

Bihar State Electronics Development Corporation Limited



Request for Proposal

for

Selection of Agency/Authorized Partner

for

"Supply, Installation, Configuration and 3 years Support of Tablets for State-Level Sahyog Programme"

RFP No.: NIT/BSEDC/02-09/2026-27

Date: 30.07.2026

Issued By:

***Bihar State Electronics Development Corporation Limited,
Beltron Bhawan, Shastri Nagar, Patna, Bihar-800023***

Table of Contents

Glossary.....	1
Definition of Terms	2
Important Dates	4
1. Fact Sheet.....	5
2. Request for Proposal.....	5
3. Structure of the RFP	6
4. Background information	7
4.1 About State-Level Sahyog Programme.....	7
4.2 Background of Requirement	7
4.3 Need for Procurement of Tablets	7
4.4 Project Vision	8
4.5 Project Objectives.....	8
4.6 Proposed Project Components	9
5. Instructions to Bidders.....	9
5.1 General.....	9
5.2 Compliant Proposals / Completeness of Response.....	10
5.3 Code of integrity.....	10
5.4 Key instructions of the bid	12
5.4.1 Right to Terminate the Process.....	12
5.4.2 RFP document fees	12
5.4.3 Tender processing fees.....	12
5.4.4 Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG)	12
5.4.5 E-Procurement Process related instructions.....	13
5.5 Preparation and submission of Proposals	14
5.5.1 Proposal preparation costs	14
5.5.2 Language.....	14
5.5.3 Venue & Deadline for Submission of Proposals.....	14
5.5.4 Proposals submitted after designated time of submission.....	15
5.5.5 Download ability / Visibility of the uploaded document.....	15
5.5.6 Format and Numbering of the uploaded document	15
5.5.7 Issues in uploading document due to internet connectivity	15
5.6 Size of Documents	15
5.7 Evaluation process	15
5.7.1 Proposal opening	16

5.7.2 Proposal validity	16
5.7.3 Award Criteria	16
5.7.4 Right to Accept Any Proposal and To Reject Any or All Proposal(s).....	16
5.7.5 Notification of Award.....	16
5.7.6 Signing of Contract.....	16
5.7.7 Failure to agree with terms and conditions of RFP	16
5.7.8 Proposal Evaluation	17
6. Criteria for evaluation	18
6.1 (PQ)&(TQ) Criteria for Bidder	18
6.2 Financial Bid Evaluation	19
7. Terms of Reference (ToR)	20
7.1 Scope of Work.....	20
7.2 Minimum Technical Specification of iPad Tablets under Sahyog Programme	23
8. Timeline, Deliverables.....	24
8.1 Project Implementation Schedule with Payment Milestones	24
8.5 Force Majeure	27
8.6 Termination Clause	28
9. Acceptance Testing and Certification	28
9.1 Objective	28
9.2 Acceptance Testing Stages	28
Form 1: Particulars of the Bidder	29
Form 2: Bank Guarantee for Earnest Money Deposit	29
Form 3: Letter of Proposal	31
Form 4: Project Citation Format.....	32
Form 5: Proposed Work Plan	32
Annexure II: Financial Proposal Template	33
Form 1: Covering Letter	33
Form 2: Financial Proposal	35
Annexure III: Template for PBG & CCN	36
Form 1: Performance Bank Guarantee.....	36
Form 2: Change Control Notice (CCN) Format	37
Form 3: OEM/Authorized Apple Partner/MANUFACTURE AUTHORIZATION FORM (MAF)	38

Glossary

Abbreviation / Term	Definition
API	Application Programming Interface
ATS	Acceptance Testing Sign-off
BELTRON	Bihar State Electronics Development Corporation Limited
BSEDC	Bihar State Electronics Development Corporation Limited
BIS	Bureau of Indian Standards
CM Secretariat	Chief Minister Secretariat, Government of Bihar
FAT	Factory Acceptance Test
GoB	Government of Bihar
GST	Goods and Services Tax
IT Department	Information Technology Department, Government of Bihar
OEM	Original Equipment Manufacturer
PO	Purchase Order
RFP	Request for Proposal
L1	Lowest Financially Responsive Bidder
BOQ	Bill of Quantity
DPI	Dots Per Inch
USB	Universal Serial Bus
RAM	Random Access Memory
ROM	Read Only Memory / Internal Storage
OS	Operating System
Warranty Period	Period during which the bidder/OEM shall provide comprehensive support and replacement services
Deliverables	Hardware, accessories, reports, documentation and services to be provided under the contract
Comprehensive Warranty	Warranty covering manufacturing defects, hardware failures, and OEM support during the contract period
State-Level Sahyog Programme	Government programme conducted by the Chief Minister Secretariat involving departmental review, monitoring, citizen grievance examination and interaction with district administrations

Definition of Terms

Sl. No.	Term	Definition
1	Authority / Department	Information Technology Department, Government of Bihar, or its authorized representatives.
2	Chief Minister Secretariat	Chief Minister Secretariat, Government of Bihar, which has requested deployment of tablets for the State-Level Sahyog Programme.
3	Purchaser	Bihar State Electronics Development Corporation Limited (BSEDC/BELTRON), acting on behalf of the Information Technology Department, Government of Bihar.
4	Bid	Proposal submitted by a bidder in response to this RFP.
5	Bidder	Any eligible OEM, Authorized Dealer, Distributor, System Integrator, or Authorized Partner participating in the bidding process.
6	Successful Bidder	The bidder selected through the evaluation process and awarded the contract by BELTRON.
7	OEM	Original Equipment Manufacturer of the offered tablet device and accessories.
8	Tablet Device	Portable touchscreen computing device supplied under this project along with accessories and warranty support.
9	Project	Supply, installation, configuration, commissioning, warranty support, and maintenance of tablets for the State-Level Sahyog Programme.
10	Contract	Agreement executed between BELTRON and the Successful Bidder for execution of the project.
11	Work Order	Formal authorization issued by BELTRON to commence work under the contract.
12	Deliverables	Tablets, accessories, reports, documentation, installation services, warranty support, and all outputs specified in the RFP.
13	Installation & Commissioning	Activities related to configuration, testing, deployment, and making tablets operational at the designated location.
14	FAT	Factory Acceptance Test conducted to verify compliance of supplied tablets with technical specifications before final acceptance.
15	UAT	User Acceptance Test conducted by BELTRON/Department to verify functionality and usability of the supplied tablets.
16	Acceptance Test	Process of inspection, testing, and verification carried out prior to acceptance of supplied goods and services.
17	SLA	Service Level Agreement defining service commitments, support obligations, response times, and resolution timelines.
18	Warranty Period	Period during which the Successful Bidder/OEM shall provide comprehensive repair, replacement, and technical support services without additional cost.

19	Comprehensive Warranty	Warranty covering tablet hardware, battery, charger, accessories, manufacturing defects, and technical support services.
20	DoA	Dead on Arrival – any device found defective, damaged, or non-functional at the time of delivery or inspection.
21	Incident	Any malfunction, defect, technical issue, or service interruption requiring support or corrective action.
27	State-Level Sahyog Programme	Government programme conducted by the Government of Bihar for review of citizen applications, departmental monitoring, and interaction with district administrations through digital platforms.
28	Warranty Support	Repair, replacement, technical assistance, and service support provided during the warranty period.
29	Force Majeure	Extraordinary events beyond the control of either party, including natural disasters, war, civil unrest, epidemic, pandemic, or government restrictions affecting contract performance.
30	Applicable Law	All laws, rules, regulations, notifications, and government orders applicable during the contract period.
31	PBG	Performance Bank Guarantee submitted by the Successful Bidder as security for performance of contractual obligations.
32	EMD	Earnest Money Deposit submitted by bidders along with the proposal as specified in the RFP.
33	IPR	Intellectual Property Rights including copyrights, trademarks, patents, and other proprietary rights.
34	Project Manager	Authorized representative of the Successful Bidder responsible for overall project execution, coordination, reporting, and communication with BELTRON.
35	SPOC	Single Point of Contact nominated by either party for project coordination and issue management.

Important Dates

Sl. No.	Particulars	Date & Time
1	Publication of Bid	30.07.2026
2	Start Date of Issuance of RFP Document	30.07.2026
6	Last Date for Download of RFP Document	06.08.2026 (till 04:30 PM)
7	Last Date for Bid Submission	06.08.2026 (till 05:00 PM)
8	Last Date for Submission of Original EMD (if applicable)	06.08.2026 (till 05:30 PM)
9	Opening of Technical Bids	06.08.2026 (till 05:30 PM)
11	Opening of Financial Bids	To be notified
12	Issuance of Work Order	To be notified
13	Signing of Contract / Agreement	Within 3 days of Work Order

1. Fact Sheet

Reference	Description
Method of Selection	The Bidder shall be selected based on Least Cost Selection (L1), whereby the bids getting technically qualified would be further taken forward for financial bid evaluation.
RFP Source	RFP can be downloaded from https://eproc2.bihar.gov.in
Non-refundable cost of RFP document	₹5000.00/- (Rs Five Thousand Only.) through e-payment only, else bid will be rejected.
Tender Processing Fee	₹ 1180/- + applicable taxes through e-payment only, else bid will be rejected.
EMD	Earnest Money Deposit of amount ₹1,20,000.00 (One Lakh Twenty Thousand) can be paid either through online mode or through physical instrument of payment (BG). Bank Guarantee in the format prescribed at Annexure.
Language of the proposal	Proposals should be submitted in the following language(s): English
Validity of proposal	Proposals must remain valid for 180 days from the last date of submission of the Bid.
Bid Submission	Technical and financial proposal shall be uploaded on e-procurement portal, https://eproc2.bihar.gov.in Original hardcopy of the EMD in the form of BG should be submitted in the tendering authority office as per date and time mentioned in the RFP.
Proposal submission date	Proposals must be submitted no later than the following date and time: 05.08.2026 (till 05:00 PM)

2. Request for Proposal

- The State-Level Sahyog Programme of the Government of Bihar intends to strengthen digital governance, application review, programme monitoring, citizen service delivery and real-time interaction with district administrations through deployment of iPad tablet devices.
- Under the State-Level Sahyog Programme, 30 iPad devices are proposed to be procured with supply, installation, configuration, commissioning, warranty and support services extended up to 3 years. The iPad tablets shall support application review, digital document access, video conferencing, departmental monitoring, citizen grievance examination and interaction with district administrations during programme sessions

- Bidders are advised to note the eligibility and minimum qualifying criteria specified in the “Instructions to Bidders” and “Evaluation and Qualification Criteria” Section of bid document.
- Bidding documents: The Bidder can download the RFP document(s) from the website <https://eproc2.bihar.gov.in>. The bid fee of ₹5000/- (Rs. Five Thousand Only) shall be deposited online. The fee should be deposited along with the bidder's proposal. The proposals received without or with inadequate RFP document fees shall be rejected.
- It will be the responsibility of the bidder who is submitting the bid, on downloaded bid documents, to check and see if any addendum/corrigendum is issued in this regard on the website from time to time and ensure submission of bid along with all addendum/corrigendum.
- Earnest Money Deposit (EMD): Bidders shall submit an EMD of 1,20,000.00 either through online mode or through physical instrument of payment in the form of a Bank Guarantee (in the format specified in Annexure) and should be valid for 180 days from the due date of the RFP.
- EMD as the cost of the bid and affidavit in original, as specified in the RFP, must be submitted to the BSEDC at the address specified below. Additionally, the interested eligible Bidders may also obtain further information from the address

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

3. Structure of the RFP

Bihar State Electronics Development Corporation Limited (BSEDC/BELTRON), on behalf of the Information Technology Department, Government of Bihar, invites proposals from eligible Original Equipment Manufacturers (OEMs), Authorized Partners, Authorized Dealers, and System Integrators for the Supply, Installation, Configuration, Commissioning, and Warranty Support of 30 iPad Tablets for deployment during the State-Level Sahyog Programme.

- a. Instructions on the bid process for the purpose of responding to this RFP. This broadly covers:
 - General instructions for bidding process
 - Bid evaluation process including the parameters for pre-qualification, technical evaluation, and financial evaluation to facilitate in determining Bidder's suitability as the implementation partner.
 - Payment schedule
 - Financial bid and other formats

- b. Functional and Technical requirements of the project. The contents of the document broadly cover the following areas:
- About the project and its objectives
 - Scope of work for the implementation agency
 - Functional and Technical requirements
 - Project schedule
 - Service levels for the implementation partner

The Bidder is expected to respond to the requirements as completely and in as much relevant detail as possible and focus on demonstrating Bidder's suitability to become the implementation partner of the BSEDC.

The Bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

4. Background information

4.1 About State-Level Sahyog Programme

The State-Level Sahyog Programme is an important governance and citizen service initiative of the Government of Bihar, conducted under the guidance of the Hon'ble Chief Minister and Chief Minister Secretariat. The programme serves as a platform for reviewing public grievances, applications, departmental performance, and implementation of Government schemes through direct interaction between State-level authorities and district administrations.

The programme is attended by Hon'ble Ministers, Additional Chief Secretaries, Principal Secretaries, Secretaries, Heads of Departments, and other senior government officials to facilitate effective monitoring, decision-making, and service delivery.

4.2 Background of Requirement

The Chief Minister Secretariat, Government of Bihar, requested deployment of iPad tablet devices during the State-Level Sahyog Programme for facilitating application review, digital access to information, and video conferencing with district administrations.

Subsequently, the Information Technology Department, Government of Bihar directed Bihar State Electronics Development Corporation Limited (BSEDC/BELTRON) to arrange and deploy 30 iPad tablets with latest technological features and high-quality specifications for use during the programme.

The requirement is intended to strengthen digital governance and improve operational efficiency during programme execution.

4.3 Need for Procurement of Tablets

The procurement of tablets is necessitated due to the following operational requirements:

- Real-time access to programme-related records and documents.
- Video conferencing and communication with District Magistrates and other field-level officials.

- Improved collaboration among participating government officials.
- Reduction in dependency on paper-based records.
- Faster decision-making and service delivery.
- Enhanced user experience through use of modern digital devices.
- Establishment of a standardized digital platform during programme activities.

The use of standardized tablet devices will ensure uniformity, reliability, and ease of operation during State-Level Sahyog Programme sessions.

4.4 Project Vision

The vision of the project is to establish a modern, secure, and reliable digital platform to support effective governance, citizen service delivery, and departmental coordination through deployment of high-quality iPad tablet devices for use during the State-Level Sahyog Programme.

The project aims to:

- Promote paperless governance.
- Improve accessibility of information.
- Enhance digital communication with districts.
- Support efficient decision-making.
- Facilitate seamless execution of programme activities.
- Strengthen technology-enabled governance initiatives of the Government of Bihar.

4.5 Project Objectives

The key objectives of the project are:

a) Digital Governance Enablement

To provide senior government officials with modern digital tools for accessing information and reviewing applications during programme proceedings.

b) Improved Monitoring and Supervision

To facilitate efficient monitoring of departmental activities, public grievances, and scheme implementation through digital platforms.

c) Enhanced Communication

To enable high-quality video conferencing and interaction with district administrations and field-level officials.

d) Standardization of Devices

To establish a uniform tablet ecosystem with standardized configurations, software, and accessories.

e) Improved Operational Efficiency

To reduce manual effort and improve the speed and accuracy of information access during programme activities.

f) Secure and Reliable Technology Platform

To ensure availability of secure, high-performance, and reliable tablet devices for official use.

g) Asset Management and Lifecycle Support

To create a structured process for inventory management, maintenance, warranty support, and utilization of Government-owned devices.

4.6 Proposed Project Components

Sl. No.	Component	Description
1	Tablet Supply	Supply of 30 ipad tablets as per prescribed specifications
2	Accessories	Supply of chargers, protective covers, screen protectors, ipad desk mount and associated accessories
3	Device Configuration	Initial setup, testing, and operational readiness
4	Asset Tagging	Device identification and inventory management
5	Installation & Commissioning	Deployment and testing at designated venue
6	Documentation	Preparation of inventory records and handover documents
7	User Support	Basic operational assistance during deployment
8	Warranty Services	Minimum 3 Years OEM Warranty
9	Repair & Replacement	Repair and replacement of defective devices during warranty period
10	Project Management	Overall coordination, monitoring, and reporting

5. Instructions to Bidders

5.1 General

a) While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the BSEDC on the basis of this RFP. It is to be noted that only sole bidders will be eligible for the bid. Consortium/Joint-Venture/sub-contracting in any form will not be allowed.

c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the BSEDC. Any notification of preferred Bidder status by the BSEDC shall not give rise to any enforceable rights by the Bidder. The BSEDC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the BSEDC.

d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

5.2 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

5.3 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. The Bidders/Bidders and their respective officers, employees, agents, and advisors shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the BSEDC shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the BSEDC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

e. Without prejudice to the rights of the BSEDC under Clause above and the rights and remedies which the BSEDC may have under the Agreement, if the SI is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the Lol or the execution of the Agreement, such Bidder or Systems Implementation Agency shall not be eligible to participate in any tender or RFP issued by the BSEDC during a period of 2 (two) years from the date such Bidder.

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

- "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the BSEDC who is or has been associated in any manner, directly or indirectly with the Selection Process or the Lol or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the BSEDC, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the BSEDC in relation to any matter concerning the Project;

- “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.

5.4 Key instructions of the bid

5.4.1 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.

5.4.2 RFP document fees

The Bidder will download the RFP document(s) from the website <https://eproc2.bihar.gov.in>. The bid fee of ₹5000.00/- (Rs Five Thousand Only.) should be deposited online through Internet payment gateway (Credit/ Debit Card), Net banking, NEFT/RTGS.

5.4.3 Tender processing fees

A one-time tender processing fee of Rs.1180 and Applicable Taxes (INR 1180 + Applicable Taxes only) is mandatorily to be paid online through Internet payment gateway (Credit/ Debit Card), Net banking, NEFT/RTGS.

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

- i. Bidders shall submit an EMD of Rs. 1,20,000.00 either through online mode or through Bank Guarantee (in the format specified in **Annexure**) and should be valid for 6 months from the due date of the RFP.

- ii. EMD of all unsuccessful Bidders would be refunded by the BSEDC within 1 months of the Bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful Bidder would be returned upon submission of Performance Bank Guarantee (PBG) should have validity of 38 Months from the date of work order and as per the format provided in Annexure. The PBG amount shall be 5% of bid value and should be deposited within 3 days of getting release of work order.
- 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.

5.4.5 E-Procurement Process related instructions

Submission of Proposals (Through electronic mode only)

- The bidder shall submit his bid/tender on e-Procurement platform at <https://eproc2.bihar.gov.in>
- The bidder must have the Class II/III Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website before participating in the e-tendering process. The bidder may use their DSC if they already have the DSC. They can also take DSC from any of the authorized agencies. For user-id they must get registered themselves on e-procurement website <https://eproc2.bihar.gov.in> and submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.
- The bidders shall upload the scanned copies of all the relevant certificates, documents, in support of their eligibility criteria / technical bids and other certificate /documents in the eProcurement web site. The bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
- All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the bidder will be rejected.

- Tender Processing Fee (TPF)/ Tender Fee to be paid through e-Payment mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only.
- Earnest Money Deposit (EMD) can be paid either through online mode or through physical instrument of payment (BG). In case of physical mode of payment of EMD, the original hardcopy of the EMD which may be a BG or any other instrument that should be submitted in the tendering authority office before tender opening date and time.

Note: Bids along with necessary online payments must be submitted through e-Procurement portal <https://eproc2.bihar.gov.in> before the date and time specified in the NIT/RFP. BSEDC doesn't take any responsibility for the delay/ Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason.

- The tender opening will be done online only.
- Any corrigendum or date extension notice will be given on the e-Procurement website only.
- 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>

5.5 Preparation and submission of Proposals

5.5.1 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.

5.5.2 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.

5.5.3 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.

5.5.4 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.

5.5.5 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.

5.5.6 Format and Numbering of the uploaded document

The bidder shall ensure that the documents uploaded are correctly numbered so that any specific document can be easily and quickly found using the appropriate serial/page no. All documents shall only be uploaded in the formats mentioned here: PDF, MS Office, Compatibility Mode, and JPEG Format. The unsuccessful opening or download ability of documents which are uploaded in any format other than those mentioned above shall not be entitled for any claim whatsoever.

5.5.7 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.

5.6 Size of Documents

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

5.7 Evaluation process

- a. The BSEDC will constitute a committee to evaluate the responses of the Bidders (Purchase Committee).
- 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.

5.7.1 Proposal opening

The Proposals submitted up to 05.08.2026 (05:00 PM) will be opened at 05:30 PM on 05.08.2026 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.

5.7.2 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.

5.7.3 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.

5.7.4 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.

5.7.5 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.

5.7.6 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.

5.7.7 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

5.7.8 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.

6. Criteria for evaluation

Only those bidders who satisfy all the Pre-Qualification (PQ) Criteria shall be considered for further evaluation. Documentary evidence supporting each criterion must be submitted along with the Technical Proposal.

6.1 (PQ)&(TQ) Criteria for Bidder

Sl. No.	Basic Requirement	Specific Requirement	Documents Required
1	Legal Entity	Bidder shall be an OEM / OEM Authorized Partner / Authorized Dealer/ System Integrator registered in India under Companies Act, 2013/1956 or LLP Act, 2008 and operational for at least 3 years.	Certificate of Incorporation, PAN, GST Registration
2	Financial Capacity	Bidder shall have an average annual turnover of at least ₹2 Crore during the last three financial years.	Audited Financial Statements / CA Certificate
3	Net Worth	Bidder shall have positive net worth in the last financial year.	CA Certificate
4	Experience in Supply of ICT Equipment	Bidder should have successfully supplied Tablets, Smartphones, Laptops, Desktops, or similar ICT equipment to any Central Government, State Government, PSU, or Government Agency in the last 5 years:- 1 Project of 48 Lakh Or 2 Project of 36 lakh Or 3 project of 24 lakh	Work Orders / Completion Certificates
5	Government Project Experience for supply of similar equipment	Bidder should have executed at least one project involving supply of Mobile/Tablet equipment to any Central Government, State Government, PSU, or Government Agency of minimum value of 24 lakh	Work Order / Completion Certificate
6	Quality Certification	Bidder shall possess valid ISO 9001:2015 Certification.	Copy of Certificate
7	Non-Blacklisting	Bidder should not have been blacklisted/ debarred by any Central Government, State Government, PSU, or Statutory Authority during the last 3 years.	Self-Declaration

8	Tax Compliance	Bidder should possess valid GST Registration and PAN and should have filed Income Tax Returns for the last three assessment years.	GST Certificate, PAN, ITR Acknowledgements
9	Local Support Capability	Bidder shall have service support capability in Bihar or submit an undertaking to provide support during the warranty period.	Undertaking
10	Power of Attorney	Bid submitted by an authorized representative shall be supported by Power of Attorney.	Notarized Power of Attorney

Note:

1. The offered iPad tablet device shall be brand new, unused, and sourced directly from the OEM or its authorized channel partner.
2. The offered iPad tablet model shall comply with all specifications prescribed in the RFP.
3. Consortium, Joint Venture, and Sub-Contracting arrangements shall not be permitted.
4. Only bidders satisfying all PQ & TQ requirements shall be considered for Financial bid opening

6.2 Financial Bid Evaluation

- a. The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- b. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- c. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- d. Any conditional bid would be rejected.
- e. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
- f. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- g. The Total Bid Price, as computed by the BSEDC shall be used for the purpose of commercial evaluation of bids.

The Contract will be awarded on Least Cost Selection (L1). The bidder quoting the lowest value (including tax) will be awarded the project. In case, there is a tie on the quoted financial bid amount between two or more bidders, the contract will be awarded to the bidder selected by E-Proc Portal.

7. Terms of Reference (ToR)

7.1 Scope of Work

The Information Technology Department, Government of Bihar, through Bihar State Electronics Development Corporation Limited (BSEDC/BELTRON), proposes to procure **30 (Thirty) iPad Tablet Devices** for deployment during the **State-Level Sahyog Programme**.

The selected Bidder shall be responsible for the complete execution of the project including supply, configuration, installation, commissioning, testing, inventory management, warranty support, replacement services, and project coordination.

A. Supply of Tablets

The selected Bidder shall supply **30 ipad Tablet Devices** conforming to the technical specifications prescribed in this RFP.

The Bidder shall ensure that:

- All iPad tablets are brand new, unused, and free from manufacturing defects.
- Devices are procured through authorized OEM channels.
- Devices are supplied in original sealed OEM packaging.
- Manufacturing date of supplied devices shall not be older than twelve (12) months from the date of supply.
- Devices support video conferencing, document viewing, application usage, and other official business requirements.
- All supplied devices are covered under OEM warranty.

B. Supply of Accessories

Each tablet shall be supplied with:

- Original OEM Charger/Power Adapter
- USB Data Cable
- Protective Cover
- Screen Protector
- User Manual
- Warranty Card
- ipad desk mount

The Bidder shall ensure that all accessories are OEM supplied or OEM-approved/OEM supported

C. Device Configuration

Prior to delivery, the Bidder shall:

- Perform initial device setup.
- Configure operating system updates.

- Configure security settings.
- Configure Wi-Fi connectivity settings as required.
- Install applications specified by BELTRON/Department.
- Configure video conferencing platform(s), if required.
- Conduct quality assurance testing before dispatch.

The devices shall be supplied in ready-to-use condition.

D. Asset Tagging and Inventory Management

The Bidder shall create and maintain an inventory database containing:

- Device Make and Model
- Serial Number
- Asset Tag Number
- Date of Supply
- Warranty Details
- Location of Deployment

The complete inventory shall be submitted to BELTRON in both electronic and hard copy formats.

E. Transportation and Delivery

The selected Bidder shall be responsible for:

- Packaging
- Loading and unloading
- Transportation
- Transit Insurance
- Safe delivery of devices to designated locations

The Bidder shall bear all expenses related to transportation and delivery.

F. Installation and Commissioning

The Bidder shall:

- Unbox and inspect devices.
- Verify accessories.
- Configure the tablets.
- Conduct functionality checks.
- Demonstrate operational readiness.
- Submit installation and commissioning reports.

G. Training and User Orientation

The Bidder shall provide basic user orientation covering:

- Tablet operations
- Battery management
- Connectivity features
- Video conferencing usage
- Troubleshooting basics
- Security and safe usage practices

The Bidder shall provide quick reference guides and training material.

H. Warranty and Maintenance Support

The Bidder/OEM shall provide:

- Comprehensive warranty support
- Repair and replacement services
- Technical assistance
- Spare parts availability
- Complaint registration mechanism

The warranty support shall be available for the entire warranty period specified in this RFP.

I. Dead-on-Arrival (DoA) Replacement

Any tablet found:

- Defective
- Damaged
- Non-functional
- Unable to boot

at the time of delivery shall be treated as a Dead-on-Arrival (DoA) device.

The Bidder shall replace such devices within the timelines specified under the SLA and at no additional cost.

J. Project Management and Reporting

The Bidder shall nominate a Project Manager who shall coordinate with BELTRON for:

- Delivery tracking
- Installation scheduling
- Issue resolution
- Warranty management
- Periodic reporting

The Bidder shall submit:

- Delivery Reports
- Installation Reports
- Inventory Reports
- Warranty Reports
- Final Completion Report

7.2 Minimum Technical Specification of iPad Tablets under Sahyog Programme

Tablet Minimum Specification (Apple iPad Pro 13 inch M5 256 GB)

Sl. No.	Parameter	Required Specification
iPad		
1	Product	Apple iPad Pro M5 – 13-inch (Latest Generation)
2	Display Size	13-inch Ultra Retina XDR Display
3	Display Technology	Tandem OLED, Fully Laminated, Anti-Reflective, True Tone
4	Resolution	2752 × 2064 pixels, 264 ppi
5	Refresh Rate	Adaptive ProMotion 10Hz–120Hz
6	Brightness	1000 nits SDR, 1600 nits Peak HDR
7	Processor	Apple M5 Chip
8	CPU	Minimum 9-Core CPU
9	GPU	10-Core GPU
10	Neural Engine	16-Core Neural Engine
11	RAM	Minimum 12 GB Unified Memory
12	Storage	Minimum 256 GB
13	Operating System	Latest iPadOS
14	AI	Apple Intelligence Compatible
15	Rear Camera	12 MP Wide
16	Front Camera	12 MP Ultra-Wide Center Stage
17	Audio	Four speakers, studio microphones
18	Connectivity	Wi-Fi 6E, Bluetooth 5.3
19	USB	USB-C Thunderbolt / USB4
20	Battery	Rechargeable with USB-C fast charging
21	Security	Face ID
22	Sensors	LiDAR, Accelerometer, Gyroscope, Ambient Light, Barometer
23	Colour	Silver / Space Black
24	Package	iPad, USB-C Cable, 20W Adapter
25	Warranty	Minimum 3 Years Warranty
26	Certification	CE/FCC/RoHS or Equivalent
27	3rd Party Desk Mount	Metal Construction for durability
		Seamless Viewing with a 360 degree.
		silicone pads to prevent tipping or wobbling
		Multi-angle Flexibility
		1000 Gram Bearing Capacity

Accessories

Each iPad shall be supplied with:

Sl. No.	Item
1	OEM Charger
2	USB Data Cable
3	Protective Cover
4	Tempered Glass / Screen Protector
5	User Manual
6	iPad Desk Mount
7	Warranty Card

General Conditions

- All tablets shall be brand new and unused.
- Supplied devices shall not be End-of-Life (EOL) or End-of-Support (EOS).
- OEM shall ensure availability of spare parts during the warranty period.
- Devices shall support future operating system and security updates.
- Tablets shall be suitable for prolonged official use, document review, and video conferencing during the State-Level Sahyog Programme.

8. Timeline, Deliverables

The successful bidder shall complete the supply, installation, configuration, testing, commissioning, and acceptance of 30 iPad Tablets under the State-Level Sahyog Programme within the timelines prescribed in this RFP.

8.1 Project Implementation Schedule with Payment Milestones

Sl. No.	Activity / Milestone	Deliverable	Timeline (From Work Order Date)	Payment Terms
1	Issuance of Work Order	Work Order	T	No Payment
2	Supply of Tablets & Accessories	Delivery of 30 Tablets with Accessories	T + 3 Days	80% of work order
3	Device Configuration & Asset Tagging	Configured Devices and Inventory Register	T + 4 Days	No Payment
4	Installation & Commissioning	Installation and Operational Readiness Report	T + 5 Days	10 % of work order
5	Warranty Support	Warranty and Technical	3 years from Installation &	10 % remaining payment will be

		Support Services	Commissioning	release in 12 equal QGR or the same will be release as a whole after submission of equal amount of BG with validity of 38 Month from date of installation & Commissioning
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Note: "T" denotes the date of issuance of the Work Order.

8.2 Key Deliverables

Sl. No.	Deliverable	Quantity / Requirement
1	iPad Devices	30 Nos.
2	Original OEM Chargers	30 Nos.
3	USB Data Cables	30 Nos.
4	Protective Covers	30 Nos.
5	Screen Protectors	30 Nos.
6	iPad desk mount	30 Nos.
6	Configured and Ready-to-Use Tablets	30 Nos.
7	Asset Register	1 Lot
8	Device Inventory Database	1 Lot
9	Installation & Commissioning Report	1 Lot
10	Technical Compliance Certificate	1 Lot
11	Warranty Certificates	30 Nos.
12	User Orientation Material	1 Lot
13	Handover Report	1 Lot
14	Final Acceptance Report	1 Lot

8.3 Support and Warranty Period

Activity	Duration
Supply & Deployment Phase	3 Days
Installation & Commissioning	Included in Deployment Phase
User Orientation	During Deployment Phase
Comprehensive Warranty	3 Years Warranty Support
Repair & Replacement Support	3 Years
Technical Support Services	3 Years

8.4 Service Levels and Penalty

A. Delivery Phase SLA

Sl. No.	Activity	SLA Timeline	Penalty
1	Delivery of iPad Tablets	Within 3 Days of Work Order	0.5% of undelivered value per day of delay
2	Installation & Commissioning	Within 5 Days of Work Order	0.5% of project value per day of delay

Maximum cumulative penalty shall not exceed 10% of Contract Value.

B. Warranty & Support SLA

Sl. No.	SLA Parameter	Target Timeline	Penalty
1	Complaint Acknowledgement	Within 2 Hours	₹500 per incident
2	Remote Resolution	Within 4 Hours	₹1,000 per incident
4	Device Replacement	Within 24 Hours	₹2,000 per device per day
6	Warranty Support Availability	Throughout Warranty Period	As per Contract

8.5 Reporting Requirements

The Successful Bidder shall submit the following reports:

- Delivery Report
- Installation & Commissioning Report
- Asset Register
- Device Inventory Report

- Warranty Compliance Report
- Repair & Replacement Report
- Final Project Completion Report

8.6 Project Completion

The project shall be deemed complete upon:

- Successful delivery of all 30 iPad tablets and accessories.
- Completion of installation and commissioning.
- Submission of inventory and warranty records.

The date of installation shall be considered the commencement date of the warranty period

8.5 Force Majeure

- Force Majeure shall mean any event or circumstance beyond the reasonable control of the Bidder or the Purchaser, which prevents or delays the performance of its obligations under the Contract, and which could not have been prevented, avoided, or mitigated by the affected party through reasonable diligence.
- Force Majeure events shall include, but not be limited to:
 - a) Natural disasters such as floods, earthquakes, cyclones, lightning, storms, or other extreme weather conditions
 - b) Acts of God
 - c) War, invasion, armed conflict, terrorism, riots, civil commotion, or law and order disturbances
 - d) Government actions, restrictions, lockdowns, or regulatory changes
 - e) Epidemics, pandemics, or public health emergencies
 - f) Strikes, lockouts, or industrial disputes not limited to the Bidder's workforce
 - g) Nationwide or regional transport/logistics disruptions
 - h) Failure or delay of utilities such as power, internet, or telecom services
 - i) Delays attributable to OEMs, suppliers, or service providers due to the above events
- During the implementation phase, including procurement, delivery, configuration, and distribution of devices, any delay arising due to Force Majeure events shall not be treated as bidder default.
- All timelines (including delivery, deployment, and Go-Live milestones) shall be extended on a day-to-day basis for the period of such delay.
- During the Operations & Maintenance (O&M) period, SLAs including uptime, incident resolution, helpdesk operations, and device support shall be relaxed or suspended to the extent impacted by Force Majeure events
- No penalties or SLA breaches shall be levied for:
 - Delays in device repair/replacement due to access constraints
 - Field support delays due to law & order, weather, or government restrictions
- The party affected by a Force Majeure event shall:
 - a) Notify the other party in writing within 5 (five) working days of occurrence
 - b) Provide reasonable evidence/documentation of such event
 - c) Make all reasonable efforts to mitigate the impact and resume normal operations
 - d) Continue performing unaffected obligations under the Contract
- The timelines for performance shall be extended for a period equal to the duration of the Force Majeure event plus reasonable recovery time, subject to mutual agreement.

- No Liquidated Damages (LD), penalties, or deductions shall be applicable for delays or non-performance directly attributable to Force Majeure events.

8.6 Termination Clause

Termination of the Contract shall be considered as a measure of last resort and shall be invoked only in cases of material breach of contractual obligations, persistent non-performance, failure to meet delivery or warranty commitments, insolvency, fraudulent practices, or other events adversely affecting project execution. Prior to termination, BELTRON shall provide the Successful Bidder a reasonable opportunity to rectify the deficiencies within the prescribed cure period.

Any termination of the Contract shall not prejudice the rights, remedies, claims, recoveries, warranties, obligations, or liabilities accrued to either party up to the date of termination. The Successful Bidder shall be responsible for handing over all supplied devices, inventory records, reports, warranty documents, and other project-related deliverables to BELTRON and shall provide necessary transition assistance to ensure continuity of services.

The provisions relating to confidentiality, intellectual property rights, warranty obligations, indemnity, dispute resolution, governing law, and limitation of liability shall survive termination or expiry of the Contract.

9. Acceptance Testing and Certification

9.1 Objective

The purpose of Acceptance Testing is to verify that the Smartphones, accessories, configuration services, deployment activities, documentation, training services and support obligations provided by the Successful Bidder conform to the requirements, specifications and conditions stipulated in this RFP and the Contract.

9.2 Acceptance Testing Stages

The Acceptance Testing process shall be carried out by BELTRON and/or the Information Technology Department, Government of Bihar to verify that the supplied tablets, accessories, installation services, and warranty commitments comply with the requirements specified in this RFP.

The acceptance process shall comprise the following stages:

Sl. No.	Stage	Description
1	Pre-Dispatch Inspection	Inspection of iPad tablet devices and accessories at OEM/Bidder location, if required by BELTRON, prior to shipment.
2	Delivery Verification	Physical verification of quantity, make, model, accessories, packaging condition, and warranty documents supplied by the bidder.
3	Technical Inspection	Verification of compliance of supplied tablets against technical specifications prescribed in the RFP.
4	Functional Testing	Testing of device functionality including display, battery, charging, camera, Wi-Fi, Bluetooth, USB ports, audio, and operating system performance.
5	Configuration Verification	Verification of device configuration, operating system version, installed applications, security settings, and readiness for operational use.

6	Documentation Verification	Verification of inventory records, asset register, warranty certificates, installation reports, and other contractual documentation.
7	Installation & Commissioning Verification	Confirmation that all tablets have been properly configured, installed, tested, and commissioned at the designated location.
8	User Acceptance Testing (UAT)	Verification by designated officers/users that the supplied tablets meet operational requirements for use during the State-Level Sahyog Programme.

Note

Acceptance shall be considered successful only when all supplied tablet devices, accessories, configurations, documentation, and installation activities comply with the requirements specified in this RFP. Any defective, damaged, non-compliant, or non-functional device identified during any stage of testing shall be replaced by the Successful Bidder at no additional cost within the timelines specified in the Service Level Agreement (SLA). The warranty period shall commence from the date of issuance of the Final Acceptance Certificate (FAC).

Form 1: Particulars of the Bidder

#	Information Sought	Details to be Furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited, etc.)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax	
8	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

Form 2: Bank Guarantee for Earnest Money Deposit

To,

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<Date>> for <<Name of the assignment>>(hereinafter called "the Bid") to <BSEDC>

Know all Men by these presents that we <<>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <BSEDC> (hereinafter called "the BSEDC") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said BSEDC, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<180 Days>> The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the BSEDC during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed.

We undertake to pay to the BSEDC up to the above amount upon receipt of its first written demand, without the BSEDC having to substantiate its demand, provided that in its demand the BSEDC will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)

This Bank Guarantee shall be valid upto <<insert date>>)

- I. 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 date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date

Form 3: Letter of Proposal

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Technical bid for <Name of the Systems Implementation assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide Implementation solutions to the BSEDC on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed on the <URL of eProcurement portal> portal.

We, hereby, declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <180> days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____

Form 4: Project Citation Format

Relevant IT project experience (provide projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact Details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

Form 5: Proposed Work Plan

#	Activity ¹	Calendar Months							
		1	2	3	4	5	6		n

1									
2									
3									
4									
5									
N									

1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as BSEDC approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.

2 Duration of activities shall be indicated in the form of a bar/Gantt chart.

Annexure II: Financial Proposal Template

Form 1: Covering Letter

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the implementation services for <<*Title of Implementation Services*>>in accordance with your Request for Proposal dated <<*Date*>>and ourProposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<*Amount in words and figures*>>. This amount is inclusive of the local taxes.

1. Price And Validity

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 Days calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. Unit Rates

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. Tender Pricing

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

4. Qualifying Data

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5. Bid Price

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

6. Performance Bank Guarantee

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the <Annexure III> of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,
We remain,
Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form 2: Financial Proposal

Summary Cost Table

The following format shall be used by the Bidder for submission of the Financial Proposal for supply, installation, configuration, commissioning and warranty support of **30 iPad Tablets under the State-Level Sahyog Programme**. The Financial Proposal format follows the same structure as the sample RFP financial proposal template:-

Sl. No.	Particulars	Quantity	Unit Rate (₹)	Total Cost Exclusive of GST (₹)	GST (%)	GST Amount (₹)	Total Cost Inclusive of GST (₹)
1	iPad Devices with 3 years of warranty & Standard OEM Accessories as per RFP Specifications	30 Nos.			18%		
2	Tempered Glass / Screen Protector	30 Nos.			18%		
3	USB Data Cable / Charger / Power Adapter, if not included in OEM packing	30 Sets			18%		
4	iPAD Device Table Mount Stand as per specification	30 Sets			18%		
5	Device Configuration, Initial Setup and Readiness	1 lot			18%		
	Grand Total						

Grand Total(In words):-

Note: The price quoted should be inclusive of all applicable taxes.

Annexure III: Template for PBG & CCN

Form 1: 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.

Form 2: Change Control Notice (CCN) Format

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate Details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature:	Date:	
Received by the IP		
Name:		
Signature:		
Change Control Note		CCN Number:
Part B : Evaluation		

(Identify any attachments as B1, B2, and B3 etc.) Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.
Brief Description of Solution:
Impact:

Deliverables:

Timetable:	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the Implementation Partner	Date:
Name:	
Signature:	

Form 3: OEM/Authorized Apple Partner/MANUFACTURE AUTHORIZATION FORM (MAF)

Bid No.:

Date:

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

Subject: OEM / Authorized Apple Partner /Manufacturer Authorization Letter for Supply, Installation, Configuration, Commissioning and Warranty Support of 30 iPad Tablets under State-Level Sahyog Programme

Dear Sir/Madam,

We, _____ (Name of OEM / Manufacturer/Apple Partner), having our registered office at _____ and manufacturing facilities at _____, do hereby authorize:

M/s _____ (Name of Bidder), having its registered office at _____, to submit bid, participate, negotiate, supply, install, configure, commission and provide warranty support for

our iPad tablet devices under the above-mentioned RFP issued by Bihar State Electronics Development Corporation Ltd. (BSEDC/BELTRON).

This format is aligned with the OEM authorization structure used in your sample RFP, where the OEM authorizes the bidder to participate and confirms product compliance, warranty and support commitments.

We hereby confirm that:

1. The iPad tablet devices proposed by us are manufactured by us / supplied through our authorized channel and comply with the specifications mentioned in the RFP.
2. The offered tablets meet all technical and functional requirements including display size, RAM, storage, operating system, battery, connectivity, camera, security features, BIS certification and other applicable regulatory requirements.
3. The offered tablet model is brand new, unused, not refurbished, not end-of-life, and shall be available for supply during the execution period of the contract.
4. We undertake full responsibility for product quality, product genuineness, warranty support and after-sales service for the tablets supplied under this RFP.
5. We authorize the above-mentioned bidder to quote, supply, install, configure, commission and provide support for our products under this RFP.
6. We shall provide back-to-back OEM support to the authorized bidder and ensure availability of spare parts, accessories, repair and replacement support during the warranty period.
7. We confirm that the offered tablets shall carry a minimum **3 Years Comprehensive OEM Warranty** as specified in the RFP.
8. We confirm that the offered tablet devices shall be supplied with required accessories including charger/power adapter, USB data cable, protective cover, screen protector, user manual and warranty card, as applicable under the RFP.
9. We shall ensure that warranty obligations are fulfilled either directly or through our authorized service centres / service partners.
10. We certify that all information provided in this authorization letter is true and correct. Any misrepresentation may lead to rejection of the bid or cancellation of the contract.

Device Details

Sl. No.	Particulars	Details
1	Make	
2	Model	
3	Display Size	
4	RAM	
5	Internal Storage	
6	Operating System	
7	Battery Capacity	

8	Warranty Offered	
9	Compliance Status	Complied / Not Complied

OEM Contact Details

Particulars	Details
Name of Authorized Person	
Designation	
Email ID	
Mobile / Phone No.	
Office Address	

For and on behalf of

M/s _____
(Name of OEM / Selection of Agency/Authorized Partner)

Authorized Signatory: _____

Name: _____

Designation: _____

Signature: _____

Seal of the Company: _____