

---

## Expression of Interest Cum Request for Proposal For

### “Engagement of Empanelled Digital Signature Support Agency to support in launching & running of e-FMS project in the State of Bihar ( District and Block level Support) for DIGITAL SIGNATURE CERTIFICATE”

#### 1. Project Background

The Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) aims at enhancing the livelihood security of people in rural areas by guaranteeing hundred days of wage-employment in a financial year to a rural household whose adult members volunteer to do unskilled manual work. National Informatics Centre (NIC), along with Ministry of Rural Development (MoRD) and other stakeholders, conceptualized web enabled Management Information System (MIS), NREGASoft, to address the planning & monitoring needs of the scheme. NREGASoft is a local language enabled, workflow based transaction level system designed for all activities of all stakeholders across the country. It is hosted on MGNREGA portal (<http://nrega.nic.in>) and provides detailed information regarding implementation of the scheme.

#### 2. e- FMS Project Objectives:

The specific objectives of e-FMS are as under:

- ❖ e-FMS solution will automate all processes involved in crediting the accounts of the beneficiaries.
- ❖ Reduction in the turn-around time required for wage processing and payments
- ❖ Automation of processes will eventually lead to real-time availability of data at all levels of governance for strategic decision making.
- ❖ e-FMS will act as seamless payment mechanism which will automatically ensure fund transfer and crediting of beneficiaries accounts leveraging the Core Banking infrastructure (NEFT/RTGS) of banks.
- ❖ The system ensure right amount in right accounts in time.
- ❖ Successful implementation of the project across the country would do away with large number of bank accounts that are currently being operated by the Gram Panchayats and other Implementing Agencies all over the country as payments would be credited to the accounts of beneficiaries from an e-FMS Account.
- ❖ This would also take care of the problem of large unspent opening balances.
- ❖ This would help streamline the fund flow process.
- ❖ Reduction of workload at Block Program Office (BPO) / Gram Panchayat (GP)

#### 3. Real-time Transaction-based System for MGNREGS

While NREGASoft has served well until now, there are new areas of extension, which could help streamline the implementation of MGNREGA. NREGASoft provides transactional capabilities such as demand for work, work allocation, attendance on muster rolls, measurement book, generation of wage list, material procured, administrative expenses, and pay order etc. Though the design of software is capable of being used in fully tied workflow manner, owing to several factors such as ICT capability and availability at GP level, governance processes etc. States have been using it as an MIS alone i.e. entering the details when particular phase is over.

#### 4. MGNREGA Implementation challenges

Delay in payment of wages has been identified as a key challenge in implementation of MGNREGA. The reasons are primarily:

- (a) Delay in recording of measurements and calculations thereafter
- (b) Delay in crediting the accounts of workers (largely payments are routed through Banks/ Post office accounts) and
- (c) Delay in actual wage disbursement by Banks/ Post offices.

---

While the solution to the problem listed at (c) above lies in increasing the outreach of Banks/ Post office network and is being sorted out through roll out of BCs and improving postal network , issues at (a) and (b) may be addressed through an IT solution. The IT solution should automate all processes involved in step (a) and (b) listed above. Capturing all related processes through an IT solution will also make the MGNREGA MIS transaction based. Some of the other challenges are as follows:

- i. Management of large number of Bank & Post Office accounts.
- ii. Parking of fund at various levels (GP, Block, Line departments, District, State).
- iii. Manual transfer of Payment Orders to Banks / Post Offices thus leading to delay in payment of wages.
- iv. Delays in transfer of records from Field to the Data Entry location.
- v. Sometime leads to delay in release of funds from MoRD to States / Districts
- vi. Wrong / erroneous entries in to the MIS without any checks and responsibilities
- vii. NREGASoft's existing transactional capabilities being used in a limited way.
- viii. Inadequate manpower and skills at Field level.

To address these, it is proposed to capture data at the grassroots in real-time using latest ICT technology. This would significantly contribute towards achieving the objective of real time flow of information, report generation and inhibiting delays in payments etc.

#### **5. Project Implementation Approach**

In order to meet the above challenges a proposal (Real Time Transaction Based IT solution) was prepared by NIC in consultation with this division. The proposal from NIC contains solution for both (a) Delay in recording of measurements and calculations thereafter and (b) Delay in crediting the accounts of workers (largely payments are routed through Banks/ Post office accounts), in two distinct phases:-

**Phase-I** will encompass the implementation of Electronic Fund Transfer (e- FMS system) leveraging the Core Banking infrastructure (NEFT/RTGS) of commercial banks.

**Phase-II** will encompass field-level electronic data capture through handheld devices. The handheld device will be used for demand registration, attendance, record the work measurements and will directly upload these to the central MIS (NREGASoft).

The implementation of these Phases can be undertaken in parallel, as the Phase-II activities do not have a direct dependence on the Phase-I completion. **However, it has been decided to first take up Phase I (e-FMS) only that would address the problem listed at (b) above followed by Phase-II.**

# **Selection of Consultants**

Issued By

**Bihar Rural Development Society (BRDS)**

**Department of Rural Development**

Old Secretariat, Patna 800023

Tel: +91-612-2217496

Fax: +91-612-2217857

E-mail: [brdshrd@gmail.com](mailto:brdshrd@gmail.com)

**AUGUST 25, 2014**

## Table of Contents

<b>Section</b>	<b>Contents</b>	<b>Page Numbers</b>
01	Letter of Invitation	2
02	Terms of Reference	5
03	Eligibility Criteria of Bidders	6
04	Technical Proposal	7
05	Financial Proposal	8
06	Time Schedule & Notice Inviting Bid	9

## **Section1.**

### **Letter of Invitation**

**Name of the project : MGNREGA ( Bihar Rural Development Society )**

Location : Patna, Bihar

Date of issue : August ,25, 2014

To,

**IDRBT**  
**Tata Consultancy Services Ltd.**  
**MTNL**  
**Sify Technologies Limited**  
**Code Solutions**  
**eMudhra Consumer Services Ltd.,**

Dear Sir.:

1. The **Bihar Rural Development Society (BRDS), Rural Development Department, Government of Bihar (GoB )** is under4going to launch e-FMS project in the State of Bihar to incorporate electronic fund transfer for faster and efficient payments of the wages & material through NEFT/NECS etc. to the active workers & vendor accounts.

#### **INVITATION OF PROPOSALS**

2. We now invite proposals fromEmpanelled Digital Signature Support Agency to support in launching & running of e-FMS project in the State of Bihar (District and Block level Support) for DIGITAL SIGNATURE CERTIFICATE". FOR THE BIHAR RURAL DEVELOPMENT SOCIETY (BRDS), RURAL DEVELOPMENT DEPARTMENT, GOVERNMENTOF BIHAR. More details on the Services are provided in the Terms of Reference (Section 2).
3. This Expression of Interest cum Request for Proposals (RFP) has been addressed to the following shortlisted Consultants:

1	<b>IDRBT</b>
2	<b>Tata Consultancy Services Ltd.</b>
3	<b>MTNL</b>
4	<b>Sify Technologies Limited</b>
5	<b>Code Solutions</b>
6	<b>eMudhra Consumer Services Ltd.,</b>

#### **4. 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.

---

(ii) Financial part should contain the financial bid inclusive of all admissible taxes, duties and levies etc.

(iii) These two parts should be submitted in separate sealed and superscripted envelopes. Both the envelopes should then be sealed in a third envelope marked as "support in launching & running of e-FMS project in the State of Bihar ( District and Block level Support) for DIGITAL SIGNATURE CERTIFICATE FOR BRDS"

(iv) If both bids are found in one envelope, those offers will be rejected. The technical bids will be opened on the same day at 15:00 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.

5. It is not permissible to transfer this invitation to any other firm.

6. A firm will be selected under **LCS**

Financial bid indicating item-wise price for the items mentioned in the technical bid. The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed. The technical bids are to be opened by the Department at the first instance and evaluated by a competent committee or authority. At the second stage financial bids of only the technically acceptable offers should be opened for further evaluation and ranking before awarding the contract.

7. CEO, BRDS holds the right to alter or cancel any of the above mentioned points without assigning any reasons thereof and also to cancel or reject any or all the Proposals.

8. In the case of advertised tender enquiry or limited tender enquiry, **late bids** (i.e. bids received after the specified date and time for receipt of bids) should not be considered.

9. **Estimated Cost of service:** Rs.20.00 lacs (approx.) for 1500 DSCs, at least 2 human resource, training cost, training manuals cost, travelling and reimbursable etc.

Note: Training venues and other cost incurred in training like projectors, lunch/snacks/tea etc. shall be provided by the BRDS.

## 10. Bid Security (EMD)

(i) **Rs.50000/-** (fifty thousand only) EMD will be accepted in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks. The bid security will be valid for a period of forty-five days beyond the final bid validity period.

- 
- (ii) **EMD** will be returned to **the unsuccessful bidders** after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.

### 11. Performance Security ( Security Deposit )

- (i) **Performance Security will be ten per cent (10% ) of the value of the contract and it is to be obtained from successful bidder irrespective of its registration status etc..**
- (ii) Performance Security will be furnished in the form of an Account payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank .
- (iii) Performance Security should remain **valid for a period of sixty days** beyond the date of completion of **all contractual obligations of the supplier including warranty obligations.**
- (iv) Bid security (EMD) will be refunded to the successful bidder on receipt of Performance Security.

12. The RFP includes the following documents:

Section 1 - Letter of Invitation  
Section 2 - Terms of Reference  
Section 3 - Eligibility Criteria of Bidders  
Section 4 - Technical Proposal  
Section 5 - Financial Proposal  
Section 6 – Time Shedule

Please inform us by August, **29, 2014** in writing at:-

Yours sincerely,

( Sanjay Kumar Singh)  
Project Officer cum Deputy Secretary ,  
**Bihar Rural Development Society,**  
**Department of Rural Development,**  
**Old Secretariat, Patna- 800023**  
Tel: +91-612-2217496  
Fax: +91-612-2217857  
E-mail: [brdshrd@gmail.com](mailto:brdshrd@gmail.com)/[rlrsec-bih@nic.in](mailto:rlrsec-bih@nic.in)/[manojsinhfinance@gmail.com](mailto:manojsinhfinance@gmail.com)

---

## **Section 2.**

### **Terms of Reference**

#### **SCOPE OF WORK**

Rural Development Department, Bihar is undergoing to launch e-FMS project in the State of Bihar to incorporate electronic fund transfer for faster and efficient payments of the wages & material through NEFT/NECS etc. to the active workers & vendor accounts.

The Scope of work includes technology solution, process flow, reconciliation mechanism and management of digital signatures for enabling real-time transaction-based NREGASoft.

Digital Signature Certificates (DSC) for its MGNREGA staff in the State are invariably needed. The detailed requirement for the same are prescribed as under:-

1. DSCs are to be provided to District/Block officials related to MGNREGA viz. Two officials of each DRDAs i.e. Directors of Accounts and Accounts Officer, Two officials in every Blocks i.e. Block Development Officer/ RDOs and Programme Officer and two signatories of all other line agencies, as and when required.
2. DSC should be provided within 7 days (working days) from the date of submission of the application to your local office at Patna, with the approval of the State Fund Manager, BRDS or District Programme Coordinator cum District Magistrate.
3. The Company official would be responsible for installation of the DSC on the user computers, provide training, user manuals, troubleshooting, configuration of DSCs with respect to transfer/ posting of officials, etc.
4. Keep a record of all Digital Signature issued in the State and update details on NREGA soft website and maintains proper record for renewal, issuance of new DSC to new staff, changes due to transfer and postings, as and when required.
5. Replace of the faulty DSCs within 3 working days without charge & defective device replacement policy.
6. The procedure of usage of DSC would be demonstrated to the users.
7. Provide a local support staff at State level who shall be required to travel to District/ Blocks for training, assisting in case of troubleshooting, etc.
8. Provide details of Validity of your contract with Controller of Certifying Authorities.
9. Provide all related support for DSC to all levels as and when required.
10. The details of the DSC are
  - a) Category of Applicant: Government
  - b) Class of Certificate Required: Class II
  - c) Certificate Required: Individual (Encryption)
  - d) Certificate Validity: 2 years from the date of issuance
  - e) Renewal terms & condition
  - f) Other terms and condition



### **Section 3**

## **Eligibility Criteria of Bidders**

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

1. The company must be Empanelled Digital Signature Support Agency
2. Average annual Turnover of the company must be minimum **Rs. 2.00 Crores** in the last **3** financial years.
3. The company must have made profits as per the balance sheets in the last one financial year and should be in sound financial position as judged by the Evaluation Committee for this purpose. A copy of last financial year's relevant audited Balance Sheets must be submitted with the bid (in case audited balance sheets of last financial year are not available provisional balance sheet duly certified by a chartered accountant/ company secretary may be submitted). The turnover criteria must be fulfilled by the bidding company alone and not by any group of companies.
4. Only bids received on behalf of a single company will be considered. Bidding as a consortium will not be allowed.
5. The bidding firm/company should have provided **Digital Signature Support Services** to similar projects in other State of the Country or other large project in which work through Digital Signature is essential.

**Section 4**  
**TECHNICAL PROPOSAL**  
**CONSULTANT'S ORGANIZATION AND EXPERIENCE**

A brief description of the Consultant's organization and an outline of the recent experience of the Consultant that is most relevant to the assignment. In the case of a joint venture, information on similar assignments shall be provided for each partner. For each assignment, the outline should indicate the names of the Consultant's Key Experts and Sub-consultants who participated, the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the Consultant), and the Consultant's role/involvement.

**Consultant's Organization**

1. Provide here a brief description of the background and organization of your company, and
2. in case of a joint venture – of each member for this assignment.
3. Include organizational chart, a list of Board of Directors, and beneficial ownership

**Consultant's Experience**

1. List only previous similar assignments successfully completed in the last 5 years.
2. List only those assignments for which the Consultant was legally contracted by the Client as a company or was one of the joint venture partners. Assignments completed by the Consultant's individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the Consultant, or that of the Consultant's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Consultant should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by the Client.

**SCORING SCHEME**

S.NO.	PARTICULARS OF CRITERIA	SCORE
1	Similar work experience i.e; to have been supported in running of similar projects for DIGITAL SIGNATURE CERTIFICATE". In any State of the Country or other large project in which work through Digital Signature is essential.	20
2	Work experience of Government Scheme in the State of Bihar ( District and Block level Support)	20
3	Consultancy experience of support agency in the specific work ie; Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) and Indira Awas Yojna (IAY)	20
4	Support services in more than 5 Centrally sponsored scheme in the work profile of Support Agency	20
5	Experienced and qualified personnel at field level ie; Support staff should possess qualification of B.Tech in Computer Science / MCA / Msc.(IT) plus 2 years working experience / BCA or Bsc.(IT) plus 5 years experience.	20
	<b>TOTAL</b>	100

---

## Section 5

### FINANCIAL PROPOSAL

---

#### Section 3. Financial Proposal

Financial Proposal shall be prepared as under

- FIN-1 Break-up of Costs of Digital Signature Certificates
- FIN-2 Breakdown of Remuneration of Man Power
- FIN-3 Cost of training  
100 MIS Officers - detail training including registration, editing, logistics,  
inventory of DSCs, use of DSCs etc.  
1500 users  
User manuals (2000 copies)
- FIN-4 Travelling upto district level @ at least 2 visit to a district in a FY and other  
Reimbursable expenses

**Section 6**  
**TIME SCHEDULE & NOTICE INVITING BID**

<b>Particulars of Work</b>	<b>Providing Digital Signature Certificate and Support in launching &amp; running of e-FMS project in the State of Bihar ( District and Block level Support)</b>
<b>Name of the Issuing Authority</b>	<b>CEO, BRDS</b>
<b>Date of Issue</b>	<b>25 August, 2014</b>
<b>Date &amp; Time of Pre-bid meet</b>	<b>At 3.00 p.m, 2nd September, 2014</b>
<b>Last Date &amp; Time of Submission of Bid</b>	<b>REQUEST FOR PROPOSAL, duly filled and signed shall be submitted by 4:00 PM, 15th September, 2014 to Project Officer cum OSD, BRDS,</b>
<b>Date &amp; Time of Opening of Bid</b>	Technical Bid shall be opened on the same day at 4:00 PM <b>16th September, 2014</b> at below mentioned office.
<b>Validity of bid</b>	<b>120 days from the date of opening of Tender</b>
<b>EMD</b>	Rs.50000/- (Rupees Fifty Thousand Only) have to be submitted, at the time of submission of proposal.
<b>Contact</b>	(Rajeev Kumar) Project Officer cum OSD, Bihar Rural Development Society, Department of Rural Development, Old Secretariat, Patna- 800023 Tel: +91-612-2217496 Fax: +91-612-2217857 E-mail: <a href="mailto:brdshrd@gmail.com">brdshrd@gmail.com</a>