



Government of Bihar
Urban Development & Housing Department
Nagar Parishad Barh



REQUEST FOR PROPOSAL

NIT No: 05/2026-27

Date: 22/05/2026

Selection of Agency for Providing AI Enabled CCaaS Based Customer Grievance Redressal System, Customer Helpdesk Operations & Social Media Management Services Details of schedule for the bid are given below: -

Sr. No.	Activity	Timeline & Address
1.	Website for submission of proposal	www.eproc2.bihar.gov.in
2.	Mode of Submission	Online submission through eproc2 portal (www.eproc2.bihar.gov.in)
3.	Bid Submission Start Date	09/06/2026 From 11:00 AM
4.	Last date and time for Submission of Technical & Financial proposal on www.eproc2.bihar.gov.in	21/06/2026 by 5:00 PM
5.	Date and time of opening of Technical Bids	22/06/2026 by 11:00 AM
6.	Date of opening of financial bid Date and time of opening of Financial Proposal	To be informed later to technically qualified bidder.
7.	Date of Pre Bid meeting	09/06/2026 by 11:00AM to 02:00 PM at the office of Nagar Parishad Barh, Ward no-11, Salempur, Nagar Parishad Barh, Patna,Bihar-803213
8.	Method of Selection	Least Cost Selection (LCS)
9.	Cost of Bidding Document (Tender Fee)	Tender Fee Rs 10,000/- (Non Refundable) to be paid through Online at www.eproc2.bihar.gov.in
10.	EMD (2% of the estimated cost)	Rs 100000/- (One Lakh only) (Refundable) paid through Online at www.eproc2.bihar.gov.in
13.	Bid Validity	45 Days

RFP document shall be available on website: www.eproc2.bihar.gov.in

For Queries & Clarifications, send e-mail to: nagarparishadbarh1870@gmail.com

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Amul
22/05/26
EXECUTIVE OFFICER
NAGAR PARISHAD BARH