



**Request for Proposal (RFP)**  
**for**  
**Selection of Verification Agency for Student Credit Card**  
**Scheme in the State of Bihar**

Tender Reference No: BSEFCL/01/2026-27  
Dated: 11<sup>th</sup> May, 2026

**Bihar State Education Finance Corporation Limited (BSEFCL)**  
(A Bihar Government Undertaking)  
Secretariat Annexe Building, Block No. 3, Ground Floor,  
Main Secretariat Campus, Patna-800015  
Telephone No 0612-2233844, E-mail: [bsefcl@gmail.com](mailto:bsefcl@gmail.com)

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**Bihar State Education Finance Corporation Limited  
(BSEFCL) Finance Department, Government of  
Bihar**

**1. Invitation for Bids**

**Tender Reference No.:** BSEFCL/01/2026-27

**Dated:** 11/05/2026

- a) Bihar State Education Finance Corporation Limited (BSEFCL) intends to hire a Verification Agency for Student Credit Card Scheme in the State of Bihar, through e-procurement portal, towards verification of applications post-disbursement of payments.
- b) This Request for Proposal (RFP) is to solicit technical and financial proposals from the prospective bidders for undertaking the above mentioned services.
- c) Bidders are advised to note the eligibility and minimum qualifying criteria as specified in the "Instruction to Bidders" and "Evaluation and Qualification Criteria" of the bid document.
- d) **Bidding documents:** The Bidders can download the RFP document from the website [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in). The Beltron Bid processing fee of Rs. 5,000 /- plus taxes (Rupees Five Thousand only) and the Bid Document Fees of Rs. 5,000/- (Rupees Five Thousand only) is mandatory to be paid through e-payment mode, i.e. Net banking or NEFT/RTGS. Bids along with necessary online payments must be submitted through e-procurement portal before the date and time specified in the Invitation for Bids (IFB) including corrigendum (if any). The BSEFCL does not take any responsibility for any delay/non-submission of Tender /Non-reconciliation of online payment caused due to non-availability of internet connection, network traffic/holiday or any reason. Proposals received without or with inadequate tender fees shall be rejected summarily.
- e) **Earnest Money Deposit (EMD):** Bidders shall submit an EMD of Rs. 2,00,000.00 (Rupees Two Lakhs only), in the form of a Bank Guarantee (in the format specified) issued by a scheduled commercial bank in favour of "Bihar State Education Finance Corporation Limited" payable at "Patna", and must be valid for 180 days from the last date of submission of proposal against the RFP. Bid Security/
- f) **Pre-Bid Meeting:** A pre-bid meeting will be held on **25<sup>th</sup> May, 2026 at 03:00 PM** in the office of BSEFCL, Secretariat Annexe Building, Block No.3, Ground Floor, Patna-800015, Telephone No.: 0612- 2233844, E-mail: [bsefcl@gmail.com](mailto:bsefcl@gmail.com)
- g) **Last Date of Submission of Proposal:** Last date of Receipt of proposal along with EMD is **04<sup>th</sup> June, 2026 (3:00 pm)** (Online submission) and submission of proposal with EMD in hard copy up to **05<sup>th</sup> June, 2026 (2:00 pm)** at the addresses specified below:  
*Mr. Mahabir Prasad Sharma, I.A.S., CEO Cum Managing Director, Bihar State Education Finance Corporation Limited, Secretariat Annexe Building, Block No. 3, Ground Floor, Main Secretariat Campus, Patna- 800015, Telephone No.: 0612-2233844, Email: [bsefcl@gmail.com](mailto:bsefcl@gmail.com)*
- h) **Technical Bid Opening: 05<sup>th</sup> June, 2026 (3:00 pm)** in the office of BSEFCL, Secretariat Annexe Building, Block No. 3, Ground Floor, Main Secretariat Campus, Patna-800015.
- i) **Address for Communication:** Interested eligible bidders may obtain further information from the following address:  
*Mr. Mahabir Prasad Sharma, I.A.S., CEO Cum Managing Director, Bihar State Education Finance Corporation Limited, Secretariat Annexe Building, Block No. 3, Ground Floor, Main Secretariat Campus, Patna- 800015, Telephone No.: 0612-2233844, Email: [bsefcl@gmail.com](mailto:bsefcl@gmail.com)*

*CEO Cum Managing  
Director Bihar State Education Finance Corporation  
Limited, Patna*

**2. Fact Sheet**

#	Information	Details
a)	RFP No. and Date	<b>BSEFCL/01/2026-27</b> dated <b>11.05.2026</b> The bidders can download the RFP document from the following websites: <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a>
b)	Sale & RFP Document Purchase Price (Non-Refundable)	INR 5,000/- (Rupees Five Thousand only) is mandatory to be paid through e-payment mode, i.e. Net banking or NEFT/RTGS.
c)	Last date for submission of pre-bid queries through email	25th May, 2026 (Latest by 2:00 PM) Email - <a href="mailto:bsefcl@gmail.com">bsefcl@gmail.com</a>
d)	Clarification to the pre-bid queries	Office of CEO cum Managing Director, BSEFCL, Secretariat Annexe Building, Block No. 3, Ground Floor, Main Secretariat Campus, Patna-800015
e)	Last date for receipt of bid	04 <sup>th</sup> June, 2026 (Latest by 3:00 PM) <b>Note:</b> Any request for extension of submission date will not be entertained.
f)	Earnest Money Deposit (EMD)	Rs. 2,00,000.00 (Rupees Two Lakhs only), in the form of a Bank Guarantee (in the format specified in Annexure II) issued by a scheduled commercial bank in favour of "Bihar State Education Finance Corporation Limited" payable at "Patna", and must be valid for 180 days from the last date of submission of proposal against the RFP. Hard Copy of the same should reach at the address mentioned below by 5 <sup>th</sup> June, 2026 (Latest by 2:00 PM).
g)	Address for submission of Proposal (EMD only)	Office of CEO cum Managing Director, BSEFCL, Secretariat Annexe Building, Block No. 3, Ground Floor, Main Secretariat Campus, Patna-800015
h)	Bid Validity Period	One-hundred-and-eighty days (180) from the date of submission of the Bid.
i)	Place, Time & Date of Technical bid opening	05 <sup>th</sup> June, 2026 (Latest by 3:00 PM) in the office of BSEFCL, Secretariat Annexe Building, Block No. 3, Ground Floor, Main Secretariat Campus, Patna-800015.
j)	Date of opening of Commercial Bid	Will be intimated later.
k)	For any further clarification	Mr. Mahabir Prasad Sharma, I.A.S., CEO Cum Managing Director Bihar State Education Finance Corporation Ltd, Secretariat Annexe Building, Block No. 3, Ground Floor, Main Secretariat Campus, Patna-800015, Telephone No.: 0612-2233844, Email: <a href="mailto:bsefcl@gmail.com">bsefcl@gmail.com</a>

### 3. Scope of Work

#### 3.1 Background

To facilitate continuation of studies of poor and needy people Government of Bihar has decided to provide financial assistance in form of education loan to all students who are pursuing higher studies after 12<sup>th</sup> or equivalent class (10<sup>th</sup> for Polytechnique courses). Anyone who has passed class 12<sup>th</sup> or equivalent class (10<sup>th</sup> for Polytechnique courses) and is pursuing higher studies, in any stream, in the subjects earmarked by Government of Bihar, is entitled for an education loan up to Rs. Four lakhs. Loan can be availed to pay tuition fee, hostel fee, expenses towards books and stationary, laptop and living expenses (in case hostel is not being provided by college).

#### 3.2 Objective

To verify the authenticity of candidates, to whom at least one installment of loan amount has already been disbursed, and the proposed subsequent claim made by him/her. The purpose is to ensure that student is still eligible for loan under the scheme, and to prevent misuse of the schemes by unscrupulous people.

#### 3.3 Scope of Work

BSEFCL is planning to hire a verification agency to conduct verification for minimum 1% or an appropriate % decided by BSEFCL of the total disbursement for the year. The verification agency will be allocated random number of cases by BSEFCL which needs to be verified. The verification will be done for the following categories of cases/scenarios:

- **Physical Verification after release of at least 1<sup>st</sup> installment or subsequent installments** – BSEFCL, after admission of student to an institute and release of 1<sup>st</sup> installment, need to verify the authenticity of transactions. The Verification Agency will conduct physical verification and submit their reports in the stipulated time as per the norms of the BSEFCL. Based on scrutiny of these reports and the reports received from other sources, the BSEFCL will prepare the appraisal note which will put up for further processing. The Verification Agency has to provide verification services by verifying the correctness of the information given by the proposed student in his application form. Some of the key activities (indicative only) to be carried out by the Verification Agency is as follows:
  - To verify physically whether Student is still studying in the institute.
  - To verify course and session in which the student is studying.
  - Whether payment for 1<sup>st</sup> installment or subsequent installments have been received by the Institute.
  - To verify the disbursed amount and transaction details of both college and applicant.
  - Whether the passing certificate has been submitted by the candidate is authentic or not.
  - Any other information as decided by BSEFCL.
- **Verification Report:** Verification Agency should submit duly signed verification report on the above mentioned points to the BSEFCL in the prescribed format. It should also submit periodical MIS containing number of cases received, status of such cases received from the BSEFCL, no. of cases submitted to BSEFCL and number of cases pending.
- **Verification Category:** For ease of verification, these applications have been divided primarily into 2 categories and the verification % and rate will vary based on these categories. The category for verification based on region are as follows:
  - Group A: Within Bihar
  - Group B: Outside Bihar

**3.4 Sample size:** The verification of cases will be minimum 1% or an appropriate % decided by BSEFCL of the overall yearly disbursement.

**3.5 Project Duration:** BSEFCL intends that the contract shall be for a period of 3 years from the date of signing of contract or work order (whichever is earlier).

### **3.6 Payment Terms & Schedule**

Payment to the Verification Agency shall be on the basis of the number of applications disposed off and verification report submitted by the Agency. The payment is subject to adjustments related to penalty for non-maintenance of Turn Around Time (TAT)

### **3.7 Turn Around Time (TAT)**

Verification Agency should submit all the reports covered under their scope of services, within stipulated time for different verification category from the date of allotment of such cases from the BSEFCL.

- Group A: 15 days
- Group B: 15 days

The time period stipulated above and the format of the Verification Report can be changed and modified by the BSEFCL at any time.

### **3.8 Penalty for non-maintenance of TAT**

For each day of delay beyond the prescribed TAT, the Verification Agency would be charged penalty at the rate of 5% of the fees payable per day of delay per case. The penalty shall be charged up to the maximum of 40 days after the TAT of 15 days. This may be waived in case of Force Majeure or any other situation which is beyond the control of Verification Agency, provided the same has been communicated to BSEFCL within prescribed Turn-around-Time. In case any report is never submitted, necessary actions shall be taken by BSEFCL for the non-compliance.

### **3.9 Audit**

The BSEFCL shall have the right to conduct audits on the verification agencies, by its internal or external auditors or by agents appointed to act on its behalf.

### **3.10 Correctness and authenticity of the report**

Verification Agency should ensure correctness and authenticity of the report. It has to also conduct background checks for all the verifications conducted by its Field Verifiers to verify the authenticity of report and behavior of field verifier by making a phone call to the concerned applicant/ institute or otherwise. The verification report submitted in a format other than the format prescribed by the BSEFCL or reports which are conditional shall be rejected.

### **3.11 Compliance of the Code of Conduct**

Verification Agency should also ensure strict compliance of the Code of Conduct Provided by BSEFCL from time to time.

## **4. Bidding Process Details**

In this document, potential bidders are referred to as “bidders/SP” for the scope of Work.

### **4.1. Definitions**

- “Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Consultant.
- “Applicable Law” means the laws and any other instruments having the force of law in the Client’s country, as they may be issued and in force from time to time.

- (c) “Client” means the company (i.e. Bihar State Education Finance Corporation Limited) that signs the Contract for the Services with the selected Service Provider.
- (d) “Service Provider” means a legally-established professional firm or an entity that may provide or provides the Services to the Client under the Contract.
- (e) “Contract” means a legally binding written agreement signed between the Client and the Service Provider and includes all the attached documents listed in this RFP (including Appendices).
- (f) “Day” means a calendar day.
- (g) “Government” means Government of Bihar (GoB).
- (h) “Bidder” means a Company registered under Companies Act, 1956 or 2013 or a partnership firm or firm registered under LLP Act, 2008 or Societies registered under Society Registration Act 1860.
- (i) “LOI” means the Letter of Intent being sent by the Client to the successful bidder.
- (j) “Proposal” means the Technical Proposal and the Financial Proposal of the Bidder.
- (k) “RFP” means the Request for Proposals to be prepared by the Client for the selection of Service Provider.
- (l) “Services” means the work to be performed by the Service Provider pursuant to the Contract.

## **4.2. General Instructions to bidders**

### **4.1.1 Availability of the RFP Documents**

- (a) RFP/ tender document can be purchased from BSEFCL before the last date for purchase of RFP document specified in the Tender Notification Table by paying the “tender document fee”. The bidders can download the RFP document from the websites as mentioned in the tender notification table.
- (b) Proposals received without or with inadequate “tender document fee” shall be liable for rejection.
- (c) The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.

### **4.1.2 Pre-Bid Conference**

BSEFCL will host a Pre-Bid Conference as per the date given in the Tender Notification Table. The representatives of the interested bidders may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed assignment with reference to the RFP. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project. The bidder is requested to use the format provided in **Annexure** for the Pre-Bid conference of this RFP for this purpose.

### **4.1.3 Bidder clarifications and BSEFCL’s responses**

All clarifications from the bidders relating to this RFP must be submitted in writing exclusively to the contact person before the last date for receipt of clarifications as specified in the Tender Notification Table in the format specified in **Annexure**. BSEFCL will not respond to any Clarifications received after the last date for receipt of clarifications as specified in the Tender Notification Table. The mode of delivering written questions would be through email only and the queries should be sent in Excel/ spreadsheet format only. In no event will BSEFCL be responsible for ensuring that bidders’ clarifications have been received by them. Telephone calls will not be accepted for clarifying the queries.

After the RFP is released, BSEFCL shall accept written questions/inquiries from the bidders. BSEFCL will endeavor to provide a complete, accurate, and timely response to all questions to all the bidders. However, BSEFCL makes no representation or warranty as to the completeness or accuracy of any response, nor does BSEFCL undertake to answer all the queries that have been posed by the bidders. Bidders shall not assume that their unanswered queries have been accepted by BSEFCL. All responses given by BSEFCL

will be distributed to all the bidders. All email communications sent by bidders to BSEFCL must be sent to the email address provided in Tender Notification table.

#### **4.1.4 Amendments to RFP**

- (a) If BSEFCL deems it appropriate to revise any part of this RFP or to issue additional information to clarify an interpretation of the provisions of this RFP, it may issue amendments to this RFP. Such amendments will be hosted in the locations mentioned under Tender notification table. Any such amendments shall be deemed to be incorporated by this reference into this RFP.
- (b) At any time prior to the deadline (or as extended by BSEFCL) for submission of bids, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, BSEFCL may modify the RFP document by issuing amendment(s).
- (c) In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, BSEFCL, at its discretion, may extend the deadline for the submission of bids.
- (d) BSEFCL does not take any responsibility for loss of communications through emails. The bidders are expected to watch the locations mentioned under Tender notification table for clarifications, amendments, modifications to the RFP.

#### **4.1.5 Proposal preparation costs**

The bidder shall bear all costs associated with the preparation and submission of the bid. BSEFCL, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### **4.1.6 BSEFCL's right to terminate the process**

- (a) BSEFCL reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of agreement, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for actions taken by BSEFCL.
- (b) BSEFCL makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- (c) This RFP does not constitute an offer by BSEFCL. The bidder's participation in this process may result in BSEFCL selecting the bidder to engage in further discussions toward execution of an agreement. The commencement of such discussions does not, however, signify a commitment by BSEFCL to execute an agreement with Bidder.

#### **4.1.7 Acceptance of part / whole bid / modification – Rights thereof**

BSEFCL reserves the right to accept or reject wholly or partly bid offer, or modify the requirements mentioned in this RFP including addition / deletion of any of the item or part thereof after pre-bid, without assigning any reason whatsoever. No correspondence in this regard shall be entertained. BSEFCL also reserves the unconditional right to place order on wholly or partly bid quantity to successful bidder.

#### **4.1.8 Eligibility**

- (a) It is the Bidder's responsibility to ensure to meet all the eligibility requirements as prescribed in this RFP.

#### **4.1.9 Earnest Money Deposit (EMD)**

- (a) Bidders shall submit, along with their Bids, EMD (amount specified in the tender notification table), in the form of a Bank Guarantee drawn from any nationalised bank or scheduled bank in favour of BSEFCL, payable at Patna branch and valid for **180 days from the last date of the bid submission**. EMD in the form of Bank Guarantee shall be submitted in the prescribed format as specified in RFP.
- (b) The EMD i.e. bid security is interest free.

- (c) The bid submitted without EMD, mentioned above, will be liable for rejection without providing any further opportunity to the bidder concerned.
- (d) The bidder shall extend the validity of the offer and EMD on request by BSEFCL
- (e) The bid security may be forfeited:
  - i. If a bidder withdraws its bid during the period of bid validity
  - ii. In case of a successful bidder, if the bidder fails to sign the agreement in accordance with terms and conditions
- (f) The bid security, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee. The bid security of all unsuccessful bidders will be returned by BSEFCL at the earliest either after expiry of the final bid validity or within 30 day after award of the contract to the successful bidder
- (g) The successful bidder shall provide security for his performance of the contract to the BSEFCL within 15 days from the date of issue of LoI. The Performance Security shall be in the form of an unconditional Bank Guarantee acceptable to the client from any nationalized bank or schedule bank in India valid up to 42 months from date of signing of the agreement initially and extendable up to a suitable period. The amount of the **Performance Bank Guarantee** shall be 10% of the contract value. The same shall be furnished to the BSEFCL in the Proforma acceptable to BSEFCL.

#### **4.1.10 Authentication of Bids**

The bid shall be uploaded using digital signature certificate of the authorised signatory of the bidder.

#### **4.1.11 Interlineations in Bids**

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

#### **4.1.12 Venue & Deadline for submission of proposals**

- (a) Proposals, in its complete form in all respects as specified in the RFP, must be submitted to BSEFCL as specified in the Tender Notification Table.
- (b) Last Date & Time of submission: As given in the Tender Notification Table
- (c) BSEFCL may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum, in which case all rights and obligations of BSEFCL and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

#### **4.1.13 Late Bids**

Bids received after the due date and time as specified in the Tender Notification Table (including the extended period if any) for any reason whatsoever, shall not be entertained by BSEFCL.

#### **4.2 Bid Submission Instructions**

Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. BSEFCL will evaluate bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP. Bidders shall furnish the required information on their Technical and Commercial proposals in the enclosed formats only. The tender will be liable for rejection if there is any deviations in format.

- (a) BSEFCL will not accept delivery of proposal in any manner other than that specified in this document. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.
- (b) Technical proposal should not contain any commercial information.
- (c) All the relevant documents as prescribed in the RFP must be submitted.

- (d) The bidder shall submit only one Proposal. If a bidder submits or participates in more than one proposal, all such proposals shall be disqualified and rejected.
- (e) The proposals shall be valid for a period of Six (6) months from the last date of submission of the bid/proposals. A proposal valid for a shorter period shall be rejected as non-responsive. In exceptional circumstances, at its discretion, BSEFCL may solicit the bidder's consent for an extension of the bid validity period. The request and the responses thereto shall be made in writing through Post/ email.

#### **4.2.1 Authenticity of the information and right of verification**

- i) BSEFCL reserves the right to verify all statements, information and documents submitted by the bidder in response to this RFP for the purpose of Technical Evaluation. Any such verification or lack of such verification by BSEFCL shall not relieve the respondent of its obligations or liabilities hereunder nor will it affect any rights of BSEFCL there under.
- ii) In case it is found during the evaluation of the responses or at any time during the subsequent procurement or project execution process, that the bidder has made material misrepresentation or has given any materially incorrect or false information in the proposal, then:
  - a) The bidder shall be disqualified forthwith (if not yet awarded the agreement either by issue of the letter of intent or entering into an agreement).
  - b) BSEFCL would initiate appropriate action against the selected bidder as per the laws of the land, if the agreement is already awarded.

#### **4.2.2 Language of Proposals**

The proposal and all correspondence and documents shall be written in English. The bidder shall furnish certified translated documents, wherever the citations/documents attached as part of the bid are in language other than English

#### **4.2.3 Conditions under which this RFP is issued**

- (a) This RFP is not an offer and is issued with no commitment. BSEFCL reserves the right to withdraw the RFP and change or vary any part thereof at any stage BSEFCL also reserves the right to disqualify any bidder should it be so necessary at any stage.
- (b) Timing and sequence of events resulting from this RFP shall ultimately be determined by BSEFCL.
- (c) No oral conversations or agreements with any official, agent, or employee of BSEFCL shall affect or modify any terms of this RFP. Any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of BSEFCL shall not be valid. Oral communications by BSEFCL to bidders shall not be considered binding on BSEFCL, nor shall any written materials provided by any person in BSEFCL other than the person specified in the tender notification table.
- (d) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against either BSEFCL or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- (e) All bidders, until the agreement is awarded and the successful bidder, up to one year post signing of the agreement, shall not, directly or indirectly, solicit any serving employee of BSEFCL to leave or any other officials involved in this RFP process in order to accept employment with the bidder, or any person acting in concert with the bidder, without prior written approval of BSEFCL (as applicable).

#### **4.2.4 Rights to the Content of the Proposal**

All proposals and accompanying documentation of the Technical proposal will become the property of BSEFCL and will not be returned after opening of the Technical proposals. The commercial proposals that are not opened will be returned to the bidders. BSEFCL is not restricted in its rights to use or disclose any or all of the information contained in the proposal to experts/ consultants engaged in the evaluation of bid responses and can do so without compensation to the bidders. BSEFCL shall not be bound by any language

used by the bidder in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

#### **4.2.5 Modification and Withdrawal of Proposals**

- (a) The bidder is allowed to withdraw their submitted proposal any time prior to the last date prescribed for the receipt of bids, by giving a written notice to BSEFCL to that effect.
- (b) The bidder may submit a revised proposal before the expiry of the last date and time for the submission of the proposal. In such case the most recent submitted proposal will be considered for the evaluation and all the earlier versions will not be considered for evaluation.
- (c) In case the bidder submits the revised proposal, the revised proposal shall strictly comply with all the terms and conditions of this RFP.
- (d) Modifications of any nature to proposal will not be allowed after the deadline for proposal submission

#### **4.2.6 Acknowledgement of Understanding of Terms**

- (a) By submitting a proposal, the bidder shall be deemed to acknowledge that the bidder has carefully read all sections of this RFP, including all forms, schedules, Annexures and Appendices hereto, and has fully informed itself as to all the conditions and limitations.
- (b) By submitting a proposal in response to this RFP, the bidder shall be deemed to acknowledge that he is in agreement with the terms and conditions of the RFP and the procedures adopted for bidding & evaluation of the responses of the bidders.

#### **4.2.7 Entire Documents**

- (1) Entire Request for Proposal - The following constitute the entire Request For Proposal by BSEFCL
  - (a) The RFP supplied by BSEFCL
  - (b) The additional conditions if any, supplied by BSEFCL on or before the last date for the submission of the responses by the bidder
  - (c) The clarifications provided by BSEFCL during the pre-bid phase or before the last date for the submission of the responses by the bidder.
  - (d) Amendments/ Addendum/ Corrigendum issued by BSEFCL on or before the last date for the submission of the responses by the bidder
  - (e) Any official communication by BSEFCL sent to all the bidders during the bidding period or before the last date for submission of the response by the bidder.
- (2) Entire proposal by the bidder – the following constitute the entire proposal by the bidder
  - (a) The response to the RFP by the bidder.
  - (b) The clarifications provided by the bidder as a part of the proposal against any queries/requests by BSEFCL or their authorized representatives.
- (3) Mode of Communication
  - (a) No oral communication by the either party will be recognized as the official communication or a commitment. The only permitted mode of communication by the either party will be through email
  - (b) Any communication sent through email by either party should be through the email id of the respective authorized persons and only those communications will be considered as commitments.

#### **4.2.8 Non-Responsive Proposals**

A proposal may be construed as a non-responsive proposal and ineligible for consideration:

1. If it does not comply with the terms & conditions, requirements of this RFP, failure to comply with the technical requirements, and acknowledgment of receipt of amendments
2. If a proposal appears to be “canned” presentations of promotional materials that do not follow the format requested in this RFP for Technical and Commercial proposals or do not appear to address the requirements of the proposed solution, and any such bids may also be disqualified.
3. If the technical or commercial proposal of the bidder does not adhere to the requirements of this RFP, the bid shall be declared as non-responsive and will not be evaluated further.

#### **4.2.9 Disqualification**

The proposal submitted by the bidder is liable to be disqualified if one or more of the following conditions are violated.

- (1) Violation of the bid submission process
  - (a) Commercial proposal and Technical proposal are not submitted in the prescribed formats and mode as given in the RFP
  - (b) The price information, the pricing policy or pricing mechanisms or any document/information/file indicative of the commercial aspects of the proposal are either fully or partially enclosed or are part of the Technical Proposal
  - (c) If it comes to BSEFCL’s knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay / holding up the processing of Bid then the bidders so involved are liable to be disqualified for this agreement
  - (d) If a bidder submits more than one bid
- (2) Non-compliance to the conditions of the bidding process
  - (a) The Bid documents are not signed as per guidelines of the RFP
  - (b) The required EMD has not been submitted as specified in the RFP
  - (c) The Bid validity period is shorter than the required period
  - (d) The Bid is not submitted in accordance with this document
  - (e) During validity of the Bid, or its extended period, if any, the bidder revises its quoted prices
  - (f) The bidder qualifies their bid with their own conditions or assumptions
  - (g) Bid is received in incomplete form
  - (h) Bid is not accompanied by all the requisite documents
- (3) Non responsive Content of the proposal
  - (a) Information submitted in Technical proposal is found to be misrepresented, incorrect or false, accidentally, unwillingly or otherwise, at any time during the processing of the bids or during the tenure of the agreement including the extension period, if any
  - (b) The deliverables as given in the Technical proposal should be in consonance with the Commercial proposal. Any deviations in the final deliverables between Technical and Commercial proposals shall make the Bid as being unresponsive and may lead to disqualification of the Bid
- (4) Inability to respond in accordance with the bidding guidelines
  - (a) The successful bidder invited to sign the agreement qualifies the letter of acceptance of the agreement with its own conditions
  - (b) The successful bidder fails to deposit the Performance Bank Guarantee or fails to enter into an agreement within 15 days of the date of issue of letter of intent or within such extended period, as may be specified by BSEFCL.

(5) Fraudulent and corrupt practice

- (a) Bidder tries to influence the proposal evaluation process by unfair/unlawful/corrupt/fraudulent means at any point of time during the bid process defines, for the purposes of this provision, the terms set forth below as follows:
- (b) "Corrupt" practice means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in agreement execution; and
- (c) "Fraudulent" practice means a misrepresentation of facts in order to influence a procurement process or the execution of an agreement to the detriment of the Purchaser, 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 purchaser of the benefits of free and open competition;
- (d) "Unfair trade" practices means supply of goods (computer hardware, software, printers, networking equipment, etc.) different from what is mentioned in the bid documents, and includes change of parts/components, use of refurbished/repaired/substandard/ duplicate parts instead of genuine new parts or change the specifications and/or make of the company for which the supply order was given by Purchaser

(6) Consequences of disqualification

- (a) If a bid or a proposal is disqualified, the bidder will not be eligible to participate in the bidding process initiated by this RFP.
- (b) If the proposal/bid is disqualified, it will not be processed further and the same will be communicated to the bidder. No further correspondence from the bidder with BSEFCL will be entertained.
- (c) If the disqualification is for the reasons of fraudulent or corrupt practice, BSEFCL has the right to initiate actions to black list the bidder as per the provisions of the relevant acts/rules

**4.2.10 Conflict of Interest**

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Bidder due to prior, current, or proposed contracts, engagements, or affiliations with BSEFCL. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP. Please use form given in **Annexure** for making declaration to this effect.

**4.3 Bid Opening and Evaluation Process**

**4.3.1 Bid opening sessions**

1. Total transparency will be observed while opening the proposals/bids.
2. BSEFCL reserves the rights at all times to postpone or cancel a scheduled bid opening.
3. The bids will be opened, in two sessions:
  - a) Bid Security and Technical Proposal
  - b) Commercial proposals of those bidders whose Technical bids qualify in the presence of bidders' representatives who choose to attend the Bid opening sessions on the specified date, time and address.
4. The EMD / bid security will be opened first by BSEFCL for Technical bid evaluation, in the presence of bidders' representatives who may choose to attend the session on the specified date, time and address. Bids for which the requisite bid security has not been received by BSEFCL or whose bid security is not in order shall be rejected.
5. Technical bids will be opened only for the bidders whose EMD/ bid security is found to be in order.

6. BSEFCL will review the Technical bids of the short-listed bidders to determine whether the Technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified. BSEFCL may seek inputs from their professional, external experts, external consultants in the Technical and Commercial evaluation process.
7. The BSEFCL shall assign technical score to the bidders based on the Technical evaluation criteria. The bidders with a technical score above the threshold as specified in the Technical evaluation criteria shall technically qualify for the Commercial evaluation stage.
8. The Commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the Commercial bids are substantially responsive

#### **4.4 Technical Proposal**

##### **4.4.1 Technical proposal guidelines**

- (1) The invitation for bids is open to all entities registered in India who fulfil technical criteria as specified in this document.
- (2) Bidders declared to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices by BSEFCL shall not be eligible.
- (3) Bidders whose EMD was forfeited by GoB or BSEFCL on serious/grave grounds i.e. submission of false/forged/tampered/fabricated/manipulated documents/information at any occasion during last five years from the date of issue of RFP, shall not be qualified.
- (4) Breach of general or specific instructions for bidding, conditions of contract with GoB or BSEFCL during the past 5 years may make a firm ineligible to participate in the bidding process
- (5) Technical proposal to include the covering letter as given at **Annexure**.
- (6) The bidder is expected to bid for the assignment with a complete understanding of the service requirement etc. given in this RFP, at a fixed price, without any provisions for bargaining for a different interpretation of the specifications in this RFP and changes in scope, while executing the project.
- (7) While the bidder has the freedom in making any assumptions about the processes and functions of BSEFCL while interpreting the details given in this RFP, such assumptions cannot be the basis for any bargaining or different interpretation during the execution of the project. BSEFCL's interpretation shall be final and binding on all the bidders. The assumptions made by the bidder shall not have any impact on the commercial bid submitted.
- (8) BSEFCL retains the right of the final say in the interpretation of the scope of the Project in terms of the interpretation of the services to be rendered, as listed in this RFP.
- (9) The Technical proposal should address all the areas/ sections as specified in the RFP and should contain a detailed description of how the bidder will provide the required services outlined in this RFP.
- (10) The Technical proposal must not contain any pricing information.
- (11) The bidder is expected to respond using the specified formats for the response, wherever applicable. Failure to use the specified formats may result in disqualification.
- (12) Wherever the customer name is asked for, in experience or deliverables, the bidder is required to provide the name. Not providing the name of the customer will be treated as incomplete information and will affect the evaluation process.
- (13) The bidder is requested to provide documentary evidence of experience, methodology or any other information provided in the Technical proposal. However, the bidder is expected to provide the names of the organizations, only if the organization is the direct customer (had a direct contract) of the bidder.
- (14) The bidder shall number all the pages of the Technical proposal including the annexure and other

attachments.

(15) The Technical proposal shall be in line with the requirements of this RFP and shall strictly comply with all the forms and formats as provided in the Annexure(s) of this document

#### **4.4.2 Technical evaluation process**

BSEFCL may seek clarifications from the bidder on the Technical Proposal. Any of the clarifications submitted by the bidder on the Technical proposal should not have any commercial implications.

- (1) All such clarifications will be sent to the contact persons indicated in the proposal by email.
- (2) The bidder has the option to respond or not respond to these queries. If the bidder fails to respond within the stipulated time period, BSEFCL has the right to make assumptions on the Technical proposals submitted by the bidder and if such assumptions lead to disqualification of the Technical proposal, BSEFCL is not accountable for these omissions
- (3) The responses by the bidders to the queries raised by BSEFCL will be treated as part of the proposal by the respective bidders
- (4) If such clarifications are oral in nature, they will only be considered in the form of minutes of the meeting duly signed/agreed to by the all the participants.
- (5) If any of the responses by the bidders to the queries sent by BSEFCL has commercial implications, these commercial aspects will not be accommodated in the commercial evaluation process.
- (6) All the responses to the clarifications will be part of the Technical Proposal of the respective bidders, and if the clarifications are in variance with the earlier information in the proposal, the information provided in later stages will be the part of the agreement.

#### **4.4.3 Technical evaluation methodology**

- (1) The technical bid must comply with all the mandatory requirements as given in Table 4 below.
- (2) If any of the bidder fails to meet the mandatory requirements, the same shall be rejected.
- (3) The technical bid meeting all the mandatory requirements will be evaluated as per the criteria given in Table below. The minimum technical score cut off is 75. Bids scoring 75 or above points will qualify for commercial evaluation.
- (4) The commercial bids of bidders who do not qualify in Technical Evaluation shall be returned unopened to the bidder's representatives after the completion of the evaluation process.
- (5) The BSEFCL shall indicate to all the bidders the results of the technical evaluation through a written communication. The technical scores of the bidders will be announced prior to the opening of the commercial bids.
- (6) The technically qualified bidders will be informed of the date and venue of the opening of the Commercial bids through a written communication.

**4.4.4 Table 4: Mandatory Requirements:**

#	Criteria	Documentary proof to besubmitted in
1	The Bidder should be a Company registered under Companies Act, 1956 or 2013 or a partnership firm or firm registered under LLP Act, 2008 or Societies registered under Society Registration Act 1860.	Certificate of incorporation/Registration Certificate/ Partnership Deed
2	The bidder should be registered in India with a registered office and operations in India. The bidder should be operational in India for at least last five financial years as of 31st March 2026.	Prescribed format with supporting documents
3	Any bidder which was associated with the scheme or is currently involved with this scheme directly/ indirectly shall not be eligible to participate.	Prescribed format with supporting documents
4	The bidder should not have been blacklisted by GoB, BSEFCL, any State Government, Central Government or any other Public sector undertaking or a Corporation or any other Autonomous organisation of Central or State Government as on Bid submission date.	Prescribed format with supporting documents along with notarised affidavit.
5	The bidder must have minimum average annual turnover of Rs. 5 crores or more during last three FY (FY 2022-23, 2023-24, 2024-25)	Prescribed Formats with supporting documents such as IT returns / CA Certificate with CA's Registration Number, Seal & UDINs/ Balance Sheet
6	The bidder should be in business of verification (Background verification/Document verification) for at least 3 years	Form B.4 of the Bid Response Formats
7	The bidder should have office in Patna. If the bidder is not having office in Patna, he/she should give a self-declaration that he/she shall open an office in Patna in case the work is awarded to him/her. Such office is to be opened before entering into agreement/contract.	Self-Declaration with full details of office in Patna with authorized Contact Person/Key Managerial person.

**4.4.5 Table 5: Technical Evaluation Criteria**

#	Criteria	Basis for evaluation	Max	Supporting
1	Turnover	Average Annual Turnover for the last 3 Years: >5 Cr to <7.5 Cr – 10 Marks >=7.5 to 10 Cr- 15 Marks >10 Cr – 20 Marks	20	Certificate from the Statutory auditor
2	Company Incorporation	If the company/organization is in verification business/industry for: >5 year: 10 Marks >3but<=5 Years: 5 Marks	10	Income Tax Return/ Service Tax Registration/Work Order/any other documents issued by the Govt.
3	Verification Services	If Vendor is providing Verification Services in India to a. 1 Commercial Banks or telecom operator or DTH or government department: 10 Marks b. up to 2 commercial Bank or telecom operator or DTH or government department: 20 Marks c. More than 2 commercial Bank or telecom operator or DTH or government department: 30 Marks	30	Form B.4 of the Bid Response Formats
4	Quality of Services	ISO Certification	10	List of Certifications (as applicable) ISO27001:2013 ISO 9001:2008
5	Verification Facility related services across India	If the bidder is providing the Verification Services in multiple States across India 1-2 States: 5 marks 3 – 5 states: 10 marks More than 5 States: 20 marks	20	Form B.4 of the Bid Response Formats Experience Details along with Work Order / Certificate / Self-Certificate (Certified by the Statutory Auditor) mentioning services provided
6	Approach & Methodology	Subjective Evaluation – Bidder to propose the approach for the assignment including proposed team etc.	10	Approach & Methodology document (including CVs of key team members)
	<b>Total Score</b>		<b>100</b>	

## **4.5 Commercial Proposal**

### **4.5.1 Commercial Proposal Guidelines**

- (1) Commercial proposal to be submitted in the forms prescribed and should include the covering letter as given at **Annexure**
- (2) Unless explicitly indicated, the bidder must not include any technical information regarding the services in the Commercial proposal.
- (3) As part of the commercial proposal, the bidders shall mandatorily quote for all the components as mentioned in the RFP. Commercials for all components should be valid and firm for the entire duration of the project.
- (4) The services and the delivery process proposed by the bidder must address the functional and technical requirements as stated in this RFP. The bidder shall be solely responsible for any financial implications on items not quoted in the proposal and which are required for service delivery.
- (5) BSEFCL reserves the right to procure the services listed in this RFP in whole or in part. The payment by BSEFCL to the service provider shall be made only against the actual services availed by BSEFCL.
- (6) The price mentioned in the letter of intent issued to Service Provider (SP) shall be the only payment payable by BSEFCL to the SP for completion of the obligations by the SP as per the letter of intent, subject to the terms of payment specified in the letter of intent issued to the SP.
- (7) The bidders are advised not to indicate any separate discount. Discount, if any, must be merged with the quoted prices. Discount of any type, indicated separately, shall not be taken into account for evaluation purpose of this RFP.
- (8) The bidder must quote the prices strictly in the manner as indicated in the RFP, failing which bid is liable for rejection. The rate/cost shall be entered in words as well as in figures.
- (9) The bidders are required to distinctly mention nature, percentage and amount of applicable tax/duties/levies in appropriate columns.
- (10) Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications. No upward adjustment of the commercial price (to be mentioned in the letter of intent) shall be made on account of any variations. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- (11) Prices must be quoted entirely in Indian Rupees and must be inclusive of applicable rates, taxes & out of pocket expenses except for applicable GST.
- (12) Correction of Error
  - a) Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the proposals are submitted to BSEFCL. All corrections, if any, should be initiated by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
  - b) Arithmetic errors in proposals will be corrected as follows:
    - i. In case of discrepancy between the amounts mentioned in figures and in words, the amount in

words shall govern.

- ii. In case of discrepancy between the cost quoted in the pricing summary sheet for a component and the total cost provided for the component in the detailed cost breakup sheet, the detailed cost break up sheet for the component will be considered.
  - iii. The amount stated in the commercial proposal, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.
- c) The amount stated in the Commercial proposal will be adjusted by BSEFCL in accordance with the above procedure for the correction of errors and shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of Financial Proposal, its Proposal will be rejected and EMD of the bidder will be forfeited.
- (13) No adjustment of the price quoted in the Commercial proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the agreement.
- (14) All costs incurred due to delay of any sort, shall be borne by the bidder.
- (15) BSEFCL reserves the right to ask the bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
- (16) BSEFCL reserves the right to ask the bidder to submit analysis of rate and data sheet for the rates quoted in the Commercial bid by the bidder
- (17) If the price for any of the services is not explicitly quoted in the commercial bid or mentioned as zero, it is assumed that the price for that particular element is absorbed in some other service element for which a price has been quoted, and BSEFCL has the right to source services for which no price was quoted or quoted as zero, at no additional price.

#### **4.5.2 Opening of commercial bids**

- (1) The Commercial Bids of only the technically qualified bidders will be opened for evaluation.
- (2) The Commercial bids would then be opened in the presence of the bidders' representatives, who opt to attend on a specified date and time, to be intimated to the respective bidders.
- (3) The bidder names, the bid prices, the total amount of each bid and such other details as BSEFCL may consider appropriate, will be announced and recorded at the opening.

#### **4.6 Overall Evaluation Methodology and Award Criteria**

- (1) The tender shall be awarded on L1 selection basis from amongst the commercial bids value of bidders.
- (2) BSEFCL intends to issue the letter of intent to the bidder with the L1, post completion of all stages of evaluation. The **AGREEMENT VALUE** in the LoI would be the “**Commercial bid value of bidder minus the Total GST as mentioned.**”
- (3) In case of a tie where two or more bidders have the same commercial bid value, the bidder with the higher technical score will be invited for discussions for issuance of letter of intent.

- (4) Upon the successful bidder's furnishing of performance bank guarantee, BSEFCL will promptly notify each unsuccessful bidder and return their EMD.
- (5) BSEFCL reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of agreement, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action.

#### **4.6.1 Signing of Agreement**

- (1) Upon notification of the outcome of the commercial evaluation, BSEFCL shall issue a Letter of Intent before entering into an agreement with the successful bidder
- (2) The successful bidder shall submit a fresh undertaking of not being blacklisted as on date of the signing of the agreement (As per prescribed format).
- (3) Notwithstanding any delay in signing of agreement, upon acceptance of letter of intent the bidder shall commence work on the project.
- (4) BSEFCL shall have the right to annul the award in case there is a delay of more than 30 days in signing of agreement, for reasons attributable to the successful bidder.
- (5) Once an agreement is signed with the successful bidder based on the commercial proposal, no adjustment of the agreement value shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the agreement.
- (6) The agreement value arrived at shall be the only payment payable by BSEFCL to the bidder for completion of the contractual obligations by the successful bidder under the agreement, subject to the terms of payment specified in this document.

#### **4.6.2 Acceptance of Letter of Intent (LoI)**

The successful bidder shall submit in writing the acceptance of the terms and conditions of the LoI within 15 days of the date of issue of the same. Failure of the successful bidder to provide the acceptance within given timeframe shall constitute sufficient grounds for the annulment of the award of LoI. In such event BSEFCL may issue LoI to the next bidder or call for new proposals.

#### **4.7 Information Ownership**

All information processed, stored, or transmitted by Vendor belongs to BSEFCL. By having the responsibility to verify the details of the student, the Vendor does not acquire implicit access rights to the information or rights to redistribute the information. The Vendor understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately. For this the vendor has to enter into a Non-Disclosure agreement with BSEFCL that all the information on customer data will be protected using appropriate security measures. Any legal issues due to leak or disclosure of information of the citizen's data will be vendor liability and any cost on the issue will be borne by the vendor.

#### **4.8 Liquidated Damages**

BSEFCL expects the Vendor to start operations within the timeframe specified (within 2 months of issuance of LOI). Notwithstanding the BSEFCL's right to cancel the order, liquidated damages at 0.5% of the contract value per week will be charged for every week's delay in starting operations subject to maximum 5% of contract value.

BSEFCL reserves the right to recover these amounts by any mode such as adjusting from any payments to

be made by BSEFCL to the company. Part of week will be treated as a week for this purpose. However, BSEFCL may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the vendor.

#### **4.9 Force Majeure**

Vendor shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the vendor shall promptly notify BSEFCL in writing of such condition and the cause thereof. Unless otherwise directed by the BSEFCL in writing, the vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **4.10 Dispute Resolution**

Any dispute or difference whatsoever arising between the parties out of or relating to meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration. The venue of arbitration shall be at PATNA. The arbitration proceedings shall be governed by the Arbitration and conciliation Act, 1996 or any statutory modification thereof.

#### **4.11 Exit Option**

BSEFCL reserves the right to cancel the contract in the event one or more of the following event occurs:

- a) Delays in delivery of service as specified in the scope of work, violating the SLA agreement.
- b) Serious discrepancy in delivery of services or the performance levels agreed upon, which might have an impact on the functioning of the Student Credit Card Scheme
- c) In addition to the cancellation of contract, BSEFCL reserves the right to charge appropriate penalties and liquidated damages

#### **4.12 Termination**

BSEFCL shall be entitled to terminate the agreement at any time by giving sixty (60) days prior written notice to the Vendor.

## 5. Bid Response Formats and Checklist

### Annexure I – Compliance Sheet for Pre-Qualification and Technical Proposal

#	Specific Requirements	Documents Required	Compliance	Ref. & Page No.
1.	Proposal Covering Letter	In prescribed format	Yes/No	
	<b>Pre-Qualification Criteria</b>			
2.	Bid Document Fee	DD	Yes/No	
3.	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory.	Yes/No	
4.	Particulars of the bidders	<ul style="list-style-type: none"> <li>• Company profile and organizational documents (Memorandum of Association, Article of Association, Partnership Deed etc.).</li> <li>• PAN, TAN &amp; GST, Registration No.</li> <li>• Income Tax Return/GST Registration/ any other documents as required to substantiate the details provided in the proposal.</li> </ul>	Yes/No	
5.	Earnest Money Deposit	DD/Bank Guarantee	Yes/No	
6.	Legal Entity	Certificate of incorporation	Yes/No	
7.	Blacklisting	Self-Certificate	Yes/No	
8.	Turnover from Verification and Related Services	Extracts from the audited Balance sheet and Profit & Loss for last 3 years; OR Certificate from the statutory auditor	Yes/No	
9.	Registration Related (As applicable)	<ul style="list-style-type: none"> <li>• Shop and Establishment Act</li> <li>• Payment of wages act</li> <li>• Minimum wages act</li> <li>• Contract Labour (Abolition &amp; Regulation Act)</li> <li>• Provident Fund Act</li> <li>• Employee State Insurance Act</li> <li>• Any other (as applicable)</li> </ul>	Yes/No	
10.	Project Experience in providing verification services	Experience Details along with Work Order / Certificate / Self-Certificate (Certified by the Statutory Auditor) mentioning services provided	Yes/No	
11.	Authorization for representation at bid opening		Yes/No	

Selection of Verification Agency for Student Credit Card Scheme in Bihar

#	Specific Requirements	Documents Required	Compliance	Ref. & Page No.
	<b>Technical Proposal</b>			
12.	Average turnover in last 3 years (Turnover in Crores)	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor	Yes/No	
13.	Verification Service Related Experience	Copies of the Credential Letters from Clients+ Completion Certificates from the Client/ Work Order + Self Certificate of Completion (Certified by the Statutory Auditor)	Yes/No	
14.	Quality of Services	<ul style="list-style-type: none"> <li>• ISO 27001:2013</li> <li>• ISO 9001: 2008</li> <li>• ISO 9001: 2015</li> </ul>	Yes/No	
15.	Verification Facility related services across India	<ul style="list-style-type: none"> <li>• List of Company offices across India</li> <li>• List of current clients, region wise (e.g. Pan India/Regional) where the service is being provided to them.</li> </ul>	Yes/No	
16.	Approach and Methodology to perform the work in this assignment	A note should highlight the Approach and Methodology for the proposed assignment.	Yes/No	

**Annexure II - Bid Response Formats**

**Form A.1: Request for Clarifications /pre-bid queries**

Bidders requiring specific points of clarification may communicate with BSEFCL during the specified period using the following format in Excel/spreadsheet file only. PDF of the same can also be sent as attachment. However, the requirement of submission of queries in Excel/ spreadsheet is a must:

#	Section No	Page No	Content of RFP requiring clarification(s)	Clarification required

*Note:*

- *The name of the organization and the date should appear in the header of each page.*
- *The above queries should be sent in Excel/ spreadsheet format only to the email address mentioned in the tender notification table*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

**Form A.2: Proposal covering letter**

(To be submitted on the Letterhead of the bidder)

**[Cover Letter]**

[Date]

To,

Mr. Mahabir Prasad Sharma, I.A.S  
CEO-cum-Managing Director,  
Bihar State Education Finance Corporation Limited, Patna

**Ref:** RFP for Selection of Verification Agency for Student Credit Card Scheme in the State of Bihar

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP.

1. We are submitting our bids against the Scope of Work of the RFP.
2. We attach hereto the response as required by the RFP, which constitutes our proposal.
3. We are bidding as a single legal entity.
4. We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and agree to abide by this tender response for a period of SIX MONTHS from the last date of submission of bids/proposal.
5. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to BSEFCL is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead BSEFCL in its short-listing process.
6. Subject to us being the successful bidder, until a formal agreement is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding agreement between us.
7. We, the bidder, would like to confirm that the proposed solution/service components:
  - a. Comply to the requirements of this RFP and
  - b. Have been sized to meet the requirements of this RFP
8. We as bidder do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP
9. We hereby confirm that the Intellectual property Rights (IPR) of the solutions/ application used by us to deliver the services shall comply with the requirements of this RFP.
10. We do hereby undertake that none of the deliverables being provided by us is infringing on any patent

or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions. We shall indemnify BSEFCL against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use.

11. We undertake, if our proposal is accepted, to provide all the services put forward in this RFP or such features as may subsequently be mutually agreed between us and BSEFCL
12. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the agreement during the project, if selected to do so.
13. We hereby declare that in case the agreement is awarded to us, we shall submit the performance bank guarantee in the form prescribed in the Form.
14. We agree that BSEFCL is not bound to accept any tender response that they may receive. We also agree that BSEFCL reserves the right in absolute sense to reject all or any of the products/ services specified in the tender response.
15. It is hereby confirmed that we are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.
16. The following persons will be the authorized representatives of the company for all the future correspondence till the completion of the bidding process, between BSEFCL and our organization.

	<b>Primary Contact</b>	<b>Secondary Contact</b>
<b>Name:</b>		
<b>Title:</b>		
<b>Company Name:</b>		
<b>Address:</b>		
<b>Phone:</b>		
<b>Mobile:</b>		
<b>Fax:</b>		
<b>E-mail:</b>		



**Form A.3: Undertaking on no conflict of interest**

(To be submitted on the Letterhead of the bidder)

[Date]

To,  
Mr. Mahabir Prasad Sharma, I.A.S  
CEO-cum-Managing Director,  
Bihar State Education Finance Corporation Limited, Patna

Dear Sir,

**Sub: Undertaking on Conflict of Interest**

I/We do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with BSEFCL that could improperly influence our judgement and the exercise of our duties.

I/We also confirm that our firm is not involved directly/ indirectly with this scheme in whatsoever manner and is eligible to participate.

I/We also confirm that there are no potential elements (time-frame for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold BSEFCL harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals, reasonably) by GoB and/or BSEFCL, if any such conflict arises later.

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

**Form A.4: Authorization for representation at bid opening**

(To be submitted on the Letterhead of the bidder)

[Date]

To,  
Mr. Mahabir Prasad Sharma, I.A.S  
CEO-cum-Managing Director,  
Bihar State Education Finance Corporation Limited, Patna

Dear Sir,

**Sub: Authorization for Representation at Bid Opening**

I/We declare and confirm that Mr. / Ms. \_\_\_\_\_ has been duly authorized by us to represent us at the opening of Technical bids.

Name as on the ID	
ID Number	
Designation	

Maximum 2 persons per bidder

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

**Form A.5: Earnest Money Deposit**

1. In consideration of \_\_\_\_\_ (hereinafter called “BSEFCL ”) represented by \_\_\_\_\_, on the first part and M/s \_\_\_\_\_ of \_\_\_\_\_ (hereinafter referred to as “bidder”) on the Second part, having agreed to accept the Earnest Money Deposit of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) in the form of Bank Guarantee for the Request for Proposal for procurement of \_\_\_\_\_ we \_\_\_\_\_ (Name of the Bank), (hereinafter referred to as the “Bank”), do hereby undertake to pay BSEFCL forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding \_\_\_\_\_ (Rupees \_\_\_\_\_) and the guarantee will remain valid up to a period of ..... days from the last date of the bid submission. It will, however, be open to BSEFCL to return the Guarantee earlier than this period to the Service Provider, in case the Service Provider does not qualify for the final negotiations after the evaluation.

2. In the event of the bidder withdrawing the tender before the completion of the stages prior to the negotiations or during the negotiations, as the case may be, the Guarantee deposited by the bidder stands forfeited to BSEFCL. We also undertake not to revoke this guarantee during this period except with the previous consent of BSEFCL in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.

3. No interest shall be payable by BSEFCL to the bidder on the guarantee for the period of its currency.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 201

For the Bank of \_\_\_\_\_

(Agent/Manager)

**Form B.1: Details of bidder**

To be submitted on the Letterhead of the bidder

**Details of the bidder Organization**

Name	
Nature of the legal status in India	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
ROC Reference No	
Address of the Registered Office in India	
Location of other offices in India	
Location of office in Patna (if applicable)	
Other Relevant Information	
<p>Mandatory Supporting Documents:</p> <ol style="list-style-type: none"> <li>a. Certificate of Incorporation from Registrar Of Companies( ROC) along with entire chain of Certificate of Incorporation documents (if applicable)</li> <li>b. Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company</li> <li>c. Certification on commencement of business if applicable</li> <li>d. Copy of board resolution authorizing the bid signatory along with notarized power of attorney. Please provide complete chain of documents showing initial delegation by the board and any further sub delegation.</li> </ol>	

Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

**Form B.2: Undertaking of not being black listed**

(To be submitted on the Letterhead of the bidder)

(Place)

(Date)

To,  
Mr. Mahabir Prasad Sharma, I.A.S  
CEO-cum-Managing Director,  
Bihar State Education Finance Corporation Limited, Patna

Dear Sir,

We confirm that our company is not blacklisted in any manner whatsoever by GoB, BSEFCL, any State Government, Central Government or any other Public sector undertaking or a Corporation or any other Autonomous organisation of Central or State Government as on Bid submission date.

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

Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

**Form B.3: Financial Information of bidder/ bidders**

(To be submitted on the Letterhead of the bidder)

<b>Financial Information</b>	<b>FY &lt;&lt; Enter FY&gt;&gt;</b>	<b>FY &lt;&lt; Enter FY&gt;&gt;</b>	<b>FY &lt;&lt; Enter FY&gt;&gt;</b>	<b>Supporting document</b>
Average Annual Turnover (in INRcrores)				Relevant extract from P& L

Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

.

**Form B.4: Verification Service Related experience**

{To be submitted on the Letterhead of the bidder

(Place)

(Date)

To,

Mr. Mahabir Prasad Sharma, I.A.S CEO-  
cum-Managing Director,  
Bihar State Education Finance Corporation Limited, Patna

*Please use separate forms for multiple citations.*

**Project Details**

Number of cases/ applications verified in showcased projects:

Nature of Verification undertaken in showcased projects:

Value of the project (in lakhs)

Month & year of award and completion

**Client Information**

Name of client:

Name of the person who can be referred to from Clients' side, with name, email and contact number

**Supporting Documents**

Bidder need to submit any one or more of the following documents. These supporting document(s) should clearly specify the project status with month & year of completion.

- 1) a client letter
- 2) work order/contract copy
- 3) completion certificate
- 4) a client email

The above document(s) should be duly certified by authorized signatory.

Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

**Form B.5: Service Delivery details**

The technical proposal should contain at least the following details as given below:

1. Approach & Methodology
2. Understanding of requirement
3. Proposed process
4. Proposed work plan
5. Profiles of project team key resources

**Form C.1: Commercial proposal Covering letter**

(To be submitted on the Letterhead of the bidder)

[Date]

To,  
Mr. Mahabir Prasad Sharma, I.A.S  
CEO-cum-Managing Director,  
Bihar State Education Finance Corporation Limited, Patna

**Ref:** RFP for Selection of Verification Agency for Student Credit Card Scheme in the State of Bihar

Dear Sir,

Having examined the RFP Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the service as required in this RFP. To meet such requirements and to provide services as set out in the bid document following is our quotation summarizing our Commercial proposal.

2. We agree for unconditional acceptance of all the terms and conditions in the bid document and also agree to abide by this bid response for a period of SIX MONTHS from the date fixed for opening the Commercial bid.
3. We do hereby undertake that Commercial proposal submitted by us is inclusive of all the items in the Technical proposal and is inclusive of all the clarifications provided/may be provided by us on the Technical proposal during the evaluation of the Technical offer.
4. We understand and agree that our Commercial proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial proposal submitted by us.
5. We understand and agree that assumptions made in the bid proposal shall not have any commercial implications.
6. We undertake, if our proposal is accepted, to provide all the services to implement the solution as put forward in this RFP or such modified requirements as may subsequently be mutually agreed between us and BSEFCL .
7. If our proposal is accepted, we will obtain a performance bank guarantee in the format given in the bid document issued by any Nationalized Banks or scheduled bank in India, acceptable to BSEFCL for a sum equivalent to 10% of the total agreement value for the due performance of the agreement.
8. Subject to us being the successful bidder, until a formal agreement is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding agreement between us.
9. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to BSEFCL is true,



**Commercial proposal response forms**

Year	Annual Target	Count of Disbursement	Estimated Number of Verifications
2018-19	50000	34839	1742
2019-20	75000	45051	2253
2020-21	100000	24184	1209
2021-22	125000	38779	1939
2022-23	75000	71665	3583
2023-24	83000	51756	2588
2024-25	85000	74587	3730
2025-26	95220	46,384	2319
<b>Total number of Estimated verifications (A)</b>			19,363
<b>Total Expected Count for three years (B)</b>			58,089
<b>Rate Quoted By Vendor (C)</b>			
<b>Estimated Contract size (D )</b>			0

**Note:**

- Vendor to enter per unit quote in (C)
- Amount arrived at D will be used only for calculation of Performance Bank Guarantee amount
- This is a roughly estimated number subject to change based on annual disbursement of Loan

**Form D.1: Performance Bank Guarantee**

**BANK GUARANTEE (PERFORMANCE BANK GUARANTEE)**

(To be stamped in accordance with Stamp Act)

Bank Guarantee No. ....

Date .....

To

[BSEFCL 's Name & Address]

Dear Sirs,

In consideration of the ..... [BSEFCL's Name]..... (herein after referred to as the 'BSEFCL', which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s. ....[SP's Name].....with its Registered/Head Office at ..... (Herein after referred to as the SP', which expression shall unless repugnant to the context or meaning thereof, include its successors administrators, executors and assigns), an Agreement by issue of BSEFCL's Notification of Award No. .... Dated .....and the same having been unequivocally accepted by the

SP, resulting in to an agreement bearing No..... dated ..... Valued at..... for ..... and the SP having agreed to provide a Performance Guarantee for the faithful performance of the entire Agreement equivalent to ....(\*) .... % ( ..... percent) of the said value of the Agreement.

We ..... [Name & Address of the Bank] ..... having its Head Office at..... (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the BSEFCL, on demand any and all monies payable by the SP to the extent of ..... (\*)..... as aforesaid at any time upto ..... (@) ..... [days/month/year] without any demur, reservation, context, recourse or protest and/or without any reference to the SP. Any such demand made by the BSEFCL on the Bank shall be conclusive and binding notwithstanding any difference between the BSEFCL and the SP or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the BSEFCL and further agrees that the guarantee herein contained shall continue to be enforceable till the BSEFCL discharges this guarantee.

The BSEFCL shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, from time to time to extend the time for performance of the agreement by the SP. The BSEFCL shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the SP, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Agreement between the BSEFCL and the SP or any other course or remedy or security available to the BSEFCL . The Bank shall not be released of its obligations under these presents by any

exercise by the BSEFCL of its liberty with reference to the matters omission or commission on the part of the Owner or any other indulgence shown by the BSEFCL or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.

The Bank also agrees that the BSEFCL at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against

The SP and notwithstanding any security or other guarantee that the BSEFCL may have in relation to the SP's liabilities.

Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to..... (\*) ..... and it shall remain in force up to and including..... (@) ..... and shall be extended from time to time for such period, as may be desired by M/s.....[SP's Name]..... on whose behalf this guarantee has been given.

In witness where of the Bank, through its authorized officer, has set its hand and stamp on this

..... day of ..... at .....

This ..... day of ..... at .....

WITNESS

.....

(Signature) .....

(Signature)

.....

(Name)

(Name) .....

.....

(Official Address)

.....

(Designation with Bank Stamp)

Attorney as per Power of

Attorney No.....

Dated .....

Notes:

(\* ) This sum shall be ten percent (10%) of the value of the contract.

(@) This date will be at least six months after the completion of term of agreement.

The stamp papers of appropriate value shall be purchased in the name of Guarantee issuing Bank.

**Annexure III - E-tendering guidelines**

Bidders shall submit the Technical bid and commercial bid through [www.eproc.bihar.gov.in](http://www.eproc.bihar.gov.in) Bidder shall submit separate Technical bid and commercial bid for the project.

The bidders shall submit their technical and commercial bid as per the prescribed formats. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria/technical bids and other certificates/documents in the e-procurement web site. The bidder shall electronically sign on the 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.

Registration with e-procurement and online bid submission, bidders may contact help desk of e-procurement system at the following address;

**HELP DESK OF e-Procurement system of**

**Mjunction Services Limited,**

**RJ COMPLEX, 2<sup>nd</sup> floor,**

**Canara Bank Campus,**

**Khajpura, Ashiyana Road**

**P.S- Shahstri Nagar**

**Patna- 800014**

**[www.eproc2@bihar.gov.in](mailto:www.eproc2@bihar.gov.in)**

**Toll free number- 18005726571**

\*\*\*\*\*END OF DOCUMENT\*\*\*\*\*