

BIHAR STATE ELECTRONICS DEVELOPMENT CORPORATION LIMITED

A Government of Bihar Undertaking
BELTRON Bhawan, Shastri Nagar, Patna – 800023, Bihar

REQUEST FOR PROPOSAL (RFP)

for

**“Selection of Telecom Service Provider(s) for Provisioning of
Toll-Free Number Services for the Unified Citizen Helpline,
Government of Bihar”**

NIT NO: NIT/BSEDC-03-04/2026-27

Dated: 30-06-2026

Issued by

Bihar State Electronics Development Corporation Limited (BSEDC)

e-Procurement Portal: <https://eproc2.bihar.gov.in>

Notice Inviting Tender (NIT)

NIT No: NIT/BSEDC-03-04/2026-27 Dated: 30-06-2026

Bihar State Electronics Development Corporation Limited (BSEDC / BELTRON), a Government of Bihar Undertaking, invites proposals for “Selection of Telecom Service Provider(s) for Provisioning of Toll-Free Number Services for the Unified Citizen Helpline, Government of Bihar”. Proposals from eligible, reputed, financially strong and experienced Companies / Firms / State or Central Government undertakings holding the requisite telecom licences are invited to execute the work as detailed in this Request for Proposal (RFP) Document.

Tender Processing Fee (Non- Refundable)	Rs. 11,800/- through e-Payment and enclose the successful payment receipt along with the technical Bid
Tender Cost (Non-Refundable)	Rs 20,000/- through e-Payment and enclose the successful payment receipt along with the technical Bid
Sale of RFP document	From 01/07/ 2026 It can be downloaded from eproc2 website (https://eproc2.bihar.gov.in)
Earnest Money Deposit	Earnest Money Deposit of amount Rs. 50,00,000/- can be paid either through online e-payment/ Bank Guarantee from Commercial Bank in favour of Bihar State Electronics Development Corporation Ltd. The EMD/ Bid security has to be submitted before the last date of bid submission.
Pre-Bid Queries – Submission date	All queries should be received on or before 7/07/2026 till 5:00 PM through e-mail in editable MS Excel file as prescribed format in the RFP. Any other format will not be accepted.
Pre-Bid Conference	08/07/ 2026 at 12:30 PM at BSEDC
Last date for submission of Bid (Only through e-Proc website)	21/07/2026 till 4:00 P.M.
General –cum- Technical bid opening	22/07/2026 at 4:00 P.M.
Commercial Bid	To be communicated later
Address for Correspondence and Clarifications	Managing Director, Bihar State Electronics Development Corporation Limited, Beltron Bhawan, Shastri Nagar, Patna, Pin Code - 800023 Tel No: - 0612-2281242, Fax: - 0612-2281857, Interested eligible Bidders may obtain further information from the following address: - Ms. Sanjivani [Manager (P.M.U)]

The RFP documents can be downloaded from <https://eproc2.bihar.gov.in>. Submission of the bid must be accompanied with proof of payment towards cost of RFP / Tender Document and Tender Processing Fee, and a Bank Guarantee/ online payment for EMD in favour of “Bihar State Electronics Development Corporation Ltd.”, failing which the bid shall be summarily rejected. The original Bank Guarantee towards EMD is required to be submitted in the office of the Managing Director, BSEDC, BELTRON Bhawan, Shastri Nagar, Patna on or before the date & time notified in this NIT.

Sd/-

Managing Director
Bihar State Electronics Development Corporation Limited

Disclaimer

The information contained in this Request for Proposal document (hereinafter referred to as “RFP”) or subsequently provided to Applicant(s), whether verbally or in documentary or any other form, by or on behalf of BSEDC or any of its employees or advisors, is provided to Applicant(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor an invitation by BSEDC to the prospective applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their application for qualification and selection pursuant to this RFP. This RFP includes statements which reflect various assumptions and assessments arrived at by BSEDC in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require. This RFP may not be appropriate for all persons, and it is not possible for BSEDC, its employees or advisors to consider the objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Applicant should therefore conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. BSEDC accepts no responsibility for the accuracy or otherwise of any interpretation or opinion on law expressed herein.

BSEDC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in connection with the selection of Applicants for participation in the Bidding Process.

BSEDC may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. The issue of this RFP does not imply that BSEDC is bound to select or shortlist any Applications, and BSEDC reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever. The Applicant shall bear all costs associated with the preparation and submission of its application, and BSEDC shall not be liable in any manner whatsoever for the same, regardless of the conduct or outcome of the Bidding Process.

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1. Introduction

- I. The Government of Bihar has consistently undertaken reforms to improve administrative efficiency, transparency and citizen-centric governance. Statutory mechanisms such as the Public Grievance Redressal framework and the institutional network of Public Grievance Redressal Officers (PGROs) have been established to provide citizens with formal, time-bound grievance redressal avenues.
- II. Over time, various departments have developed their own grievance-handling systems, helplines and online portals to address sector-specific citizen issues related to welfare schemes, service delivery and infrastructure. While these initiatives reflect the State's commitment to accountability, the grievance redressal ecosystem has evolved in a department-specific and decentralized manner, limiting its effectiveness as a comprehensive, State-level governance instrument.
- III. The present scenario is characterized by multiple parallel grievance-intake mechanisms operating independently across departments and administrative levels, with no single State-level platform for consolidated intake, monitoring and lifecycle management of citizen grievances. Citizens are often required to call or visit multiple helplines for different services, resulting in delays, fragmented accountability and reduced confidence in grievance redressal.
- IV. To address this, the Department of Information Technology, Government of Bihar, through BSEDC as the Nodal Implementing Agency, is establishing the Unified Citizen Helpline — a centralized, technology-enabled and outcome-oriented platform that provides a single point of interaction for citizens to engage with the State Government across welfare schemes, public services and grievances.
- V. A State-level Unified Helpline Contact Centre is being set up at Biscoman Bhawan, Patna (approx. 11,000 sq. ft. earmarked for the facility), with the Disaster Recovery (DR) site at the Bihar State Data Centre (SDC), connected through a dedicated MPLS leased line. The Contact Centre is designed as a multi-tier, multi-modal facility supporting citizen interaction through a Toll-Free Helpline, IVRS, Web Portal, Chatbot and Email.
- VI. Citizens will be able to register grievances and service requests through a single toll-free number, receive a unique Grievance ID, and track resolution through clearly defined workflows, Turnaround Times (TAT) and SLA-based escalation across participating line departments. The platform will also serve as a governance intelligence resource through MIS, dashboards and trend analysis for senior leadership.
- VII. Voice connectivity for the Unified Citizen Helpline is delivered through SIP (Session Initiation Protocol) Trunk Services, which have already been procured and provisioned separately by BSEDC at the Contact Centre. A reliable, easy-to-remember Toll-Free Number — mapped to the dedicated Unified Citizen Helpline short code '1100' — is now required as the single point of voice contact for citizens across the State, at no call cost to the citizen.
- VIII. Accordingly, BSEDC intends to appoint a reputed Telecom Service Provider (TSP) to provision and operate the Toll-Free Number(s) for the Unified Citizen Helpline, map the same with the helpline short code '1100' allotted by DoT, GoI, and terminate the inbound toll-free voice traffic onto the SIP Trunk already provisioned at the Contact Centre, with appropriate carrier-level redundancy.

- IX. This RFP pertains solely to the provisioning of Toll-Free Number(s) and associated toll-free voice services. The SIP Trunk connectivity, Contact Centre solution, CRM, application platform and manpower are being procured separately by BSEDC. The selected TSP shall interface seamlessly with the existing SIP Trunk and Contact Centre setup deployed at the Unified Helpline facility.

2. Objective

The objective of this RFP is to appoint a reputed Telecom Service Provider (TSP) to provision Toll-Free Number(s) and associated inbound (and, where required, outbound) toll-free voice services for the Unified Citizen Helpline Contact Centre, Patna, mapped to the dedicated helpline short code '1100', for providing citizen-facing Toll-Free Services by the Government of Bihar.

BSEDC is establishing the Unified Citizen Helpline Contact Centre at Patna to provide 24x7 citizen services across the State. The relevant set-up is as follows:

- Host site: Unified Citizen Helpline Contact Centre, Biscoman Bhawan, Patna.
- Disaster Recovery (DR) site: Bihar State Data Centre (SDC), connected through a dedicated MPLS leased line.
- Citizen interaction channels: Toll-Free Helpline, IVRS, Web Portal, Chatbot and Email.
- SIP Trunk connectivity, Contact Centre Solution, CRM and IP-PBX: already procured / under a separate engagement. The Toll-Free Number(s) under this RFP shall be mapped and terminated onto the existing SIP Trunk at the Contact Centre.
- Toll-Free Number / Short Code: dedicated Unified Citizen Helpline number and short code '1100' already allotted and/or mapped by DoT, GoI, and provisioned by the selected TSP.

Call-volume basis for pricing: As toll-free calls are billed on a usage basis (called-party pays), the selected TSP shall be paid for the actual volume of inbound (and outbound, if applicable) toll-free traffic. For evaluation parity, bidders shall quote against the projected call volume specified in the Price Bid. The toll-free service shall be scalable without any cap on monthly usage, on the same rate, terms and conditions, to handle fluctuating State-wide call volumes. Total expected call time is approx. **59 lakh second per day. Which may increase or decrease as per the actual daily calls.** The payment to the agency will be made on the actual matured call- second basis.

3. Scope of Work

Under this project, the selected bidder (TSP) shall provide the following:

- I. The selected TSP shall provision Toll-Free Number(s) (TFN) for the Unified Citizen Helpline and provide associated inbound (and outbound, where required) toll-free voice services as per this RFP.
- II. The selected TSP shall provision and manage the Toll-Free Number(s) for the Unified Citizen Helpline and ensure seamless routing and integration with the Government-designated short code (1100 or any other short code allotted by DoT, GoI). The Toll-Free Number(s) shall be accessible from all telecom networks across India and shall terminate on the SIP Trunk infrastructure designated by BSEDC.
- III. The TSP shall terminate and route the inbound toll-free voice traffic onto the SIP Trunk already provisioned by BSEDC at the Contact Centre, Biscoman Bhawan, Patna, ensuring seamless

interfacing with the existing SIP Trunk and Contact Centre solution, with failover routing to the Disaster Recovery site at the Bihar State Data Centre (SDC).

- IV. BSEDC shall intimate the successful bidder of the date from which toll-free services are to be started at the Unified Citizen Helpline Contact Centre at Patna.
- V. The toll-free service shall be a managed service with features including: proactive monitoring of voice traffic; real-time reports on voice KPIs; auto-ticketing to enable faster problem solving; and other required reports for BSEDC to assess service quality and decide on capacity changes.
- VI. The Toll-Free Number shall be reachable for inbound calls from anywhere across the country, across any telecom service provider (any landline / mobile network), at no call cost to the calling citizen.
- VII. Where required by BSEDC, the toll-free service shall support outbound calling / call-backs with appropriate CLI presentation for the Unified Helpline.
- VIII. The TSP shall provide adequate redundancy and carrier-level failover so that the Toll-Free Number remains reachable even if only partial connectivity is available, including provisioning of toll-free reachability through a secondary route / operator for business continuity, given the critical citizen-facing nature of the helpline.
- IX. The TSP shall reduce call charges whenever announced by the telecom companies and telecom authorities.
- X. All statutory compliances of DoT shall be managed and procured by the TSP on behalf of BSEDC.
- XI. Uniform CLI (Caller Line Identification) for the helpline.
- XII. Feature to enable a single pilot / toll-free number with multiple routing paths, giving redundancy and failover options.
- XIII. Self-care portal feature to raise / track service requests, view and pay bills online, and view uptime / usage reports.
- XIV. The TSP shall submit an escalation matrix for resolving complaints or concerns raised by BSEDC / its representative to ensure compliance with the SLAs.
- XV. All service-delivery reports generated must be in industry-standard read-only formats (word processing, spreadsheet etc.) containing details so that SLAs can be verified, and shall be exportable in formats such as PDF, CSV etc.
- XVI. MIS reports should be dynamic in nature, providing BSEDC the freedom to select data fields as per requirement, with internet / web-based access.
- XVII. MIS for appropriate release-cause codes in case of call drop, success, number not reachable, switch-off and other network failures, with release codes.
- XVIII. There shall not be any capping on toll-free voice usage on a monthly basis. The toll-free capacity may be increased or decreased as per BSEDC's requirement on the same rate, terms and conditions.
- XIX. The TSP / bidder shall adhere to an uptime Service Level Agreement (SLA) of 99.98% or above for the toll-free services, ensuring uninterrupted reachability and functionality.

- XX. The bidder / TSP shall be responsible for end-to-end operation, maintenance and uptime of the toll-free services procured through this RFP, and for meeting all performance requirements and SLAs mentioned in the RFP.
- XXI. The bidder shall conduct preventive maintenance on a timely basis for the proper working of the toll-free services and shall share the activity report with BSEDC officials.
- XXII. The bidder / TSP shall procure, lease, commission, operate, maintain, upgrade and support the toll-free services required for the project for the entire duration of the project.
- XXIII. The bidder / TSP shall undertake full responsibility for any kind of up-gradation at their end required for operationalization and scale-up of the project.
- XXIV. The bidder / TSP shall have complete responsibility for data and communication security for the services provided by them as per the scope of the project, and shall comply with applicable data protection and privacy guidelines given the citizen-facing nature of the helpline.
- XXV. The bidder / TSP shall assign a Single Point of Contact (SPOC) for the toll-free service. Any change in SPOC shall be intimated to BSEDC seven (7) days before such change.
- XXVI. The bidder / TSP shall provide all system-generated and tamper-proof reports applicable to monitor the SLAs for the project.
- XXVII. BSEDC may switch / extend the Contact Centre to new locations to run any of its existing or future initiatives. In such a case, the TSP shall provide toll-free services at both locations until services at the new location are stabilized.
- XXVIII. The bidder / TSP shall ensure strict compliance with all laws, regulations, rules and guidelines governing the services, including the Telecommunications (Telecom Cyber Security) Rules, 2024 as applicable.

4. Payment Terms

- I. The payment shall be made by BSEDC on a monthly basis after deducting penalties, if applicable.
- II. No advance payment shall be made.
- III. The invoice of the selected agency will be based on the actual matured call-seconds and the quoted price per second value.
- IV. Payments shall be subject to deduction of any amount for which the successful bidder is liable under the agreement against the respective purchase / work order. All payments shall be made subject to deduction of TDS as per the Income Tax Act, 1961 and any other applicable taxes.
- V. The selected bidder shall raise one bill for each quarter along with SLA and other reports, on an arrear basis, for the services provided during the contract period.
- VI. The agency shall be responsible for timely generation of reports on a day-to-day basis and timely submission to the designated officials of BSEDC / the Unified Helpline as and when required.
- VII. Bills shall be raised as per actual utilization regarding the toll-free calls etc. of the Toll-Free Number services.
- VIII. Bills shall be submitted in triplicate to GM (Projects), BSEDC.
- IX. Bills shall be verified by the BSEDC/ Third Party nominated by BSEDC.

- X. Payment shall be made after deducting statutory levies and other deductions such as Penalty, Compensation against non-performance etc., if any.
- XI. Prices shall remain firm and shall not be subject to any upward revision.
- XII. Payment shall be made to the designated account provided to BSEDC after deducting applicable TDS, if any.
- XIII. For any delay in payment to the selected TSP on account of non-submission of mandatory documents with the bills, the contractor shall be solely responsible.
- XIV. Similarly, for any delay in payment on account of submission of incorrect mandatory documents with the bills, the selected TSP shall be solely responsible.
- XV. No interest shall be payable in case of delay in payment.
- XVI. The selected bidder shall have no claim or reason to stop the Toll-Free Number services even if their payments are delayed.

5. Service Delivery Period and Contract Period

- I. The entire work envisaged under the scope of this tender shall be completed within 2 weeks from the date of intimation by BSEDC.
- II. The contract period shall be 2 (two) years from the date of signing of the Contract Agreement / commencement of services, and may be extended up to 2 (two) further years (1+1 year) on the basis of performance, as decided by BSEDC in mutual consultation with the agency, on the same cost and same terms & conditions.

6. Service Level Agreement

- I. The selected TSP shall sign the Service Level Agreement with BSEDC within 15 (Fifteen) days of acceptance of the LOI.
- II. The draft format of the SLA shall be provided after the Letter of Award (LOA) to the selected TSP.
- III. This section includes the SLAs which BSEDC requires the selected TSP to manage as key performance indicators for the scope of work. The objective of the SLA is to clearly define the levels of service to be delivered by the selected TSP to BSEDC for the duration of the contract.
- IV. The following section reflects the measurements to be used to track and report performance on a regular basis.
- V. BSEDC intends to select a TSP who shares the common vision of delivering high-quality citizen services to the users of the Unified Citizen Helpline.

7. Uptime and Penalty

- I. The bidder shall perform its obligations under the agreement entered into with BSEDC in a professional manner.

In the event of failure to maintain the SLA, the imposition of penalty shall be as follows:

Level of Uptime per Month	Penalty Charges
99.98% and above	No Penalty
99.00% and above but below 99.98%	1% of total monthly bill amount
98.00% and above but below 99.00%	2% of total monthly bill amount
97.00% and above but below 98.00%	5% of total monthly bill amount
Below 97.00%	10% of total monthly bill amount

- II. BSEDC has the right to terminate the contract if the penalty imposed on the bidder exceeds 10% in three consecutive months. The penalty imposed on the agency, for any course of action, shall not exceed a maximum of 10% of that month's bill.
- III. BSEDC may recover such penalty amount from any payment being released to the vendor, irrespective of whether such payment relates to this contract or otherwise.
- IV. If any act or failure by the bidder under the agreement results in failure or inoperability of resources and BSEDC has to take corrective action to ensure functionality, BSEDC reserves the right to impose a penalty which may be equal to the cost it incurs or the loss it suffers for such failure.
- V. BSEDC shall implement all penalty clauses after giving due notice to the bidder.
- VI. If the bidder fails to complete due performance of the contract in accordance with the specifications and conditions of the offer document, BSEDC reserves the right to cancel the order or to recover a suitable amount as Penalty / Liquidated Damage for non-performance.

8. Criteria for Selection of TSP

The criteria for selection of the Telecom Service Provider (TSP) are as follows:

1. Only bids found responsive and technically qualified during pre-qualification and technical evaluation shall be considered for opening of the Price Bid.
2. After opening of the price bids, the eligible technically-qualified bidders shall be ranked as L-1, L-2, L-3 and so on, on the basis of the total evaluated bid price.
3. The bidder quoting the lowest total evaluated price shall be ranked L-1 and shall be selected as the Telecom Service Provider for provisioning of the Toll-Free Number(s) for the Unified Citizen Helpline.
4. Given the critical, citizen-facing nature of the Unified Citizen Helpline, the selected TSP shall, at its own cost, build carrier-level redundancy and failover for the toll-free reachability (including, where feasible, a secondary route / operator) so that the helpline number remains reachable at all times, as detailed in the Scope of Work.

9. Criteria of Award of Contract

- I. The contract shall be awarded to the L-1 (lowest evaluated responsive) bidder determined as per Section 8 above.

- II. In the event that two or more bidders quote the same total evaluated price (the “Tie Bidders”), BSEDC shall adopt a lottery system to decide the L-1 bidder.
- III. BSEDC reserves the right to award the contract to a single TSP. The discretion of awarding the contract lies with BSEDC, and its decision shall be final in this regard.

Note: The Toll-Free Number(s) provisioned under this contract shall be mapped to the dedicated Unified Citizen Helpline short code and terminated onto the SIP Trunk already provisioned by BSEDC at the Contact Centre. The selected TSP shall be solely responsible for end-to-end toll-free reachability and the redundancy obligations set out in the Scope of Work.

10. Eligibility Criteria for Bidders (Pre-Qualification Requirements)

The bidder must possess and qualify all the PQR / Eligibility Criteria given below. Consortium bidding is not allowed. BSEDC reserves the right to verify information, references, relevant data, experience etc. submitted by the bidder without any further reference to the bidder.

Sl.	Eligibility Requirement (PQR)	Required Documents
1	The bidder should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013.	Self-attested copies of: Certificate of Incorporation; GST Registration
2	The bidder should be registered as a Telecom Service Provider with the Department of Telecommunications, Ministry of Communications, Govt. of India, and hold a valid Unified Access Service License (UASL) / Unified License (UL) or CMTS License issued by DoT, valid for at least two years.	Valid licence / certification from DoT / TRAI, duly signed and stamped by an authorized signatory.
3	The bidder should have provided Toll-Free Number / toll-free voice services to at least one Central Government / State Government / PSU / Nationalized or Scheduled Bank / Institution during the last 3 years as on the date of opening of bid.	P.O. / Work Order/ Agreement and Completion or ongoing / Experience certificate by the client
4	Minimum Average Annual Turnover (MAAT) of the bidder should be not less than Rs. 20 Crores during the last 3 financial years (FY 22-23, FY 23-24 & FY 24-25). Net worth during the last 3 financial years should be positive.	Annual Audited Financial Statements for FY 22-23, FY 23-24 & FY 24-25, along with CA certificate regarding turnover and net worth.
5	The bidder must not have been blacklisted / banned / declared ineligible by any entity of any State Government or Govt. of India or any Local Self-Government body or public undertaking in India for participation in future bids, for unsatisfactory past performance, corrupt, fraudulent or other unethical business practices, or for any other reason.	Notarized affidavit.

Sl.	Eligibility Requirement (PQR)	Required Documents
6	The bidder shall submit a notarized affidavit to the effect that they are not debarred / blacklisted from BSEDC and the Department of Information Technology, Government of Bihar, on the date of submission of bid.	Notarized affidavit.
7	Pre-Contract Integrity Pact as per the tender document, for signature of bidder and execution.	Proforma enclosed as Annexure-IX, duly filled and signed by the bidder (self-attested).
8	The bidder must have a valid PAN (from the Income Tax Department) and GSTIN.	Copy of PAN card and GSTIN registration.
9	A Power of Attorney / Board Resolution in the name of the person signing the Proposal.	Original Power of Attorney / copy of Board Resolution.

Conflict of Interest: A bidder shall not have a conflict of interest. Any bidder found to have a conflict of interest shall be disqualified. A bidder shall be considered to have a conflict of interest with one or more parties in this bidding process if:

- They have a controlling partner in common.
- They receive or have received any direct or indirect subsidy from any of them; or
- They have the same legal representative for the purpose of this bid; or
- They have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on, the bid of another bidder, or influence the decisions of the Employer regarding this bidding process; or
- A bidder submits more than one bid in the bidding process, either individually or as agent / authorized representative on behalf of one or more parties (this results in disqualification of all such bids); or
- A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specification of the services / works that are the subject of the bid; or
- The bidder, directly or indirectly, is a dependent agency of the Employer.

Please note (for Sl. No. 3 of the Eligibility Criteria):

- To qualify the experience criteria — either the implementation of the project should be completed; or, if it is in the maintenance / support phase, it should be on-going / completed.
- More than one order (i.e. multiple orders) against one tender shall be treated as one order.
- Order copy pertaining to the bidder's own or its subsidiary (in-house implementation) shall not be considered for evaluation.

Each bidder shall be able to quote one single bid only, else all bids would be rejected. Mere sale / purchase or download of the document does not qualify a bidder to be eligible. The price bid of the bidder shall not be opened, even after submission of tender documents along with the EMD, if the bidder does not meet all the aforesaid eligibility criteria.

11. Cost of Bidding

The bidder(s) shall bear all costs and expenses associated with the preparation and submission of its bid, including post-bid discussions, technical and other presentations if any, and in any case BSEDC will not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

12. Amendment to Bidding Document

- I. At any time prior to the deadline for bid submission, BSEDC may, for any reason, whether on its own or in response to a clarification requested by a prospective bidder, modify the bidding document by issuing amendment(s).
- II. The amendment will be notified on <https://eproc2.bihar.gov.in> and it will be assumed that the information contained therein has been taken into account by the bidder in its bid. BSEDC will bear no responsibility or liability arising out of non-receipt of the same in time or otherwise.
- III. In order to afford prospective bidders reasonable time to take the amendment into account in preparing their bids, BSEDC may, at its discretion, extend the deadline for bid submission and shall notify the extended deadline on <https://eproc2.bihar.gov.in>.
- IV. All notifications and clarifications will be uploaded by BSEDC on the website.
- V. All amendments, clarifications etc. shall be binding on the bidders and shall be given due consideration while they submit their bids, and shall invariably be enclosed as part of the bid.

13. Bidding Documents

General Instructions to Bidders

- I. The complete bidding documents, including technical specifications, are available at <https://eproc2.bihar.gov.in> for the benefit of prospective bidder(s).
- II. For registration with e-procurement and online bid submission, bidder(s) may contact the help desk of the e-Procurement system (eproc2support@bihar.gov.in, Toll-Free: 1800 572 6571, <https://eproc2.bihar.gov.in>).
- III. The bidder(s) must pay online fees towards the Cost of Tender & Tender Processing Fee. The Bank Guarantee/ online payment of Rs. 50,00,000/- towards Bid Security (EMD) must be furnished in favour of "Bihar State Electronics Development Corporation Ltd.", payable at Patna.
- IV. The Bank Guarantee towards the Bid Security (EMD) from a Public Sector Bank / Scheduled Bank must be submitted to the Designated Officer, Managing Director, BSEDC, BELTRON Bhawan, Patna, without fail on or before the date specified in the NIT, failing which the bid shall be summarily rejected.
- V. The procuring authority shall have its digital certificate(s) issued through the Controller of Certifying Authorities nominated by the Government of India to facilitate the workflow. A Class III Digital Certificate is issued upon receipt of mandatory identity proofs along with an application form.
- VI. The bidder(s) shall separately register on the e-Procurement portal (<https://eproc2.bihar.gov.in>).
- VII. The interested online bidder(s) shall sign their bids online using a Class III Digital Certificate only.

- VIII. The bid for a particular tender can be submitted during the online bid submission stage only, using the Digital Signature that is used to encrypt the data and sign the hash during online bid preparation and hash submission.
- IX. In case, during the process of a tender, the bidder loses his digital signature due to any problem (misplacement, virus attack, hardware / OS problem etc.), the bidder will not be able to submit the bid online.
- X. The digital signature issued to the authorized user of a partnership firm / private limited company / public limited company and used for online bidding will be considered equivalent to a no-objection certificate / power of attorney to that user.
- XI. Unless the digital signature is revoked, it will be assumed to represent adequate authority of the specific individual to bid on behalf of the firm for online tenders as per the Information Technology Act, 2000. It shall be the responsibility of the management / partners of the firm to inform the certifying authority if the authorized user changes, and to apply for a fresh Digital Certificate.

Note I: In the event the bidder, being a subsidiary company whose accounts are consolidated with its Group / Holding / Parent company, is not able to furnish the above information separately, the bidder should submit the audited balance sheet, income statement and other information pertaining to itself only (not of its Group / Holding / Parent company), duly certified by its Statutory Auditor / Company Secretary / a Certified Public Accountant, certifying that such information is based on audited accounts.

Note II: Similarly, if the bidder is a Group / Holding / Parent company, it should submit the above documents / information of its own (exclusive of its subsidiaries), duly certified as above.

Pre-Bid Meeting

- I. The bidder's designated representative(s) is/are invited to attend a pre-bid meeting at the bidder's expense.
- II. The purpose of the meeting will be to clarify any issues regarding this RFP in general and the scope of work in particular.
- III. The bidder may submit any query to BSEDC in writing by e-mail in editable format (MS Word / XLS only); scanned / image queries may not be entertained. Queries must reach BSEDC up to the pre-bid meeting date.
- IV. Clarifications / Corrigendum, including the text of the questions raised and responses given, will be transmitted through the e-Procurement System.

E-mail to share pre-bid queries: sanjivani@bihar.gov.in

Format to raise pre-bid queries:

S. No.	RFP / Tender Clause	Query / Concern	Justification / Remark
1			
2			
...			

14. Bid Prices

- I. Bidders shall quote their price in Indian Rupees in the Price Bid (Annexure-VI) such that the total bid price covers all the bidder's / contractor's obligations mentioned in, or reasonably inferred from, the Scope of Work.
- II. Bidders are required to quote the price for the commercial, contractual and technical obligations outlined in the bidding documents.
- III. No deviations are allowed while quoting the price bid.
- IV. It shall be the responsibility of the bidder to pay all statutory taxes, duties and levies as required during execution of this contract. However, BSEDC shall reimburse applicable GST extra, as applicable to the quoted price.
- V. The bidder shall include all mandatory tax and surcharge / cess as applicable in their quoted bid price, and BSEDC would not bear any liability whatsoever on this account.

15. Bid Currency

Prices shall be quoted in Indian Rupees only.

16. Period of Validity of Bid

- I. Bids shall remain valid for a period of 180 days after the date of opening of the Techno-Commercial Part. A bid valid for a shorter period shall be considered non-responsive and rejected.
- II. BSEDC may, if required, ask bidders for an extension of the bid validity period. The request and responses thereto shall be made in writing or by e-mail. If a bidder accepts to prolong the validity, the bid security shall also be suitably extended. A bidder may refuse the request without forfeiting its bid security; a bidder granting the request will not be required or permitted to modify its bid.

17. Earnest Money Deposit (EMD)

- I. The bidder shall submit an EMD of Rs. 50,00,000/-.
- II. The EMD of unsuccessful bidders will be returned as promptly as possible.
- III. The EMD of the successful bidder will be returned after the signing of the contract agreement and submission of the Contract Performance Guarantee.
- IV. Processing fee and tender cost are mandatory to be paid through online mode (internet payment gateway, net banking, NEFT / RTGS). Bids along with the necessary online payments must be submitted through <https://eproc2.bihar.gov.in> before the date and time specified in the NIT. EMD must be paid through Bank Guarantee or online mode and submitted to the Managing Director, BSEDC, Patna, payable at Patna.
- V. Any bid not accompanied by a Tender Fee as above shall be rejected by BSEDC as non-responsive. Tender Fee is non-refundable.

18. Bid Opening and Evaluation

- I. The bid documents received within the time of bid acceptance shall be opened in the presence of representatives of bidders who choose to be present.
- II. Tenders not accompanied by the requisite Tender Cost and EMD shall not be considered.
- III. Bids not read out at the time of bid opening shall not be considered further for evaluation, irrespective of the circumstances.

19. Clarification During Bid Evaluation

During the bid evaluation process, BSEDC may, at its discretion, ask the bidder(s) for any clarification on the bids submitted. In case of erroneous / non-submission of documents, BSEDC may give bidders appropriate working days' written notice to rectify mistakes / furnish more documents as required. If the bidder fails to comply, the bid shall be liable for rejection. As part of clarification, no change in the price or substance of the bid shall be sought, offered or permitted.

20. Award of the Contract

- IV. The bidder quoting / offering the lowest rates shall be declared the Preferred Bidder or Lowest (L-1) Bidder for the project and will be considered for award of contract.
- V. In the event that two or more bidders quote the same rates (the "Tie Bidders"), BSEDC shall adopt a lottery system to decide the L-1 bidder.
- VI. The discretion of awarding the contract lies with BSEDC, and its decision shall be final in this regard.

21. Opening of Price Schedules

- I. The Price Part of only those bidders shall be opened online who are determined as having submitted responsive bids and are found to be technically acceptable by BSEDC during technical evaluation. Such bidders shall be intimated about the date and time for opening of the Price Bid. Bidders whose bids are not found technically qualified shall be notified that their price bid shall not be opened.
- II. The Price Bid submitted online shall be opened at the specified date and time in the presence of bidders' designated representatives who choose to attend.
- III. The bidders' names, bid prices, any discounts, and such other details considered appropriate by BSEDC will be announced at the opening. The prices read out during bid opening shall not be construed to determine the relative ranking amongst bidders or confer any right or claim on any bidder. The successful (L-1) bidder shall be determined as per the provisions of this tender document.

22. Confidentiality and Contacting the Employer

- I. After the public opening of bids, information relating to the examination, clarification and evaluation of bids and recommendations concerning awards shall not be disclosed to bidders or other persons not officially concerned with this process until the publication of contract award. If

any bidder wishes to contact BSEDC on any matter related to its bid from the time of bid opening to the time of contract award, it should do so in writing.

- II. Any effort by a bidder to influence BSEDC in its bid evaluation, bid comparison or contract award decisions may result in rejection of the bidder's bid. BSEDC shall be the sole judge in this regard.

23. BSEDC's Right to Accept or Reject Any or All Bids

BSEDC reserves the right to accept or reject any bid, and to annul the bidding process at any stage and reject one or all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for BSEDC's action.

24. Letter of Award (LOA)

- I. Prior to the expiration of the period of bid validity, BSEDC will notify the successful bidder in writing regarding acceptance of its bid. The Letter of Award will constitute a concluded contract.
- II. Upon the successful bidder's furnishing of the performance security, BSEDC will promptly return the bid security.

25. Signing the Contract Agreement

- I. At the same time as BSEDC notifies the successful bidder that its bid has been accepted, BSEDC, in consultation with the bidder, will prepare the Contract Agreement provided in the bidding documents, incorporating all agreements between the parties.
- II. The Contract Agreement shall be prepared within thirty (30) days of the LOA, and the successful bidder and the Managing Director / GM (Projects), BSEDC shall sign the Contract Agreement immediately thereafter.

26. Performance Security

- I. Contract Performance Guarantee: The successful bidder shall furnish to the Employer a Contract Performance Guarantee within 15 days of the LOA, as per the terms below.
- II. An amount of 10% Bank Guarantee of total contract value towards successful performance of the contract. Validity of the Bank Guarantee for Performance Security will be 60 days beyond the scheduled completion period of the project, and shall be extended till actual successful completion of the entire work and submission of the performance guarantee.
- III. The Contract Performance Security is intended to secure performance of the entire contract; it is not to be construed as limiting the damages under the performance guarantee clauses or other clauses in the tender document.
- IV. The performance guarantee will be returned to the successful bidder without interest at the end of the period mentioned in the tender, unless otherwise specified.
- V. The Bank Guarantee shall be issued from a Nationalized Indian Bank or Eligible Scheduled Bank and shall be acceptable to BSEDC only after verification by a competent authority.
- VI. The successful bidder, after receipt of LOA, shall execute the agreement within 30 days of award after furnishing the 10% Bank Guarantee. In case of delay, a 15-day notice will be given, after

which BSEDC may cancel the LOA after a further 15-day final notice, and forfeit the Earnest Money / Bid Guarantee.

27. Fraud and Corruption

It is BSEDC's policy to require bidders, suppliers, contractors and their sub-contractors to observe the highest standard of ethics during procurement and execution of contracts. For the purpose of this provision, the following terms are defined as follows:

- **Corrupt practice** is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.
- **Fraudulent practice** is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
- **Collusive practice** is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party.
- **Coercive practice** is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.
- **Obstructive practice** is deliberately destroying, falsifying, altering or concealing evidence material to an investigation, or making false statements to investigators to materially impede BSEDC's investigation, and/or threatening, harassing or intimidating any party; or acts intended to materially impede the exercise of the Employer's inspection and audit rights.

BSEDC will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract; will sanction a firm or individual, including declaring it ineligible either indefinitely or for a stated period; and will have the right to require provisions in the bidding documents and contracts permitting the Employer to inspect and audit accounts and records relating to bid submission and contract performance.

28. Change in Laws and Regulations

- I. If, after the date seven (07) days prior to the date of Bid Opening, any law, regulation, ordinance, order or by-law having the force of law is enacted, promulgated, abrogated or changed in India (including any change in interpretation or application by competent authorities) that subsequently affects the costs and expenses of the agency and/or the Time for Completion, the Contract Price shall be correspondingly increased or decreased, and/or the Time for Completion reasonably adjusted, to the extent the agency has thereby been affected.
- II. Such adjustments would be restricted to direct transactions between BSEDC and the agency and not to procurement of raw materials or intermediary components by the agency, for which BSEDC shall be the sole judge. Such additional or reduced costs shall not be separately paid or credited if already accounted for in the price adjustment provisions, where applicable.

29. Force Majeure

“Force Majeure” shall mean any event beyond the reasonable control of the Employer or the agency, which is unavoidable notwithstanding the reasonable care of the affected party, and shall include, without limitation:

- War, hostilities or warlike operations (whether war be declared or not), invasion, act of foreign enemy and civil war;
 - Rebellion, revolution, insurrection, mutiny, usurpation of government, conspiracy, riot and civil commotion;
 - Earthquake, landslide, volcanic activity, flood, cyclone or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster.
- I. Neither party shall be considered to be in default or breach of its obligations under the Contract to the extent that performance of such obligation is prevented by any circumstance of Force Majeure arising after the date of the Letter of Award.
 - II. If either party is prevented, hindered or delayed from performing any of its obligations by an event of Force Majeure, it shall notify the other in writing of the occurrence and circumstances within fourteen (14) days of such event.
 - III. The party giving such notice shall be excused from performance for so long as the relevant event of Force Majeure continues, and the Time for Completion shall be extended accordingly.

30. Termination

Termination for Employer’s Convenience

BSEDC may at any time terminate the Contract for extenuating reasons by giving the agency one month’s notice of termination. It is expressly understood that this clause is an enabling condition to be used in exceptional circumstances and shall not be resorted to in the ordinary course of business unless BSEDC has compulsion to terminate for convenience. Upon receipt of the notice of termination, the agency shall cease all further work (except work specified to protect executed parts), terminate all subcontracts (except those to be assigned to BSEDC), remove its equipment and personnel from site, and deliver to BSEDC the parts of the facilities executed up to the date of termination.

In the event of termination for convenience, BSEDC shall pay to the agency: the Contract Price properly attributable to the parts of the facilities executed as of the date of termination; the costs reasonably incurred in removal of equipment and repatriation of personnel; amounts payable to subcontractors in connection with termination; costs incurred in protecting the facilities and leaving the site clean and safe; and the cost of satisfying other good-faith obligations undertaken with third parties in connection with the Contract.

Termination for Agency’s Default

BSEDC, without prejudice to any other rights or remedies, may terminate the Contract forthwith by giving a notice of termination if: the agency becomes bankrupt or insolvent, has a receiving order issued against it, or (if a corporation) a winding-up resolution / order is made (other than for amalgamation or reconstruction); the agency assigns or transfers the Contract in violation of the tender; or the agency, in the judgment of BSEDC, has engaged in corrupt or fraudulent practices in competing for or executing the Contract.

BSEDC may also terminate if the agency: has abandoned or repudiated the Contract; without valid reason has failed to commence work promptly or has suspended progress for more than twenty-eight (28) days after written instruction to proceed; persistently fails to execute the Contract in accordance with its terms or neglects its obligations without just cause; or refuses or is unable to provide sufficient materials, services or labour to complete the facilities at rates of progress giving reasonable assurance of completion by the Time for Completion as extended — in which case BSEDC may give notice stating the nature of the default and requiring the agency to remedy the same.

31. Settlement of Disputes

- I. If any dispute of any kind whatsoever arises between BSEDC and the agency in connection with or arising out of the Contract — including any question regarding its existence, validity or termination, or the execution of the facilities, whether before or after termination — the parties shall seek to resolve such dispute, to the extent possible, amicably by mutual consultation.
- II. If the parties fail to resolve such dispute by mutual consultation at the execution-site level, the dispute shall be referred by the agency to the Project Manager, who, within thirty (30) days of being requested, shall give written notice of his decision.
- III. The decision / instruction of the Project Manager shall be deemed to have been accepted by the agency unless the agency notifies its intention to refer the matter to Arbitration within thirty (30) days of such decision / instruction.
- IV. In the event the Project Manager fails to notify his decision within thirty (30) days, the agency, if it intends to go for Arbitration, shall notify its intention within 30 days of expiry of the first period of thirty days, failing which it shall be deemed that there is no dispute or difference between the parties.
- V. In case of dispute or difference, if BSEDC intends to go for Arbitration, it shall notify such intention to the agency.

32. Arbitration

- I. All disputes in respect of which the decision of the Project Manager and/or BSEDC has not become final or binding shall be settled by arbitration as provided herein.
- II. The arbitration shall be conducted by three arbitrators — one each nominated by the agency and BSEDC, and the third appointed by both arbitrators in accordance with the Indian Arbitration and Conciliation Act, 1996 as amended. For this purpose, a panel of five arbitrators shall be provided by the Managing Director of BSEDC, from which BSEDC and the agency shall choose one each, and the third arbitrator shall be chosen by the two arbitrators from the same list. If either party fails to appoint its arbitrator within sixty (60) days of receipt of a notice invoking the arbitration clause, the arbitrator appointed by the party invoking arbitration shall become the sole arbitrator.
- III. The language of the arbitration proceedings, documents and communications shall be English. The arbitration shall be conducted in accordance with the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The venue of arbitration shall be Patna.
- IV. The decision of the majority of the arbitrators shall be final and binding upon the parties. In the event of any arbitrator dying, neglecting, resigning or being unable to act, the party concerned may nominate another arbitrator in place of the outgoing arbitrator.

- V. During settlement of disputes and arbitration proceedings, both parties shall be obliged to carry out their respective obligations under the Contract.

33. Annexures

Annexure-I — Bid Security (Bank Guarantee) Form

(To be submitted by the bidder along with the bid, from a nationalized or scheduled bank, in the specified format, on non-judicial stamp paper in the name of the issuing bank.)

In accordance with the invitation to bid against NIT No. BSEDC-03-04/2026-27, M/s _____, having its registered / head office at _____ (hereinafter called the bidder), wishes to participate in the said bid. We, _____ Bank, having our Head Office at _____, guarantee and undertake to pay immediately on demand by BSEDC the amount of Rs. 50,00,000/- (Rupees Fifty lakhs only) without any reservation, protest, demur or recourse. Any such demand made by BSEDC shall be conclusive and binding on us irrespective of any dispute raised by the bidder. This guarantee shall be irrevocable and shall remain valid up to and including _____ (sixty (60) days after the last date for which the bid is valid), and shall be extended on instruction from the bidder for such further period (not exceeding one year) as may be required. We hereby unconditionally agree that BSEDC has the power to invoke or encash this Bank Guarantee at any time during its validity.

Annexure-II — Self-Declaration

To,
Managing Director
Bihar State Electronics Development Corporation Ltd.,
BELTRON Bhawan, Shastri Nagar, Patna – 800023 (Bihar)

In response to invitation No. BSEDC-03-04/2026-27 dated 30-06-2026, I / We hereby declare that our agency has an unblemished past record and was not declared ineligible for corrupt or fraudulent practices, either indefinitely or for a particular period, by any Govt. / Pvt. agency. I / We also declare that there has not been any cancellation of any examination / test attributable to fault / laxity on our part by any court of law and/or enquiry commission / report.

Signature of Witness

Signature of the Tenderer

Date:

Date:

Place:

Company Seal:

Annexure-III — Representative Authorization Letter

To,
Managing Director
Bihar State Electronics Development Corporation Ltd.,
BELTRON Bhawan, Shastri Nagar, Patna – 800023 (Bihar)

Ms./Mr. _____ is hereby authorized to sign relevant documents on behalf of the agency in dealing with invitation reference No. BSEDC-03-04/2026-27 dated 30-06-2026. He/She is also authorized to attend meetings and submit general & commercial information as may be required in the course of processing the said application.

Authorized Signatory / Representative Signature — Signature attested — Company Seal

Annexure-IV — Acceptance of Terms & Conditions

To,
 Managing Director
 Bihar State Electronics Development Corporation Ltd.,
 BELTRON Bhawan, Shastri Nagar, Patna – 800023 (Bihar)

I have carefully gone through the Terms & Conditions contained in RFP Document No. BSEDC-03-04/2026-27 dated 30-06-2026. I declare that all the provisions of this RFP / Tender Document are acceptable to my agency. I further certify that I am an authorized signatory of my agency and therefore competent to make this declaration.

Signature of Witness

Signature of the Tenderer

Date / Place:

Company Seal

Annexure-V — Brief Vendor Profile

S. No.	Particulars	Details
1	Name of the Firm / Agency	
2	Year Established	
3	Address of Office	
4	Telephone No.	
5	Fax No.	
6	E-mail Address	
7	Website	
8	No. of years of proven experience providing similar services in India	
9	Annual turnover in the last 3 years ending FY 24-25	
10	Whether net worth is positive in the previous 3 years (Y/N) up to FY 24-25	

Annexure-VI — Price Bid

[IMPORTANT: The Financial Bid shall be submitted only in the electronic format. It shall NOT be submitted in hard copy or as part of the Technical Bid.]

We, the undersigned _____ [name of the Bidder], having read, examined and understood in detail the RFP for NIT No. BSEDC-03-04/2026-27, hereby submit our Financial Bid, strictly in accordance with the RFP without any deviation or condition. The price quoted clearly mentions the total cost (basic cost, GST, and any other taxes / duties / levies).

Sl.	Description	UoM	Unit Price (excl. GST) per second	GST %	Unit price with GST
A	B	C	E	F	
1	Incoming calls at Toll-Free No. (per second; total call- seconds; pulse rate = 1 second)	Second			

Note: BSEDC reserves the right to increase or decrease the toll-free call volume as per actual use and requirement, and payment shall be made as per actual use of services. There shall be no cap on monthly toll-free usage. All rental or any other charges should be included in it. No extra payment will be done apart from it.

Annexure-VII — Guarantee Declaration Form

I / We, the undersigned, do hereby declare and confirm that the works to be executed by us will be as per the RFP and the requirement of BSEDC and the Department of Information Technology, Government of Bihar. If any deviation regarding quality of work or any other work is found, I / We shall take full liability and compensate BSEDC.

Place / Date:

Signature of the Proposer with Seal

Annexure-VIII — Performance Security Form

We refer to the Contract signed on _____ between BSEDC (the Employer) and M/s _____ (the Contractor) concerning the provisioning of Toll-Free Number Services for the Unified Citizen Helpline, Government of Bihar. We, the undersigned _____ (issuing bank), do hereby irrevocably guarantee payment to the Employer up to ten percent (10%) of the Contract Price until sixty (60) days beyond the scheduled completion period, extendable until actual successful completion of the entire work. We undertake to make payment under this Letter of Guarantee upon receipt of the Employer's first written demand declaring the Contractor to be in default, without cavil or argument, and without the right of the Contractor to dispute such demand. Our liability under this Bank Guarantee shall not exceed Rs. ___/-.

Annexure-IX — Pre-Contract Integrity Pact

This Pre-Contract Integrity Pact is made between BSEDC (the "BUYER"), acting through its designated officer, and M/s _____ (the "BIDDER/Seller"). The pact is entered into to avoid all forms of corruption by following a fair, transparent system free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract.

Commitments of the BUYER: No official of the BUYER will demand, take a promise for, or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit from the BIDDER in exchange for an advantage in the bidding process, evaluation, contracting or implementation. The BUYER will treat all BIDDERS alike and provide the same information to all; officials will report any attempted or completed breach of these commitments.

Commitments of the BIDDER: The BIDDER commits to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or any pre-contract / post-contract stage. The BIDDER will not offer any bribe, gift, consideration, reward, favour, commission, fees, brokerage or inducement to any official of the BUYER. The BIDDER shall disclose any payments made to agents / brokers / intermediaries; shall not collude with other parties to impair transparency; shall not misuse information provided by the BUYER; and shall disclose any relationship with officers of the BUYER as defined under the Companies Act.

Earnest Money / Security Deposit: While submitting the bid, the BIDDER shall deposit an amount of Rs. 50,00,000/- as Earnest Money / Security Deposit with the BUYER, through a Bank Guarantee/ Online in favour of Bihar State Electronics Development Corporation Ltd., or any other approved mode. No interest shall be payable on the EMD / Security Deposit for the period of its currency.

Sanctions for Violations: Any breach of the provisions by the BIDDER shall entitle the BUYER to call off pre-contract negotiations, forfeit the EMD / Security Deposit / Performance Bond, cancel the contract if already signed, recover sums already paid with interest, debar the BIDDER from future bidding for a minimum period of five years, and take such other actions as provided in this Pact and applicable law (including the Prevention of Corruption Act, 1988).

Independent Monitors: The BUYER may appoint Independent Monitors, in consultation with the Central Vigilance Commission, to review independently and objectively the compliance of the parties with the obligations under this Pact. The Monitors shall have the right to access all documents relating to the procurement.

Validity: The validity of this Integrity Pact shall be from the date of signing and shall extend up to 5 years or the complete execution of the contract to the satisfaction of both parties, including warranty

period, whichever is later. If the BIDDER is unsuccessful, this Pact shall expire after six months from the date of signing of the contract.

Annexure-X — Format of Covering Letter for Submission of Bid

[On the official letterhead of the Bidder]

To,
Managing Director
Bihar State Electronics Development Corporation Ltd.,
BELTRON Bhawan, Shastri Nagar, Patna – 800023 (Bihar)

We, the undersigned _____ [name of the Bidder], having read, examined and understood in detail the RFP for NIT No. BSEDC-03-04/2026-27, hereby submit our bid comprising Technical and Financial bids. We give our unconditional acceptance to the RFP including all its instructions, terms and conditions and formats. We undertake that we fulfil the Eligibility Criteria stipulated in the RFP. We have enclosed a Bid Security of Rs. 50,00,000/- in the form of Bank Guarantee No. _____ dated _____./ Online Payment. We have submitted our Financial Bid strictly as per the terms and formats of the RFP, without any deviation. We confirm that there are no litigations or disputes against us which materially affect our ability to fulfil our obligations under the RFP, and that we are not currently blacklisted by any Govt. organization or regulatory agency.