

Government of Bihar (GoB)

Request for Proposal

For

Selection of Agency for Advisory Support for Implementation
of IT/e-Governance Initiatives



बिहार सरकार

Issued by

Board of Revenue

Old Secretariat, Patna 800 015,
Patna, Bihar
Tel: 0612-2215676

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Foreword

1. While this Request for Proposal document ("RFP") has been prepared in good faith, neither the **Board** nor its employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of Information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP, even if any loss or damage is caused by any act or omission on their part.
2. This document is not transferable and this RFP does not purport to contain all the information that each Bidder may require and accordingly is not intended to form the basis of any investment decision or any other decision to participate in the bidding process for the selection of the Successful Bidder for this Project. Each Bidder should conduct his own investigations and analysis and check the accuracy, reliability and completeness of the information in this document and obtain independent advice from appropriate sources
3. Though adequate care has been taken while preparing this Bid Document, the Bidder shall satisfy himself that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately.
4. The **Board** may modify, amend, reject or supplement this RFP document in accordance with norms and procedures and as per the requirement of the project. The Board reserves the right to waive any irregularity in the proposal (RFP) and the **Board** makes it clear that the RFP is not an offer/ Agreement.
5. Neither the **Board** nor its employees shall be liable to any Bidder or any other person under any law including the law of Agreement, tort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise, or be incurred, or suffered, in connection with this RFP document, or any matter that may be deemed to form part of this RFP document, or the award of the Agreement, or any other information supplied by the **Board** or their employees or consultants or otherwise arising in any way from the selection process for the award of the Agreement for the Project.
6. The **Board** is not bound to accept any or all the Proposals. The **Board** reserves the right to reject any or all the Proposals without assigning any reasons. No Bidder shall have any cause for action or claim against the Board or its officers, employees, successors or assignees for rejection of his bid. The RFP submitted by the bidder will be the property of the Board.



Board of Revenue

Main Secretariat, Patna - 800 015

NOTICE INVITING e-TENDER

(Through e-procurement mode only over
(<https://www.eproc.bihar.gov.in>)

Tender Notice No: BOR/01/e-Tender/Con/2017/

Date:/...../2017

Board of Revenue, Government of Bihar, invited for Selection of an Agency for Advisory Support for Implementation of IT/e-Governance Initiatives.

SL No.	Scope of work	Cost of tender document (In Rupees)	Tender processing Fee(Non Refundable) (inclusive of service tax @15.00%) to be paid through e-payment mode (i.e. NEFT/RTGS/Credit Card/Debit card) (in Rupees)	Earnest Money (In Rupees)	Time of Completion
1	2	4	5	6	7
01.	<p>The Agency is expected to provide Consultancy and Advisory Support (to work as Project Management Unit) for implementation of following IT/e-Governance initiatives:</p> <ul style="list-style-type: none"> Computer Based Test (CBT) System in Departmental Exams for Officers of Government of Bihar. Case Management System: Board is also looking for making Court system totally online including monitoring of the courts works of the Board, monitoring of lower courts, including their pendency and disposal through online mechanism <p>Digitization of Legacy Records- The Board has a huge record room having papers and documents of great historical and archival value. The Board proposes to digitize all these papers.</p>	Rs. 10,000.00	Rs. 1150.00	Rs. 10,00,000.00	The project duration is three years from the date of contract signing; it may be extendable up to a further six months at a time as per requirements.

Tender Schedule/Programme:

S. no	Information	Details
1.	RFP No. and Date	RFP No.: BoR/Con/2017/01 To be available online from 10 June 2017 11:00 AM onwards till 10 July 2017 05:00 PM at https://www.eproc.bihar.gov.in

S. no	Information	Details
2.	Last date for submission of written queries for clarifications	22 June 2017, 03:00 pm. Clarification may be submitted at this - Email: boardofrevenuebihar@gmail.com https://www.eproc.bihar.gov.in
3.	Date of pre-bid conference	23 June 2017, 03:30 pm at the Chamber of Secretary, Board of Revenue, Old Secretariat, Patna – 800 015
4.	Release of response to clarifications	27 June 2017 at https://www.eproc.bihar.gov.in/http://boardofrevenue.bih.nic.in/
5.	Bid validity period	180 days from the last date (deadline) for submission of proposals.
6.	Last date (deadline) for submission of bids	11 July 2017, 05:00 pm https://www.eproc.bihar.gov.in
7.	Opening of Technical Bids	12 July 2017, 11:00 AM
8.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	To be intimated
9.	Contact person	Sh. Rajesh Kumar Secretary, Board of Revenue email: boardofrevenuebihar@gmail.com Phone - 0612-2215676, Fax-0612-2215254, 0612-2215677

- Bidder need to pay Rs. 10,000 as Tender Fee.
- Detailed descriptions of the item and instructions for submitting your offer can be downloaded from e-tender website (<https://www.eproc.bihar.gov.in>)
- For support related to e-tendering process, bidders may contact at “e- Procurement HELP DESK First Floor, M/22, Bank of India Building, Road No-25, Sri Krishna Nagar, and Patna- 800001 Ph. No: 0612-2523006, Mob- 7542028164” or may visit the link “Vendor Info” at (<https://www.eproc.bihar.gov.in>)
- Bidder should be registered on e-Procurement portal (www.eproc.bihar.gov.in) and have the Class II Digital Signature Certificate (DSC) with signing + Encryption and User-id of the e-Procurement website before participating in the e-Tendering process.
- The Secretary reserves the right to reject or cancel the tender or any part thereof without assigning any reasons thereof
- **Corrigendum / Addendum**, if any, will be published on the departmental website www.eproc.bihar.gov.in and e-Procurement, Bihar <http://boardofrevenue.bih.nic.in> and e-Procurement, Bihar <https://www.eproc.bihar.gov.in> itself.

**Secretary
Board of Revenue**

Section 1. Instruction to Consultants

- 1.1 Pre-Bid Conference:** Meeting of the Applicants shall be convened as per schedule given at the Section 2 of this document.. A maximum of two representatives of each Applicant shall be allowed to participate on production of an authority letter from the Applicant.
- 1.1.1 During the course of Pre-Proposal Conference, the Applicants will be free to seek clarifications and make suggestions for consideration of the Board. The Board shall endeavor to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Selection Process. The Secretary of the Board will endeavor to provide timely response to all queries. However, the Board makes no representation or warranty as to the completeness or accuracy of any response; neither response nor does the Board undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.
- 1.1.2 At any time prior to the last date for receipt of bids, the Board may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- 1.1.3 The Corrigendum (if any) & clarifications to the queries form all bidders will be published on the <http://boardofrevenue.bih.nic.in> and <http://eproc.bihar.gov.in>. Any such corrigendum shall be deemed to be incorporated into this RFP. In order to provide prospective bidders reasonable time for taking the corrigendum into account, the Board may extend the last date for the receipt of proposals.
- 1.2 RFP Document Fees:**
- 1.2.1 The bidder may download the RFP documents from the website <http://eproc.bihar.gov.in>
- 1.2.2 RFP document Tender Fee/Cost has to be paid online prior to the last date of tender submission through e-Procurement site (<https://www.eproc.bihar.gov.in>). A non-refundable Tender Processing Fee of INR. 1150 is payable online for using the e-Procurement site <https://www.eproc.bihar.gov.in>
- 1.2.3 Bids along with necessary online payments must be submitted through e-procurement portal <https://www.eproc.bihar.gov.in> before the date and time specified in the NIT. The department doesn't take any responsibility for the delay/Non Submission of Tender/ Non Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic/Holidays or any other reason."
- 1.3 Language:** The Proposal with all accompanying documents (the "Documents") and all communications in relation to or concerning the Selection Process shall be in English language and strictly on the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.
- 1.4 Format and signing of Proposal:** The Applicant shall provide all the information sought under this RFP. The **Board** would evaluate only those Proposals that are received in the specified forms and complete in all respects. The Applicant shall prepare one original set of the Proposal (together with originals/ copies of Documents required to be submitted along therewith pursuant to this RFP) and clearly marked "ORIGINAL". In addition, the Applicant shall submit 1 (one) copies of the Proposal, along with Documents, marked "COPY". In the event of any discrepancy between the original and its copy, the original shall prevail.
- 1.5 Proposal Submission:**

- 1.5.1 The Bids Shall be Submitted Online Mode Though e-Procurement <https://www.eproc.bihar.gov.in>
- 1.5.2 The bidders should submit their responses as per the format given in this RFP in the following manner (a) Pre-Qualification and Technical Proposal,(b) Commercial Proposal
- 1.5.3 Please Note that prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.
- 1.5.4 All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- 1.5.5 The bids shall be uploaded through <https://www.eproc.bihar.gov.in> as per the instructions available on the website.
- 1.5.6 In preparing the Proposal, Consultants are expected to examine in detail the Bid Document. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- 1.5.7 The bidder must have Class II Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website (<https://www.eproc.bihar.gov.in>) for submission of e-Bid.
- 1.5.8 Tender Processing Fee (TPF) amount to be paid through e-Payment mode (i.e. NEFT / RTGS, Credit / Debit Card and Net banking) only.
- 1.5.9 Bids along with necessary online payments (Tender Processing Fee) must be submitted through e-Procurement portal (<https://www.eproc.bihar.gov.in>) before the date and time specified in the NIT/RFP. The department/Tendering Authority doesn't take any responsibility for the delay / Non Submission of Tender / Non Reconciliation of online Payment caused due to Non availability of Internet Connection, Network Traffic / Holidays or any other reason."
- 1.5.10 The bidders shall submit their eligibility and qualification details, Certificates as mentioned in section etc., in the online standard formats given in e-Procurement web site (<https://www.eproc.bihar.gov.in>) at the respective stage only.
- 1.5.11 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 web site (<https://www.eproc.bihar.gov.in>).
- 1.5.12 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 after uploading the same during the bid submission as per the tender notice and bid document.
- 1.5.13 For support related to e-tendering process, bidders may contact at following address "e-Procurement HELP DESK First Floor, M/22, Bank of India Building, Road No-25, Sri Krishna Nagar, and Patna- 800001 Ph. No: 0612-2523006, Mob- 7542028164" or may visit the link "Vendor Info" at (<https://www.eproc.bihar.gov.in>).
- 1.5.14 Corrigendum/ Addendum, if any, will be published on the departmental website www.boardofrevenuebihar@gmail.com, and e-Procurement, Bihar <https://www.eproc.bihar.gov.in> itself.

1.6 Conflict of Interest

1.6.1 Board requires that Consultants provide professional, objective, and impartial advice and at all times hold the Client's interests paramount, avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work. Consultants shall not be recruited for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interest of the **Board**. Without limitation on the generality of the foregoing, Consultants, and any of their associates

shall be considered to have a conflict of interest and shall not be selected under any of the circumstances set forth below:

- (i) If a Consultant combines the function of consulting with those of Contracting and/or supply of equipment; or
- (ii) If a Consultant is associated with or affiliated to a Contractor or manufacturer; or
- (iii) If a Consultant is owned by a Contractor or a manufacturing firm having relationship with Board. The Consultant should include relevant information on such relationships along with a statement in the Technical Proposal cover letter to the effect that the Consultant will limit its role to that of a Consultant and disqualify itself and its associates from work, in any other capacity or any future project within the next five years (subject to adjustment in special cases), that may emerge from this assignment (including bidding or any part of the future project). The Agreement with the Consultant selected to undertake this assignment will contain an appropriate provision to such effect; or
- (iv) If there is a conflict among consulting assignments, the Consultant (including its personnel and sub-consultants) and any subsidiaries or entities controlled by such Consultant shall not be recruited for the relevant assignment. The duties of the Consultant depend on the circumstances of each case. While continuity of consulting services may be appropriate in particular situations if no conflict exist, a Consultant cannot be recruited to carry out an assignment that, by its nature, will result in conflict with another assignment of such Consultant. For example, a Consultant engaged to prepare engineering design for an infrastructure project shall not be recruited to prepare an independent environmental assessment for the same project; similarly, a Consultant assisting a client in privatization of public assets shall not purchase, nor advise purchasers of, such assets or a Consultant hired to prepare terms of reference for an assignment shall not be recruited for the assignment in question.

1.6.2 It is also clarified that the Consultancy firm so selected as a result of this bid process shall not be able to participate as a vendor to implement any of the IT initiatives mentioned in this bid.

1.7 Fraud and Corruption

The **Board** requires that consultants observe the highest standard of ethics during the procurement and execution of such Agreements. In such pursuance of this policy, the **Board of Revenue**:

- (i) defines, for the purposes of this provision, the terms set forth below as follows:
 - (a) “corrupt practice” means behavior on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves and/or those close to them, or induce others to do so, by misusing the position in which they are placed, and it includes the offering, giving, receiving, or soliciting of anything of value to influence the action of any such official in the procurement process or in Agreement execution; and
 - (b) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Agreement to the detriment of the borrower, and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the borrower of the benefits of free and open competition.
- (ii) will reject a Proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Agreement; and

1.8 Validity of the Proposals: The proposals submitted by the Consultants must be valid for 180 days from the date of submission without changing the personnel proposed for the assignment and the proposed Price must be valid for 180 days from the opening of financial proposal. The Board will make its best efforts to select a consultant firm within this Period.

1.9 Cost of preparing the Proposal: Cost of preparing a proposal and of negotiating an Agreement including visits, if any, is not reimbursable as a direct cost of the assignment. Any Bid received after the closing time for submission of bids shall be returned unopened.

- 1.10 Bid Opening - Technical:** The Technical Bids received from the shortlisted bidders shall be opened in <https://www.eproc.bihar.gov.in>
- 1.10.1 Bid Opening - Financial:** The date of opening of financial bid will be intimated in due course of time. Financial Bid shall be opened in online mode i.e., <https://www.eproc.bihar.gov.in>
- 1.11 Commencement of the Assignment:** Assuming that the Agreement can be satisfactorily concluded in two weeks after finalizing the consultant, it is expected that the works shall commence within two weeks.
- 1.12 Earnest money deposit (EMD):** EMD can be submit by bidder through online mode or manual mode both. In case of manual mode, the bidder shall submit the EMD in the form of Demand draft for an amount of **Rupees 10.00 lakh** drawn in favor of Secretary, Board of Revenue, Patna, Bihar payable at Patna with a validity period of three months after expiry of bid validity period. The EMD of the successful bidder will be retained and will be returned on receipt of a Performance bond/ bank Guarantee after signing the Agreement and he EMD of the unsuccessful bidders will however be returned after finalization of bids
- 1.13 Performance Bond/Bank Guarantee:** Within 10 days of the signature of the Agreement, the successful Consultant shall at its own cost and expenses, furnish a Performance Bond as sum equivalent to 5% of the total Agreement price. The Performance Bond shall be valid for a period of three months after the expiration date of the Agreement.
- 1.14 Fees and payment structure: Payments to selected Consultant shall be made on quarterly basis.**
- 1.15 Taxes:** The rates quoted by the bidders shall be inclusive of all taxes and duties however it will not include Service Tax. Service Tax or any cess will be paid in addition as per the prevailing norms.
- 1.16 Proposal supporting data:** Failure to provide information that is essential to evaluate the Bidder's qualifications or to provide timely clarification or substantiation of the information supplied, may result in disqualification of the Bidder.
- 1.17 Late Proposals:** Proposals received by the Board after the specified time on Proposal Due Date shall not be eligible for consideration and shall be summarily rejected
- 1.18 Evaluation of the bids:**
- 1.18.1 Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals:
- 1.18.1.1 Are not submitted in as specified in the RFP document
 - 1.18.1.2 Received without the Letter of Authorization (Power of Attorney)
 - 1.18.1.3 Are found with suppression of details
 - 1.18.1.4 With incomplete information, subjective, conditional offers and partial offers submitted
 - 1.18.1.5 Submitted without the documents requested in the checklist
 - 1.18.1.6 Have non-compliance of any of the clauses stipulated in the RFP
 - 1.18.1.7 With lesser validity period
- 1.18.2 The Board, however, in the interest of time bound finalization of this process, may ask the bidders to furnish any information/ papers/documents from the bidders to enable it to finish the bid scrutiny and technical evaluation.
- 1.18.3 All responsive Bids will be considered for further processing. The Board will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids

will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

- 1.18.4 **Pre-Qualification evaluation:** The Bidder shall be examined prima facie to substantiate the compliance with the Bidder's eligibility criteria as set out for this project in terms of organizational, financial and technical experience etc. The bid will be rejected, in case it does not meet the Pre-qualification criteria. The next stage of the evaluation will be an assessment of the technical bid.
- 1.18.5 **Technical evaluation Stage one:** Based on the short-listing of the pre-qualified Bidders, the Committee will proceed to a detailed evaluation of the Technical Bids of such pre-qualified Bidders in order to determine whether they are substantially responsive to the requirements set forth in the Request for Proposal. In order to reach such a determination, Board of Revenue will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.
- 1.18.6 The firms will be selected as per Quality and Cost Based Selection (QCBS) procedure. Only those applicants whose Technical Proposals score 70 marks or more out of 100 shall qualify for second stage.
- 1.18.7 In the second stage, the financial evaluation will be carried out. Applicant submitting minimum bid in Financial proposal, as provided in Section 3 (Total value excluding Service Tax) shall be recommended for the Selection.
- 1.18.8 The Selected Applicant shall be the first ranked Applicant (having the lowest bid in financial proposal). The second ranked Applicant shall be kept in reserve and may be invited for negotiations in case the first ranked Applicant withdraws, or fails to comply with the requirements specified in the RFP
- 1.18.9 The bidder having lowest financial bid would be recommended for selection, and called for negotiations. During negotiations the consultant must be prepared to furnish the detail cost breakup and other clarifications to the proposal submitted by them, as may be required to adjudge the reasonableness of his financial proposal. If the negotiations with this consultant are successful, the award will be made to him. If negotiations fail, and if it is concluded that the Agreement with reasonable terms cannot be concluded with this consultant, the consultant with second highest score may be invited for negotiations. This process may be repeated until an agreed Agreement is concluded.

Section 2. Data Sheet for Instruction to Consultants

Section 2: Table 1

S. No	Particulars
1	<p>Name of the Client: Board of Revenue, Govt. of Bihar (GoB) Client's Representative: Secretary, Board of Revenue, Bihar Method of selection: Quality cum Cost Based Selection (QCBS) Method</p>
2	<p>Financial Proposal to be submitted together with Technical Proposal: Yes Name of the assignment is: Selection of Agency for advisory support for implementation of IT/e-Gov. initiatives.</p>
3	<p>Details on the services are provided in the Terms of Reference (ToR) under Section 3.</p>
4	<p>The Client will provide the following inputs and facilities: As Mentioned in Terms of Reference (ToR)</p>
5	<p>Proposals must remain valid for 180 days from the submission date.</p>
6	<p>Bid Security: The bidder shall submit Bid Security of an amount Rs. 10 Lac (Rs 10,00,000) either in the form of Demand Draft or in the form of Bank Guarantee in the prescribed form from scheduled bank of India valid up to three months beyond the bid validity period or in the form of Fixed Deposit Receipt (FDR) pledged in the name of Secretary, Board of Revenue, Government of Bihar.</p>
7	<p>Clarifications may be requested not later than the date mentioned hereinafter. The address for requesting clarifications is: Secretary, Board of Revenue, Govt. of Bihar Old Secretariat, Patna Phone: 0612-2215676 Fax:0612-2215677</p> <p>Clarifications should also be sent to the following email address: boardofrevenuebihar@gmail.com</p>
8	<p>Association Arrangements and Joint Ventures with other Consultancy firms for this assignment are NOT Permitted</p>
9	<p>Under this Agreement , the Consultant's payments are:</p> <ul style="list-style-type: none"> • The Client shall pay the consultancy fee on quarterly basis for 12 Quarters, at the end of each quarter on Input basis. • The Consultant shall raise the invoice within 7 (seven) at the end of each quarter. • The Board shall duly make the payment of Consultancy Fee to the Consultant within a period of 30 (thirty) days from the date of receipt of the respective invoice.
10	<p>The Client will pay Service Tax, on prevailing rates as applicable on the consultancy charges.</p>
11	<p>Proposals must be submitted no later than the date indicated hereinafter as per the given respective stage only.</p>

S. No	Particulars		
12	Technical Proposals shall be evaluated on the basis of following pre-identified criteria: (a) Technical criteria that would be considered for selection of preferred bidder would be as follows:		
	. N	Criteria	Score Allocated
	1	Firm's Experience	40
	2	Project Team	60
	Total Score		100
	(b) The members of the Consultancy Evaluation Committee will carry out the evaluation of proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria. Each responsive proposal will be given a technical score.		
	(c) Narrative Evaluation Criteria and Detailed Marking Scheme is attached at Appendix-I to Data Sheet		
13	The client may ask for the documentary proof (if not enclosed with the proposal) establishing eligibility of the bidder to the extent that the bidder has claimed in its proposal for the eligibility but not enclosed the documentary proof.		
14	Expected date for public opening of Financial Proposals will be communicated to all technically eligible bidders		
15	The technical and financial scores shall be added and the Agreement will be awarded to the agency which qualifies in stage one (securing 70 or more marks in evaluation of technical proposal), and offers lowest bid in financial proposal.		
16	Expected date for Agreement negotiations: 1 week from the date of opening of financial proposals		
17	Expected date for commencement of consulting services: 2 weeks from the date of opening of financial proposals		
18	The duration of the consultancy assignment shall be 36 months (from the date of signing of the Agreement) and may be further extended on mutually agreeable terms with pro rata increase in costs.		
19	The performance security shall be released/ refunded after 3 months from the date of actual closure of the Agreement Period.		

Table 2: Schedule of the Bid Process:

S. no	Information	Details
10.	RFP No. and Date	<i>RFP No.:</i> BoR/Con/2017/01 To be available online from 10 June 2017 11:00 AM onwards till 10 July 2017 05:00 PM at www.eproc.bihar.gov.in
11.	Last date for submission of written queries for clarifications	22 June 2017, 03:00 pm. Clarification may be submitted at this - Email: https://www.eproc.bihar.gov.in / boardofrevenuebihar@gmail.com
12.	Date of pre-bid conference	23 June 2017, 03:30 pm at the chamber of Secretary, Board of Revenue, Old Secretariat, Patna – 800 015
13.	Release of response to clarifications	27 June 2017 at https://www.eproc.bihar.gov.in http://boardofrevenue.bih.nic.in/
14.	Bid validity period	180 days from the last date (deadline) for submission of proposals.
15.	Last date (deadline) for submission of bids	11 July 2017, 05:00 pm https://www.eproc.bihar.gov.in
16.	Hard Copy submitted in EMD (In case of Manual submission)	Hard copy of EMD must be submitted before 11 th July 02:00 PM to chamber of Secretary, Board of Revenue, Old Secretariat, Patna – 800 015
17.	Opening of Technical Bids	12 July 2017, 11:00 AM https://www.eproc.bihar.gov.in

S. no	Information	Details
18.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	<i>To be intimated</i>
19.	Contact person	Sh. Rajesh Kumar Secretary, Board of Revenue email: boardofrevenuebihar@gmail.com /Phone - 0612-2215676
20.	Addressee and address at which proposal in response to RFP notice is to be submitted:	Secretary, Board of Revenue Board of Revenue, Old Secretariat, Patna – 800 015

Table 3: Pre-Qualification Criteria

S No	Requirement	Criteria	Documents Required
1	Legal Entity	1. The Bidder should be a company registered under Indian Companies Act 1956/ Limited Liability Partnership Firm registered under the Limited Liabilities Partnership Act 2008/	1. Certificate of Incorporation/Certificate of registration
2	Consortiums/Sub-Agreement	Consortiums are not allowed to bid.	Declaration from the bidder
3	Turnover	The bidder in its name must have achieved a minimum average annual financial overall turnover of INR 25 crores per year for the last three years	Certificate from Statutory Auditor confirming the same/Self Certification by CA
4	Net worth	The bidder should have positive net worth in the last 3 (three) financial years.	Self-Declaration to be enclosed.
5	Blacklisting	The bidder must not be blacklisted by any Central / State Govt./ or Central/ State PSU or Autonomous Body	Self-certification by authorized signatory

Section 3. Appendix to Data Sheets

Appendix-I to Data Sheet

NARRATIVE EVALUATION CRITERIA

3.1 Technical Evaluation (Bidder' Experience)

3.1.1 The evaluation of Technical Proposals of only those Consultants who have submitted the proposal in the required format with all supporting documents and Bid Security will be carried out.

3.1.2 If the Technical proposals are found to be inadequate and do not correspond to the scope of service and terms of reference, they shall be summarily rejected.

3.1.3 The team mentioned below is envisaged under the current project scope and as per the immediate requirement. Any further increase in team deployment at support consultant level would be discussed and bidder is required to mobilize team as per mutually agreed terms

3.1.4 Availability of Key Personnel: The Applicant shall offer and make available all Key Personnel meeting the requirements specified in the clause below

3.1.5 Special Condition for Awarding the Agreement:

- a. Client will sign the Agreement with Successful Bidder for a period as mentioned in 'Duration of Agreement' in the document.
- b. Client may extend the Agreement for a time period beyond what has been specified in 'Duration of Agreement' in the document.
- c. Client will also have the right to provide extension of services/ increase in the scope of work as per the mutually agreed terms and conditions between both the parties.
- d. Client will have the right to ask for additional Team members beyond what has been specified in this RFP.

3.1.6 Conditions of Eligibility for Key Personnel: Each of the Key Personnel must fulfill the Conditions of Eligibility specified in Appendix II to Data Sheet.

Appendix-II to Data Sheet

DETAILED MARKING SCHEME FOR TECHNICAL EVALUATION

.N.	Heading	Criteria for point allotment	Max. Points													
1	Firm's Experience (Marks = 40): Last 3 years only (work order of the period 01 st January, 2013 – 31 st December 2016)	Experience of working with the Government of India in Project Management Units for IT/e-Gov. initiatives. <ul style="list-style-type: none">Each project will be given 2 marks, subject to a maximum of 10 projects.Each Project should be of value of Rs. 1 Cr. and above	20													
		Experience of Assisting State Governments, other than Government of Bihar, in Project Management Units, <ul style="list-style-type: none">2 Marks for each project subject to a maximum of 5.Each Project should be of value of Rs. 1 Cr. and above	10													
	December 2016)	Experience of Assisting Government of Bihar in Project Management Units, <ul style="list-style-type: none">2 Marks for each project subject to a maximum of 5.Each Project should be of value of Rs. 1 Cr. and above	10													
3	Project Team (60 marks)	<table><tr><th>Position</th><th>No of positions</th><th>Score</th></tr><tr><td colspan="3"></td></tr><tr><td>Project Manager a. Should be a full time employee of the firm (necessary requirement) b. B.Tech and MBA (in HR/Finance) : 5 Marks; c. Minimum 7 years of exp: 5 Marks; d. Should have worked with the Govt. (Min 3 Projects): 5 Marks; e. Project Management experience in Systems Integration and IT solutions implementation for at least projects of value more than INR 1 crore: 5 Marks;</td><td>1</td><td>20</td></tr><tr><td>Business Process Expert a. B.Tech (in Computer Science/Electronics)/MCA : 5 Marks; b. Minimum 5 years of exp: 5 Marks; c. Should have worked with Government (min 3 projects): 5 Marks; d. Should have experience of IT/e-Gov. initiatives for government at least 3 Projects: 5 Marks;</td><td>1</td><td>20</td></tr></table>	Position	No of positions	Score				Project Manager a. Should be a full time employee of the firm (necessary requirement) b. B.Tech and MBA (in HR/Finance) : 5 Marks; c. Minimum 7 years of exp: 5 Marks; d. Should have worked with the Govt. (Min 3 Projects): 5 Marks; e. Project Management experience in Systems Integration and IT solutions implementation for at least projects of value more than INR 1 crore: 5 Marks;	1	20	Business Process Expert a. B.Tech (in Computer Science/Electronics)/MCA : 5 Marks; b. Minimum 5 years of exp: 5 Marks; c. Should have worked with Government (min 3 projects): 5 Marks; d. Should have experience of IT/e-Gov. initiatives for government at least 3 Projects: 5 Marks;	1	20		
		Position	No of positions	Score												
	Project Manager a. Should be a full time employee of the firm (necessary requirement) b. B.Tech and MBA (in HR/Finance) : 5 Marks; c. Minimum 7 years of exp: 5 Marks; d. Should have worked with the Govt. (Min 3 Projects): 5 Marks; e. Project Management experience in Systems Integration and IT solutions implementation for at least projects of value more than INR 1 crore: 5 Marks;	1	20													
Business Process Expert a. B.Tech (in Computer Science/Electronics)/MCA : 5 Marks; b. Minimum 5 years of exp: 5 Marks; c. Should have worked with Government (min 3 projects): 5 Marks; d. Should have experience of IT/e-Gov. initiatives for government at least 3 Projects: 5 Marks;	1	20														
		ICT Expert a. Should be a B.Tech (in Computer Sc or Electronics)/MCA. (necessary requirement) b. Should have CCNA/CCNP Certificate – 5 Marks c. Minimum 5 years of exp: 5 Marks; d. Should have experience in Systems Integration and IT solutions implementation for at least 3 projects of value more than INR 1 crores: 5 Marks; e. Should have experience of IT/e-Gov. initiatives for government at least 3 Projects: 5 Marks;	1	20												

Appendix-III to Data Sheet

Bid Security Form (Bank Guarantee)

(Bank's Name, and Address of Issuing Branch or Office)

Beneficiary: _____ *(name and address of Employer)*

Date: _____

Bid Security No.: _____

Whereas M/s _____ *(insert the name of the Consultant)* (hereinafter called the "Consultant") has submitted its technical & financial proposals for the work of _____ *(insert the name of Assignment)* (hereinafter called the "Proposal") on dated _____ against the Employer's Notice Inviting Tenders (NIT) Notice Inviting Request for Proposals (NIP)/ Invitation for Bid (IFB) No. _____ *(Insert NIT/NIP/IFB number as per publication in news paper or website).*

Furthermore, we understand that, according to your conditions, proposals must be supported by a Bid Security.

At the request of the Consultant, we _____ *(insert name of the bank)* hereby irrevocably undertake to pay you any sum or sums not exceeding in total amount of _____ *(insert bid security amount in figures)* _____ *(amount in words)* upon receipt by us of your first demand in writing accompanied by a written statement stating that the Consultant is in breach of its obligation(s) under the RFP conditions, because the Consultant:

- (a) has withdrawn its Proposal during the period of Proposal validity specified by the Consultant in the Technical Proposal Form; or
- (b) does not accept the correction of errors in accordance with the Instructions to Consultants (hereinafter "the ITC") of the RFP Document; or
- (c) having been notified of the acceptance of its Proposal by the Employer during the period of proposal validity, (i) fails or refuses to execute the Agreement, or (ii) fails or refuses to furnish the Performance Security, in accordance with the ITC.

This guarantee will expire: (a) if the Consultant is the successful Consultant, upon our receipt of copies of the Agreement signed by the Consultant and the performance security issued to you upon the Instruction of the Consultant; and (b) if the Consultant is not the successful Consultant, upon the earlier of (i) our receipt of a copy your notification to the Consultant of the name of the successful Consultant; or (ii) Ninety days after the expiration of the Consultant's proposal.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

_____ *Bank's seal and authorized signature(s)* _____

Section 4. Technical Forms

Form-1

Letter of Proposal (On Applicant's letter head)

(Date and Reference)

To,

Secretary

Board of Revenue, Bihar

Sub: Appointment of Consultant for Advisory Support for Implementation of IT/e-Governance Initiatives

Dear Sir,

1. With reference to your RFP Document dated, I/we, having examined all relevant documents and understood their contents, hereby submit our Proposal for selection as Consultant for the captioned project. The proposal is unconditional and unqualified.
2. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals.
3. This statement is made for the express purpose of appointment as the Consultant for the aforesaid Project.
4. I/We shall make available to the Board any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
5. I/We acknowledge the right of the Board to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
6. I/We certify that in the last three years, we have neither failed to perform on any Agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project or Agreement by any public authority nor have had any Agreement terminated by any public authority for breach on our part.
7. I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Consultant, without incurring any liability to the Applicants
8. I/We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall I/we have any claim or right of whatsoever nature if the Consultancy for the Project is not awarded to me/us or our proposal is not opened or rejected.
9. I/We agree to keep this offer valid for 180 (One Hundred Eighty) days from the Proposal Due Date specified in the RFP.
10. A Power of Attorney (PoA) in favor of the authorized signatory to sign and submit this Proposal and documents is attached herewith in Appendix I.
11. I/We have studied RFP document carefully. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Board or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of Consultancy
12. The Financial Proposal is being submitted in a separate cover. This Technical Proposal read with the Financial Proposal shall constitute the Application which shall be binding on us.
13. I/We agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP Document.

Yours faithfully,

(Signature, name and designation of the authorized signatory)

(Name and seal of the Applicant / Lead Member)

Form-II
Consultant's Organization and Experience

A - Consultant's Organization

[Provide here a brief (two pages) description of the background and organization of your firm/entity and each associate for this assignment.]

B - Consultant's Experience

[Using the format below, provide information on each assignment for which your firm, was legally contracted for carrying out consulting services similar to the ones requested under this assignment..]

Assignment name:	Approx. value of the Agreement (in INR):
Country:	Duration of assignment (months):
Location within country:	
Name of Client:	Total N° of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the Agreement (in INR):
Start date (month/year):	N° of professional staff-months provided by associated Consultants:
Completion date (month/year):	
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Firm's Name: ____

Form-III

Financial Capacity of the Applicant

(To be certified by the Statutory Auditor)

Bidder Name	Turnover from professional fees		
	Year 1 (Year Ending 2014)	Year 2 (Year Ending 2015)	Year 3 (Year Ending 2016)
Bidder Name			

Form-IV

Team Composition and Task Assignments

• Key Technical Support Team				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

Form-V

Curriculum Vitae (CV) for Proposed Professional Staff

1. **Proposed Position** [only one candidate shall be nominated for each position]
2. **Name of Firm** [Insert name of firm proposing the staff]:
3. **Name of Staff** [Insert full name]: _
4. **Date of Birth:** __ **Nationality:** __
5. **Education** [Indicate degrees obtained and institutions]:
6. **Languages** [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:
7. **Experience** [Assignments handled]:
From [Year]: _____ To [Year]: _
Employer: _____ Positions held: __

<p>8. Detailed Tasks Assigned <i>[List all tasks to be performed under this assignment]</i></p>	<p>9. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned <i>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point]</i></p> <p>Name of assignment or project: ____</p> <p>Year: _____ Location: ____</p> <p>Client: _ Positions held: ____</p> <p>Main project features and activities performed: _____</p>
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10. Certification:

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

Date: _____

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

Full name of authorized representative: _____

APPENDIX-I: Power of Attorney

Know all men by these presents, We..... (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorise Mr/ Ms (name), son/daughter/wife of and presently residing at, who is presently employed with us/ the Lead Member of our Consortium and holding the position of, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for pre-qualification and submission of our bid for the ***** including but not limited to signing and submission of all applications, bids and other documents and writings, participate in Pre-Applications and other conferences and providing information/ responses to Board of Revenue, Govt. of Bihar, representing us in all matters before the Board, signing and execution of all Agreements including the Concession Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Board in all matters in connection with or relating to or arising out of our bid for the said Project and/ or upon award thereof to us and/or till the entering into of the Concession Agreement with the Board.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 2.....

For

(Signature, name, designation and address)

Witnesses:

- 1.
- 2.

(Notarised)

Financial Proposal**Form-VI**

(Date and Reference)

To

The Secretary,

Board of Revenue, Bihar

Patna

Sub: Appointment of Consultant for Advisory Support for Implementation of IT/e-Governance Initiatives

Sir,

I/We have perused the proposal document for subject assignment having scope of Work of RFP and other details and am/are willing to undertake and complete the assignment as per

Category	No of positions (Deployment %) (A)	Duration – months (B)	Total (Excluding Service Tax)
Project Manager	1	36	
Business Process Expert	1	36	
ICT Expert	1	36	
Total			

The amount shall be inclusive of all taxes and levies except for service tax.

This offer is valid for a period of 180 days from the date of opening of Financial Bid.

Signature of Authorized person

Name:

Address:

Note:- Form-VI (Financial Proposal)

Section 5. Terms of Reference

5.1. Background

Board of Revenue Bihar, Patna, is planning to carry out certain information technology driven initiatives. Board is looking for selection of Advisory Consultants for e-governance and advisory support for implementation of these IT/e-Governance initiatives.

The Consultant /Consultancy Firm so selected as a result of this bid is required to handhold and steer the following projects of the Board of Revenue. Broad Scope of Such initiatives is as under-

- i. **Digitization of Legacy Records:** Board has millions of old records which are of vintage value. At present these records are stored in hard copy form in its Record Room. Board plans to digitize all its old records so that cost of storage can be reduced and online availability of the record can be ensured. The digitization shall be software driven so that the process yields an outcome in the shape of a digital Record Room with ability to retrieve not only files but documents as well.
- ii. **Case Management System:** Board is also looking for making Court system totally online including monitoring of the courts works of the board, monitoring of lower courts (Commissioner, Collector, Additional Collector etc.) including their pendency and disposal through online mechanism
- iii. **Computer Based Test for Departmental Exams of Officers of GoB:** The said system would include, apart from conducting the Computer based Tests, making online following things-
 - a. Online filing of application by the candidates
 - b. Online generation of the admit card and Roll No.
 - c. Online randomization of answer sheet codes
 - d. Online randomization of Examination Centers.
 - e. Online creation of Question paper including Question Bank on GRE Pattern.
 - f. Online evaluation of Answer sheets on GRE Pattern.
 - g. Online declaration of Results
 - h. Online facilities to the candidate to choose his Date of appearing in written Examination or Interview

5.2. Structure of the Engagement

Board of Revenue, Bihar requires the services of reputed consulting agencies to provide well qualified and experienced consultants to provide consultancy support for implementation of various IT/e-Govt initiatives.

- 5.3. **Scope of work:** scope of work for the Advisory Consultant will include providing support in following key activities:

5.3.1. Analyze business requirements and define solution architecture:

- 5.3.1.1. Understand broad level business requirement of the Board including the current status of IT infrastructure
- 5.3.1.2. Create a broad level application architecture for the solution

5.3.2. Bid Process Management

- 5.3.2.1. Prepare RFP for IT/e-Governance initiatives being carried out by the board detailing functional and technical specifications for each component
- 5.3.2.2. Create an evaluation framework
- 5.3.2.3. Evaluate responses and assist in selection of suitable solution provider to Board based on an objective evaluation model
- 5.3.2.4. Help Board negotiate and finalize Contractual terms with Selected Vendors

5.3.2.5. As a part of the RFP process, prepare and give briefings to respective solution providers and Co-ordinate responses to Bidder queries during the bid process.

5.3.3. Project Implementation Management

5.3.3.1. Monthly status reports

5.3.3.2. Final Acceptance testing certificate

5.3.4. Project Management & Handholding

5.3.4.1. Working with the governance team including providing fortnightly/monthly reports to Implementation Committee on progress.

5.3.4.2. Endorsing any major decisions to be made such as sign off on deliverables for key project milestones.

5.3.4.3. Undertake project monitoring and control activities, including weekly/fortnightly project reviews.

5.3.4.4. Ongoing program monitoring to cover the following aspects of program management.

5.3.4.4.1. Issue Management

5.3.4.4.2. Testing and Quality Assurance Plan

5.3.4.4.3. Risk Management

5.3.4.4.4. Resource Management

5.3.4.4.5. Scope Management, Service Level Monitoring and recommendation on Payments.

5.4. Team:

The consultant will mobilize three resource persons for the assignment as follows:

S. No	Resource	Period
1	Project Manager	36 months
2	Business Process Expert	36 months
3	ICT Expert	36 Months

5.5. Payment under the assignment: In consideration of the Services performed by the firm under this assignment, the Board shall make to the Firm such payments and in such manner as is provided below

5.5.1. The Client shall pay the consultancy fee on quarterly basis for 12 Quarters, at the end of each quarter on Input basis

5.5.2. The Consultant shall raise the invoice within 7 (seven) days at the end of each quarter.

5.5.3. The Board shall duly make the payment of Consultancy Fee to the Consultant within a period of 60 (sixty) days from the date of receipt of the respective invoice.

5.5.4. Currency of payment - All payments shall be made in Indian Rupees.
