

Request for Proposal (RFP)
for
Selection of
Project Management Consultant (PMC)
For
Bihar e-Procurement 2.0

NIT No.: NIT/BSEDC/08/20/2026-27, Dated: 07/09/2026

Issued By



Bihar State Electronics Development Corporation Limited

(A Government of Bihar Undertaking)

BSEDC BHAWAN, SHASTRI NAGAR, PATNA, BIHAR

PIN CODE-800023

Tel No: - 0612-2281857

Table of Contents

1.	Abbreviations & Definitions	6
2.	Invitation for Proposal	8
2.1	RFP Notice	8
2.2	Important Dates and Events	9
3.	About Bihar State Electronic Development Corporation Limited (BSEDC)	11
4.	About e-Procurement System	11
4.1	Objectives of e-Procurement platform	12
4.2	Objective of this RFP	12
5.	Instructions to Bidder	13
5.1	General Instruction	13
5.2	Instructions for Online Bid submission	14
5.3	Pre-bid Conference (PBC) & Clarifications	16
5.4	Responses to Pre-Bid Queries and Issue of Corrigendum:	16
6.	Scope of Work of PMC	17
6.1	Techno-Marketing and Stakeholder Adoption Support	17
6.2	Operations Monitoring	18
6.3	SLA (Service Level Agreement) Monitoring Assessment	19
6.4	Helpdesk and PMU Assessment	20
6.5	Operations and Management Assessment	20
6.6	Network Security Assessment	21
6.7	Tender Lifecycle Assessment	22

6.8	Payment Assessment	23
6.9	Exit and Transition Management Support	23
6.10	e-Procurement Solution Support Services	23
7.	Evaluation of Bids	25
7.1	Stage 1: Pre-Qualification	26
7.2	Stage 2: Technical Evaluation	26
7.3	Stage 3: Commercial Evaluation	26
7.4	Commercial Evaluation Process	27
7.5	Total Bid Evaluation	28
7.6	Pre-Qualification /Eligibility Criteria	29
7.7	Technical Evaluation Criteria and Marks	30
7.8	Award of Contract:	34
8.	Deliverables, Periodicity, Timelines, SLA and Payment Terms	34
8.1	Deliverables, Periodicity, Timelines, SLA	35
8.2	Payment Terms	36
8.3	Penalty	36
9.	General Conditions of the Contract	37
9.1	Contract Duration	37
9.2	General Standards of Performance	37
9.3	Terms of Reference	37
9.4	Applicable Laws	37
9.5	Performance Bank Guarantee (PG)	37
9.6	Liability of the PMC	38

9.7	Reporting Obligations	38
9.8	Documents Prepared by the PMC to be Property of BSEDC	38
9.9	Materials Furnished by BSEDC	39
9.10	Accuracy of Documents	39
9.11	Right of Selection/Rejection	40
9.12	Conflict of Interest	40
9.13	Resource Replacement Clause	40
9.14	Change Request Management	41
9.15	Intellectual Property Rights (IPR)	42
9.16	Fraud and Corruption	42
9.17	Confidentiality	43
9.18	Arbitration	44
9.19	Force Majeure	44
9.20	Termination	44
10.	Manpower Requirements	46
10.1	General	46
10.2	Resource requirement	46
10.3	Resource Scope	47
10.4	Project Location	50
11.	Format for Financial Proposal:	50
12.	Annexures	52
12.1	Annexure-I: Checklist of documents to be enclosed in the Bid	52
12.2	Annexure-II: Bid Cover Letter	53

12.3	Annexure-III: Status of the Bidder	56
12.4	Annexure-IV: Certificate of Conformity/ no Deviation	57
12.5	Annexure-V: Prescribed Forms for undertakings/ declaration by Bidder	58
12.6	Annexure-VI: Financial Bid Cover Letter	60
12.7	Annexure-VII: Format of Bank Guarantee for Earnest Money Deposit (EMD)	62
12.8	Annexure-VIII: Format of Bank Guarantee For Performance Bank Guarantee (PBG)	64
12.9	Annexure-IX: Business Proposal Cover Letter	67
12.10	Annexure-X: Format for Submission of Pre-Qualification Experience	68
12.11	Annexure-XI: Format for Submission for Technical-Qualification Experience	68
12.12	Form-I: Project Credentials Format	69
12.13	Form II: CV Format for proposed resources for PMU	69

1. Abbreviations & Definitions

Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BSEDC / BELTRON	Bihar State Electronics Development Corporation Limited
Bid / eBid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format.
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder / Agency / Firm / Supplier	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity.
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid.
CA	Chartered Accountant
Committee	Committee constituted by BSEDC for evaluation of Technical Proposals
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement MD, BSEDC in this document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement.
Contract Price	Price payable to the firm/company on the panel of BSEDC under the Contract for the complete and proper performance of its contractual obligations
Day	A calendar day as per GoB/ GoI.
DIT / DIT, Bihar	Office of the Department of Information Technology, Government of Bihar

Effective date	The date on which the contract comes into force and effect
EMD	Earnest Money Deposit
GCC	General Conditions of Contract
GoB	Government of Bihar
GoI	Government of India
ICT	Information and Communications Technology
INR	Indian Rupee
ISO	International Organization for Standardization
LoI	Letter of Intent
MeitY	Ministry of Electronics & Information Technology, GoI.
O&M	Operation & Maintenance
Personnel	Professional and Support staff provided by the firm/ company and assigned to perform service to execute an assignment and any part thereof.
Proposals	Proposals submitted by bidders in response to the RFP issued by BSEDC for selection of firm/company
QCBS	Quality and Cost Based Selection
RFP	Request for Proposal
Services	Work to be performed by the firm/ company pursuant to the selection by BSEDC and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by BSEDC
TIN	Tax Identification Number
PMC	Project Management Consultant
WO/ PO	Work Order/ Purchase Order
Working Days	Working days is defined as working days as per Government of Bihar and working hours are defined as 09:30 hours till 18:00 hours IST

2. Invitation for Proposal

2.1 RFP Notice

- a) Bihar State Electronics Development Corporation Ltd. (BSEDC) is the nodal agency of the State govt. of Bihar, working towards promotion & implementation of IT and e-Governance initiative. BSEDC is also nominated as the state purchase organization for supply of software and hardware to the state government. BSEDC is committed to generate IT business for the public/private sector with a mandate from the state government to promote & develop IT ecosystem in the state. This includes opportunities for software development, supply of hardware & peripherals, networking and connectivity, web applications, e-commerce, IT training and an entire gamut of direct and indirect IT businesses. BSEDC is the nodal agency under the administrative control of Department of Information Technology, Govt. of Bihar.
- b) The requirement under this RFP is to select an agency for providing Project Management Consulting (PMC) services for Bihar e-Procurement 2.0 project.
- c) Any contract that may result from this public procurement competition will be issued for a term of **three (03) Years ("the Term")**.
- d) BSEDC reserves the right to extend the Term for further period of maximum **Two (02) Years** on the same terms and conditions, if required. During the extension(s), fee may be revised based upon mutual agreement between the parties but not exceeding maximum of 10% of the required manpower as per the current bid amount for the selected agency.
- e) Bihar State Electronics Development Corporation Limited (BSEDC), reserves the right to reject any or all the Proposals in whole or part without assigning any reasons.

2.2 Important Dates and Events

S. No	Information	Details
1.	RFP No. and Date	Tender NIT No. NIT/BSEDC/08/20/2026-27, Dated: 07/09/2026
2.	Last date for submission of pre-bid queries for clarifications	14-09-2026 till 05:00 PM
3.	Pre-bid meeting	15-09-2026 at 12:00 PM
4.	Bid validity period	180 days from the last date (deadline) for submission of proposals.
5.	Earnest Money Deposit (EMD)	Rs. 5,00,000.00 (Five Lakhs Only) to be paid either through online mode or manual mode (BG). In case of manual mode of payment of EMD, the original hardcopy of the EMD (BG) should be submitted to the tendering authority office within the next working day after tender closing date. BG should not be of later date i.e. last date of bid submission.
6.	Non-Refundable Tender Fee/ Cost	INR. 5,000/- only (Rupees Five Thousand only) payable online through e-Procurement
7.	Non-Refundable Tender Processing Fee (TPF)	INR. 11,800/- only (Rupees Eleven Thousand Eight Hundred Only) payable online through e-Procurement
8.	Last date for submission of bids	29-09-2026 till 05:00 PM
9.	Opening of General & Technical Bids	01-10-2026 at 11.00 AM
10.	Technical Presentation by the Successful Bidders	"Will be intimated later"
11.	Place, Time and Date of opening of financial proposals received in response to the RFP notice	"Will be intimated later"

S. No	Information	Details
12.	Contact person for queries	Mr. Vivek Nirala BELTRON Bhawan, Shastri Nagar, Patna, Bihar E-mail: vivek.nirala@semt.gov.in
13.	Addressee and address at which any supporting/original bank guarantee etc. in response to RFP notice is to be submitted:	Managing Director BSEDC Ltd, BELTRON Bhawan, Shastri Nagar, Patna, Bihar Tel No: - 0612-2281242, 0612-2281857
14.	Mode of Bid Submission	Online though e-Procurement/ e-Tendering system at https://www.eproc2.bihar.gov.in/
15.	eProc2.0 Help Desk Details	Toll Free Number: 1800 572 6571 Email Id: eproc2support@bihar.gov.in

3. About Bihar State Electronic Development Corporation Limited (BSEDC)

Bihar State Electronics Development Corporation Ltd. (BSEDC) alias BELTRON is the nodal agency of the Bihar state working towards promotion & implementation of IT and e-Governance. It is the single-point of access to any IT business opportunity in Bihar and encourages various players in the field of IT to come forward and invest in the state of Bihar.

BSEDC is committed to generate IT business for the public/private sector with a mandate from the Government to develop IT in the state. This includes opportunities for software development, supply of hardware & peripherals, networking and connectivity, web applications, e-commerce, IT training and an entire gamut of direct and indirect IT businesses.

BSEDC believes that an opportunity for delivering solutions and IT services is beyond the routine delivery of IT services and solutions, understand vision, mission of the organization, assess the needs of the stakeholders, work towards measurable objectives and deliver value to the beneficiaries by delivering superior value through its services and solutions.

- To Provide Excellent Electronic, IT Goods, IT Services to the Government of Bihar.
- To help its clients adapt themselves to the modern management techniques.
- To create a robust IT eco-system for enhancing competitiveness and productivity of the key economic sectors affecting the lives of much of the population of the State
- To disseminate the IT and ITeS activities across the State so that rural population is equally benefited
- To significantly enhance the availability of skilled manpower in the Government sector.
- To provide seamless and reliable citizen-centric services and information for the public, thereby enhancing efficiency, transparency and accountability of Government

4. About e-Procurement System

e-Procurement /e-Tendering system is a web-based solution which facilitates publishing of live tenders on e-Procurement portal i.e. www.eproc.bihar.gov.in presently. It is the process wherein physical tendering activity is carried out online using the internet and associated technologies. With e-Tendering the contractors/bidders have easier access to govt. procurement opportunities with

additional comfort in submitting their bids electronically from their own premises in anonymity. Also, the time taken to handle the tendering activity gets reduced as the tender documents are processed electronically, which helps the government to complete the projects in shorter duration.

The e-Procurement system is deployed in around 120 GoB departments/Boards etc. All user departments are successfully closing their respective tenders and auctions.

4.1 Objectives of e-Procurement platform

The e-Tendering/e-Auctioning system envisions providing electronic tendering and electronic auction (forward and reverse) with the objective of automating entire procurement process for the Government of Bihar. The key objectives of this platform are to achieve process efficiency, reduce tender life-cycle time, achieve greater transparency, reduced cost, consistent and sustainable vendor development etc. Currently the tender processing fees (TPF), bidder registration fees and the tender document fees are charged from the bidders participating in the tender. Tender processing fees are taken mandatorily online. Whereas BOQ and EMD (optional) are also online of the respective department which has account in the integrated bank (presently with IndusInd Bank) with BSEDC. All the EMD transactions received online are electronically refunded to the bidder.

4.2 Objective of this RFP

The BSEDC limited is the pioneer organization in providing e-governance services in state of Bihar. It is the nodal agency for the e-Procurement project. Now to facilitate the process of assessing the functioning of the e-Procurement 2.0, BSEDC is interested in taking the services of PMC. The services of the consultant PMC agency shall also be used for assisting BSEDC to monitor and assess the conformance by the SI and add value to improve the project operations of e-Procurement.

5. Instructions to Bidder

5.1 General Instruction

- 5.1.1 Bidders (i.e., eligible consulting firms) are advised to study all instructions, forms, terms, requirements, and other information in the RFP/Bid Documents carefully before submitting the proposal.
- 5.1.2 The bidder should not tamper the templates, and file types. If any additional information should be provided in a separate sheet where required.
- 5.1.3 The Bidder should submit the required supporting documents only in “Technical Bid”, while financial bid documents only in “Financial Bid”. If Financial Bid document is submitted in the Technical Bid or Technical Bid document in the Financial Bid, the bid will be as a rejected and bidder will be disqualified from the further process.
- 5.1.4 “Submission of bid shall be deemed to have been done after careful study and examination of the Bid Document with full understanding of the scope of services of its implications.
- 5.1.5 The response to this Bid Document should be full and complete in all respects. Failure to furnish all information required by the Bid Documents or submission of a proposal not substantially responsive to the Bid Documents in every respect will be at the bidder’s risk and may result in rejection of its Proposal.
- 5.1.6 Additionally, proposals of only those Bidders who satisfy the Conditions of Eligibility, stated herein in the RFP will be considered for further evaluation by Authority.
- 5.1.7 The Bidders are encouraged to examine and familiarize themselves fully about the nature of assignment, scope of work, all instructions, forms, terms and conditions of RFP, local condition and any other matters considered relevant by them before submitting the Bid by paying a visit to the site, sending written queries to the Authority, and attending a Pre-Bid meeting.
- 5.1.8 By submitted the bid or proposal, the bidder acknowledges that:
 - Made a complete and careful examination of the RFP conditions.
 - Received all relevant information requested from the Authority.
 - Accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Authority relating to any of the matters referred to RFP clauses.
 - Acknowledged that it does not have a Conflict of Interest

- Agreed to be bound by the undertakings provided by it under and in terms hereof.

5.1.9 The Authority shall not be liable for any omission, mistake, or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.

5.2 Instructions for Online Bid submission

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the Bidders on the e-Procurement/e-tender portal are prerequisites for e-tendering.
2. Bidder should register for the enrollment in the e-Procurement site using the “Online Bidder Enrollment” option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide only valid and true information including valid email id. All the correspondence shall be made directly with the Bidders through email id as registered.
3. Bidder(s) need to login to the site through their user ID/ password chosen during enrollment/registration.
4. The Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra, or any other Certifying Authority recognized by Controller of Certifying Authorities (CCA) India on eToken/SmartCard, should be registered.
5. The registered DSC only should be used by the Bidder in the transactions and should ensure safety of the same
6. Bidder may go through the tenders published on the site and download the tender documents/schedules for the tenders
7. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise the bid shall be considered rejected
8. Any clarifications may be sought online through the tender site, through the contact details or during pre-bid meetings if any. Bidder should consider the corrigendum if any is published before submitting the bids online.

9. Bidder may log in to the site through the secured login by the user id/ password chosen during enrolment/registration and then by submitting the password of the e-Token/Smart Card to access DSC
10. Bidders may select the tender which they are interested in by using the search option and then move it to the 'my tenders' folder.
11. From my tender folder, the Bidder may select the tender to view all the details uploaded there
12. It shall be deemed that the bidder has read and understood all the terms and conditions before submitting the offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the incomplete bid shall stand rejected.
13. Bidder, in advance, should prepare the bid documents to be submitted as on tendering portal in the formats, number of documents and size as per requirement of tendering portal.
14. Bidder should submit the Bid Document Fee/ Bid Security/EMD as specified in the tender document.
15. While submitting the bids online, the Bidder shall read the terms and conditions and may accept the same to proceed further to submit the bid packets.
16. The Bidder must digitally sign and upload the required bid documents one by one as indicated. Very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that the Bidder has read, understood, and agreed with all clauses of the Bid Document including General conditions of contract without any exception.
17. The Bidder must upload the relevant files required as indicated in the cover content on online portal only.
18. The Bidders are advised to submit the bids through an online e-tendering system well before the bid submission due date and time.
19. After the bid submission, the acknowledgement number indicated by the system should be printed by the Bidder and kept as a record of evidence for online submission of bids for the particular tender.
20. The time settings fixed in the server side and displayed at the top of the tender site, shall remain valid for all actions of requesting, bid submission, bid opening etc., in the e-Tender system. The Bidder should follow such time during bid submission.
21. All the data being entered by the Bidder would be encrypted using Public Key Infrastructure (PKI) encryption techniques to ensure the secrecy of the data. The data entered is not

retrievable by unauthorized persons during the bid submission and until the time of bid opening by any person

22. Any Bid Document that is uploaded on the server is subjected to symmetric encryption using a system generated symmetric key as per requirement of tendering portal.

5.3 Pre-bid Conference (PBC) & Clarifications

BSEDC shall hold a pre-bid meeting with the prospective Bidders on the mentioned date. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach the Nodal officer as per the schedule of bids by email only in editable excel format.

The responses will be transmitted to the prospective Bidders through appropriate means. However, it will be Bidder's responsibility that they collect all responses. Non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a Bidder. The queries should necessarily be submitted in the following format in editable excels.

S. No.	RFP Document Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification
1.				
2.				
3.				
4.				

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

5.4 Responses to Pre-Bid Queries and Issue of Corrigendum:

Tenderer reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it. The corrigendum shall be uploaded on the website www.beltron.in and www.eproc.bihar.gov.in.

BSEDC will endeavor to provide timely response to all queries. However, BSEDC makes no representation or warranty as to the completeness or accuracy of any response; nor does BSEDC undertake to answer all the queries that have been posed by the Bidders.

At any time prior to the last date for receipt of bids, BSEDC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document through a corrigendum. The Corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the website <https://eproc2.bihar.gov.in>.

Any such corrigendum shall be deemed to be incorporated into this RFP. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, BSEDC may, at its discretion, may extend the last date for the receipt of Proposals.

6. Scope of Work of PMC

The selected bidder is required to perform functional assessment of the complete tender life-cycle including to & fro payments flow, their settlements and reconciliations, vet documentations submitted by the SI including change requests from departments and verify and calculate payments for the SI, DSC vendor and NSDL. The bidder is required to undertake the following key tasks:-

6.1 Techno-Marketing and Stakeholder Adoption Support

- a) Support BSEDC to Translate technical features of the e-Procurement solution into clear, customer-focused benefits and value propositions.
- b) Support BSEDC to Conduct competitor analysis, industry benchmarking, and regulatory landscape studies to identify differentiators and opportunities.
- c) Suggest on preparation of datasheets, case studies, whitepapers, blogs, and customer success stories tailored to the e-Procurement domain through vendors, that may be required during advance marketing stages,
- d) Generate customer insights and market feedback from sales team de-briefs made available to consultant, to suggest on product enhancements and roadmap decisions.
- e) Assist BSEDC to represent the solution at trade shows, exhibitions, webinars, and industry forums to build visibility and credibility.
- f) Assist to track adoption metrics, campaign outcomes, and customer feedback, providing

periodic reports and recommendations.

- g) Conduct workshops and training sessions (facilitated by BSEDC) for internal teams to build product awareness and usage confidence.
- h) Identify emerging technologies and trends in procurement solutions to recommend enhancements and maintain product competitiveness.
- i) Support BSEDC in promoting the Bihar e-Procurement 2.0 platform across Government Departments, PSUs, Boards and Corporations within Bihar and other States.
- j) Assist BSEDC in conducting business outreach, stakeholder engagement programs, workshops, conferences, exhibitions and industry interactions to increase awareness, adoption and visibility of the e-Procurement platform.
- k) Support BSEDC in identifying opportunities for replication and adoption of the e-Procurement solution by other State Governments, Government Agencies and Public Sector Organizations.
- l) Assist BSEDC in preparing marketing collateral, business presentations, case studies, success stories and promotional material for showcasing the platform to prospective clients and stakeholders.

6.2 Operations Monitoring

The core objective for PMC is to assist BSEDC with objective evaluation and assessment services designed to monitor and assess the conformance by the SI to the requirements stated in the RFP, project operations and add value to improve the project operations. It helps the state to accomplish the project objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of infrastructure, operations, and service level management, control and governance processes. The Project Management Consultant (PMC) will support to assess / evaluate the project operations and management, conformance to Government orders from time to time on procurement, conformance to applicable CVC guidelines and to & fro payment flow processes of the project as per RFP.

- a) Monitoring the availability and performance of e-Procurement services vis-a vis the requirements defined in the RFP of SI;
- b) Monitoring the e-Procurement project infrastructure utilization including hardware, software and the requirements of e-Procurement Project; To provide regular MIS reports

- relating to the uptime and performance measures on periodicity basis; To provide regular MIS report relating to the registration of the vendor to ensure there are no duplicity in the data;
- c) Support in calculation of payment to be paid to the SI based on overall uptime & performance of project;
 - d) Monitoring of helpdesk activity for DSC, assist in its payment calculation and other activities;
 - e) Analyze invoices received from NSDL towards PAN, GST & MCA21 API services for e-Proc2.0 and support to prepare draft calculations for payment, based on defined metrics.
 - f) In integration of e-Proc2.0 application with WAMIS ,CFMS & NSDL, PMC needs to assist and monitor in the implementation. Also support may be extended if any other integration is proposed with e-Proc2.0.

6.3 SLA (Service Level Agreement) Monitoring Assessment

- a) Check performance of the SI as per the Service Level requirements defined in the RFP on a monthly basis.
- b) PMC shall tabulate, in a template, all possible measurable parameters as defined in the RFP. These parameters shall be measured against the performance indicators mentioned in the RFP. PMC shall collate the results in a report and submit to the BSEDC Ltd. The PMC shall be responsible for providing the SLA report using available monitoring tool, if any.
- c) PMC shall also review the configuration/deployment parameters of the SLA monitoring tool which is matching the SI SLA report. PMC assessment would include preparation of templates for reports to be submitted by SI to PMC/BSEDC Ltd and report to be submitted by the PMC to BSEDC Ltd. PMC shall also tabulate measurable parameters as defined in the respective SLA's.
- d) PMC would suggest proactive communication to the stakeholders, regarding any concerns based on the information generated using the reports.
- e) PMC would perform penalty computation as per the SLA and payment conditions mentioned in the agreement between SI & BSEDC Ltd and DSC vendor & BSEDC Ltd also.
- f) PMC's scope to monitor would also include center/site inspection to verify those parameters of the SLA, which cannot be monitored using Software Tools / EMS.

- g) Review the helpdesk and PMU procedures established by the SI and submit a periodicity report with draft observations to the BSEDC Ltd.
- h) Discuss escalated problems, new issues and matters still outstanding for resolution.
- i) Review of statistics related to rectification of outstanding faults and agreed changes.
- j) Provide suggestions for changes to improve the service levels.

6.4 Helpdesk and PMU Assessment

- a) Create performance reports of Helpdesk and PMU operations, evaluate the same and submit monthly draft observations to BSEDC.
- b) The following activities, but not limited to, are envisaged to be performed as part of Helpdesk and PMC's scope:

Monthly report on the number of Calls/ queries attended/ unattended, type of queries, number and type of changes requested, average resolution time from the time issue is logged, etc..

- c) PMC would review the mechanism of obtaining data on user satisfaction, feedback on quality of service & post analysis of the same, and would submit a report with suggestions to BSEDC Ltd. This task would be done on quarterly basis.
- d) PMC would also assist to verify the DSC issuance process and suggest process improvements and draft amount calculation for payment.
- e) PMC should verify tender analytics, bidder analytics, transaction trends and MIS accuracy.
- f) Measurement of department/user adoption, active users, bidder growth, tender volume trends, training effectiveness.
- g) Measure bidder complaints, onboarding issues, helpdesk satisfaction and platform usability.

6.5 Operations and Management Assessment

- PMC would be responsible for the review of the prepared policies / documents prepared by SI for eProcurement system, and highlight gaps, if any.
- PMC would review and analyze the services provided through eProcurement system and its delivery mechanisms & post analysis of the same, would submit a report with observations to the BSEDC Ltd.

- PMC would review the Change Management, communication plan, configuration management, availability management, service level management etc. to ensure proper processes are in place for data center operation and maintenance.
- Assess the exit process for the SI with keeping the transition processes and timelines in mind.
- If infrastructure, Bandwidth utilization has reached high level, PMC should coordinate with concerned team and work towards resolution

6.6 Network Security Assessment

The selected agency will be responsible for

- a) Assessment of the eproc2 portal as per the State Guidelines issued by the Government and submit the observations to BSEDC indicating the risk elements in the network operations.
- b) Assess Identity and access management for network components: Device hardening, least-privilege access, MFA for admin access, key/secret management.
- c) Vulnerability management and patching: Scans for network devices and OS, remediation cadence, and exception handling based on the scanned reports.
- d) Assess the change, incident, and continuity processes and provide observations to BSEDC (if any): Change control for network rules, incident response readiness, configuration management.
- e) Assess documentation: Network diagrams, data flows, asset inventory, policies/standards, change records and provide observations to BSEDC for improvement.
- f) The Agency would assess the rules and policies for IT components such as Routers, firewall, Switches, Servers etc.
- g) Disaster Recovery (DR) or Business Continuity Plan (BCP) assessment.
- h) The agency would assess the policy of granting access to eproc2 Network. and provide observations to BSEDC for improvement.
- i) Assessment shall be aligned to CERT-In advisories, State Cyber Security Policy, ISO 27001 controls, OWASP Top 10, and applicable MeitY guidelines.
- j) The Agency would conduct the IT Infrastructure and Network Security Assessment on a half yearly basis.

- k) The agency shall assess the SLA and monitor the performance of the SI on a quarterly basis and submit report to BSEDC
- l) Assess compliance with Security Audit findings, VAPT observations and closure status..

6.7 Tender Lifecycle Assessment

The PMC shall monitor the tenders published in e-Proc2.0 portal in the following manner and submit observations to BSEDC:

- PMC shall review a representative sample of tender transactions and procurement processes undertaken through the e-Procurement platform. The assessment shall cover 5%–10% of the tenders processed during the review period, subject to a minimum of 50 tenders, including at least two tenders from each participating Department/Organization, to evaluate compliance with applicable procurement rules, bid processing procedures, approval workflows, audit trail requirements and system controls. Findings, observations and recommendations shall be documented and submitted to BSEDC as part of the Tender Lifecycle Assessment Report.
- Assessment of tenders shall cover conformance to the following:
 - Applicable Government orders issued by Government of Bihar from time to time.
 - Applicable CVC/ GFR/ Bihar State guidelines issued by Government of India from time to time.
 - Assessment shall cover the complete tender life cycle for conformance. For understanding the scope of this assessment /evaluation, a few examples are listed below:
 - Whether tender publishing date and bid submission end date had suitable gap as per type of tender?
 - Whether payments were received on or before the scheduled date and time. Were there any exceptions?
 - Whether there were minimum 2 bids in financial stage for price discovery? Else, whether appropriate approvals were obtained in case of exceptions?
 - PMC shall submit a monthly report on the tender assessment / evaluation with results and specific observations/ findings to BSEDC

6.8 Payment Assessment

- Evaluate Payment gateway services provided by the SI & integrated Bank for the e-Procurement/e-Auctioning Project. Performance evaluation of SI & integrated Bank for Payment gateway.
- PMC would study the payment gateway process flow and suggest necessary provisions for continuous improvement in performance of its functioning/ process flow.
- Review the process flow for Payment flow that shall include receipts and refunds, treatment of double payments, charge backs, partial payments, if any, bank reconciliation, and submit the monthly assessment / evaluation report.

6.9 Exit and Transition Management Support

- a) PMC would envisage with the objective of ensuring preparedness of SI at all the time for any eventuality resulting in termination of contract. PMC assessment includes support/ advice in the event of exit of the SI.
- b) Assist BSEDC Ltd. to review the exit process as per the contract.
- c) Advice BSEDC Ltd on documentation, process and procedures necessary for taking over the system from the SI.
- d) Review of present SI's RFP, proposals and agreements, PMC reports, logged complaints of users (last 1 one year) and proposed solution.
- e) Review of Project Plan for the transition from existing SI for e-Procurement to new SI.

6.10 e-Procurement Solution Support Services

- a) Assess the existing procurement processes, workflows, policies, and systems; conduct requirement gathering and gap analysis for the proposed e-Procurement platform.
- b) Prepare the DPR, implementation roadmap, cost estimates, technology recommendations, and procurement strategy for the e-Procurement solution.
- c) Draft the RFP, technical specifications, eligibility criteria, evaluation framework, SLA requirements, payment milestones, and other bid-related documents.
- d) Support the Department during the bid process, including pre-bid meetings, bidder queries, clarifications, and corrigenda.

- e) Assist in technical and financial bid evaluation and preparation of evaluation and recommendation reports.
- f) Monitor implementation activities of the selected agency, review deliverables, support UAT, and provide project management and handholding support until successful Go-Live and project closure.

6.11 AI-enabled e-Procurement Advisory Support Services

- a) Assess AI opportunities across the e-Procurement ecosystem and recommend use cases to improve efficiency, transparency, compliance, and user experience.
- b) Analyze tender, bidder, transaction, and usage data to identify trends, anomalies, risks, and opportunities for process improvement.
- c) Design AI-driven dashboards, predictive analytics, and decision-support models for BSEDC management.
- d) Recommend AI-based fraud, collusion, bid-rigging, duplicate bidder, and anomalous transaction detection mechanisms.
- e) Evaluate AI-enabled automation opportunities for document verification, compliance checking, workflow monitoring, and exception management.
- f) Develop AI-based bidder and department adoption analytics, user behavior analysis, and platform usage insights.
- g) Recommend intelligent helpdesk solutions, virtual assistants, and knowledge management capabilities to improve citizen and bidder support.
- h) Assist in defining AI requirements, architecture, and technical specifications for future enhancements of the e-Procurement platform.
- i) Review and assess AI/ML components proposed by SI or third-party vendors and provide technical recommendations.
- j) Support preparation of DPR, RFP, technical specifications, evaluation criteria, and implementation roadmap for AI-enabled e-Procurement initiatives.
- k) Monitor performance and effectiveness of deployed AI solutions and recommend continuous improvements.
- l) Identify emerging AI technologies and best practices relevant to digital procurement and public procurement systems.

7. Evaluation of Bids

- a) Authority shall constitute a Tender Evaluation Committee to evaluate the responses of the bidders. The Tender Evaluation Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by bidders may lead to rejection of their bids.
- b) The Committee may seek inputs from their professional and technical experts in the evaluation process.
- c) Authority reserves the right to do a reference check of the experience stated by the Bidder. Any feedback received during the reference check shall be considered during the technical evaluation process.
- d) The decision of the Tender Evaluation Committee in the evaluation of bids shall be final. No correspondence will be entertained outside the process of evaluation and post bid submission with the Committee. The Tender Evaluation Committee may ask for meetings or presentation with the Bidders to seek clarifications or confirmations on their bids.
- e) The Tender Evaluation Committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- f) Proposal Presentations: The Tender Evaluation Committee may invite each pre-qualified Bidder to make a presentation, at a date, time and venue decided by Authority. The purpose of such presentations would be to allow the Bidders to present their proposed solutions to the Committee and orchestrate the key points in their Proposals.
- g) During the bid evaluation, authority may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted. Authority is entitled to ask for clarifications as many times as possible from the bidders to the satisfaction of the Technical Evaluation committee.
- h) If the bidder fails to provide the clarification or additional information sought in the stipulated time, the information provided in the technical proposal only will be used for evaluation. It is clearly understood that the additional information or clarification on the technical proposal provided by the bidders will not be the basis for affecting any changes in the Commercial Proposal already submitted by the bidders.
- i) The steps for evaluation are as follows:

7.1 Stage 1: Pre-Qualification

1. Authority will examine the bids to determine whether they are complete, responsive, whether required EMD has been furnished, whether the letters/certificates have been properly signed, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting any criteria specified in the tender, will be rejected by Authority, and shall not be included for further consideration. Any deviations in proposal response may make the bid liable for rejection.
2. All eligible bids will be considered for further evaluation by an Evaluation Committee according to the evaluation process defined in this Bidding document.
3. Each of the Pre-Qualification condition mentioned in Section 7.6 is MANDATORY. In case, the Bidder does not meet or complied any one of the conditions, the bidder shall be disqualified.
4. Bidders may inform of their qualification/disqualification based on the Pre-Qualification criteria through tender portal

7.2 Stage 2: Technical Evaluation

1. Technical bid will be evaluated only for the bidders who succeed in Stage 1.
2. Authority will review the technical bids of the short-listed bidders to determine whether the technical bids are responsive. Bids that are not responsive are liable to be disqualified.
3. The bidders' technical solutions proposed in the bid document shall be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in subsequent sections.
4. Each **Technical Bid will be assigned a technical score (T) out of a maximum of 100 marks. Only the bidders who get minimum 75 marks will qualify for next stage of evaluation.** Failing to secure minimum marks shall lead to technical rejection of the Bid.

7.3 Stage 3: Commercial Evaluation

1. The commercial bids shall not be opened by Authority until the evaluations of technical bids have been completed. The technically shortlisted Bidders will be informed of the date and venue of the opening of the Commercial Proposals through email or written communication.
2. Prices quoted indicating total prices for all the deliverables and services must be fixed and final and shall remain constant throughout the period of the contract and shall not be subject to any

upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only and payments shall be made to successful bidders in Indian currency only.

3. The bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, and other charges as may be applicable in relation to the activities proposed to be carried out. Authority reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
4. The summary of all components shall be uploaded as BoQ format in excel.
5. An adjustable price quotation or conditional proposal shall be treated as non-responsive, and the bid may be rejected.
6. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received.
7. 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.
 - Any omission in filling the columns of “units” and “rate”, shall deemed to be treated as inclusive in the total project cost.
8. All the department’s approved Out-of-Pocket Expenses (OPE) related to boarding, lodging, travel, and other related items outside the base location at Authority’s designated office in Patna shall be reimbursed at actuals. Bidders shall not account for the OPEs in the commercial bid. All other OPEs other than above shall be accounted for by the bidder in the Commercial Bid and department shall not pay anything extra for the same.

7.4 Commercial Evaluation Process

1. **Total Quoted Rate** shall be calculated based on the format provided in Section Format for Commercial Bid (Inclusive of all levied duty, taxes and GST)
2. The Lowest **Total Quoted Rate** shall be given a commercial score (CS) of 100 points. The Commercial Score of the other bidders shall be calculated with respect to the lowest **Total Quoted Rate**. The methodology of Commercial Score shall be as follows:
3. **Commercial Marks** of the bidder under consideration = (Lowest **Total Quoted Rate** from all Commercial Bids / **Total Quoted Rate** by the bidder under consideration) X 100.

7.5 Total Bid Evaluation

The selection method is **Quality cum Cost Based Selection (QCBS)**.

Technical Bid Score will get a weightage of **70%** (denoted by **ST**) and Financial Bid Score a weightage of **30%** (denoted by **SF**).

The process of selection of successful bidder for the purpose of award of contract shall be as follows:

A. Calculation of Technical Score (ST)

T = Technical Marks Obtain by the Individual Bidder

TH = Highest Technical Marks Obtain by Bidder

ST = Technical Score obtained by the Individual Bidder

Calculation of Technical Score (ST)

ST = 100 x (T/TH) (rounded off to 2 decimal places)

B. Calculation of Financial Score (SF)

F= Total Financial Bid amount quoted by individual Bidder

FL= Lowest Total Financial Bid amount quoted by individual Bidder

SF = Financial Score obtained by the Individual Bidder

Calculation of Financial Score (SF)

SF = 100 x (FL/F) (rounded off to 2 decimal places).

C. Calculation of Final Composite Score (S)

The Final Composite Score (S) shall be computed for each firm by assigning 70% weightage to the Technical Score (ST) and 30% weightage to Financial Score (SF) using the formula given below:

S = (ST x 0.7) + (SF x 0.3) (rounded off to 2 decimal places)

Bidder with the highest final composite score will be awarded the contract. In case of a tie in the final composite score, the bidder with the higher Technical Score will be invited for negotiations and selection first.

7.6 Pre-Qualification /Eligibility Criteria

The Bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements as described in the RFP document. Keeping in view the complexity & volume of the work involved. The Bidder must also possess the Technical know-how and the Financial wherewithal that would be required to successfully provide the required support services sought by the BSEDC. The Bids must be complete in all respect and shall cover the entire scope of work as stipulated in the tender document. The invitation to Bid is open to all consultants who qualify the eligibility criteria as given below. Consortium bidding is not allowed

Sl. No.	Criteria	Documents required
1.	• A company incorporated in India under the Companies Act, 1956 • Limited Liability Partnership (LLP) registered under LLP Act, 2008 and subsequent amendments thereto. • Registered with the GST and PAN Authorities in India • Should have been operating in India during the last Ten (10) financial years ending with 2024-25	• Copy of Certificate of Incorporation • Copy of PAN and GST • Copy of work order/ Agreement
2.	The bidder should have positive net worth and an average annual turnover of Rs. 15 crores from Consultancy services in India during last three financial years i.e., for the year ending March 31, 2023, 2024 and 2025 as per audited balance sheet	Certificate from the Statutory Auditor/ Chartered Accountant on turnover details and balance sheet for the last three financial years (FY 2022-23, FY 2023-24 and FY 2024-25).
3.	Bidder should have Consulting/ project monitoring experience for e-Tendering/e-auction/e-Procurement system for any state/central government/PSU at least in one project in the last 10 years.	Copy of work order/Agreement.
4.	Bidder shall have at least 100 qualified resources on their payroll in India as on date of submission of bid	HR Certificate
5.	Should not have been blacklisted by Govt. of India/State Government/Central PSU as on the bid submission date.	Self-Declaration from the bidder

7.7 Technical Evaluation Criteria and Marks

Sl. No.	Criteria	Supporting Document Required	Marks
1.	The bidder should have positive net worth and an average annual turnover of Rs. 15 crores from Consultancy services in India during last three financial years i.e., for the year ending March 31, 2023, 2024 and 2025 as per audited balance sheet If Turnover ≥ 20 and < 50 Crores :7 Marks If Turnover ≥ 50 and < 100 Crores :8 marks If Turnover ≥ 100 Crores :10 Marks	Certificate from the Statutory Auditor/ Chartered Accountant on turnover details and balance sheet for the last three financial years (FY 2022-23, FY 2023-24 and FY 2024-25).	10 Marks
2.	Total number of resources on the Company's Payroll ≥ 100 to < 200 resource- 7 Marks ≥ 200 to < 300 resource- 8 Marks ≥ 300 resource- 10 Marks	Certificate from the HR / Authorized Signatory on the company letter head.	10 Marks
3.	Similar Project Experience of the Firm- Bidder must have Consulting/ project monitoring experience for e/-Tendering/e-auction/e-Procurement system for any state/central government/PSU in last 10 financial year a) 1 Project: 7 Marks b) 2 Projects: 10 Marks	Work order/Agreement copy clearly showing project scope of work	10 Marks
4.	Bidder must have Consulting/ project monitoring experience for e-Governance	Work order/Agreement copy	10

Sl. No.	Criteria	Supporting Document Required	Marks
	Projects in India (state/central government/PSU) in last 10 financial year with minimum project value of 2 Crores (inclusive of GST). a) 4 Projects – 5 Projects: 7 Marks b) 6 Projects – 7 Projects: 8 Marks c) =>8 Projects: 10 Marks	clearly showing project value Note: Ongoing project will be also considered	Marks
5.	Proposed Project Manager cum Techno-marketing expert Experience Must have 10 years of experience including 5 years' of experience in Procurement for government client. Allotment of marks will be as follows: ○ Total 10 years of experience including 5 years' of experience in Procurement for government client – 7 Marks ○ Total 12 years of experience including 6 years' of experience in Procurement for government client – 8 Marks ○ Total 14 years of experience including 7 years' of experience in Procurement for government client – 10 Marks	CV along with scan copy of relevant certificates (as per Form II)	10 Marks
6.	Infrastructure Specialist Experience- Must have minimum 6 years of experience including 3 years of consulting experience in IT Operations, Infrastructure Management, Service Governance, O&M Assessment and e-	CV along with scan copy of relevant certificates (as per Form II)	10 Marks

Sl. No.	Criteria	Supporting Document Required	Marks
	Governance/Government Projects. Allotment of marks shall be as follows: Experience ○ =>6 to <= 8 years – 3 Marks ○ >8 to <= 10 years – 5 Marks ○ > 10 years – 6 Marks Experience in IT Operations / Infrastructure Assessment (Infrastructure Utilization Assessment, O&M Assessment, Helpdesk Assessment, Integration Monitoring, Vendor Registration Assessment, Payment Verification, Service Governance Assessment ○ 1 project -1 Mark ○ >= 2 project 2 Marks Procurement Experience for government clients: ○ 1 project -1 Mark ○ >= 2 project 2 Marks		
7.	Technology Consultant (Network Security) Experience- Must have minimum 6 years of experience including 3 years of consulting experience in Network Security Assessment, Information Security Governance, Cyber Security Compliance, Vulnerability Assessment and Security Monitoring for Government / PSU / e-Governance projects. Allotment of marks shall be as follows: <i>Experience</i>	CV along with scan copy of relevant certificates (as per Form II)	10 Marks

Sl. No.	Criteria	Supporting Document Required	Marks
	○ =>6 to <= 8 years – 4 Marks ○ >8 to <= 10 years – 5 Marks ○ > 10 years – 6 Marks Certifications: CCNA/CCNP/CEH or equivalent – 4 Marks		
8.	AI Expert Experience- Must have 6 years of experience including 3 years' of Consulting experience in AI/ML, intelligent automation, predictive analytics, and enterprise AI solutions with Allotment of marks will be as follows: <i>Experience</i> ○ =>6 to <= 8 years – 4 Marks ○ >8 to <= 10 years – 5 Marks > 10 years – 6 Marks Certification: AI Certification: Microsoft/ Google/ AWS/ IBM/ Oracle: 4 marks	CV along with scan copy of relevant certificates (as per Form II)	10 Marks
9.	Proposal and Presentation by the Bidder • Understanding of project need, requirements and scope of work. • Clarity and adequacy of Approach and Methodology. Presentation: 20 Marks	Copy of Presentation to be submitted by the bidder during the presentation	20 Marks
Total Marks			100

Bidders who have **minimum 70 marks** in technical evaluation will be considered for next stage of evaluation.

7.8 Award of Contract:

The Authority will notify the successful bidder in writing by issuing an offer letter for signing the contract and promptly notifying all other bidders about the result of the selection process. The successful bidders will be asked to sign the contract after fulfilling all formalities within 15 days of issuance of the offer letter. After signing of the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties. The contract will be valid for 36 months from the date of effectiveness of the contract and may be extended upto 24 months on mutual consent.

8. Deliverables, Periodicity, Timelines, SLA and Payment Terms

- No advance payment shall be made
- Payment will be done on submission of invoice and on accomplishment of milestone defined under "Milestones".
- Payments shall be subject to deductions of any amount for which the successful bidder is liable under the agreement against the respective purchase/ work order. Further, all payments shall be made subjects to deduction of TDS (Tax deduction at Source) as per the income- Tax Act,1961 and any other taxes.
- All Payments shall be made in Indian Rupees only.
- The payments will be released once the defined periodicity deliverables and requirements are delivered/met.
- Payment shall be as per given table below:

Following are the deliverables required from PMC and their periodicity.

8.1 Deliverables, Periodicity, Timelines, SLA

No.	Scope Area	Key Activities Covered	Deliverable	Periodicity
1	Techno-Marketing and Stakeholder Adoption Support	Stakeholder adoption tracking, bidder/user growth analysis, market feedback assessment, product positioning support, training and awareness monitoring, recommendations for solution enhancement	Adoption & Stakeholder Engagement Report	Quarterly
2	Techno-Marketing and Stakeholder Adoption Support	- Conduct at least 2 business development activities - Generate and maintain at least 2 business opportunity pipelines/leads	Business development Report	Monthly
3	Operations Monitoring	Monitoring infrastructure utilization, uptime, performance, vendor registration, integration monitoring, operational compliance, and project performance review	Operations & Management Assessment Report	Quarterly
4	Operations Monitoring	Verification of vendor registrations and identification of duplicate/inactive registrations	Vendor Registration Assessment Report	Quarterly
5	Operations Monitoring	Verification and calculation of payments payable to SI, DSC Vendor and NSDL based on contractual provisions and performance parameters	Payment Calculation Report (SI/DSC Vendor/NSDL)	Quarterly
6	SLA Monitoring Assessment	SLA monitoring, performance measurement, uptime verification, penalty calculation, site inspection and compliance assessment	SLA Assessment Report	Quarterly
7	Helpdesk and PMU Assessment	Analysis of helpdesk performance, ticket resolution, PMU effectiveness, user satisfaction, DSC issuance process review and process improvement recommendations	Helpdesk & PMU Assessment Report	Quarterly
8	Operations and Management Assessment	Assessment of policies, procedures, service management processes, change management, configuration management, availability management and operational governance	Operations & Management Assessment Report	Quarterly
9	Network Security Assessment	Network security review, access management assessment, vulnerability management review, DR/BCP assessment, security	Network Security Assessment Report	Half-Yearly

No.	Scope Area	Key Activities Covered	Deliverable	Periodicity
		compliance monitoring and audit observations		
10	Tender Lifecycle Assessment	Tender process review, compliance verification with GoB/CVC/GFR guidelines, tender lifecycle monitoring and risk-based tender assessment	Tender-wise Assessment Report	Monthly
11	Payment Assessment	Review of payment gateway operations, payment flow, receipts, refunds, reconciliation and banking integrations	Payment Flow Assessment Report	Monthly
12	Exit and Transition Management Support	Exit readiness evaluation, transition planning, takeover documentation review and transition support recommendations	Exit Readiness & Transition Assessment Report	As Required / Half-Yearly
13	Project Initiation Activities	Assessment methodology, reporting framework, templates, schedules and monitoring plan	Assessment Framework & Project Plan	One Time (within 30 days of LoI)

8.2 Payment Terms

Quarterly payment shall be released subject to acceptance of all monthly and quarterly deliverables due during the relevant quarter.

8.3 Penalty

The PMC shall submit all deliverables within the timelines specified under this RFP and the Contract.

In the event of delay attributable solely to the PMC in submission of any deliverable, BSEDC may levy Liquidated Damages (LD) at the rate of **0.25% of the applicable quarterly payment value for each week or part thereof of delay.**

The maximum LD recoverable against any individual deliverable shall not exceed **5% of the applicable quarterly payment value.**

The total LD recoverable during any quarter shall not exceed **10% of the corresponding quarterly payment value.**

The aggregate LD recoverable during the entire Contract Period shall not exceed **10% of the Total Contract Value.**

Recovery of LD shall not relieve the PMC of its obligation to complete the Services and deliver the required outputs under the Contract.

9. General Conditions of the Contract

9.1 Contract Duration

The PMC would be engaged for a period of **three (3) years** from the date of signing of Agreement. The period may be further extended on same terms & conditions as per the mutual Agreement.

9.2 General Standards of Performance

The PMC shall perform the Services and carry out its obligations here under with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods. The PMC shall always act, in respect of any matter relating to this Agreement or to the Services, as a faithful advisor to BSEDC, and shall at all times support and safeguard BSEDC's legitimate interests in any dealings with Third Parties.

9.3 Terms of Reference

The scope of Services to be performed by the PMC is specified in the Scope of Work. The PMC shall provide the Deliverables specified therein in conformity with the time schedule stated therein.

9.4 Applicable Laws

The PMC shall perform the Services in accordance with the Applicable Laws and shall take all practicable steps to ensure that the Personnel and agents of the PMC comply with the Applicable Laws.

9.5 Performance Bank Guarantee (PG)

The successful bidder shall, within 15 days from the issuance of the Letter of Invitation (LOI) by BSEDC, submit a Performance Guarantee (PG) equivalent to 10% of the total work order value. The PG shall be provided in the form of a Demand Draft or Performance Bank Guarantee issued by a Nationalized/Scheduled Bank in India, in a format acceptable to BSEDC, to ensure due performance of the assignment.

Key Provisions:

- **Validity:** The PG shall remain valid for a period of 39 months. In case of project extension, the PG must be extended accordingly for the revised duration.
- **Refund:** The PG will be refunded within six months from the successful completion of the assignment.

- **Forfeiture:** The PG shall be liable for forfeiture under the following circumstances:
 - i. Breach of any terms and conditions of the contract.
 - ii. Failure of the selected bidder to commence services or to deliver agreed outputs after partial execution of the work order.

9.6 Liability of the PMC

Notwithstanding anything contained elsewhere in this Contract, the aggregate liability of the PMC arising out of or in connection with this Contract, whether under contract, tort, negligence, statutory liability, indemnity or otherwise, shall not exceed the **Total Contract Value**.

Neither Party shall be liable to the other Party for any indirect, consequential, incidental, special, exemplary or punitive damages, including loss of profit, loss of business opportunity, loss of goodwill or loss of data.

The foregoing limitation shall not apply to:

- Fraud or wilful misconduct;
- Breach of confidentiality obligations;
- Infringement of intellectual property rights;
- Third-party claims arising from gross negligence or wilful misconduct of the PMC;
- Any liability that cannot be excluded under applicable law.

The liability cap specified above shall be the sole and exclusive financial liability of the PMC under this Contract.

9.7 Reporting Obligations

- The PMC shall submit to BSEDC the reports and documents specified in the RFP, in the form, in the numbers and within the time periods set forth therein as mandated by BSEDC.
- The bidder shall electronically and in hardcopy, submit reports to BSEDC. Such reports shall be submitted as per the timelines mentioned in the Timelines section.

9.8 Documents Prepared by the PMC to be Property of BSEDC

- All reports and other documents (collectively referred to as “Assessment Documents”) prepared by the PMC (or any Third Party) in performing the Services shall become and remain the property of BSEDC, and all intellectual property rights in such Assessment

Documents shall vest with BSEDC. Any Assessment Document, of which the ownership or the intellectual property rights do not vest with BSEDC under law, shall automatically stand assigned to BSEDC as and when such Assessment Document is created and the PMC agrees to execute all papers and to perform such other acts as BSEDC, may deem necessary to secure its rights herein assigned by the PMC.

- The PMC shall, not later than termination or expiration of this Agreement, deliver all Assessment Documents to BSEDC, together with a detailed inventory thereof. The PMC may retain a copy of such Assessment Documents. The PMC shall not use these Assessment Documents for purposes unrelated to this Agreement without the prior written approval of BSEDC.
- The PMC shall hold BSEDC harmless and indemnified for any losses, claims, damages, expenses (including all legal expenses), awards, penalties or injuries (collectively referred to as “Claims”) which may arise from or due to any unauthorized use of such Assessment Documents, or due to any breach or failure on part of the PMC to perform any of its duties or obligations in relation to securing the afore mentioned rights of the BSEDC.

9.9 Materials Furnished by BSEDC

Materials made available to the PMC by BSEDC shall be the property of BSEDC, and shall be marked accordingly. Upon termination or expiration of this Agreement, the PMC shall furnish forthwith to BSEDC an inventory of such materials and shall dispose of such materials in accordance with the instructions of BSEDC. All project deliverables by PMC would also be considered as intellectual property of BSEDC. The PMC shall not reproduce, disclose, distribute, commercialize or reuse any project-specific deliverables, reports, assessments, recommendations, templates or documents prepared under this Contract for any other client or purpose without prior written approval of BSEDC.

Any reuse of such project-specific deliverables by the PMC shall require prior written approval of BSEDC and shall be subject to mutually agreed terms and conditions.

9.10 Accuracy of Documents

The PMC shall be responsible for accuracy of the documents drafted and/ or vetted and data collected by it directly or procured from other agencies/authorities, estimates and all other details prepared by it as part of these services. It shall indemnify BSEDC against any inaccuracy in its work which might surface during execution of Assessment, if such inaccuracy is the result of any

negligence or inadequate due diligence on part of the PMC or arises out of its failure to conform to good industry practice. The PMC shall also be responsible for promptly correcting, at its own cost and risk, the documents including any re-survey / investigations/ re-assessment.

9.11 Right of Selection/Rejection

BSEDC reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the Department. Selection of a vendor solution shall not be construed as an award of contract, but as a commencement of contract negotiation, including but not limited to the contract price proposed.

9.12 Conflict of Interest

The PMC shall maintain complete independence, impartiality and objectivity throughout the Contract Period.

The PMC, its affiliates, associates, consortium partners (if any), employees, consultants, and subcontractors shall not have any actual, potential, or perceived conflict of interest that may compromise its ability to provide unbiased assessment, monitoring, verification, or advisory services under this engagement.

The PMC shall not be eligible to participate, directly or indirectly, in any implementation, system integration, software development, operations and maintenance, managed services, audit remediation, or any other assignment related to Bihar e-Procurement 2.0 that may create a conflict with its obligations under this Contract.

The PMC shall immediately disclose in writing to BSEDC any circumstance that may give rise to a conflict of interest.

In the event of any conflict of interest being identified by BSEDC, the PMC shall take corrective measures as directed by BSEDC within fifteen (15) days. Failure to do so may result in termination of the Contract without prejudice to any other remedies available to BSEDC.

9.13 Resource Replacement Clause

The PMC shall deploy the key personnel proposed in its technical proposal for execution of the assignment.

Replacement of any key resource shall not be permitted without prior written approval of BSEDC,

except in cases of resignation, death, long-term illness, or circumstances beyond the control of the PMC.

In case replacement becomes necessary:

- The replacement resource shall possess qualifications and experience equal to or better than the originally proposed resource.
- The replacement shall be subject to approval by BSEDC.
- The PMC shall ensure knowledge transfer and smooth transition without affecting project deliverables.
- The replacement resource shall be deployed within fifteen (15) calendar days from the date of vacancy.

Repeated replacement of key resources adversely affecting project execution may attract penalties and may be considered a material breach of contract.

9.14 Change Request Management

BSEDC may, during the Contract Period, request additions, modifications, deletions, or alterations to the Scope of Work, reporting formats, assessment parameters, deliverables, timelines, or manpower deployment requirements.

Any such change shall be processed through a formal Change Request (CR) mechanism.

The PMC shall submit the impact assessment of the Change Request within seven (7) working days, detailing:

- Impact on scope;
- Resource requirements;
- Timelines;
- Deliverables;
- Commercial implications, if any.

No Change Request shall be implemented unless approved in writing by BSEDC.

In case the change does not result in any additional effort or cost, the PMC shall implement the same without any additional financial claim.

Any approved change having commercial implications shall be implemented through a mutually agreed Contract Amendment.

9.15 Intellectual Property Rights (IPR)

All reports, assessment frameworks, methodologies, templates, working papers, recommendations, presentations, databases, findings, calculations, observations, process documents, and any other deliverables developed under this Contract shall become the exclusive property of BSEDC.

The PMC hereby irrevocably assigns to BSEDC all intellectual property rights, including copyrights and derivative rights, created during performance of the assignment.

The PMC shall not:

- Use such deliverables for any purpose outside this Contract;
- Publish or disclose any deliverable;
- Reuse any deliverable for another client,

without prior written approval of BSEDC.

The PMC shall ensure that no third-party intellectual property rights are infringed while performing services under the Contract and shall indemnify BSEDC against any claims arising from infringement of intellectual property rights.

The obligations under this clause shall survive expiration or termination of the Contract.

9.16 Fraud and Corruption

The PMC shall observe the highest standards of ethics, integrity, transparency, and professionalism during execution of the Contract.

The PMC shall not engage in:

- Corrupt practices;
- Fraudulent practices;
- Coercive practices;
- Collusive practices;
- Obstructive practices;

either directly or indirectly.

If BSEDC determines that the PMC has engaged in any such practice, BSEDC may:

- Terminate the Contract immediately;
- Forfeit Performance Security;
- Recover losses suffered by BSEDC;
- Debar the PMC from participating in future procurements for a period deemed appropriate by BSEDC;
- Initiate legal proceedings under applicable laws.

The PMC shall fully cooperate with any investigation conducted by BSEDC, Government Authorities, Vigilance Agencies, Audit Authorities, or Law Enforcement Agencies.

9.17 Confidentiality

As used herein, the term "Confidential Information" means any information, including Information created by or for the other party, whether written or oral, which related to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods or operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party of any of its affiliates, or any client of either party, except such information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services here under are the Confidential Information of the Bidder.

The Bidder shall keep confidential any information related to this tender with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any reason whatsoever.

At all times during the performance of the Services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines and procedures. The Bidder should not that before any of its employees or assignees is given access to the confidential information, each such employee and assignees shall agree to be bound by the term of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.

The Bidder should not disclose to any other party and keep confidential the terms and condition of this Contract agreement, any amendment hereof, and may Attachment or Annexure hereof.

9.18 Arbitration

BSEDC and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract. If, after thirty (30) days from the commencement of such informal negotiations, BSEDC and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and conciliation Act, 1996. All Arbitration proceeding shall be held at Patna, Bihar State, and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English.

9.19 Force Majeure

Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, acts of God or any Government body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other Labour disputed, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the Bidder shall promptly notify Tenderer in writing of such condition and the cause thereof. Unless otherwise directed by Tenderer, the successful bidder shall continue to perform his obligation under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The successful bidder shall be excused from performance of his obligation in whole or part as long as such cause, circumstances or events shall continue to prevent of delay such performance.

9.20 Termination

If the PMC fails to carry out the awarded work or work order in terms of this document within the stipulated period or any extension thereof, BSEDC may terminate the contract after giving one month notice, without any valid reasons acceptable to BSEDC. Upon termination of the contract, BSEDC shall be at liberty to get the work done at the risk and expense of the vendor through any other agency, and to recover from the bidder compensation or damages.

Either Party may terminate this Agreement by giving notice of 30 days to the other party. Upon termination, the bidder shall be entitled to receive payments for the Services performed, work in progress and expenses incurred by it, till the date of such termination.

10. Manpower Requirements

10.1 General

The PMC shall employ and provide such qualified and experienced personnel as stated in the RFP and as per the technical proposal as may be required to carry out the Services.

10.2 Resource requirement

Sr. No.	Type of the resource/functional area	No.	Qualification and Experience
1.	Project Manager cum Techno-marketing expert	1	- BE/B Tech (IT/ CSE/ Electronics)/MCA OR MBA with minimum 10 years of experience including 5 years' of experience in Procurement for government client - Certification: PMP/ Prince2
2.	Technology Consultant (Application & Network Security)	1	- BE/B Tech (IT/ CSE/ Electronics)/MCA with minimum 6 years of experience including 3 years' of Consulting along with experience in Application & Network Security Assessment. - Certification: CCNA/CCNP/CEH or equivalent
3.	Infrastructure Specialist	1	- BE/B.Tech (IT/CSE/Electronics)/MCA with minimum 6 years of experience including 3 years of consulting experience in IT Operations, Infrastructure Management, SLA Monitoring, Service Governance, O&M Assessment and Government/e-Governance projects. - Certification: ITIL,/ VMware/ Azure/ Red Hat/ Cisco CCNA, or equivalent.
4.	AI expert	1	BE/ B Tech (IT/ Electronics/ CS/AI)/MCA with minimum 6 years of experience including 3 years' of Consulting with experience in AI/ML, intelligent automation, predictive analytics, and enterprise AI solutions.

10.3 Resource Scope

Note: The scope of overall project is given

1. Project Manager cum Techno-marketing expert

- Overall project management, stakeholder coordination and governance of PMC activities.
- Monitor implementation and operational performance of the e-Procurement platform.
- Assess tender lifecycle processes for compliance with GoB guidelines, GFR, CVC guidelines and applicable procurement rules.
- Review tender publishing, bid submission, evaluation, award and payment processes.
- Conduct procurement process assessment and identify process improvement opportunities.
- Support BSEDC in preparation/review of DPR, RFP, technical specifications, eligibility criteria and SLA framework.
- Support pre-bid meetings, bid evaluation, bidder clarifications and corrigendum activities.
- Review SI deliverables, change requests and contract compliance.
- Monitor stakeholder adoption, bidder participation, user engagement and platform utilization trends.
- Review payment calculations related to SI, DSC Vendor, NSDL and other service providers.
- Prepare monthly, quarterly and management reports for BSEDC.
- Support exit management, transition planning and project handholding activities.

2. Infrastructure Specialist

- Monitor infrastructure utilization, system availability and operational performance of the e-Procurement platform.
- Assess SLA compliance and validate uptime and performance reports submitted by SI.
- Review helpdesk operations, ticket resolution performance and PMU effectiveness.
- Conduct assessment of O&M processes, service management procedures and operational controls.
- Review configuration management, availability management and change management processes.
- Verify vendor registrations and identify duplicate, inactive or anomalous registrations.
- Assess infrastructure capacity, bandwidth utilization and performance trends.
- Review integration performance with WAMIS, CFMS, NSDL and other external systems.
- Support payment verification and SLA-based penalty calculations.
- Review operational reports, MIS reports and service metrics submitted by SI.
- Assess exit readiness, operational transition plans and takeover documentation.
- Recommend improvements for service delivery, operational efficiency and governance processes.

3. Technology Consultant (Application & Network Security)

- Conduct periodic security assessments of the e-Procurement application, network infrastructure, and supporting technology systems.
- Review and assess application security architecture, network architecture, firewall configurations, routers, switches, segmentation controls, and perimeter security mechanisms.

- Evaluate application security controls, including authentication, authorization, session management, encryption, API security, and compliance with secure coding practices.
 - Review Identity and Access Management (IAM) controls, including user provisioning, privileged access management, role-based access controls, Multi-Factor Authentication (MFA), and access review processes.
 - Assess vulnerability management and patch management processes, including identification, prioritization, remediation, and closure tracking of security vulnerabilities.
 - Review findings from Vulnerability Assessment and Penetration Testing (VAPT), security audits, and application security assessments, and validate remediation status.
 - Assess security monitoring, incident management, threat detection, log management, and response processes for application and network security events.
 - Review change management processes to ensure security requirements are adequately incorporated in application and infrastructure changes.
 - Evaluate Disaster Recovery (DR), Business Continuity Planning (BCP), backup security, and cyber resilience arrangements from an information security perspective.
 - Review and validate security policies, standards, procedures, network diagrams, asset inventories, security baselines, and operational security documentation.
 - Assess compliance with applicable cybersecurity standards, guidelines, and regulatory requirements, including CERT-In advisories, State Cyber Security Policy, ISO/IEC 27001 controls, OWASP Top 10, MeitY guidelines, and other relevant security frameworks.
 - Identify security risks, vulnerabilities, architectural weaknesses, and control gaps, and provide practical recommendations and mitigation strategies.
 - Support security-related Service Level Agreement (SLA) reviews, performance assessments, and governance oversight of the System Integrator (SI).
 - Review SI compliance with security obligations, corrective action plans, risk mitigation commitments, and security governance requirements, and incorporate observations into the Quarterly SLA Assessment Report, wherever applicable.
 - Conduct detailed Network Security Assessments on a half-yearly basis covering network architecture, security controls, configuration reviews, and compliance validation.
 - Provide advisory support on security governance, risk management, security best practices, and continuous improvement initiatives for application and network security.
-
- Support review of security-related SLA compliance, performance observations and security governance controls of the SI. Such observations shall be incorporated, wherever applicable, in the Quarterly SLA Assessment Report. Detailed Network Security Assessments shall be conducted separately on a Half-Yearly basis.

4. AI Expert

- Assess AI use cases across the Bihar e-Procurement platform to improve efficiency, transparency, compliance monitoring, and user experience.
- Analyze tender, bidder, transaction, and platform usage data to identify trends, risks, anomalies, and opportunities for process improvement.

- Design and recommend AI-driven dashboards, predictive analytics models, and decision-support frameworks for BSEDC.
- Review and assess AI/ML solutions proposed by SI or third-party agencies and provide technical recommendations.
- Recommend AI-based mechanisms for fraud detection, bid-rigging identification, collusion detection, duplicate bidder detection, and anomaly monitoring.
- Assess opportunities for intelligent automation of document verification, compliance validation, workflow monitoring, and exception handling.
- Define AI requirements, functional specifications, evaluation criteria, and implementation roadmap for AI-enabled enhancements in e-Procurement.
- Support preparation of DPRs, RFPs, technical specifications, bid evaluation frameworks, and related documents for AI-enabled initiatives.
- Develop bidder analytics, departmental adoption analytics, and user behavior insights to improve platform adoption and governance.
- Recommend AI-enabled helpdesk solutions, virtual assistants, and knowledge management capabilities.
- Monitor the performance, effectiveness, and outcomes of deployed AI solutions and recommend corrective actions and continuous improvements.
- Identify emerging AI technologies, tools, and industry best practices relevant to digital procurement and public procurement systems.

Note:

- The Consultant should deploy all the resources on their payroll and will undertake not to sub-contract any part of this scope of work to third parties.
- Manpower must be deployed within 15 days of issuance of LOI.
- BSEDC may increase the number of resource(s) as needed. For any additional resources, the applicable man-month rate for the relevant position shall be the rate discovered and finalized through this tender process, subject to the same terms and conditions.

10.4 Project Location

The PMC team/ consultants will be required to work in the BSEDC premise at Patna, Bihar throughout the duration of the project. The PMC may be required to visit other departments within Patna if need arises or outside of Patna, Bihar as per BSEDC's instructions. If the PMC is required to travel outside the city of Patna, the BSEDC shall be responsible for the costs towards travel/stay (on actual), daily allowance or any other allowances.

11. Format for Financial Proposal:

Financial Proposal Format

Sr. No.	Particulars	Quantity	Man-month base rate (INR)	GST on (B) (INR)	Duration (in months)	Total (Including GST) (INR)
		A	B	C	D	A* (B+C) *D
1	Project Manager cum Techno-marketing expert	1			36	
2	Technology Consultant (Application & Network Security)	1			36	
3	Infrastructure Specialist	1			36	
4	AI Expert	1			36	
Total Cost in Figure						
Total Cost in Word						

Note:

- Any statutory change in tax percentage will be applicable to BSEDC.
- Offered price shall be valid for Three (3) years.
- BSEDC reserves the right to amend the scope of the work or resource deployment as per the need of the project.
- BSEDC reserves the right to extend the duration of the contract on the basis of mutually agreed upon rates.
- BSEDC reserves the right to reject any and all proposals, in whole or in part, to waive any and

all informalities, and to disregard all non-confirming, non-responsive or conditional proposals.

6. In the event any or all proposals are rejected, in whole or in part, thereafter BSEDC in its sole discretion may initiate a new RFP process including all or part of the components of this Request for Proposals.
7. BSEDC reserves the right to finalize the bid in case anyone or only one Bid is received.

12. Annexures

Forms for furnishing information for Technical Bid

12.1 Annexure-I: Checklist of documents to be enclosed in the Bid

S. No.	Particulars	Declaration (Yes/No)
1.	Earnest Money Deposit for the value as indicated in Request for Proposal	
2.	Tender Document Fee for the value as indicated in Request for Proposal	
3.	Formats enclosed-duly filled in and signed on each page along with all required enclosures, complete as per Instruction to Bidders	
4.	Annexure I: Checklist of documents to be enclosed in the Bid	
5.	Annexure II: Bid Cover Letter	
6.	Annexure III: Status of the Bidder	
7.	Annexure-IV: Certificate of Conformity/ no Deviation	
8.	Annexure-V: Prescribed Forms for undertakings/ declaration by Bidder	
9.	Annexure-VI: Financial Bid Cover Letter	
10.	Annexure-VII: Format of Bank Guarantee for Earnest Money Deposit ()	
11.	Annexure-VIII: PBG Format	
12.	Annexure-IX Business Proposal Cover Letter (Consultancy Firm's Letter head)	
13.	Annexure-X: Format for Submission of Pre-Qualification Experience	
14.	Annexure-XI: Format for Submission for Technical-Qualification Experience	
15.	Tender Document including all annexures and schedules duly signed by Bidder on each page	
16.	Financial Bid submission	

Signature of Bidder with date and Stamp

12.2 Annexure-II: Bid Cover Letter

(On the letter head of the Bidder)

[Date]

To

Managing Director

Bihar State Electronics Development Corporation Ltd, Bihar – 800023

Sub: Selection of Project Management Consultant (PMC) For Bihar e-Procurement 2.0

Dear Sir,

With reference to your Tender Document dated [date], I, having examined the Tender Document and understood their contents, hereby submit my Technical Bid. Capitalized expressions used in this letter have the same meaning as ascribed thereto in the Tender Document.

1. We acknowledge that the BSEDC will be relying on the information provided in the Technical Bid and the documents accompanying the Technical Bid for selection of the Preferred Bidder and subsequent selection of the Successful Bidder, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Technical Bid are true copies of their respective originals.
2. This statement is made for the express purpose of our participation in the Tender process and possible selection as Successful Bidder.
3. We hereby confirm that we satisfy all the eligibility conditions prescribed in the Tender Document. Specific confirmations with respect to our compliance with the eligibility conditions mentioned in the Tender Document.

4. We hereby acknowledge that if we submit or produce any document and it is discovered subsequently that such document was false or incorrect then we shall be liable under the Applicable Law for the time being in force.
5. We shall make available to the BSEDC any additional information it may find necessary or requires to supplement or to authenticate the Technical Bid.
6. We acknowledge the right of the BSEDC to reject our Technical Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by Applicable Law, our right to challenge the same on any account whatsoever
7. We understand that you may cancel the Tender process at any time and that you are neither bound to accept any Bid that you may receive nor to invite the Bidders to Bid, without incurring any liability to the Bidders, in accordance with the Tender Document.
8. We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the State Government/BSEDC in connection with the selection of the Preferred Bidder, or in connection with the Tender process itself, in respect of the Tender Document and the terms and implementation thereof.
9. In the event of us being declared as the Successful Bidder, we agree to enter into Agreement and other documents in accordance with the Tender Document and pay such amounts and provide such PBG as required therein.
10. We have ensured compliance with the Tender Document and to the best of our Knowledge this Bid is conforming to the terms thereof.
11. We understand that BSEDC shall not bear any financial liability, if any PMU project needs to be closed/abandoned due to reasons beyond control of BSEDC.
12. We agree and understand that the Bid is subject to the provisions of the Tender Document. In no case, we shall have any claim or right of whatsoever nature if the work is not awarded to us or our Bid is not opened or rejected.
13. The Financial Bid has been quoted by us after taking into consideration all the terms

and conditions stated in the Tender Document, our own estimates of costs and feasibility and after a careful assessment of the geological and other information and all the conditions that may affect the work.

14. We shall keep this offer valid for 180 days from the Bid Due Date specified in the Tender Document or such extended duration as may be agreed with State Government.

In witness thereof, we submit this Bid letter forming part of our Technical Bid under and in accordance with the terms of the Tender Document.

Yours faithfully,

(Signature, name and designation of Authorized Signatory) Name and seal of Bidder

Date:

Place:

Enclosed:

[List and description of documents enclosed]

12.3 Annexure-III: Status of the Bidder

Name of the Bidder	
Address of Registered Office	
Address for correspondence	
Telephone No.	
Fax No.	
E-mail Address	
Name of person holding power of attorney/ Board resolution	
Board resolution / valid power of attorney in favor of person signing this authorizing letter to be enclosed	
Bidder PAN (copy to be enclosed)	
Registration No. (copy to be enclosed)	
GST Registration No., if applicable (copy to be enclosed)	

Signature of Bidder with date and Stamp

12.4 Annexure-IV: Certificate of Conformity/ no Deviation

(On letter head of the Bidder)

To

Managing Director

Bihar State Electronics Development Corporation Ltd, Bihar – 800023

CERTIFICATE

This is to certify that; our technical bid is in conformity to the entire scope of work/ services and Terms & Conditions mentioned in RFP, and which I/ We shall deliver if I/ We am/ are awarded with the work, are in conformity with the scope of work of the bidding document and that there are no deviations of any kind from the scope of work/services.

Also, I/ we have thoroughly read the tender/ bidding document and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the execution of the scope of services mentioned in the RFP, to meet the desired standards set out in the Tender/ bidding Document.

Thanking you,

Name of the Bidder: -

Date: -

Authorized Signatory: -

Seal of the Organization: -

Place:

12.5 Annexure-V: Prescribed Forms for undertakings/ declaration by Bidder

DECLARATION

(On letter head of the Bidder)

From:

Date:

To,

The Managing Director,

Bihar State Electronics Development Corporation Ltd.,

Bihar

Dear Sir,

I/we hereby solemnly declare that any of our Directors or Partners, jointly or severally and/or individually or our firm/company have not been blacklisted by the Central Govt. or the State Govt. or its undertakings at the time of submission of the bid. We do not have any order/declaration of insolvency, judgment or order of punishment/sentence by any court of law or any judicial/quasi-judicial body at the time of submission of the bid.

I/we here by further declare that, if the declaration is found untrue, the BSEDC shall be entitled to take any action against us severally and/or individually or our firm/company in this regard in any manner that may be deemed fit by BSEDC.

We declare that:

- a) We have examined and understood the Act, all rules framed thereunder, the Tender Document and all documents referred therein;
- b) We have examined and have no reservations to the Tender Document, including any

amendment/s issued by the BSEDC vide corrigendum/addendums from time to time.

- c) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the Tender Document, in respect of any tender or request for proposal issued by or any agreement entered into with the State Government or any other public sector enterprise or any government, central or state; and
- d) We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
- e) The Technical Bid is unconditional and unqualified.
- f) We have reviewed the terms of the Tender Document and hereby unconditionally and irrevocably accept, agree and acknowledge the terms thereof.

Yours Faithfully,

Signature and Stamp of the Bidder

12.6 Annexure-VI: Financial Bid Cover Letter

(On letter head of the Bidder)

To,

The Managing Director,

Bihar State Electronics Development Corporation Ltd.

Bihar - 800023

Bihar, India

Dear Sir,

Sub: Financial Bid submission for Selection of Project Management Consultant (PMC) For Bihar e-Procurement 2.0

Dear Sir,

We, the undersigned bidder, having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work/ services as mentioned in the Scope of the work, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the services prescribed. The quote/ price is inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties as mentioned in the financial bid

I / We undertake, if our bid is accepted, to deliver the services in accordance with the delivery schedule specified in the schedule of Requirements.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bidding document.

I / We agree to abide by this bid for a period of 180 days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

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

We understand that you are not bound to accept the lowest or any bid you may receive.

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have

not submitted any deviations in this regard.

Authorized Signatory Name:

Date:

Designation:

12.7 Annexure-VII: Format of Bank Guarantee for Earnest Money Deposit (EMD)

(Bank's Name, and Address of Issuing Branch or Office)

Beneficiary: (Name and address of Authority)

Date:

Bid Security No.:

Whereas M/s..... (Insert the name of the Bidder) (hereinafter called the "Bidder") has submitted its technical & financial proposals for the work of (Insert the name of work for which proposal is submitted) (hereinafter called the "Proposal") dated against the Authority's Notice Inviting Tenders (NIT) Notice Inviting Proposal/Invitation for Bid No. (Insert NIT/NIP/IFB number as per publication in the eproc2.0 portal).

Furthermore, we understand that, according to your conditions, proposals must be supported by a Bid Security.

At the request of the Bidder, we (insert name of the bank) hereby irrevocably undertake to pay you any sum or sums not exceeding in total amount of (insert bid security amount in figures) (amount in words) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the RFP conditions, because the Bidder:

- a. has withdrawn its Proposal during the period of Proposal validity specified by the Bidder in the Technical Proposal Form; or
- b. does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB") of the RFP Document; or

- c. having been notified of the acceptance of its Proposal by the Authority during the period of proposal validity, (i) fails or refuses to execute the Contract Agreement, or (ii) fails or refuses to furnish the Performance Security, in accordance with the ITB.

This guarantee will expire: (a) if the Bidder is the Successful Bidder, upon our receipt of copies of the Contract Agreement signed by the Bidder and the performance security issued upon the Instruction of the Bidder; and (b) if the Bidder is not the Successful Bidder, upon the earlier of (i) our receipt of a copy your notification to the Bidder of the name of the Successful Bidder; or (ii) forty-five days after the expiration of the Bidder's proposal.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

.....Bank's seal and authorized signature(s).....

12.8 Annexure-VIII: Format of Bank Guarantee For Performance Bank Guarantee (PBG)

(To be submitted by selected the bidder)

Ref: _____ Bank Guarantee: _____ Date: _____

To,

The Managing Director,

Bihar State Electronics Development Corporation Ltd,

Bihar

Dear Sir/Madam,

In consideration of Bihar State Electronics Development Corporation Ltd., (hereinafter referred as the “Authority”, which expression shall, unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s. _____ (hereinafter referred to as the “Agency” which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a contract by issue of Authority’s Contract Agreement No. _____ dated _____ and the same having been unequivocally accepted by the Agency, resulting in a Contract valued at _____ for (name of the project) _____ (hereinafter called the “Contract”) and the Agency having agreed to furnish a Bank Guarantee to the Authority towards due performance of obligations under the Contract amounting to Rs. _____ (in words and figures).

We _____ (Name of the Bank) having its Head Office at _____ (hereinafter referred to as the Bank), which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators executors and assigns) do hereby guarantee and undertake to pay the Authority immediately on demand any or, all amount payable by the Agency to the extent of _____ as aforesaid at any time up to _____ @ _____ without any demur, reservation, contest, recourse or protest and/or without

any reference to the Agency. Any such demand made by the Authority on the Bank shall be conclusive and binding notwithstanding any difference between the Authority and the Agency or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the Guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Authority discharges this guarantee.

The Authority shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee, from time to time to vary it or to extend the time for performance of the contract by the Agency. The Authority shall have the fullest liberty without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Agency and to exercise the same at any time in any manner, and either to enforce or to forebear to enforce any covenants, contained or implied, in the Contract between the Authority and the Agency any other course or remedy or security available to the Authority. The bank shall not be relieved of its obligations under these presents by any exercise by the Authority of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the Authority or any other indulgence shown by the Authority or by any other matter or thing whatsoever which under law would but for this provision have the effect of relieving the Bank.

_____ and shall be extended from time to time for such period (not exceeding one year), as may be desired by M/s. _____ on whose behalf this guarantee has been given

Dated this _____ days of _____ 2026 at _____

WITNESS _____

(Name)

(Name)

(Signature)

(Signature)

(Official Address) Designation (with Bank stamp) Attorney as per Power of

Attorney No. _____

Dated _____

Strike out whichever is not applicable. @ The date will be three months after the date of commencement of services. However its validity should be extendable if requested by BSEDC, Bihar.

Note:

- i. The stamp papers of appropriate value shall be purchased in the name of bank that issues the "Bank Guarantee".
- ii. Note 2: The Bank Guarantee will be accepted which is issued by any Scheduled Commercial Bank in India having its office at Bihar

12.9 Annexure-IX: Business Proposal Cover Letter

((On letter head of the Bidder)

To,

The Managing Director,

Bihar State Electronics Development Corporation Ltd,

Bihar

Sub: Submission of the business proposal for Selection of Project Management Consultant (PMC) For Bihar e-Procurement 2.0

Dear Sir,

We, the undersigned, offer to provide Services for Project Management Consultant for Bihar e-Procurement 2.0. We are hereby submitting our Proposal as per the requirement of the RFP.

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

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: _____

12.10 Annexure-X: Format for Submission of Pre-Qualification Experience

#	Criteria	Documentary Evidence	Remark [Yes/No]	Reference & Page No.
1.				
2.				
3.				
4.				
5.				

12.11 Annexure-XI: Format for Submission for Technical-Qualification Experience

#	Criteria	Documentary Evidence	Remark [Yes/No]	Reference & Page No.
1.				
2.				
3.				
4.				
5.				

12.12 **Form-I: Project Credentials Format**

Name of the Work and Location	
Client's Name and Complete Address	
Narrative description of project	
Contract Value for the project (in INR)	
Date of Start	
Date of Completion	
Activities undertaken under the project	

Note - All credentials should be followed by relevant documentary proof.

12.13 **Form II: CV Format for proposed resources for PMU**

1.	Proposed Position				
2.	Name of Firm				
3.	Name of Expert				
4.	Citizenship				
5.	Education				
6.	Membership in Professional Associations (Professional Certifications)				
7.	Countries of Work Experience				
Language Skills (mark Excellent/ Good/ Average)		Language	Read	Write	Speak
		English			

		Hindi			
		<Any other language(s)>			
8.	Employment Records				
From date:		To date:			
Employer name:					
Position Held:					
Key Responsibilities & tasks performed:					
From:		To:			
Employer:					
Position Held:					
Key Responsibilities & tasks performed:					
From:		To:			
Employer:					
Position Held:					
Key Responsibilities & tasks performed:					
From:		To:			