



REQUEST FOR PROPOSAL (RFP)

For

Selection of a Third Party Auditor (TPA)

For

**Unified Citizen Helpline
(Sahyog Helpline)**

RFP Reference No.: NIT/BSEDC/03-08/2026-27

Dated: - 21/07/2026

Issued by

**Bihar State Electronics Development Corporation Limited
(A Government of Bihar Undertaking)**

BELTRON Bhawan, Shastri Nagar, Patna – 800023, Bihar

Disclaimer

This Request for Proposal (“RFP”) is issued by BSEDC (hereinafter the “Purchaser” / “Client”) solely to assist prospective bidders in the preparation and submission of their proposals. This document does not constitute an offer, agreement, or commitment of any kind on the part of the Purchaser.

While this RFP has been prepared in good faith, it is not exhaustive and does not purport to contain all the information that a bidder may require. The Purchaser, its employees, and advisors make no representation or warranty, express or implied, as to the accuracy, reliability, or completeness of the information contained herein. Each bidder should conduct its own independent assessment, investigation, and analysis and seek its own professional advice before submitting a proposal.

The Purchaser reserves the right to modify, amend, add to, or withdraw any of the terms and conditions of this RFP at any time without assigning any reason and without any liability whatsoever. The Purchaser also reserves the right to reject any or all proposals, or to annul the selection process at any stage, without incurring any liability or obligation to inform the affected bidder(s) of the grounds for such action.

The information provided in this RFP is provided on an “as-is” basis. By downloading and/or submitting a proposal in response to this RFP, the bidder is deemed to have accepted the terms of this Disclaimer in full.

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1. Fact Sheet (Key Information & Critical Dates)

The following fact sheet summarises the critical information and dates for this procurement. In case of any conflict between the fact sheet and the detailed clauses of this RFP, the detailed clauses shall prevail. All highlighted fields are to be finalised by the Purchaser before issue.

S. No. / Item	Details
Name of the Purchaser	Bihar State Electronics Development Corporation (BSEDC)
RFP Reference Number	NIT/BSEDC/03-08/2026-27 Dated: - 21/07/2026
Title of Assignment	Selection of a Third Party Auditor (TPA) For Unified Citizen Helpline (Sahyog Helpline)
Method of Selection	Quality-and-Cost Based Selection (QCBS), Technical : Financial = 70 : 30
Mode of Bid Submission	Online (e-Procurement), in a two-cover system – (i) Technical Bid and (ii) Financial Bid
Cost of RFP Document (non-refundable)	10,000/-
Earnest Money Deposit (EMD) / Bid Security	4,00,000/-
Pre-Bid Meeting	29/07/2026 at 12:00 hrs, Venue: BELTRON Bhawan, Patna / Online
Last Date for Seeking Clarifications	28/07/2026 by 16:00 hrs
Last Date & Time for Bid Submission	11/08/2026 by 15:00 hrs
Date & Time of Opening of General cum Technical Bids	12/08/2026 by 16:00 hrs
Opening of Financial Bids	To be intimated to technically qualified bidders
Bid Validity Period	180 (One Hundred Eighty) days from the last date of bid submission
Period of Engagement	- Unified Citizen Helpline (Sahyog Helpline): 29 Months Full Time 02 months of Implementation Support 24 months of O&M support 03 months of Exit Management Support Engagement is extendable as per Clause 11.1
Performance Security	10% of the total contract value, valid for the contract period plus 60 days
Payment Terms	- Milestone Basis during Implementation Period – 02 months - Monthly Basis during O&M Period – 24 months - Monthly Basis during Exit Management – 03 months
Consortium/JV/Sub-contracting	Not-Permitted

2. Notice Inviting Proposal

BSEDC, Government of Bihar, invites online proposals from eligible and experienced agencies for the selection of a Third Party Auditor (TPA) for:

(i) Unified Citizen Helpline (Sahyog Helpline)– 29 months,

Interested bidders meeting the eligibility criteria may submit their proposals online through the e-Procurement portal on or before the last date and time of submission. Proposals received after the deadline, or not accompanied by the prescribed RFP document fee and EMD, are liable to be rejected.

This RFP document can be downloaded from the e-Procurement portal <https://eproc2.bihar.gov.in>. Any addendum / corrigendum issued shall be hosted only on these portals; bidders are advised to check them regularly.

3. Background and Project Context

3.1 About the Purchaser

BSEDC, Government of Bihar is driving a state-wide programme of digital transformation and citizen-centric service delivery. As part of this programme, the Government is strengthening the **Unified Citizen Helpline (Sahyog Helpline)** and requires specialised domain expertise to support their implementation, execution, contract management, rollout, monitoring, and steady-state operations.

3.2 About the Unified Citizen Helpline (Sahyog Helpline)

The Unified Citizen Helpline (Sahyog Helpline) is envisaged as a single, citizen-facing telephony and grievance-redressal channel that consolidates the State's multiple existing helplines into a unified contact centre. The objective is to provide citizens a simple, single point of contact for information, service requests, and grievances across departments, with end-to-end tracking and time-bound resolution.

A separate System Integrator (SI)/Implementation Agency for the Unified Citizen Helpline (Sahyog Helpline) is already selected by the Department. The selected TPA shall independently review and monitor the system implementation carried out by the SI, conduct User Acceptance Testing (UAT), validate readiness for Go-Live, provide oversight and support during the Operations & Maintenance (O&M) and Exit Management phases, and perform all other roles and responsibilities as specified in the Scope of Work section.

Indicative features of the Unified Citizen Helpline (Sahyog Helpline) includes:

- A unified Public Contact / Call Centre receiving calls, IVR inputs, SMS, web and app-based requests at a single point, with intelligent routing to the concerned department.
- Integration with the State public-grievance redressal system and with BiharOne for service requests, status updates, and closure.
- Multi-channel support (voice, IVR, callback, SMS, Chat) in Hindi, English, and regional languages, with provisions for accessibility and inclusion.
- Agent workflow management, knowledge base, ticketing, escalation matrix, quality monitoring, and MIS / dashboards for senior leadership including CM-level review.
- Defined service levels for call answering, first-call resolution, grievance acknowledgement, and time-bound disposal.

3.3 Need for TPA

The project requires continuous, embedded domain expertise– distinct from the system integrators / vendors building the platforms – to represent the Government's interest, oversee design and rollout, validate vendor deliverables, manage operations, and ensure that contact-centre and application outcomes meet citizen and policy expectations. Accordingly, the Purchaser intends to engage, through the selected Agency, the following expert on the below mentioned duration:

- (i) Unified Citizen Helpline (Sahyog Helpline)– 29 months
 - a. Milestone Basis during Implementation Period – 02 months
 - b. Monthly Basis during O&M Period – 24 months
 - c. Exit Management Period – 03 Months

3.4 Objective of this RFP

The objective of this RFP is to select an Agency as a Third-Party Auditor (TPA) to provide independent oversight, monitoring, validation, and advisory support for the Unified Citizen Helpline (Sahyog Helpline) Project. The selected Agency shall support BSEDC throughout the project lifecycle, including:

- (i) Review and validation of project deliverables during the implementation phase.
- (ii) Support for User Acceptance Testing (UAT), Go-Live readiness assessment, and deployment validation.
- (iii) Review of reports, milestones, and deliverables for audit, governance, and payment certification purposes.
- (iv) Monitoring of system performance, SLA compliance, and vendor obligations during Operations & Maintenance (O&M).
- (v) Support for transition, knowledge transfer, and Exit Management activities to ensure smooth project closure and continuity of services.

4. Resource Profile and Minimum Requirement

4.1 Resource Profile

The Agency shall deploy the below mentioned full-time expert for the **Unified Citizen Helpline (Sahyog Helpline)**.

S. No.	Project	Resource / Role	No. of Resource	Duration
1	Unified Citizen Helpline (Sahyog Helpline)	Call Centre Expert	1	29 months
Total			1	

Note-

- The tender is for deployment of one (01) resource; however, the Agency shall be responsible for appointing a Manager or equivalent personnel to oversee and supervise the work of the deployed consultant. Any cost associated with such managerial or

supervisory role shall be deemed included in the quoted financials for the consultant and no additional payment shall be made on this account.

- The Agency shall propose for the position, a named candidate whose CV meets the minimum qualifications below shall be submitted in the prescribed format (Annexure). The Purchaser reserves the right to interview proposed candidates and to reject any candidate not meeting the requirements.

4.2 Minimum Qualification Requirements

Parameter	Minimum Requirement
Education	BE/ B.TECH (IT/ECE/ CS)/ MCA
Total Experience	Minimum 5 years of experience in contact center operations, of which at least 3 years in a managerial role.
Domain Experience	Hands-on experience in contact-centre design and operations – IVR, ACD, WFM, CRM / ticketing, SLA / KPI management, quality and training; experience with Government / citizen-services / emergency-response or large-scale helpline programmes is strongly preferred.
Key Skills	SLA / KPI framework, telephony & CTI concepts, workforce planning, MIS & dashboards, agent training & QA, multi-channel (voice / IVR / chat / WhatsApp) operations.
Language	Proficiency in Hindi and English; ability to work in the local context of Bihar.
Certification	ITIL foundation/ Any Telephony Certificate

Note - The Agency shall replace any deployed resource within 15 days if found unsuitable by BSEDC, with a candidate of equal or higher qualification, at no additional cost.

5. Scope of Work

5.1 Indicative Scope

This resource is dedicated solely to the Unified Citizen Helpline (Sahyog Helpline) and shall help during implementation and O&M phase. The scope below applies to this resource only but not limited to.

5.1.1 Implementation Support

- Review the overall project plan, timelines, implementation strategy, and coordination framework.
- Monitor development and implementation progress to ensure adherence to approved SRS/FRD, design documents, timelines, and quality standards.
- Coordinate integration of the contact centre with relevant systems, including grievance redressal platforms.

5.1.2 Infrastructure Assessment

- Review High-Level Design (HLD) and Low-Level Design (LLD) documents to ensure scalability, performance, security, and integration readiness.

- Assess overall infrastructure readiness and alignment with best practices and project requirements.
- 5.1.3 Contract Management & Vendor Oversight**
- Review and validate Software Requirement Specifications (SRS) and Functional Requirement Documents (FRD) to ensure completeness, clarity, and alignment with RFP requirements.
 - Review vendor performance, compliance with contractual obligations, reporting standards, and escalation mechanisms.
 - Support audit and governance requirements.
 - Review and certify delivery acceptance of all project components against RFP specifications, bid commitments, and defined acceptance criteria.
- 5.1.4 Audit & Governance Activities**
- Review and validate the delivery of hardware, software, and system components as per RFP and bid requirements, including Post-Delivery Acceptance (PDA).
 - Ensure all supplied equipment and systems meet approved specifications, quality standards, and contractual obligations.
 - Oversee compliance with governance frameworks and audit requirements.
- 5.1.5 Delivery Support**
- Review and validate delivery and installation progress of all components.
 - Ensure alignment with approved project timelines and milestones.
 - Support issue tracking and resolution during implementation.
- 5.1.6 Go-Live Support**
- Oversee User Acceptance Testing (UAT), including validation of test cases, participation in UAT cycles, and defect tracking.
 - Ensure closure of all issues prior to go-live.
 - Support and validate Go-Live readiness, including system stability, operational readiness, agent preparedness, and training completion.
- 5.1.7 SLA Management & Performance Monitoring**
- Define, implement, and monitor Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) as per the RFP
 - Conduct periodic reviews of agency performance against defined benchmarks.
- 5.1.8 Operations & Maintenance (O&M)**
- Monitor ongoing Operations & Maintenance (O&M) activities, including system uptime and issue resolution timelines.
 - Oversee change requests, enhancements, and continuous service improvements during the contract period.
- 5.1.9 Payment Recommendations**
- Review deliverables and milestones achieved for certification of payments.
 - Provide recommendations for release of payments based on compliance with contractual terms and acceptance criteria.
- 5.1.10 Security & Compliance**
- Ensure adherence to security standards, data protection requirements, and regulatory compliance.
 - Support security audits and compliance assessments as required.
- 5.1.11 Contact Centre Operations & Optimization**
- Advise on design and optimization of the contact centre operating model (IVR, call routing, queue management etc.).
 - Develop and standardize Standard Operating Procedures (SOPs).

- Oversee training programs, quality assurance processes, call audits, and surveys.

5.1.12 MIS, Analytics & Reporting

- Analyze call data and grievance trends to generate actionable insights.
- Prepare MIS reports for operational monitoring, departmental review, and leadership decision-making.

5.1.13 Capacity Planning & Continuity

- Support capacity planning and workforce forecasting.
- Ensure readiness for Business Continuity Planning (BCP) and Disaster Recovery (DR), including peak load and emergency handling.

5.2 Deliverables and Reporting

The expert shall produce, at a minimum, the following deliverables. The agency shall ensure their timely submission and maintain the required quality standards.

Deliverable	Frequency / Timeline
Inception & deployment confirmation (resource joined, work plan)	Within 15 days of contract signing
Weekly / Monthly progress Status	Weekly/ Monthly/ as per the BSEDC requirement
Milestone wise Progress Report	As per the mentioned timelines/ as per the BSEDC requirement

Expert shall report functionally to the BSEDC, while administrative and HR responsibility (payroll, statutory compliance, leave management) shall remain with the Agency.

5.3 Work Location, Working Hours and Leave

- Primary work location: Patna / Purchaser's premises / project office, with travel within Bihar as required.
- Working days / hours as per the Purchaser's office norms and as per the project requirements.
- Leave shall be managed by the Agency; a substitute of equivalent qualification must be provided for any absence exceeding 5 working days to avoid disruption.

6. Evaluation Methodology

Proposals will be evaluated using the Quality-and-Cost Based Selection (QCBS) method with a weightage of 70% to the Technical proposal and 30% to the Financial proposal.

6.1 Evaluation Stages

1. **Preliminary / Responsiveness:** Bids shall be checked for RFP fee, EMD, completeness, and signatures. Non-responsive bids shall be rejected.
2. **Eligibility / Pre-Qualification:** Bids shall be evaluated on the basis of Pre-Qualification Criteria. Only those bidders who successfully meet the pre-qualification criteria shall be deemed eligible and shall proceed to the subsequent stages of evaluation.
3. **Technical Evaluation:** A bidder must score at least **70** out of 100 to be technically qualified.

4. **Financial Evaluation:** Financial bids of only technically qualified bidders shall be opened.
5. **Combined QCBS Scoring:** Final ranking; the highest-ranked (H1) bidder will be recommended for award.
6. The evaluation of bids shall be carried out by the Tender cum Procurement Committee (TCPC) constituted by the Purchaser. The decision of the TCPC regarding qualification and selection of the bidder shall be final.

6.2 Eligibility of the Bidding Agency (Pre-Qualification)

The bidder must meet all of the following criteria. Supporting documents (as indicated) must be submitted with the Technical Bid. Bids not meeting any criterion are liable to be rejected.

No.	Criterion	Documents Required
1	The bidder should be registered firm/company/partnership/ LLP in India. – Registered in India for past 7 Years as on 31- 03-2026	Certificate of Incorporation / Registration; PAN; GST registration
2	Average annual turnover of at least INR 50 Crore over the last three financial years (FY 2022-23, 2023-24, 2024-25).	CA certificate and Audited balance sheet with proper UDIN no.
3	The bidder must be profitable (positive net worth) in the last three financial years. (FY 2022-23, 2023-24, 2024-25).	CA certificate and Audited balance sheet with proper UDIN no.
4	The bidder should have experience in directly providing Project Management Consultancy (PMC) or TPA services for a contact center or similar service with at least 50 seats to Central/ State Government departments or Public Sector Undertakings (PSUs) in India during the last five (5) years from the date of issuance of this RFP. ○ 1 Project of value atleast Rs. 73 lakhs. Or ○ 2 Projects of value atleast Rs. 46 lakhs each. Or ○ 3 Projects of value atleast Rs. 36 lakhs each.	Work orders + completion / ongoing certificates from the client/ Client Satisfaction Certificate
5	The bidder must not be blacklisted / debarred by any Central / State Government, PSU, or statutory body as on the bid-submission date.	Self-declaration on letterhead

No.	Criterion	Documents Required
6	The bidder must possess a valid PF, ESI, and Labour-law registration and be compliant with statutory obligations.	Registration certificates of PF, ESI and Labour Department
7	The bidder must furnish the prescribed RFP document fee and EMD, and accept the terms of this RFP unconditionally.	Proof of payment + signed RFP/ Self declaration
8	The bidder must have 20+ resources with call centre technology experience as PMU or TPA.	Self-declaration from HR
9	Bidder must have following Certifications: 1. IS/ISO 9001:2015 2. CMMi Level 5	Certifications
10	The bidder must ensure that the deployed resource is on the bidder's payroll.	HR certificate

6.3 Technical Evaluation Criteria (100 Marks)

S.no	Criteria	Total Marks	Documentary Evidence
Average Annual Turnover: 15			
1	Average Annual Turnover over the last three financial years –2022-23, 2023-24, 2024-25 >200 Cr: 15 marks >100 Cr & <=200 Cr: 12 marks >= 50 Cr & <=100 Cr: 10 marks	15	Statutory Auditor Certificate providing the Turn-over details for the last three financial years with proper UDIN no.
Company should be registered in India: 10			
2	Company should be registered in India > 7 years & <=10 years : 5 marks >10 years : 10 marks	10	
Project Experience: 30			
3	The bidder should have experience in directly providing Project Management Consultancy (PMC) or TPA services for a contact center or similar service with at least 50 seats to Central/State Government departments or Public Sector Undertakings (PSUs) in India during the last five (5) years from the date of issuance of this RFP. o 15 marks for 1 Project of value atleast Rs. 73 lakhs. Or	30	Work orders + completion / ongoing certificates from the client/ Client Satisfaction Certificate

S.no	Criteria	Total Marks	Documentary Evidence
	2 Projects of value atleast Rs. 46 lakhs each. Or 3 Projects of value atleast Rs. 36 lakhs each. Additional Marks: 15 Marks (5 marks per additional assignment, subject to a maximum of 3 assignments) for experience in providing PMC/TPA services for contact centers or similar services with a minimum seating capacity of 50 seats for Central/State Government Departments or PSUs.		
Experience in Bihar: 10			
4	Experience in Bihar (Government Consulting Assignments): 1–3 assignments: 5 Marks More than 4 and up to 6 assignments: 8 Marks 7 and above assignments: 10 Marks	10	Work orders + completion / ongoing certificates from the client/ Client Satisfaction Certificate
Approach and Methodology: 25			
5	Understanding of Requirements & Approach Assessment of bidder's understanding of project objectives, challenges, mitigation plan, proposed methodology for implementation and operations monitoring and Work Plan.	25	Presentation
Key Expert qualifications and competence for the Assignment (The proposed expert shall be deployed on-site.) – 10 Marks			
6	Call Center Expert Years of experience: - 5 to 7 years – 3 mark; - More than 7 years - 5 marks No. of Projects in Govt. Sector in call center: - 3 projects - 3 mark - More than 3 projects – 5 marks	10	CV

6.4 Financial Evaluation

The lowest evaluated financial bid (Fmin) is awarded the maximum financial score of 100. Other bidders receive a financial score (Sf) computed as:

Sf = 100 × (Fmin / F), where F is the bidder's evaluated price.

6.5 Combined (QCBS) Score

The combined score (S) for each bidder is computed as:

$$S = (St \times 0.70) + (Sf \times 0.30)$$

where St = technical score (normalised to 100) and Sf = financial score. The bidder with the highest combined score (H1) shall be invited for award of contract. In case of a tie, the bidder with the higher technical score shall be preferred.

7. Price and Terms of Payment

1. The deployment of the resource shall be full time for the complete project tenure.
2. Payments shall be made on a milestone basis during the implementation phase and on a monthly basis during the O&M and Exit Management phase.
3. The Agency shall quote as per the Financial Bid (Annexure). The quoted rate shall be inclusive of the resource's remuneration, statutory contributions (PF, ESI, bonus, gratuity as applicable), the Agency's management / service charge, and all overheads. GST shall be shown separately and paid extra at actuals.
4. The tender is for deployment of one (01) resource; however, the Agency shall be responsible for appointing a Manager or equivalent personnel to oversee and supervise the work of the deployed consultant. Any cost associated with such managerial or supervisory role shall be deemed included in the quoted financials for the consultant and no additional payment shall be made on this account.
5. Payments shall be made by BSEDC upon the successful completion of agreed milestones/deliverables, subject to the submission of invoices and acceptance/sign-off of deliverables through a proper completion report, along with attendance records.
6. BSEDC reserves the right to extend the timelines of any milestone at its discretion. In such cases, the associated financials for the respective milestone(s) shall be extended proportionately, without altering the agreed rates, unless otherwise mutually agreed in writing.
7. No payment shall be made for any period during which a resource was not deployed, or for unapproved absence not covered by an equivalent substitute.
8. Quoted rates shall remain firm and fixed for the entire duration of the project. Any annual escalation, if permitted, shall be as per the mutual agreement during the extension period.
9. All payments are subject to deduction of TDS and other statutory levies as applicable.
10. The Payment Milestone during the implementation period shall be as follows:

Where T = Issuance of LOI/ LOA/ Work Order

Milestone	Timeline	TPA Activities	Payment (%)
FAT Recommendation /Acceptance Recommendation Report submitted and accepted by BSEDC	T+ 3 weeks	Review and validate FAT execution and results. Verify compliance with approved SRS/FRD, RFP requirements, and acceptance criteria. Submit FAT Recommendation /Acceptance Recommendation Report to BSEDC.	FAT Recommendation /Acceptance Recommendation by TPA – 40% of Implementation Cost

8. Tenure of The Project

The tenure of the project shall be 29 months, comprising the following phases:

- a. Implementation Period – 02 months (Milestone-based payments)
- b. Operations & Maintenance (O&M) Period – 24 months (Monthly-based payments)
- c. Exit Management Period – 03 months (Monthly-based payments)

In the event of an extension of the O&M **period**, the **Exit** Management period shall also be extended accordingly and shall commence upon completion of the extended O&M period.

9. Price Schedule

Sl. No.	Phase	Duration	Unit	No of Resources
1	Resource for Implementation Phase	2 months	One Time	1
2	Resource for O&M Phase	24 months	Per Month	1
3	Resource for Exit Management Phase	3 months	Per Month	1

- The bidder shall quote prices separately for each phase as per the guidelines below, inclusive of all applicable taxes and duties. Failure to comply with the prescribed limits may result in rejection of the bid:
 - ✓ Maximum 10% of the total project value shall be quoted for the Implementation Phase.
 - ✓ Maximum 80% of the total project value shall be quoted for the Operations & Maintenance (O&M) Phase. O&M payment shall be equally distributed across 24 monthly invoices.
 - ✓ Maximum 10% of the total project value shall be quoted for the Exit Management Phase.
- During the Implementation Phase, the bidder shall provide support from project initiation until the successful Go-Live of the project, in accordance with the Scope of Work defined in this RFP. This shall include review and validation of project deliverables, design documents, infrastructure readiness, integration activities, User Acceptance Testing (UAT), defect resolution tracking, Go-Live readiness assessment, and issuance of recommendations for Go-Live. The Operations & Maintenance (O&M) phase shall commence only after the successful Go-Live of the project.
- During the Operations & Maintenance (O&M) Phase, the bidder shall provide ongoing monitoring, audit, validation, and advisory support to ensure compliance with contractual obligations, Service Level Agreements (SLAs), Key Performance Indicators (KPIs), security requirements, and operational performance standards. The bidder shall review performance reports, monitor service delivery, validate change requests and enhancements, support governance and audit activities, and provide recommendations for continuous improvement throughout the O&M period.
- During the Exit Management Phase, the bidder shall support the orderly transition and closure of the project. This shall include review and validation of knowledge transfer activities, handover of project assets, documents and data, verification of contractual

obligations, assessment of service continuity arrangements, and certification of exit readiness to ensure a smooth transition without disruption to services.

10. Instructions to Bidders

The bidder shall carefully examine all sections of the RFP and shall be deemed to have obtained all necessary information.

Submission of a proposal shall be considered as acknowledgement that the bidder has fully understood the requirements contained in this RFP

10.1 Compliant Proposals / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements may render the Proposal non compliant and the Proposal may be rejected. Bidders must:
 - Include all documentation specified in this RFP
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - Comply with all requirements as set out within this RFP

10.2 Code of integrity

No official of a procuring entity or a bidder shall act in contravention of the codes which includes

- a. Prohibition of
 - i. making offer, solicitation or acceptance of bribe, reward, or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - ii. any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
 - iii. any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness, and the progress of the procurement process.
 - iv. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - v. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract, which can affect the decision of the procuring entity directly or indirectly.
 - vi. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - vii. obstruction of any investigation or auditing of a procurement process.
 - viii. making false declaration or providing false information for participation in a tender process or to secure a contract.
- b. disclosure of conflict of interest.

c. Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, concludes that a bidder or prospective bidder, as the case maybe, has contravened the code of integrity, may take appropriate measures.

d. Bidders and their representatives must maintain the highest ethical standards during the selection process. If BSEDC finds that a bidder has engaged in any corrupt, fraudulent,

coercive, undesirable, or restrictive practice, it may reject the bid and forfeit the Bid Security or Performance Security as compensation for the time, cost, and effort spent on the RFP evaluation process.

e. If a bidder/System Integrator is found to have engaged in any corrupt, fraudulent, coercive, undesirable, or restrictive practice during the bidding process or at any stage after the issuance of the Letter of Intent (LoI) or execution of the contract, BSEDC reserves the right to debar the bidder/System Integrator from participating in its future tenders, without prejudice to any other rights, remedies, or actions available to BSEDC under the contract or applicable law.

f. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

A **corrupt practice** includes:

- Offering, giving, receiving, or soliciting anything of value to improperly influence anyone involved in the bid selection process.
- Hiring, engaging, or offering employment to a BSEDC official connected with the project/bidding process within one year of their leaving BSEDC service.
- Engaging any person who is or has been a legal, financial, or technical consultant/advisor to BSEDC for the project, in relation to matters connected with that project, bid, or agreement.
- “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process.
- “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process.
- “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by BSEDC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

10.3 Pre-Bid Meeting & Clarifications

10.3.1 Pre-bid Meeting

- BSEDC shall hold a pre-bid meeting with the prospective Bidders on 29.07.2026 (12:00 PM) at BELTRON Bhawan, Patna-23.
- The Bidders will have to ensure that their queries for pre-bid meeting should reach the point of contact (Nodal Officer) Mrs. Sanjivani, BELTRON Bhawan, at sanjivani@bihar.gov.in in the prescribed format on or before 28.07.2026 (16:00 PM)
- The queries should necessarily be submitted in the following format*:

#	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification
1.	-----	-----	-----
2.	-----	-----	-----
3.	-----	-----	-----
4.	-----	-----	-----
5.	-----	-----	-----

*To be submitted in editable MS Excel file format only.

- BSEDC shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the BSEDC.

10.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- 1) BSEDC will endeavour to provide timely response to all queries. However, BSEDC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does BSEDC undertake to answer all the queries that have been posed by the Bidders.
- 2) BSEDC reserves the right to amend or modify the RFP document at any time prior to the deadline for submission of bids, either on its own initiative or in response to a clarification sought by a prospective bidder, through the issuance of one or more corrigenda.
- 3) The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the <https://eproc2.bihar.gov.in> or may be mailed to all participants of the pre-bid conference.
- 4) Any such corrigendum shall be deemed to be incorporated into this RFP
- 5) To provide prospective Bidders reasonable time for taking the corrigendum into account, the BSEDC may, at its discretion, extend the last dates for the receipt of Proposals.

10.4 Key instructions of the bid

10.4.1 Right to Terminate the Process

- a. BSEDC may terminate the RFP process at any time and without assigning any reason. BSEDC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by the BSEDC. The Bidder's participation in this process may result BSEDC selecting the Bidder to engage towards execution of the subsequent contract.

10.4.2 RFP document fees

The Bidder will download the RFP document(s) from the website <https://eproc2.bihar.gov.in>. The bid fee of ₹ 10000/- should be deposited online through Internet payment gateway (Credit/ Debit Card), Net banking, NEFT/RTGS.

10.4.3 Tender processing fees

A one-time tender processing fee of ₹ 5900/- and Applicable Taxes (INR 900 only) is mandatorily to be paid online through Internet payment gateway (Credit/ Debit Card), Net banking, NEFT/RTGS.

10.4.4 Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG)

- i. Bidders shall submit an EMD of Rs. 4,00,000/-, either through online mode or through Bank Guarantee and should be valid for 6 months from the due date of the RFP.
- ii. EMD of unsuccessful bidders will be refunded within 2 months of notification. For the successful bidder, EMD will be refunded after submission of a Performance Bank Guarantee (PBG) equal to 10% of the bid value. The PBG must be submitted within 15 days of receiving the Letter of Intent (LoI) and remain valid for 31 months from the LoI date.

- iii. The EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
- iv. Proposals not accompanying the EMD or containing EMD with infirmity (ies) (relating to the amount or validity period etc.), mentioned above, shall be summarily rejected.
- v. The EMD may be forfeited in the event of
 - a. A Bidder withdrawing its bid during the period of bid validity.
 - b. A successful Bidder fails to sign the subsequent contract in accordance with this RFP.
 - c. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.
 - d. A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers

10.4.5 E-Procurement Process related instructions

Submission of Proposals (Through electronic mode only)

- Bids must be submitted **online only** through <https://eproc2.bihar.gov.in>.
- A valid **Class II/III DSC** and portal registration are mandatory.
- All required documents and certificates must be **uploaded and digitally signed**.
- Documents must be attached in the **prescribed e-form locations**; otherwise, the bid may be rejected.
- Tender Fee must be paid through **online payment modes only**.
- EMD can be paid **online or through a Bank Guarantee (BG)**.
- If EMD is submitted through BG, the **original hard copy** must reach the authority before bid opening.
- BSEDC is not responsible for delays due to internet, network, or payment issues.
- Tender opening will be conducted **online only**.
- Corrigenda and date extensions will be published only on the **e-Procurement portal**.
- E-tendering support is available through the designated **Helpdesk**.
- For support related to e-tendering process, bidders may contact at following address:

E- Procurement Helpdesk Address:

Toll Free No.: 1800 572 6571,

RJ Complex, 2nd Floor, Canara Bank Campus,

Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna - 800 014, Bihar

Bidders may visit the link "Vendor Info" at <https://eproc2.bihar.gov.in>

10.5 Preparation and submission of Proposals

10.5.1 Two- Cover (Two Bid) System

Proposals shall be submitted online in two separate covers:

- **Cover 1 – Technical Bid:** PoA, RFP fee proof, EMD proof, eligibility documents, all Annexures except the Financial Bid, CVs, and the technical / methodology note. **No price information shall be disclosed in the Technical Bid.**
- **Cover 2 – Financial Bid:** Only the Financial Proposal in the prescribed format (Annexure).

Indicating any financial information in the Technical Bid shall render the proposal liable for rejection.

10.5.2 Proposal preparation costs

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the BSEDC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

BSEDC will no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

10.5.3 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders.

10.5.4 Venue & Deadline for Submission of Proposals

The response to RFPs must be submitted on the e-Procurement portal <https://eproc2.bihar.gov.in> by the date and time specified in the RFP. Any proposal submitted on the portal after the above deadline will not be accepted and hence shall be automatically rejected. BSEDC shall not be responsible for any delay in the submission of the documents.

10.5.5 Proposals submitted after designated time of submission

Bids submitted after the due date will not be accepted by the e-Procurement system <https://eproc2.bihar.gov.in> and hence will automatically be rejected. The BSEDC shall not be responsible for any delay in the online submission of the proposal.

10.5.6 Download ability / Visibility of the uploaded document

The bidder shall ensure that the document uploaded on the e-procurement portal is clearly visible and downloadable.

10.5.7 Format and Numbering of the uploaded document

All uploaded documents must be properly numbered for easy identification and should be submitted only in the prescribed formats (PDF, MS Office Compatibility Mode, or JPEG). Documents uploaded in any other format may not be accessible, and no claims regarding such issues will be accepted.

10.5.8 Issues in uploading document due to internet connectivity

No claims shall be entertained owing to issues of internet connectivity. The bidders are advised to upload the bid online well in advance of the deadline to avoid difficulties.

10.5.9 Size of Documents

Every effort should be made by the bidder to limit the size of uploaded documents.

10.6 Evaluation process

- a. Bids will be evaluated by designated Tender cum Purchase committee of BSEDC.
- b. The Purchase Committee constituted by the BSEDC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence within a reasonable time provided to it, may lead to the Bidder's Proposal being declared non-responsive.
- c. The decision of the Purchase Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Purchase Committee.
- d. The Purchase Committee may, if required, ask the bidders to provide clarifications regarding their proposals.
- e. The Purchase Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.
- f. Each of the responses shall be evaluated as per the criterion and requirement specified in this RFP.
- g. BSEDC will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.
- h. BSEDC may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.
- i. BSEDC will first examine whether the Bid and the Bidder is eligible in terms of Eligibility Criteria. The bids not meeting the Minimum Eligibility Criteria shall not be considered for further evaluation.
- j. Prior to technical evaluation, BSEDC will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security, Applicable Law, Bank Guarantee, Eligibility Criteria, will be deemed to be a material deviation.
- k. BSEDC's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- l. If a Bid is not responsive, it will be rejected by BSEDC and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

10.6.1 Proposal opening

The Proposals submitted will be opened by the Nodal Officer or any other officer authorized by the BSEDC, in the presence of the Bidder's representatives who may be present at the time of opening. The representatives of the Bidders are advised to carry an identity card or a letter of authority from the Bidding entity to identify their bonafide for attending the opening of the Proposal.

10.6.2 Proposal validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of the Proposal.

10.6.3 Award Criteria

BSEDC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the standard process.

10.6.4 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

BSEDC reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, 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 BSEDC action.

10.6.5 Notification of Award

Prior to the expiration of the validity period, BSEDC will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process /public procurement process has not been completed within the stipulated period, BSEDC, may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee (PBG), BSEDC will notify each unsuccessful bidder and return their EMD.

10.6.6 Signing of Contract

After the BSEDC notifies the successful bidder that its proposal has been accepted, BSEDC shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between BSEDC and the successful bidder.

10.6.7 Failure to agree with terms and conditions of RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event BSEDC may award the contract to the next best value bidder or call for new proposals from the interested bidders

10.6.8 Proposal Evaluation

a. Initial Proposal scrutiny will be held and to confirm that Proposals do not suffer from the infirmities detailed below. The proposal may be treated as non-responsive if a Proposal is found to have been:

- Submitted in manner not conforming with the manner specified in the RFP document
- Submitted without appropriate EMD as prescribed herein
- Received without the appropriate power of attorney
- Containing subjective/incomplete information
- Submitted without the documents requested in the checklist
- Non-compliant with any of the clauses stipulated in the RFP
- Having lesser than the prescribed validity period.
- The EMD of all non-responsive bids shall be returned to the bidders.

b. All responsive Bids will be considered for further processing as below.

Bihar State Electronics Development Corporation (BSEDC) will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

11 General Conditions of Contract

11.1 Contract Period & Extension

The contract shall be for 29 (twenty-nine) months for the Unified Citizen Helpline (Sahyog Helpline) from the date of issuance of LOA/Work Order/ LOI etc., extendable by mutual consent on the same terms (subject to any agreed escalation) by upto 12 months, based on satisfactory performance and continuing requirement.

11.2 Deployment, Attendance & Replacement of Resource

- The Agency shall deploy the approved resource within 15 days of the work order / contract signing.
- Resource shall not be changed without the Purchaser's prior written approval. If a resource resigns or is withdrawn, the Agency shall provide a replacement of equal or higher qualification within 7 days, with a handover overlap of at least 7 working days.
- The Purchaser may require replacement of any resource found unsuitable, non-performing, or in breach of conduct, and the Agency shall comply within 15 days at no extra cost.

11.3 Service Levels

Service Level	Target	Penalty
Deployment of approved resource	Within 15 days of award	0.3% of monthly fee per day of delay
Deployment of unapproved resource or change of resource without Approval	Nil	0.3% of monthly fee per day of delay
Unapproved absence.	Nil	Pro-rata deduction + INR 1500/day
Timely & accurate monthly MIS, reports and deliverables during Implementation, O&M and Exit Management period	By 5th of each month	INR 1500/day for each instance of delay
Submission of pending reports, deliverables and knowledge-transfer documents upon resource replacement	Within 7 days of replacement	0.2% of Total Project Cost per week of delay, subject to a maximum of 10% of Total Project Cost

Total penalties in a month shall ordinarily not exceed 10% of that month's invoice; penalties beyond 3 consecutive months may constitute grounds for termination.

Note –

- The proposed resource shall not be replaceable for one year after deployment. In case the resource resigns and leaves the organization, proper valid proof from HR shall be required.
- In case of replacement, the bidder shall provide at least three competent CVs matching the experience criteria specified in the RFP. BSEDC shall conduct interviews and select the candidate based on the evaluation.

11.4 Confidentiality & Data Security

- All data, records, citizen information, and documents accessed during the engagement are the property of the Government of Bihar and are strictly confidential. The Agency and its resource shall not disclose, copy, or use such information for any purpose other than the assignment.
- Resource shall sign a Non-Disclosure Agreement (NDA) and comply with applicable data-protection laws (including the Digital Personal Data Protection Act, 2023 and relevant IT security policies).
- Confidentiality obligations shall survive termination / expiry of the contract.

11.5 Intellectual Property

All deliverables, documents, designs, reports, and other work product created under this engagement shall vest exclusively with the Purchaser / Government of Bihar. The Agency shall have no IPR claim over the same.

11.6 Conflict of Interest

The Agency and the deployed resource shall not have any conflict of interest with the vendors / system integrators implementing Unified Citizen Helpline (Sahyog Helpline) platforms. Any such conflict, present or arising, must be disclosed immediately.

11.7 Statutory Compliance & Indemnity

- The Agency is the sole employer of the deployed resource and is responsible for all statutory obligations – minimum wages, PF, ESI, bonus, gratuity, insurance, and taxes. No employer-employee relationship shall arise between the resource and the Purchaser.
- The Agency shall indemnify and hold the Purchaser harmless against any claim, liability, or demand arising from the Agency's or its resources' acts, omissions, or non-compliance.

11.8 Termination

- The Purchaser may terminate the contract immediately on material breach, persistent non-performance, breach of confidentiality, or blacklisting of the Agency, after a 15-day cure notice.
- On termination, the Agency shall hand over all deliverables, data, and documents and ensure orderly transition.

11.9 Force Majeure

Neither party shall be liable for failure to perform due to events beyond reasonable control (acts of God, war, epidemic / pandemic, government restrictions, etc.), provided the affected party notifies the other within 7 days and takes reasonable steps to mitigate.

11.10 Dispute Resolution & Governing Law

The parties shall first attempt amicable settlement. Failing that, disputes shall be referred to arbitration under the Arbitration and Conciliation Act, 1996, by a sole arbitrator appointed by the Purchaser / as mutually agreed; the seat / venue shall be Patna, Bihar. This contract shall be governed by the laws of India, and courts at Patna shall have exclusive jurisdiction.

12 Annexures and Standard Formats

All formats below are to be submitted on the bidder's letterhead, signed and stamped by an authorised signatory, and uploaded with the relevant cover. The Financial Bid format (Annexure) must be uploaded **only** in the Financial cover.

Annexure I – Technical Proposal Covering Letter

To,

Managing Director, Bihar State Electronics Development Corporation

BELTRON Bhawan, Shastri Nagar, Patna – 800023, Bihar

Subject: Proposal for Selection of a Third Party Auditor (TPA) For Unified Sahyog Helpline Project

Dear Sir/Madam,

Having examined the RFP document, including all addenda / corrigenda, we, the undersigned, offer to provide the services described therein in full conformity with the said RFP. We confirm that: (i) we meet all eligibility criteria; (ii) our proposal is valid for 180 days; (iii) we have submitted the required RFP fee and EMD; (iv) we have not been blacklisted; and (v) we accept all terms and conditions of the RFP unconditionally. We understand that you are not bound to accept any proposal you receive.

Authorised Signatory: _____

Name: _____

Designation: _____

Date / Seal: _____

Annexure II – Bidder's Profile

Particular	Details
Legal name of the bidder	
Legal status & date of incorporation	
Registered & correspondence address	
PAN / GSTIN / PF / ESI registration	
Authorised signatory (name, designation, email, mobile)	
Years in operation	

Particular	Details
Turnover – last 3 FYs (INR)	FY1 / FY2 / FY3

Annexure III – Relevant Project Experience

No.	Client / Department	Assignment	Value (INR)	Period	Status
1					
2					
3					

Attach copies of work orders and completion / ongoing certificates for each citation.

Annexure IV – CV Format for Proposed Resource

(Submit one per proposed resource)

Field	Details
Position proposed for	Call Centre Expert (Unified Citizen Helpline (Sahyog Helpline))
Full name	
Date of birth / Nationality	
Highest qualification (degree, institution, year)	
Total years of experience / relevant experience	
Current employer & designation	
Key assignments (project, role, duration, outcome)	
Key skills / certifications	
Languages known	

Annexure V – Financial Bid Format (Price Schedule)

Bidders shall quote an all-inclusive as per the given table. Evaluation shall be on the **Total Evaluated Price** with GST

Sl. No.	Phase	Duration (in months)	Unit	Resource Qty	Unit Rate (₹)	Amount (₹)
		(a)		(b)	(c)	d= a*b*c
1	Resource Cost for Implementation Phase	2	Lumpsum	1		

2	Resource Cost for O&M Phase	24	Per Month	1		
3	Resource Cost for Exit Management Phase	3	Per Month	1		
	Total without Tax					
	GST (18%)					
	Grand Total (With Tax)					

Annexure VI- Performance Bank Guarantee

PERFORMANCE SECURITY:

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to BSEDC (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, **<Name of Bank>** a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs.<Insert Value> (Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. **<Insert Value> (Rupees <Insert Value in Words> only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between

you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>)

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed **Rs. <Insert Value> (Rupees <Insert Value in Words> only).**

II. This bank guarantee shall be valid up to <Insert Expiry Date>)

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.