



# Board of Revenue

Old Secretariat, Patna - 800 015

Notice for

## REQUEST FOR PROPOSAL

(Through e-procurement mode only over

(<https://eproc2.bihar.gov.in/>)

RFP Reference No: BOR/RFP/Tender – 01/2025

Date: 03.01.2025

Board of Revenue, invites Request for Proposal (RFP) For **Selection of Agency for establishment and operation of the Command and Control centre with development of customize CRM software for the Board of Revenue, Government of Bihar.**

SL No.	Scope of work	Tender processing Fee(Non Refundable) (inclusive of GST @18.00%) to be paid through e-payment mode (i.e. NEFT/RTGS/,Credit Card/Debit card) (in Rupees)
01.	Request for Proposal (RFP) For <b>Selection of Agency for establishment and operation of the Command and Control centre with development of customize CRM software for the Board of Revenue, Government of Bihar.</b>	Rs. 3540

### Tender Schedule/Programme:

Start Date & Time for sale of tender document on website	03/01/2025 3:00 pm onwards <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a>
Email ID to send Pre-bid queries	Email Id: <a href="mailto:boardofrevenuebihar@gmail.com">boardofrevenuebihar@gmail.com</a>
Last date to submit Pre-bid queries (if required)	07/01/2025, 03:00 pm
Last date, time for sale of tender document	10/01/2025 at 03:00 PM
Last date and time for bid submission	10/01/2025 , 06:00 PM <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a>
Date, Time and Place of opening of Pre-Qualification & Technical Qualification	13/01/2025, 03:30 pm Board of Revenue, Old Secretariat, Patna
Date, Time and Place of Technical Presentation	To be intimated later
Date, Time and Place of opening of Commercial Bids	To be intimated later
Tender Processing fee	Rs 3540/- (non-refundable) inclusive of GST 18%, through e-payment mode i.e. NEFT/RTGS/Credit Card/ Debit Card on <a href="https://eproc2.bihar.gov.in">eproc2.bihar.gov.in</a>
RFP document fee (Non- refundable and Not exempted )	Tender fee of Rs 10000/- (Rupees Ten Thousands only), including Service Tax, in the form of E- payment mode only, to be submitted on or before last date & time of bid submission
Earnest Money Deposit	INR 1,00,000/- (Rupees One Lac only) The EMD in the form of e-payment mode or Bank Guarantee issued by a Nationalized Bank, in favor of "Secretary, Board of Revenue, Patna, Bihar", payable at Patna, with validity period of 6 months from the bid submission due date, to be submitted on or before last date & time of bid submission
Performance Bank Guarantee	5% of total contract value (to be submitted within 15 working days from date of notification of award) in the form

*(Signature)*

*91*

	of Bank Guarantee from Nationalized Bank
Tender Inviting Authority and Contact Person	Secretary, Board of Revenue, Old Secretariat, Patna, Bihar Tele: 0612-2215676, Fax: 0612-2215677
Eproc2 website Help desk	Toll Free Number: 1800 572 6571 Email Id: eproc2support@bihar.gov.in

#### Terms:

1. A complete set of tender can be downloaded from <https://eproc2.bihar.gov.in> only for response purpose.
2. Board of Revenue will not be responsible for any delay in submission of bid in electronic/ physical form.
3. Board of Revenue reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to award of the Contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders on the grounds of Employer's action.
4. The bidder must have the DSC/PKI and user id of the e-procurement website before participated in the e-tendering process. The bidder may use their DSC/PKI if they already have the DSC/PKI. They can also take it from any of the authorized agencies or they may contact on our e-procurement help desk. For user id they can get registered on e-procurement website [www.eproc.bihar.gov.in](http://www.eproc.bihar.gov.in) by paying annual registration fee. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.
5. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given in e-Procurement web site by uploading scanned copies of all the relevant certificates, documents etc., technical bids in the e-Procurement web site. The bidder shall sign on the statements, documents, certificates, uploaded by them, owning responsibility for their correctness/authenticity.
6. All the required documents will be attached at the proper place as mentioned in the e-forms otherwise the tender will be rejected.
7. Tender Cost to be paid through online prior to the last date of tender submission through e-proc site. A non-refundable e-procurement charges of INR. 1080 should be paid online using the e-proc site.
8. Bihar e-Procurement facilitates the e-payment solutions to their bidders. Currently the Tender Fee & EMD may be paid using Internet Payment Gateway (IPG) and Direct Debit (Net Banking) apart from manual mode of payment where bidder used to submit the EMD in the department before tender closing. Internet Payment Gateway (IPG) enables bidders to use their Credit / Debit card issued by Master / Visa. Any Bank card which is issued from Master / Visa will be accepted on the e-Procurement portal. Direct Debit (Net Banking) may be done with the existing Internet Banking user id & password. The payment done through any of the above mentioned modes will automatically be credited to the concerned tendering authority account. In case Bidder has used e-payment facilities then they need not visit to department for submission of Tender Fee / EMD.
9. The tender opening and evaluation will be done online only. Any corrigendum or date extension notice will be given on the BOR and e-procurement website only.
10. For support related to e-tendering process, bidders may contact at "e- Procurement HELP BELTRON BHAWAN, Shastri Nagar, Patna (<https://eproc2.bihar.gov.in>)

Deputy Secretary  
Board of Revenue

Can/5/25