

REQUEST FOR PROPOSAL

FOR

DEVELOPMENT, IMPLEMENTATION & MAINTENANCE

OF

MOBILE BASED INSPECTION AND MONITORING SYSTEM

FOR

MGNREGA & IAY SCHEMES

Address for communication:

President, BRDS
Rural Development Department
Main Secretariat
Government of Bihar
Patna-800015
Bihar (India)

BIHAR RURAL DEVELOPMENT SOCIETY (BRDS)
RURAL DEVELOPMENT DEPARTMENT
GOVERNMENT OF BIHAR

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BIHAR RURAL DEVELOPMENT SOCIETY
RURAL DEVELOPMENT DEPARTMENT GOVERNMENT OF BIHAR
MAIN SECRETARIAT PATNA-800015 BIHAR (INDIA)

NOTICE INVITING TENDER(NIT)

Invitation of proposals are invited in two bid system from reputed service providers for development, implementation & maintenance of state of the art **SaaS Based Mobile inspection and Monitoring Application** for the Bihar Rural Development Society (BRDS), Rural Development Department, Government of Bihar on a turnkey basis.

RFP including terms and conditions, specifications etc can be obtained from the office of President, BRDS ,Rural Development Department ,Government Of Bihar on all working days (Monday to Friday) between 11.00 hours to 16.00 hours by payment of a demand draft of Rs 5000/- drawn in favor of President BRDS Payable at Patna. It may also be downloaded from the website rdd.bih.nic.in. in case of a downloaded form D.D of Rs 5000/- to be attached with the Proposal. The last date for submission of the completed bid will be on or before 15.00 hrs on 05-09-2014 and there will be a pre bid meeting on 25-08-2014 at 11:00 AM .The technical bids will be opened on 05-09-2014 at 15.30 hrs in presence of the bidders or their authorized representatives.

The undersigned reserves the right to cancel the bid without assigning any reasons.

Sd/-

President, BRDS
Rural Development Department
Government of Bihar

1. SECTION –I RFP DATASHEET

Following table brings out the dates for main events of the bidding process for this RFP. The Bidder should note that the Purchaser reserves the right to change these dates without assigning any reason at any stage of the bidding process.

Sr.	Information	Details
1.	Name of the Assignment	Selection of Software Development/Implementing Agency for SaaS Based Mobile inspection and Monitoring Application.
2.	Cost of Bid Document	Rs. 5,000/- Paid through DD, in favor of " President BDRS Bihar" payable at Patna
3.	Date of Publishing of RFP	August 14 th , 2014
4.	Pre Bid Meeting	August 25th , 2014 @ 11:00 AM
5.	Date and Time for Submission of Bids	September 5th, 2014 @ 3:00 PM
6.	Bid Security / Earnest Money Deposit (EMD)	Rs. 5,00,000/-(Rs. Five Lakhs Only) paid through DD or Bank Guarantee in favor of President BRDS Bihar
7.	Validity period of Bid Security / Earnest Money Deposit (EMD)	90 Days
8.	Proposal Validity period	90 Days
9.	Place, Date and Time of opening of Pre-Qualification Proposals	September 5th, 2014 @ 3:30 PM President, BRDS Rural Development Department Main Secretariat Government of Bihar Patna-800015 Bihar (India)
10.	Addressee and Address at which Bid is to be submitted	President, BRDS Rural Development Department Main Secretariat Government of Bihar Patna-800015 Bihar (India)

1.1. Clarification of RFP Documents

Bidder's requiring clarifications on RFP documents may notify either by writing to the Purchaser's address or by sending in their queries by electronic mail to rlrsec-bih@nic.in Queries/clarifications should reach the Purchaser three days prior to the Pre-Bid date provided in RFP datasheet above. Purchaser will respond to queries/clarifications of the Bidders in writing by publishing the responses on its website. Purchaser will have the right not to respond to some or any of the queries at its sole discretion. The Purchaser will not entertain any correspondence regarding delay or non-receipt of clarifications/queries.

1.2. Pre-Bid Meetings

- a. Bidders (or Consortium) attending the Pre-Bid meeting must do so at their own cost.
- b. The Purchaser reserves the right to change the time and venue of the Pre-Bids.
- c. The Venue for the Pre-Bid meeting is as follows:

President, BRDS Rural Development Department
Main Secretariat
Government of Bihar
Patna-800015 Bihar (India)

1.3. Response to Bidder's Enquiries

All enquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person three days prior to the date specified for pre-bid meeting in the RFP Data Sheet. Any query received after the due date shall not be entertained. The queries should necessarily be submitted in the following format:

BIDDER'S REQUEST FOR CLARIFICATION				
Name of Organization submitting request		Name & position of person submitting request		Complete address of the organization including phone, fax and email points of contact
				Tel:
				e-Mail:
				FAX:
Sr.	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring clarification	Points of clarification	
1.				
2.				

All enquiries should be sent either through email or Fax. Purchaser shall not be responsible for ensuring that bidders' enquiries have been received by them. Purchaser shall provide a complete, accurate, and timely response to all questions to all the bidders. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response, nor does Purchaser undertake to answer all the queries that have been posed by the bidders. All responses given by Purchaser will be distributed to all the bidders through publication at web site.

1.4. Purchaser's Right to Terminate RFP Process

- a. The Purchaser reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the

grounds for Purchaser's action. The Purchaser makes no commitment, expressed or implied that this process will result in a business transaction with anyone.

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

1.5. Supplementary Information / Corrigendum / Amendment to the RFP

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

1.6. Language of Proposal

The proposal and all correspondence and documents shall be in English. All proposals and accompanying documents received within the stipulated time will become the property of the Purchaser and will not be returned. The hardcopy version will be considered as the official proposal.

1.7. Disqualification

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

- a. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
- b. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- c. The bidder qualifies the proposal with his own conditions
- d. Proposal is received in incomplete form
- e. Proposal is received after due date and time at the designated venue
- f. Proposal is not accompanied by all the requisite documents

- g. If bidder provides quotation only for a part of the project
- h. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any
- i. Commercial proposal is enclosed with the same envelope as technical proposal
- j. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- k. In case any one bidder submits multiple proposals or if common interests are found in two or more
- l. bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately.
- m. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within stipulated date of notice of award of contract or within such extended period, as may be specified in the RFP.
- n. If the bid security envelope, response to the pre-qualification criteria, technical proposal and the entire documentation (including the hard and soft/electronic copies of the same) submitted along with that contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

1.8. Performance Bank Guarantee (PBG): shall mean an unconditional and irrevocable bank guarantee provided by a Nationalized/ Scheduled Bank to Project Director on behalf of the Implementing Agency amounting to 5% of the Project Value calculated on annual basis. The Performance Guarantee shall be valid for three years from the date of work order/Agreement, unless extended pursuant to the Agreement

2. INVITATION TO BIDDERS

Invitation of proposals from reputed software service provides for development, implementation & maintenance of state of the art “**SaaS based inspection and monitoring mobile application**” for the Bihar rural development society (BRDS), Rural Development Department, Government of Bihar.

2.1. Bid Procedure

The Bidder should submit the proposals in two parts:

1. Technical Bid
2. Financial Bid

- (i) Technical part should contain all such details as mentioned in the Bid Document and it should be kept one envelop marked as “TECHNICAL BID”
- (ii) Financial part should contain the financial bid inclusive of all admissible taxes, duties and levies etc. it should be kept one envelop marked as “FINANCIAL BID”
- (iii) Both these separate sealed and superscripted envelops should then be sealed in a third envelop marked as “**DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF SAAS MOBILE APPLICATION SOFTWARE FOR BRDS**”.
- (iv) If both bids are found in one envelope, those offers will be rejected.

Bid Document may be downloaded from website (www.rdd.bih.nic.in) in which case the fee of Rs.5,000 in the form of demand draft in favour of “President, BRDS, Rural Development Department, Government of Bihar” as should be enclosed with the bid document at the time of submission. Offers received without tender fees shall be summarily rejected.

The last date for submission of bid is **05/09/14** up to 15:00 hrs at the following address:

President, BRDS
Main Secretariat
Rural Development Department
Government of Bihar
Patna - 800015
Bihar (India)

The technical bids will be opened on the same day at 15:30 hours before the authorized representatives of the participating bidders. Late / delayed proposals will not be opened at all. The Right of acceptance / rejection of any offer shall remain reserved with the Society.

3. SECTION II: SCOPE OF WORK

3.1. Project Introduction

The Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) is a nationwide public welfare schemes. With passage of time the scheme has expanded manifolds in terms of space and reach. There is an increasingly need for real time inspection and monitoring of schemes for quality implementation and increased transparency and accountability.

Indira Aawas yojana is a country wide social welfare programme by Government of India to provide housing for rural poor. Under the scheme, financial assistance in the form of grants is provided for new pucca house construction and upgradation of semi-pucca houses. The disbursement of grants is done in stages which is linked to the status of construction of the units.

In interest of accountability and effective utilization of IAY funds, the department requires that regular inspections of proposed construction/ upgradation works be carried out and grants be released accordingly.

It has been proposed that mobile based site inspections would be most effective for periodic monitoring of the works in both IAY and MGNREGA works.

3.2. Objectives of Project

It is envisioned that the proposed solution would be highly effective due to the inherent cut down in reporting time and better quality of field reports with images and GPS location information.

Some of the envisioned outcomes are:

1. Improve in the quality of inspection visit report of MGNREGA / IAY works.
2. Improvement in the quality of scheme implementation, asset creation.
3. Real time monitoring and image capture that augments available datasets of beneficiaries
4. Availability of beneficiary level status reports that serve as basis for fund disbursements in IAY.
5. Ascertain convergence benefits.
6. Check unfair practices by making inspection data publicly available.
7. Ensuring accountability of field officers
8. Transparency in fund utilization, disbursement and its record keeping.
9. Better grievance redress mechanism by means of detailed inspection reports with images.
10. Generating intelligence reports from data collected to provision resources in a better manner.
11. Creation of digital database of works done and assets created.

Channelize individual district level initiatives for monitoring of projects into a centralized state level mission mode project.

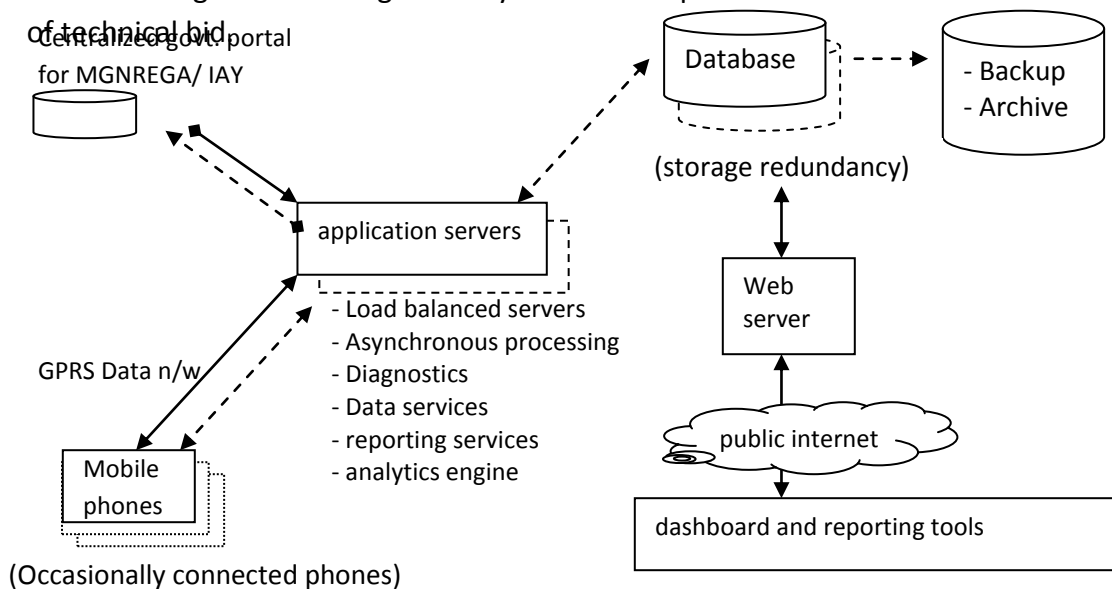
3.2.1. Development & Implementation of SaaS Mobile Application.

- i. Development & Customization of **SaaS Mobile Application** must be done as per the overall architecture design approved by BRDS and is detailed below.

Underlying System Architecture:

The proposed system must be service oriented as its fundamental design principle. This is to facilitate scalability and rearrangement of modular functionality to easily adapt to the existing processes. This would also enable change of functionality in specific modules/ services if required, without impacting other service components.

The architecture of the chosen solution must employ a fault tolerant design with enough redundancy to prevent data loss due to hardware failures or network outages. The detailed design and working of the system on component level must be submitted as part of technical bid



Proposed overall system design

Key components and integration points.

The proposed system must employ mobile apps technologies in a way that enables complete offline usage while doing field inspections.

Automated, manual and push based synchronization mechanism must be employed to ensure that the datasets such as list of schemes are up to date on the mobile devices.

The datasets to be used (such as lists of scheme in a village) must be automatically fetched from the databases of centralized government portals that host this information. This would be achieved via web services based integration.

The application server and system in general must support the following mechanisms.

The bid document must clearly mention how the following points are achieved in the system.

1. Load balanced servers
 2. Asynchronous processing
 3. Diagnostics
 4. Data services
 5. Custom Reporting / analytic services
 6. Offline data retention on mobile and sync.
 7. Sync to central govt. portal datasets
 8. Data backup and archival / retrieval.
- ii. Integration of SaaS Mobile Application software to BRDS website. Users should be redirected and able to log in through the BRDS website only. The offered SaaS solution should be user friendly and ready to implement and should be customized and configured as per structure and functioning process of BRDS.

3.2.2. General Mandatory Requirement of the SaaS Mobile Application solution to be offered:

Sl. No.	Description
1	Proposed Dashboard Solution should support each of the following browsers i.e. Internet explorer, Chrome, Firefox & Safari.
2	Mobile Solution provided by Service Provider should be based on open technologies like JAVA and .NET and these should follow Open Standards . The complete solution proposed must be SOA compliant and not be a simple amalgamation of open source utilities or software available online.
3	Proposed SaaS Mobile Application Solution Must support each of the following Mobile Operating Systems i.e. Android, Windows, IOS.

3.2.3. Required Modules of the SaaS Mobile Application software

As per preliminary discussions held with department SMEs(subject matter experts), The SaaS Mobile Application software must have the following features/Modules:

1. Support for commonly available Android, windows and IOS mobile phones.

The support and maintenance plan must include capability to address updates for newer version of phones as they become available to ensure solution continuity.

2. Support for typical data Entry features:
 - This must include text, selections, lookups, photos, GPS, barcodes and hand drawn Signature.
3. GPS mapping, Geo tagging and time stamping of reports, images.
 - This must include support for GPS location recording at time of inspection and its availability for GIS (or web mapping tools) integration.
4. Advanced form based data entry with ability for pre-loaded project names/ village lists etc.
 - It is anticipated that the dependent datasets for data entry forms be available offline, without need to connect to internet at time of filling the form.
5. Ability to update project datasets dynamically from government databases/
 - Govt of India has centralized portals that already have datasets related to the works. It is critical that the software works seamlessly with the portals. Solution providers shall establish their claims via a demonstration of synchronization capabilities.
6. Multiple Forms per user and ability to modify Forms / fields anytime without recalling the handsets.
 - It is anticipated that in certain places, the same officer could report on multiple schemes. As such the data entry interface must not be hardcoded. Appropriate Admin interfaces must be provided to allow allocation of work and reporting Performa to specific officers.
7. Ability to work offline while taking reports in remote areas, save multiple reports temporarily until data is sent later via mobile network (GPRS data capability) or WLAN (wifi).
 - Ability to work offline is a key requirement and all other features must work on offline datasets with synchronization aspects being automatically taken care of.
8. Web based multi role managerial login to allow the system to function as a report viewing interface and communication platform. This needs to be customized as per departments' processes.
9. Report generation with signature, and location map embedding.
 - When generating individual reports , it is essential to establish authenticity via reproduction of signature , images and location map in the report document.
10. Report generation in PDF/ MS office format.
 - As required, the agency would be instructed to create report templates in specified formats and layouts with appropriate header graphics. Changes to such templates

should be supported without a reinstall of software and be done by local admin accounts.

11. Auto report mailing to pre-specified email address (as many copies as required to multiple email IDs).
 - Local admin accounts should be able to perform user management functions including change in destined email reporting ids.
12. Secure Web interface for data management.
 - a. Web base dashboard shall take into consideration, best practice for web security. Efficient, fast loading web interface will be a key usability criterion.
 - b. Area / location wise/User wise report drill down/ view.
 - c. Excel based and statistical summary reports as per requirements.
 - d. Admin interfaces for a suitable role shall be created to perform synchronization to databases and software provided by central government.
13. Disaster Management strategy / Document and Image storage with cloud based data backup
 - a. The solution should effectively address all steps of data management and must follow the best practices.
 - b. It is anticipated that the solution supports automated and live back up to offsite location as minimal disaster management strategy.
 - c. Suitable hardware and software configuration must be employed and be supported by the software to ensure proper level of redundancy and switch over capabilities.
14. Report and dashboard layout customization – services to be provided as per department requirements.
15. Two-way work order assignment capability for future scenarios
 - It should be possible for district authority to send real time assignments which require the end recipient of the task to fulfill the task and send a report back.

3.3. Other Scope under this Project Services

3.3.1. Helpdesk for Employees

Helpdesk and call management services that will automate processes to consolidate, log, track, manage and escalate incidents and problems. The Service will act as a single point of contact Help Desk tool for all users\employees of department who will record an incident. It will help the department to accelerate detection and problem resolution, maintain accurate configuration details, and minimize the risk caused by any change. The centralized helpdesk would also facilitate resolution of day to day technical issues faced by the technical coordinators at the remote level through call ticket management system. Following activities shall be carried out at the help desk:

- i. Assign severity level to each call
- ii. Track each call to resolution
- iii. Escalate the calls, to the appropriate levels, if necessary as per escalation matrix, which can be defined at the time of award of contract
- iv. Escalate the call related to usage of application software to respective application owners
- v. Provide feedback to callers.
- vi. Analyze the call statistics
- vii. Creation of knowledge base on frequently asked questions to aid users.

3.4. Training Services

- i. Training of staff is essential for ensuring that the software developed is actually put to use. Hence, the selected bidder shall also ensure a proper hands-on training to the designated end-users on the solution implemented so as to make them well conversant with the functionalities, features and processes built in the solution.
- ii. Training could have multiple sessions as per the need and requirement of the project/application. Hence, selected bidder shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan. There should be sufficient number of trainers in every training session for conducting the training program.
- iii. Training methodology will be an interactive workshop. The success of the training will be determined by the ability of the participants to clearly understand how to use the system with minimal help.
- iv. The content of the training plan and schedule shall be mutually decided by the department and the selected bidder later at an appropriate time period.
- v. The space for training will be provided by the department. The requisite training infrastructure like computers, projector with screen shall be provided the Service Provider.
- vi. The selected bidder shall provide training material (role base), the language of training material shall be in Hindi and English.
- vii. The bidder shall ensure that all the training documentation in Hardcopy and Softcopy is in place (user training, operation procedures, visual help-kit etc.).

3.5. Manpower support at Head office and Districts

3.5.1. Manpower support at Head office

Considering the low IT capabilities at BRDS and Rural Development Department GOB , Bidder is required to deploy experienced and trained manpower for smooth functioning of the project. Suitable manpower need to be deployed at centralized infrastructure and Back-office infrastructure, during the project period to meet the

project objectives and outcomes. IA would also be responsible to provide services of Database Administrator during contract period.

3.5.2. Qualifications for manpower:

The Bidder would need to ensure that adequate & sufficiently trained resources are deployed to manage the Centralized SaaS Mobile Applications components to meet the SLA and functional requirements of the project. The minimum qualifications and skills requirements are given in the table below:

Sr.	Manpower	Minimum Qualification & Skills
1	Project Manager at Head office	Qualification: B. E. / B Tech. (Computer Science/IT) / MCA / MS (IT) from recognized institute ,Experience: Minimum 5 years of experience Communicate regularly with technical, applications and operational staff to ensure database integrity and security; Support for commissioning and installing new applications. Supervise, coach, and mentor support resources. Should have experience of implementing appropriate security standards ,Good communication skills. Having 3 Year Experience of handling Mobile Applications
2	Jr. Project Manager	Qualifications: (B. E. / B Tech./ MCA) Experience: minimum 5 years of experience in IT/ software development/ IT System projects. Having 2 Year Experience of SaaS Mobile Applications
3	Field Support Personal	Qualifications: MCA/Graduate in Computer Science . Experience: Minimum 3+ years of experience in troubleshooting, good communication skills in English and Hindi, with extensive experience on computer
4	Help Desk Executives at Head office	MCA/Graduate in Computer Science with 3-4 years' experience in troubleshooting and Handholding support with good communication skills in English and Hindi and with extensive experience on computer.

3.6. Time Schedule

This Project will be executed in phased manner and divided in Five phases." and Project Duration of each phase will 3 year and Renewed based on performance of service provider. The project shall be completed within a period of **90 days** from the issue of work order and Agreement for which an activity wise time chart would be prepared and adhered to. The failure to complete the work within stipulated delivery period shall invite penalty at the rate of Rs. 5000 per day.

4. SECTION III: REQUISITE QUALIFICATION CRITERIA OF BIDDERS

Keeping in view the complexity & volume of the work involved, the following criteria are prescribed:

- A. Number of members in a consortium shall be restricted to maximum two companies, at least one consortium partner must be an ISO 9001:2008 Certified Company/Organization. One of the members of the consortium should act as the lead bidder and be responsible to the Purchaser for discharging project responsibilities. However, both the consortium members will be jointly and severally responsible for the execution of the project. The bid should contain details of all the members of the consortium including their legal status and specify their roles and responsibilities in the project. The members of the consortium shall enter into an Agreement for the purpose of submitting the proposal and the same shall be submitted with the proposal, failing which bid will be summarily rejected.
- B. Projects executed for bidder's own or bidder's group of companies or bidder's consortium companies shall not be considered.
- C. The Bidder (Lead Bidder in case of Consortium) must submit self attested copies of Service Tax , VAT ,PAN Card , Incorporation under Company Act 1956 ,PF and ESI certificates.
- D. The Bidder (Any Bidder in case of a Consortium) must have comprehensive experience in development and deployment of Mobile Application software and must be in the business of IT Services for at **last 5 Years** as per Company act 1956. either in Government Sector or Govt PSUs.
- E. The Bidder(Lead Bidder in case of a Consortium) company must be minimum Average annual Turnover of Rs. 2 Crores (As on 31st March 2014) in the last three financial years from IT business only, as evidenced by the audited accounts of the company.
- F. The Bidder(Lead Bidder in case of a Consortium), should be profitable in during the last two financial years and Net worth of Company(Both Bidder in case of a Consortium) should be positive.
- G. The bidder should have Developed, Implemented and maintained at least five (5) Mobile Based Application software (**Based for Android/IOS/Windows Phone) for Government Departments**. Two of the implemented Mobile Apps should have used by minimum 100 employees of Government Sector or government PSUs.

- H. The Bidder (lead Bidder in case of a Consortium) should have experience of implementation of at least two(2) ICT/e-Governance projects for Government/PSU (Involving software implementation, Integration, Post Implementation Support etc.) with a project value each of Rs. 2.00 Cr or above.
- I. The bidder (Any Bidder in case of consortium) must have prior experience of working on at least One(2) Mobile Application (Android, Windows, IOS) project for any State anywhere in India and **Replication done in 2 Other States of India of same application.**
- J. Bidder's Mobile Application (**Android, Windows ,and IOS**) Based project software should fulfill criteria's listed in 'Annexure II: Functional Requirement Compliance.
- K. The bidder (Any Bidder in case of consortium) must have prior Experience to handle minimum 50 Manpower in multi-location Indian Government/PSUs/State Govt. setup and Project duration must be at-least three years and Project value not less than 3Cr. Bidder must submit the PF and ESI Challans required.
- L. The bidder should not have been blacklisted by any State / Central Government in India for corrupt, fraudulent or any other unethical business practices or for any other reason. **Bidder should submit the affidavit along with technical document.**
- M. **The bidder must be able to submit the proof of concept as per customer requirement.**

Note : Project Executed in Indian/State Government , Indian/State Government PSUs, State Government will be Considered. Private, Global or overseas orders not considered.

5. SECTION IV: SELECTION PROCEDURE - OPENING AND EVALUATION OF BIDS

5.1. Bid Evaluation

5.2. Authority will formulate a Selection Committee for making technical and financial evaluation and ranking of Bids received. This committee(s) will undertake evaluation of technical bids, opening of financial bids, final selection of the company, negotiations (if any) on various terms and conditions, etc.

5.3. The envelope 1 (Technical Bid) shall be opened first. If the bid security is not found to be in order then the Bid shall be treated as non responsive and shall not be evaluated further.

5.4. All the proposals received will be scrutinized to assess the eligibility based on the qualifying criteria. Those proposals which do not meet the qualifying criteria will be rejected at any stage of detection.

5.5. Evaluation of Technical bids

The eligibility criteria will be first evaluated as defined in Notice Inviting Request for Proposal for each bidder. Detailed technical evaluation will be taken up in respect of only those bidders, who meet with the prescribed eligibility criteria. Scrutiny of the tender document will be done by the Selection Committee to determine whether the documents have been properly signed, Earnest Money Deposit (EMD) paid and all relevant papers submitted. Tenders not conforming to such requirements will be prima facie rejected.

5.6. A Technical Bid may not be considered for evaluation in any of the following cases:

- A. Bidder has not submitted bid security.
- B. The Technical Bid was submitted in the wrong format; or
- C. The Technical Bid included details of financial bid; or
- D. The Technical Bid reached the Authority after the submission closing time and date specified in the Data Sheet.
- E. After the technical evaluation is completed, the Authority shall notify Bidders whose Bids meet the minimum qualifying technical criteria.

5.7. Technical Evaluation

- A. All the bids (applications) will be evaluated based on the Eligibility Criteria. The Selection Committee will shortlist those companies which are satisfying the eligibility criteria in all respects and declare the companies which are technically qualified for further evaluation.

- B. For evaluation, a weighted composite success score will be calculated based on separate evaluations of the Technical Bid (70% weightage) and the Financial Bid (30% weightage). The Selection Committee will oversee the evaluation process.
- C. The Selection Committee would first thoroughly check the technical bid form and supporting documents and shortlist the eligible agencies based on the technical eligibility criteria.
- D. The above short-listed companies will be **advised to make a presentation (in power point)** duration of approximately 30 minutes including Q&A **to the Selection Committee** on their capabilities, experiences, etc. and showcase their work done for other clients. These companies will be given sufficient notice for this presentation. This presentation will include a strategy suggestion outlining the features of the SaaS Mobile Application software.
- E. The Selection Committee would evaluate the quality of Bidders on the criteria formulated by it. Points will be given on the basis of proposals submitted and the presentation given by the bidders. The Committee may even wish to personally visit the firms headquarter any time 15 days of after the selection process. **Preference will be given to the firms having the SaaS Mobile Application software with maximum number of features listed in the Annexure II: Functional Requirement Compliance.**

F. Proof of Concept (POC) Demonstration:

All bidders, who have technically qualified and shortlisted by BRDS, shall be invited for proof of concept demonstration to the BRDS technical evaluation committee. Which need to be demonstrated by bidder(s) to showcase their capability to meet / address BRDS specific requirements.

The proof of concept demonstration will be a two-level process.

1) First Level – All the bidders who have technically complied and qualified for First Level demonstration (based on FRS response, OEM and SI evaluation score) shall be invited to present their demo based on the following 4 scripts.

- a. Demo of offline data capture and delayed upload to server.
- b. Demo of offline dataset availability such as scheme list/ village list.
- c. Demo of multiple forms /Performa mechanism.
- d. Demo of automated report generation in PDF format with embedded images, location map and signature.

2) Second Level – Only those bidders who have technically cleared the threshold score as set for the First Level demonstration shall be invited for the Second Level demonstration. The Second Level demonstration would include the following scripts which needs to be demonstrated to the BRDS technical evaluation committee.

- a. Sync capability with web services for populating forms datasets such as list of scheme or villages.
- b. Ability to dynamically update the offline datasets when data is updated on server.
- c. Data upload to server and its live backup to another server.
- d. Working, handling of the system when any component /service is non functional.

Based on the POC demonstration/s, the BRDS technical evaluation team shall evaluate the bidder/s based on their solution mapping capability as per BRDS requirements to compute the final rating. The technical evaluation committees scoring decision shall be final and binding

Marking Criteria : The criteria for evaluation and marks will be as follows:

S. No.	Evaluation Criteria	Max Score	Score Evaluation
1	Company Experience in the Field of Mobile Software application development.	10	≥05 years = 10 ≥03 years = 06
2	The company should have Developed, Implemented and maintained Mobile Based Rural Schemes Monitoring ie. NREGA and IAY Application software which have been supported android, Windows and IOS Operating system of Smart Mobile.	20	>=5 projects = 20 >=2 projects = 05
3	The Company Should have Implemented the Mobile Based NREGA/IAY Monitoring application for One State and Replication of same software in other State. This must be supported on android, Windows and IOS Operating system of Smartphones.	10	>=2 State = 10 >=1 State = 05
4	Undertaken development and maintenance of software projects for Indian Government Ministries / Departments / undertaking and the project value not less than 20 lakhs.	10	>=2 projects = 10 01 project = 05
5	The Company must have prior Experience to handle minimum 50 Manpower in multi-location Indian Government Project and Project duration must be at-least three years and Project value not less than 3Cr.	10	>=2 projects = 10 = 01 project =05
6	Proposed Technology Solution Architecture, Logical design,	8	Evaluation on the basis of blue

	associated details of solution architecture required for the implementation of the Mobile Based software, manpower deployment during implementation and post implementation,		print and presentation.
7	Understanding of the Objectives of the Assignment: The extent to which the Bidders' approach respond to the objectives of the Projects, Key Challenges identified for successful completion of the project, best practices and manner in which proposed project to be approached to respond to the objectives. Change Management,	8	Evaluation on the basis of blue print and presentation. Submit the relevant documentation in Technical bid.
8	Appropriateness of approach / methodology, and built in processes for engagement and Training of users / core team and for performance quality Assurance. Key challenges identified for successful completion of the project and the manner in which it would be dealt with, Backup Plan and Methodologies	8	Evaluation on the basis of blue print and presentation. Submit the relevant documentation in Technical bid.
9	Proof of Concept : Level 1 Score (8) Level 2 Score (8)	16	
		100	

Note: All the relevant documents required for the technical scoring should be placed in the technical bid.

The participating agencies will be assigned a Technical score (TS) out of a maximum of 100 points. Bidders with Technical score of 70 and above out of 100 will qualify for the evaluation in the commercial process / Financial Evaluation. These “Qualified Companies” will be considered further for Financial/Commercial Evaluation”.

6. Empanelment of Companies

- 6.1.** All the proposals received will be scrutinized to assess the eligibility based on the qualifying criteria. Those proposals which do not meet the qualifying criteria will be rejected, forthwith, or at any stage of detection.
- 6.2.** The companies will be evaluated based on the qualifying criteria.
- 6.3.** The final selection of the companies for empanelment will be done by the committee based on criteria mentioned in technical form.
- 6.4.** BRDS-RDD Directorate reserves the right to increase or decrease the qualifying marks for technical evaluation in case of greater competition or most of the applying agencies receiving less than the stipulated score for the purpose. Accordingly the weight-age financial score will be decreased or increased for Financial Evaluation.
- 6.5. Public Opening of Financial Bids**
 - 6.5.1.** At the public opening of Financial Bids, Bidder representatives who choose to attend will sign an Attendance Sheet.
 - 6.5.2.** Each Financial Bid will be checked to confirm that it has remained sealed.
 - 6.5.3.** The Authority's representative will open each Financial Bid. Such representative will read out aloud the name of the Bidder and the total price shown in the Bidder's Financial Bid. This information will be recorded in writing by the Authority's representative.
- 6.6. Evaluation of Financial Bids**
 - 6.6.1.** Financial Proposals of only the Technically Qualified Bidders would be opened for further evaluation.
 - 6.6.2.** The Financial bid will be evaluated for the cost of all the components including the software, implementation and data entry of all the existing employees of BRDS & maintenance of software for 3 years. For data entry (Employee details) travel of the representatives may be required at the district level which will also be part of the quoted financial proposal.
 - 6.6.3.** Bidders' attendance at the opening of Financial Bids is optional.

6.6.4. The selection committee will review the detailed content of each Financial Bid. During the review of Financial Bids, the Committee and any Authority personnel and others involved in the evaluation process, will not be permitted to seek clarification or additional information from any Bidder, who has submitted a Financial Bid. The detailed contents of each Financial Bid will be subsequently reviewed by the Authority. Financial Bids will be reviewed to ensure these are: -

- I. Complete, to see if all items of the corresponding Technical Bid are priced;
- II. Computational errors if there are errors these will be corrected.

6.6.5. The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100. The formula for determining the **financial scores (Sf) of all other Proposals** is calculated as following:-

Sf = 100 x Fm/ F, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the proposal under consideration.

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

T = .70 and P = .30

Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: **S = St x T% + Sf x P%.**

6.7. The composite final score will be calculated by summing the technical and financial scores. In case of a tie between bidders after combining the quality and price score, the bidder with higher quality / Technical score would be selected.

6.8. The authority reserves the sole right for carrying out amendments / modification / changes including any addendum to this tender document. All Bidders whose technical bid has been selected shall be notified of the amendment in writing by email or fax or post, and all such amendment (s) shall be binding on them.

7. SECTION V: GENERAL CONDITIONS OF WORK

Documents required to be submitted with the bid Technical Bid Format/Check List: Envelope 1

Criterion	Whether fulfilling criteria	Documents Attached in brief with Reference Page No
EMD Enclosed (Rs. 5,00,000/)		
Tender Document Fee (Rs. 5,000/)		
The Bidders (any Bidder in case of Consortium) must submit self attested copies of Service Tax , VAT , Company PAN Card , PF ,ESI Incorporation under Company Act 1956 certificates.		
The Bidder must be in the business of IT Services for at last 5 Years.		
The Bidder(Lead Bidder in case of a Consortium) company must be minimum Average annual Turnover of Rs. 2 Crores (As on 31st March 2014) in the last three financial years from IT business only, as evidenced by the audited accounts of the company.		
The Bidder(Both Bidder in case of a Consortium), should be profitable in during the last two financial years and Net worth of Company should be positive.		
The bidder should have Developed, Implemented and maintained at least five (5) Mobile Based Application software (Based for Android/IOS/Windows Phone) for Government Departments. Two of the implemented Mobile Apps should have used by minimum 100 employees of Government Sector or government PSUs.		
ESI, PF proof in form of challans		
Service Tax Registration proof		
PAN card of the company		
VAT Registration		
Company incorporation certificate/ document		

The bidder (Lead Bidder in case of consortium) must have prior Experience to handle minimum 50 Manpower in multi-location Indian Government/PSUs/State Govt. setup and Project duration must be at-least three years.		
The bidder should not have been blacklisted by any State / Central Government in India for corrupt, fraudulent or any other unethical business practices or for any other reason. Bidder Should be submit the affidavit along with technical document.		

Note : Project Executed in Indian/State Government , Indian/State Government PSUs, State Government will be Considered. Private, Global or overseas orders not considered.

7.1. Earnest Money Deposit

The Bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD) in the form of a DD drawn in favour of “President, BRDS” Payable at Bihar for Rs. 5,00,000/- (Five Lakhs only). **Offers, which are not accompanied with EMD, will be summarily rejected.** Unsuccessful Bidder’s EMD as will be discharged / refunded as promptly as possible.

7.2. Validity of Bids

The bid should be valid for a period of 180 days from the opening of the Proposal. The EMD shall be forfeited:

- i. If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form.
- ii. In case of a successful Bidder, if the Bidder denies to accept the work.
- iii. No exemption for submitting the EMD will be given to any Company or organization including Government companies.

7.3. Contents of envelopes

- a. It will be a two envelope bid comprising of technical bid and financial bid.
- b. First envelope shall be marked as Envelope No. 1 Technical Envelope and shall contain:
 - i. Demand Draft/Bank Guarantee for Earnest Money Deposit (EMD).
 - ii. The draft for non-refundable cost of bid document worth Rs.5000/- if not deposited earlier
 - iii. All the documents establishing Bidder’s eligibility and qualification mentioned in Section II of the Proposal.
 - iv. Detail Technical Proposal
- c. **2nd envelope should contain financial bid in the prescribed format attached with the tender document on Company Letterhead with Signed and Stamped.**

7.4. SUBMISSION OF BIDS

a. Sealing and Marking of Bids

The Bidders shall seal the envelope No.1 Technical envelope and envelope No.2 Financial envelope in separate inner envelopes, duly marking the envelopes as envelope No.1, "Technical BID" and "Envelope No 2" .Financial BID He shall then place these two envelopes in an outer envelope. Both the inner envelopes and the outer envelope should be addressed to:

Address:-
President, BRDS
Rural Development Department
Main Secretariat
Government of Bihar
Patna-800015
Bihar (India)

The inner and outer envelopes shall bear the words:

"PROPOSAL FOR DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF SAAS MOBILE APPLICATION SOFTWARE FOR BRDS"

Both the inner envelopes shall indicate the name and address of the Bidder. If the outer envelope is not sealed and marked, the tender will be summarily rejected. Telex, cable or facsimile bids will be rejected.

7.5. AWARD OF WORK

- i. The finalization of the Proposals will be done by a committee constituted by the Society for this purpose.
- ii. The contract will be awarded to the Successful bidder, whose bid has been determined as the best technically and lowest commercially acceptable bid.

7.6. Interpretation of the clauses in the Proposal Document / Contract Document

In case of any ambiguity in the interpretation of any of the clauses in Proposal Document or the Contract Document, interpretation of the Society shall be final and binding on all parties.

7.7. Decision Taken

The decision taken by the Society in the process of Proposal evaluation will be full and final and binding on all the bidders.

7.8. Payment Schedule:

Payment terms as per annexure-IV ,The payment schedule will be as follows:-

A. Installation and Implementation Charges

The selected service provider shall be paid on monthly basis at the end of each Month based on the Monthly invoices raised by the Service Provider, at the rates specified in the Contract.

B. Training Charges

90% on successful training.

10% against Performance Bank Guarantee valid for project period

C. Manpower Services

The selected service provider shall be paid on Monthly basis at the end of each Month based on the Monthly invoices raised by the Service Provider, at the rates specified in the Contract.

7.9. Acceptance

The Acceptance Tests, which shall involve testing of each module of each Application System with live and test data, shall be conducted by the Bidder in the presence of a person's nominated by the Society.

7.10. Penalty Clause

If the Solution Provider is not executing the contract to the satisfaction of the Society then the Society may invoke any or all of the following clauses.

- i. Forfeit the Security Deposit or
- ii. Terminate the contract without giving any notice.

7.11. Termination for Default

The Society may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Solution Provider, terminate the Contract in whole or part:

- i. If the Solution Provider fails to deliver any or all of the Software solutions within the period(s) specified in the Contract,
- ii. If the Solution Provider fails to perform as per the performance standards.
- iii. If the Solution Provider, in the judgment of the Society has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

7.12. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Patna courts only.

7.13. Taxes and Duties

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties and levies as applicable up to the completion of job. Any increase in the rates will not be allowed.

7.14. Binding Clause

All decisions taken by the Society Purchase Committee regarding the processing of this Proposal and award of contract shall be final and binding on all concerned parties.

7.15. The Society, reserves the right -

To verify, modify, revise, amend or change any of the terms and conditions mentioned above or to reject any or all the Proposal/s without assigning any reason whatsoever thereof or may terminate the Proposal process midway without assigning any reason.

7.16. The Decision regarding acceptance of Proposal by the Society will be full and final.

8. Annexure I: Deviation Statement

1	2	3	4	5	6
Sl. No.	Description of work	Clause of Proposal condition	Originally stated condition in the Proposal	Offered condition in the bid	Deviations in columns 4 & 5

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

Note: In case of no deviation, NIL statement in the above Performa should be submitted. At the risk of repetition, it is mentioned that if this statement is not enclosed with the bid document, it would be presumed that the bidder have agreed with all terms and conditions in their entirety.

9. Annexure II: Functional Requirement Compliance

MANDATORY COMPLIANCE POINTS FOR THE OFFERED SaaS Mobile Application SOLUTION OFFERED:

Sr. No	Requirements	Availability (Y/N)
1	<p>Support for commonly available Android , windows and IOS mobile phones.</p> <p>The support and maintenance plan must include capability to address updates for newer version of phones as they become available to ensure solution continuity.</p>	
2	<p>Support for typical data Entry features:</p> <p>This must include at the minimum, text, selections, lookups, photos, GPS, barcodes, Signature.</p>	
3.	<p>GPS mapping, Geo tagging and time stamping of reports, images. This should include support for GPS location recording at time of inspection and its availability for GIS (or web mapping tools) integration</p>	
4.	<p>Advanced form based data entry with ability for pre-loaded project names/ village lists etc.</p> <p>It is anticipated that the dependent datasets for data entry forms be available offline, without need to connect to internet at time of filling the form.</p>	
5.	<p>Ability to update project datasets dynamically from government databases/ Govt of India has centralized portals that already have datasets related to the works. It is critical that the software should work seamlessly with the portals. Solution providers shall establish their claims via a demonstration of synchronization capabilities.</p>	
6.	<p>Multiple Forms per user and ability to modify Forms / fields anytime without recalling the handsets.</p> <p>It is anticipated that in certain places, the same officer could report on multiple schemes. As such the data entry interface should not be hardcoded. Appropriate Admin interfaces must be provided to allow allocation of work and reporting Performa to specific officers.</p>	
7.	<p>Ability to work offline while taking reports in remote areas, save multiple reports temporarily until data is sent later via mobile network (GPRS data capability) or WLAN (wifi).</p>	

	Ability to work offline is a key requirement and all other features must work on offline datasets with synchronization aspects being automatically taken care of.	
8.	Web based multi role managerial login to allow the system to function as a report viewing interface and communication platform. This needs to be customized as per departments processes	
9.	Report generation with signature, and location map embedding. When generating individual reports , it is essential to establish authenticity via reproduction of signature , images and location map in the report document.	
10.	Report generation in PDF/ MS office format. As required, the agency would be instructed to create report templates in specified formats and layouts with appropriate header graphics. Changes to such templates should be supported without a reinstall of software and be done by local admin accounts.	
11.	Auto report mailing to pre-specified email address (as many copies as required to multiple email IDs). Local admin accounts should be able to perform user management functions including change in destined email reporting ids.	
12.	Secure Web interface for data management. e. Web base dashboard shall take into consideration, best practice for web security. Efficient, fast loading web interface will be a key usability criterion. f. Area / location wise/User wise report drill down/ view. g. Excel based and statistical summary reports as per requirements. Admin interfaces for a suitable role shall be created to perform synchronization to databases and software provided by central government.	
13.	Disaster Management strategy / Document and Image storage with cloud based data backup The solution should effectively address all steps of data management and must follow the best practices. Solution must support automated and live back up to offsite location Suitable hardware and software configuration must be employed and be	

	supported by the software to ensure proper level of redundancy and switch over capabilities as part of system design.	
14.	Report and dashboard layout customization – services to be provided as per department requirements.	
15.	Two-way work order assignment capability for future scenarios It should be possible for district authority to send real time assignments which require the end recipient of the task to fulfill the task and send a report back.	
16.	Proposed SaaS Mobile Application Solution should support each of the following mobile OS : Android, Windows Phone and IOS	
17.	solution proposed should not have/use any Proprietary computer language used in development.	
18.	The core Solution provided by OEM should be based on open technologies like JAVA or .Net and these should follow Open Standards . The complete solution proposed must be based on SOA (service oriented architecture) Software must not be a simple compilation of various open source utilities	

10. ANNEXURE III: FORMAT FOR FINANCIAL BID

RFP Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Name:

Designation:

Phone/Mobile No:

E-mail:

Telephone No(s):

Fax No.:

Subject: “PROPOSAL FOR DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF SAAS MOBILE APPLICATION SOFTWARE FOR Inspection and Monitoring of BRDS”

Sir,

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

- 1. PRICE AND VALIDITY –Cost of all works/ services mentioned in section II “Scope of Work” including the maintenance of the software for 3 years after GO LIVE –Rs. _____ (as per Annexure IV)**

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices include all taxes, duties and levies.

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

Note: The bidders should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

This should be kept in envelope number 2 marked as “FINANCIAL BID”, which will be opened only after the Technical Bid is found suitable.

2. EMD

We have enclosed a Demand draft (DD no. -----, Bank -----, Dated-----) in favour of BRDS, Patna, payable at Patna at for the sum of Rs. 5,00,000/- (Rs. Five Lakhs) only. This EMD is liable to be forfeited in accordance with the provisions of Bid documents. We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.

3. Bid Pricing

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

4. Bid Price

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in attached with our proposal as part of the Financial Bid. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

11. ANNEXURE IV COMMERCIAL BID BREAKUP

1. Installation ,Training and Implementation Charges in Mobiles (Employee Training for RDD Bihar Mobile Inspection software application)								
Sr.	Division Name	Phase Details	Units for Training and Installation	Rate (Rs. per unit)	Total Amount	Service Tax	Total Cost	
1	Patna	Phase I	3000					
2	Gaya	Phase I	3000					
3	Tirhut	Phase II	3000					
4	Saran	Phase II	3000					
5	Purnia	Phase III	2500					
6	Bhagalpur	Phase III	2000					
7	Dharbhanga	Phase IV	3000					
8	Koshi	Phase IV	3000					
9	Munger	Phase V	2500					
Total Estimated Qty			25000	Total Cost				
PART B OPEX COST								
E. Annual Technical Support Cost from OEM								
Sr.	Particulars	Estimated Unit	Duration Year	Rate (Rs. per unit)	Amount for 3 Years	Service Tax	Total Cost	
1	SaaS Mobile Application for Inspection and Monitoring of NREGA and IAY Schemes Operational Expense including up-gradation and deployment of patches, fixes etc.	6000* For Phase I	3 years*					
					Total Cost			
F. Manpower Cost								
Sr.	Particulars	Unit	Duration in Months	Rate	Amount for 3 Years	Service Tax	Total Cost	
1	Staff at Helpdesk for Employees At Head Office	5*	36					
2	Field Personal for Mobile application Maintenance @ 1 person each division	09*	36					
*Estimated unit and Agreement Duration May be increased or decreased based on POC and Solution.		Total Cost of manpower						
		Total Estimated Cost of OPEX(E+F)						
		Total Capex Cost (One Time)(A+B+C+D)						
		Total Cost of Project A+B+C+D+E+F						

This should be kept in envelope number 2 marked as "FINANCIAL BID", which will be opened only after the Technical Bid is found suitable.

12. Responsibilities of the BRDS:

- a) Nominating a nodal officer for the project to coordinate with the Solution Provider and to provide required information.
- b) Checking the Quality of Service (QOS) provided by the Solution Provider.
- c) Facilitating the Solution Provider during the course of the project for necessary information and support.
- d) Providing GPRS/EDGE/3G enabled Anriond /IOS /Windows based Mobile Phone to Departmental Officer.
- e) Providing Space for training at District Offices.

Annexure V : Deployment and Phase

S.no	Division Name	Phase	Estimated Installation required
1	Patna	Phase I	3000
2	Gaya	Phase I	3000
3	Tirhut	Phase II	3000
4	Saran	Phase II	3000
5	Purnia	Phase III	2500
6	Bhagalpur	Phase III	2000
7	Dharbhanga	Phase IV	3000
8	Koshi	Phase IV	3000
9	Munger	Phase V	2500
			25000

13. DEFINITIONS

In this document, the following terms shall have following respective meanings:

1. **“Acceptance Test Document”** means a mutually agreed document, which defines procedures for testing the “Mobile application System” against requirements laid down in the RFP.
2. **“Affiliate”** shall mean any holding company or subsidiary company of a part to the Agreement or any company, which is subsidiary of such a holding company. The expressions “holding company” and “subsidiary company” shall have the meaning specified in section 4 of the Companies Act 1956 (as amended from time to time).
3. **“Agreement”** means the Agreement to be signed between the successful bidder and BRDS including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
4. **“Authorized Representative”** shall mean any person authorized by either of the parties.
5. **“BRDS”** means Bihar Rural Development Society, under Rural Development Department GoB
6. **“Bidder”** means any firm or group of firms (called consortium) offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom BRDS signs the agreement for rendering of services for SaaS System.
7. **“BSWAN”** means Bihar State Wide Area Network
8. **“Contract”** is used synonymously with Agreement.
9. **“Corrupt Practice”** means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the process of Contract execution.
10. **“Default Notice”** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
11. **“DEITY”** means Department of Electronics & Information Technology, Government of India
12. **“DIT, GoB”** means Department of Information Technology, Government of Bihar
13. **“RDD”** means Rural Development Department, Government of Bihar. RDD is the owner of the Project.
14. **“DRDA”** means District Rural Development Authority”
15. **“Acceptance Test (AT)”** means the acceptance testing of the SaaS Mobile Application System which includes integrated testing of all the components as mentioned in SaaS Mobile Application System.
16. **“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Government of Bihar of the benefits of free and open competition.
17. **“Good Industry Practice”** shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Bidder engaged in the same type of undertaking under the same or similar circumstances.
18. **“GOB”** means Government of Bihar.
19. **“GoI”** means Government of India.

20. **“Implementation Period”** shall mean the period from the date of signing of the Agreement and up to the issuance of Final Acceptance Certificate.
21. **“Law”** shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Government of Bihar or any other Government or regulatory authority or political subdivision of government agency.
22. **“LOI”** means issuing of Letter of Intent, which shall constitute the intention of the Tenderer to place the Purchase Order with the successful bidder.
23. **“NIC”** means National Informatics Centre.
24. **“Party”** means Department of Rural Development or Bidder, individually and Department of Rural Development **“Parties”** mean and Bidder, collectively.
25. **“Period of Agreement”** means 5 years from the date of final acceptance of the SaaS Mobile Application Project.
26. **“PPP”**: means Public Private Partnership
27. **“Proposal”** means the Technical Proposal and the Financial Proposal, .i.e., complete proposal for the SaaS Mobile Application System.
28. **“Request for Proposal (RFP)”**, means the detailed notification seeking a set of solution(s), services(s), materials and/or any combination of them.
29. **“Requirements”** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP.
30. **“Sub-Contracting”** means any person/Agency to whom any part of work under the agreement is sub-contracted by the Bidder
31. **“SecLAN”** means Secretariat Local Area Network. BSWAN Terminates at Data Centre located at Technology Bhawan in Patna. SecLAN connects Secretariat to BSWAN and Data Centre.
32. **“Service”** means provision of Contracted service viz., operation, maintenance and associated services for SaaS Mobile Application System as per this RFP.
33. **“Service Down Time” (SDT)** means the time period when specified services with specified technical and operational requirements as mentioned in this document are not available to Bihar. The services shall be operational on all days of a year and 24-hours/ day with in the uptime specified in the Service Level Agreement (SLA). The services and applications are considered as operational when all equipments and software application at all tiers/ levels are working, providing all/ specified services as mentioned in full capacity at all locations in the SaaS Mobile Application System framework.
34. **“Tenderer”** means the agency/Department who has issued the tender, in present context SaaS Mobile Application Tender has been Issued by B.S.E.D.C. Limited
35. **“Termination Notice”** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.
36. **“Third Party Agency”** means any agency other than the successful bidder, appointed by BSEDC Limited for monitoring the SaaS Mobile Application during commissioning and operation.
37. **“Uptime”** means the time period when specified services/network segments with specified technical and service standards as mentioned in this RFP are available to Government of Bihar. The

uptime will be calculated as follows: Total time in a quarter (in minutes) less total Service Down time (in minutes) in the quarter.

38. **“%Uptime”** means ratio of ‘up time’ (in minutes) of SaaS Mobile Application infrastructure, in a quarter to total time in the quarter (in minutes) multiplied by 100.
39. **“Intellectual Property”** includes inventions (whether patentable or not), patents, patent applications, registered designs and applications thereof, copyright material including computer software, technical information and know-how.
40. **“Foreground Intellectual Property”** includes Intellectual Property arising from the research and development undertaken within this project after the date of signature of this agreement whether generated by one Party or two or more Parties jointly.
41. **“Background Intellectual Property”** includes Intellectual Property deemed to be relevant to the project and already owned by the Parties on the date of signature of this agreement.
42. A **"consortium"** is the term used to describe all of the participants from operator part in the same project.
43. **“SaaS” Means Software as a Service (SaaS) is a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a network, typically the Internet/Cloud/Dedicated Servers of Vendor/Client Locations.**
44. **Proof Of Concept “POC”;** All bidders, who have technically qualified and shortlisted by BRDS, shall be invited for proof of concept demonstration to the BRDS technical evaluation committee. Which need to be demonstrated by bidder(s) to showcase their capability to meet / address BRDS specific requirements.