter shall be referred for Arbitration.

29.7.2 Arbitration

In case of any dispute, either party may issue a notice of reference, invoking resolution of disputes through arbitration in accordance with the provisions of the Arbitration Conciliation Act, 1996. The arbitral proceedings shall be conducted by a sole arbitrator that may be appointed with the consent of Parties to such dispute. If there is no agreement among the parties to the identity or appointment of such sole arbitrator within 30 days of issue of notice of reference, then the arbitral proceedings shall be conducted by a panel of three arbitrators, one arbitrator to



be appointed by the Client and other appointed by System Partner and the third arbitrator to be mutually appointed by the other two arbitrators in accordance with provisions of Arbitration and Conciliation Act, 1996. Arbitration proceedings shall be conducted in and the award shall be made in English language. Arbitration proceedings shall be conducted at Patna and following are agreed:

- ✓ The arbitration award shall be final and binding on the Parties, and the Parties agree to be bound thereby and to act accordingly.
- ✓ The arbitrator may award to the Party that substantially prevails on merit, its costs and reasonable expenses (including reasonable fees for counsel)
- ✓ When any dispute is under arbitration, except for matters under dispute, the Parties shall continue to exercise their remaining respective rights and fulfil their remaining respective obligations under this Agreement.
- ✓ Any legal dispute will come under Patna High Court jurisdiction only.

30 TECHNICAL EVALUATION CRITERIA

30.1 METHOD OF SELECTION

Quality and Cost Based Selection (QCBS) - wherein 70% weightage will be given to the Technical proposal and 30% to the financial proposal.

QCBS - 70:30 (Quality (70%) cum Cost (30%) Based Selection)

The price Proposal of only those consultants who qualify technically (Minimum Qualifying Marks: 70) will be opened.



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The marking criteria are given below: -

SN	Criteria	Marks (Maximum)
1	<p><u>Average Annual Turnover</u></p> <ul style="list-style-type: none"> • INR 50 Crores to 75 Crores: 5 Marks • INR more than 75 Crores to 100 Crores: 10 Marks • INR more than 101 Crores -125 Crores: 15 Marks • INR more than 125 Crores - 20 Marks <p><i>A CA certificate clearly stating the turnover from last three financial years (i.e. FY 2020-21, FY 2019-20 & FY 2018-19) needs to be submitted in this regard.</i></p>	20
2	<p><u>Experience In development of Web application/software in Government of India/State Government Organizations/PSUs in the last five (5) financial years.</u></p> <ul style="list-style-type: none"> • Each project having value 3 Cr - 5 Cr will be awarded 5 marks. • Each project having value 5 Cr and above will be awarded 7.5 marks. <p><i>Maximum of two projects will be considered. Please enclose copy (-ies) of work order & completion certificate/phased completion/partial completion/invoice copies against these projects.</i></p>	15
3	<p><u>Specific Experience in development of web application/software in the higher education sector in India (public or private) in the last five (5) financial years</u></p> <ul style="list-style-type: none"> • Project value of INR 5 Crores or more will be awarded 5 Marks. • Project value of INR 10 Crores or more will be awarded 10 Marks. <p><i>Only One project will be considered. Please enclose copy (-ies) of work order & completion certificate/phased completion/partial completion/invoice copies against these projects.</i></p>	10
4	<p><u>Company Strength (Head Count)</u></p> <ul style="list-style-type: none"> • 200-299 Employees: 5 Marks • 300-399 Employees: 7 Marks • 400 plus Employees: 10 Marks <p><i>A self-declaration needs to be submitted in this regard.</i></p>	10
5	<p>The bidder should have experience of development of an IT Solution/Management Information System Software for the State Government/ Central Government /PSU across India having large no. of records in single database.</p> <ul style="list-style-type: none"> • No. of Records in single database greater than or equal to 50K and less than 70K will be awarded 2 Mark. 	10

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	<ul style="list-style-type: none"> No. of Records in single database greater than or equal to 70K and less than 90K will be awarded 4 Marks. No. of Records in single database greater than or equal to 90K and less than 110K will be awarded 6 Marks. No. of Records in single database greater than or equal to 110K and less than 130K will be awarded 8 Marks. No. of Records in single database greater than 130K will be awarded 10 Marks. <p><i>A client certificate/documentary proof clearly mentioning the number of records needs to be submitted in this regard.</i></p>	
6	<p><u>Experience in executing web application/software project in State of Bihar in last 5 financial years (2016-17 onwards)</u></p> <ul style="list-style-type: none"> Each project will be awarded 2.5 marks each <p><i>Please enclose copy (-ies) of work order & completion certificate/phased completion/partial completion/invoice copies against these projects.</i></p>	5
7	<p><u>Company Credentials, Requirement Understanding & Approach</u></p> <p>The technical bids/proposals submitted by the bidder have to be complete in all respects however, BSHEC may (if it deems fit) call a 20 to 30 minutes presentation by the vendors.</p> <ol style="list-style-type: none"> Understanding of scope of work – 10 Marks Proposed Solution, Approach, Methodology & Project Plan – 10 Marks Risks & Mitigation Plan and Training Plan – 5 Marks Operation & Maintenance Road map and Exit Management – 5 Marks <p><i>SP may refer to FORM – 5 for Presentation on above points</i></p>	30
<u>Total</u>		<u>100</u>

- ✓ Minimum 70 Marks are mandatory in technical evaluation & for financial opening.
- ✓ QCBS will be followed for further evaluation, with 70% technical weightage and 30% financial weightage.

QCBS Evaluation Methodology:

The selection of agency will be evaluated as per the combined quality cum cost-based system:

- ✓ The Technical proposals will be allotted weightage of 70%, while the financial proposals will be allotted weightages of 30%
- ✓ Financial proposal with the lowest cost will be given a financial score of 100 and other proposals will be given financial scores that are inversely proportional to their prices.
- ✓ The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.
- ✓ On the basis of the combined weighted score for quality and costs, the agency shall be ranked in terms the total score obtained. The proposal obtaining the highest total score in evaluation of quality and co

(b)

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will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 would be recommended for award of the contract.

✓ An example to explain the evaluation methodology to be adopted is given below for the information of the agency:

- Suppose 3 proposals are received from agency A, B & C respectively, they would first be given marks for evaluation of their technical proposal/presentation as per the criteria given above. Suppose the agency A, B and C are allotted 75, 80 and 90 marks respectively, they would all become eligible for opening of their financial proposal.
- Suppose the committee examined the financial proposals and evaluated the quoted prices as under:

Proposal Evaluated cost:

A	Rs. 120
B	Rs.100
C	Rs.110

✓ Using the Formula LEC/EC, where, LEC stands for Lowest Evaluated Cost and EC stands for Evaluated Cost. The financial proposal will be given the following points for financial proposals:

- A: $(100/120) \times 100 = 83$ Points
- B: $(100/100) \times 100 = 100$ Points
- C: $(100/110) \times 100 = 91$ Points

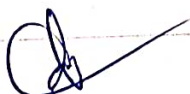
✓ Thereafter, for the purpose of obtaining the combined score proposals will be evaluated by using the Formula as shown below:

- A. Proposal A: $75 \times 0.70 + 83 \times 0.30 = 77.40$ Points
- B. Proposal B: $80 \times 0.70 + 100 \times 0.30 = 88.00$ Points
- C. Proposal C: $90 \times 0.70 + 91 \times 0.30 = 90.30$ Points

✓ The 3 proposals in the combined technical and financial evaluation will, thus be ranked as under:

- A. Proposal A: 77.40 Point: H3
- B. Proposal B: 88.00 Point: H2
- C. Proposal C: 90.30 Point: H1

✓ Proposal C, which has the highest combined score, with the bid cost of Rs.110 would, therefore, be declared as the winner and recommended for approval of the competent authority for award of work.



31 AWARD OF CONTRACT

31.1 AWARD CRITERIA

The Best Evaluated Bidder according to QCBS evaluation & further discussions and negotiation towards the process of selection in line with the latest guidelines of Govt. of Bihar will be considered for award of contract by the department

31.2 RIGHT TO ACCEPT / REJECT ANY OR ALL PROPOSALS

Department reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of contract, without thereby incurring any financial or other liability to the affected bidders or any obligation to inform the affected bidders of the grounds for department decision

31.3 NOTIFICATION OF AWARD

- ✓ Prior to the expiration of the validity period, the department will notify the successful bidder in writing or by fax, to be confirmed in writing by letter, that its bid has been accepted.
- ✓ In case the tendering process/ public procurement process has not been completed within the stipulated period, the department may request the bidders to extend the validity period of the bid.
- ✓ The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance guarantee, the department will promptly notify each unsuccessful bidder. The department shall not be bound to give reasons for rejection of any bid.

31.4 CONTRACT FINALIZATION AND AWARD

Department will take approval from the competent authority as per procedure before allotment of project to Company/Agency and such award shall be subject to the norms / latest guidelines of Govt. of Bihar.

31.5 PERFORMANCE BANK GUARANTEE

- ✓ The successful bidder shall at his own expense deposit with the department, within Thirty(30) working days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a nationalized bank or scheduled banks acceptable to Department, payable on demand, for the due performance and fulfillment of the contract by the bidder. The Format for Performance Bank Guarantee is available in this TOR/RFP.
- ✓ This Performance Bank Guarantee will be for an amount equal to 10% of the value of the contract awarded. The value of the contract will be calculated as the sum of all payments (as stipulated by the contract pertaining to the scope of work) to be made by the department to the bidder during the contract period. All charges and expenses whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. The performance bank guarantee shall be valid initially till 6

Open Tender Enquiry (RFP) to Select a Service Provider For Development, Implementation, Operational Training & Support of Unified Management Information System "Unified MIS"

months after the completion of the contract period. In case, the project will be extended /delayed beyond the timelines, the bidder shall be required to extend the Bank Guarantee till the actual date of completion of project. The performance bank guarantee may be discharged/ returned by the department upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

- ✓ In the event of the bidder being unable to service the contract for whatever reason, department would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the department under the contract in the matter, the proceeds of the PBG shall be payable to the department as compensation for the pre- estimated, pre-determined and pre-agreed loss resulting from the bidder's failure to perform/comply its obligations under the contract.
- ✓ Department shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

31.6 SIGNING OF CONTRACT

Within 15 days of receipt of the initial Notification of Award the successful Bidder shall execute the Contract with the department. The submission of Performance Bank Guarantee shall be a pre-condition for signing of the contract.

31.7 TERM OF THE CONTRACT

The term of this Contract shall be for a period of three years commencing from the date of "Successful Implementation / Go-live" of end-to-end IT Solution. However, the contract maybe extendable, on mutually agreed terms and conditions, one year at a time for a period of next three years. (The Date of Go-Live will be date on which bidder received Letter of Successful Implementation/ Go-live from the department)

31.8 FAILURE TO AGREE WITH THE TERMS & CONDITIONS OF THE RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the department may award the contract to the next best value bidder or call for new bids or invoke the PBG.



32 COMMERCIAL BID FORMAT

32.1 GRAND TOTAL COST FOR DESIGN, DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF UMIS APPLICATION FOR 3 YEARS

S. No.	Item Particulars	Total Cost
1	Design & Development cost of UMIS Application [Table-A]	
2	Offsite Maintenance Cost for 3 years [Table-B]	
3	PMU (Onsite Support & Help-Desk Operators) [Table- C]	
	Grand Total	

32.2 TABLE-A: DESIGN & DEVELOPMENT COST FOR UMIS

S. No.	Item Particulars	Qty.	Unit Cost	Total Cost (Qty. * Unit Cost)
1	Design & Development cost of UMIS	1		
2	Cost of Integration of the UMIS Software with existing autonomous systems operating at partially & full automated Universities & Colleges	1		
3	Cost of Data Entry, Migration & Cleaning etc.	1		
4	Cost for Training/Hand-holding of the Project	1		
	Total Cost			

32.3 TABLE-B: OFFSITE MAINTENANCE COSTS FOR 3 YEARS OF CONTRACT AFTER "GO-LIVE DATE)

S. No.	Item Particulars	Total Cost (INR)
1	Operational & Maintenance Cost for 1st Year	
2	Operational & Maintenance Cost for 2nd Year	
3	Operational & Maintenance Cost for 3rd Year	
	Total Cost	

32.4 TABLE- C: ONSITE SUPPORT COST (ONSITE SUPPORT & HELP-DESK OPERATORS)

S. No.	Resource Type	Qualification & Experience	Qty.	No. of Months	Rate /Month (INR)	Total Cost (INR)
1	Project Manager	B.E/B.Tech/MCA with certification of PMP/Prince2 Min experience of 10 yrs. in the relevant field with knowledge of scrum	1	36		
2	Technical Support (i)Developer UI/Application (ii) Database Developer cum Administrator	B.E/B.Tech/MCA Min experience of 5 yrs in the relevant field	2	36		
3	Help Desk Support	Graduate with command in local language having 2 plus years' experience	2	36		

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4	IT Infrastructure for Help-Desk (Like Computer/laptop, Printer, UPS, Head-Set, IVRS Software, Ticketing Software)	-	1	lumpsum			
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Please Note:-

- ✓ Bids will be evaluated based on the total cost given by the vendor.
- ✓ Bidders need to quote the prices including all other taxes (if applicable) and excluding GST. If any bidder quotes GST in their rates, the same shall only be payable even there is increase in the GST rate during the tenure of contract. However the quoted % age rate of GST shall not be considered in financial bid evaluation.
- ✓ Separate work order shall be issued by the BSHEC to successful vendor for execution of any additional work.



33 ANNEXURE – GENERAL INFORMATION & COMPLIANCE TO INSTRUCTIONS TO BIDDER

33.1 FORM 1: PROPOSAL COVER LETTER

(On Bidder's Letter Head)

[Date] RFP No.: -

To,

The State Project Director-cum-Member Secretary
Bihar State Higher Education Council (BSHEC),
Bihar State Textbook Publishing Corporation Ltd.
Campus, Budh Marg, Patna 800001 Bihar

Dear Sir,

Ref: Open Tender Enquiry (RFP) to Select a Service Provider For Development, Implementation, Operational Training & Support of Unified Management Information System "Unified-MIS"

Having examined the tender document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Professional services as required and outlined in the RFP for proposed project solution. To meet such requirements and provide such services as required and are set out in the tender document. We attach hereto the tender response as required by the tender document, which constitutes our bid.

We undertake, if our bid is accepted, to adhere to the implementation plan (Project schedule for providing Services in Study, Design, development, implementation & maintenance of the proposed project put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and the department or its appointed representatives.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document and also agree to abide by this tender response for a period of 90 days from the last date of submission of the bid document and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and the department.

We confirm that the information contained in this bid or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the department is true, accurate, and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department as to any material fact.



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We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the tender response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this _____ Day of _____ 2022

(Signature and Seal/Stamp of bidder)

(In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

Name of Company & Address:



33.2 FORM 2: GENERAL INFORMATION OF THE BIDDERS

General Information			
Details of the Bidder			
Name			
Address			
Telephone		Fax	
E-mail		Website	
Details of Authorized person/representative of the bidder			
Name		Designation	
Address			
Mobile Number(s)		Landline Number (with extension if any)	
Email			

Dated:

Place: Patna

Signed & sealed: (Authorized representative of the firm)



33.3 FORM 3: BIDDER'S AUTHORIZATION CERTIFICATE

(On Bidder's Letter Head)

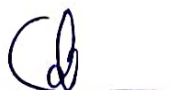
To,

The State Project Director-cum-Member Secretary,
Bihar State Higher Education Council (BSHEC),
Bihar State Textbook Publishing Corporation Ltd.
Campus, Budh Marg, Patna 800001 Bihar

<Name> ----- <Designation>----- is hereby authorized to sign
& stamped relevant documents on behalf of the Company in dealing with RFP<RFP No. and Date>-----
-----, He is also authorized to attend meetings and submit Technical and Commercial information as
may be required by you in the course of processing above said tender.

Thanking you,

Authorized Signatory (s) of the Company	Signature of the person authorized by the bidder
<Name>	<Name>
<Designation>	<Designation>
<Seal>	<Seal>



33.4 FORM 4: FORMAT FOR PERFORMANCE BANK GUARANTEE

Date

RFP No:-

To,

The State Project Director-cum-Member Secretary
Bihar State Higher Education Council (BSHEC),
Bihar State Textbook Publishing Corporation Ltd.
Campus, Budh Marg, Patna 800001 Bihar

Dear Sir,

PERFORMANCE BANK GUARANTEE – For the Open Tender Enquiry (RFP) to Select a Service Provider For Development, Implementation, Operational Training & Support of Unified Management Information System "Unified-MIS" for Government of Bihar WHEREAS M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Operator), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated (herein after, referred to as "Contract") with you for Project for Selection of System Partner for Open Tender Enquiry (RFP) to Select a Service Provider For Development, Implementation, Operational Training & Support of Unified Management Information System "Unified-MIS" for Government of Bihar in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder/Tenderer) is required to furnish an unconditional and irrevocable Bank Guarantee in your favor for an amount of 5% of the contract value, and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of 5% of the contract value (in words and figures) without any demur.

Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(-es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur. This Performance Bank Guarantee shall continue and hold good till 6 months after the completion of the contract period (a minimum of 3 years & 10 months from the date of signing of contract), subject to the terms and conditions in the said Contract.



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We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of Contract period.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We hereby expressly waive all our rights:

- ✓ Requiring to pursue legal remedies against Department; and
- ✓ For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to 10% of the contract value, and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association / Constitution of our bank and the undersigned is / are the recipient of authority by express delegation of power/s and has / have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent during the entire currency of this guarantee.

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Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed 10% of the contract value. This Performance Bank Guarantee shall be valid only for the complete duration of the project from the Date of Signing of Contract; and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before the completion of project.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated this Day 2022.

Yours faithfully,
For and on behalf of the Bank,
(Signature) Designation
(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond. A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.



33.5 FORM – 5: APPROACH, WORK PLAN AND METHODOLOGY

The descriptive part of submission under this will be detailed precisely under the following topics in the presentation (PPT) format.

A. Understanding of SoW [not more than 5 slides]

The Applicant will submit his understanding of the requirements specified in the RFP in a brief manner underlying the crucial and important aspects of it. The SP may supplement various requirements of the RFP if they consider this would bring more clarity and improvements over the existing requirements and assist in achieving the Objectives laid down in the RFP. Also, the applicant will cite other assignments and campaigns with similar objectives and highlight the key takeaways and learning relevant to this assignment.

B. Proposed Solution, Approach, Methodology & Project Plan [not more than 5 slides]

The bidder shall submit their approach and methodology aligned with the given timeline, in order to achieve the objectives of the project. The Applicant will submit his methodology for carrying out this assignment to achieve the Objectives laid down in the RFP.

C. Risks & Mitigation Plan and Training Plan [not more than 5 slides]

The Applicant will submit his identified risks, risk response plan and mitigation strategy. Individual level training plan and training methodology should be clearly mentioned.

D. Operation & Maintenance Road map and Exit Management [not more than 5 slides]

The Applicant will showcase the operational support and maintenance plan, issue tracking and complete exit management plan

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