Request For Proposal

Selection of System Integrator (SI) for Design and Development Web portal & Web Application the Child Labour Tracking System (CLTS)

Department of Labour Resources & Migrant Workers Welfare, Government of Bihar

Through Bihar State Electronics Development Corporation Ltd. (BELTRON)

Tender No. BSEDC/01/19/2026-27

Bihar State Electronics Development Corporation Limited
(A Government of Bihar Undertaking)
BELTRON Bhawan, Shastrgar, Patna – 800 023, Bihar

Table of Contents

Glossary....1
Definition of Terms....3
Important Dates....4
1. Fact Sheet....5
2. Request for Proposal....6
3. Structure of the RFP....6
4. Background information....7
4.1 Basic Information....8
4.2 Project Background....8
5. Instructions to Bidders....10
5.1 General....10
5.2 Compliant Proposals / Completeness of Response....10
5.3 Code of integrity....10
5.4 Pre-Bid Meeting & Clarifications....13
5.4.1Pre-bid Meeting....13
5.4.2 Responses to Pre-Bid Queries and Issue of Corrigendum....13
5.5 Key instructions of the bid....14
5.5.1 Right to Terminate the Process....14
5.5.2 RFP document fees....14
5.5.3 Tender processing fees....14
5.5.4 Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG)....14
5.5.5 E-Procurement Process related instructions....15
5.6 Preparation and submission of Proposals....16
5.6.1 Proposal preparation costs....16
5.6.2 Language....16
5.6.3 Venue & Deadline for Submission of Proposals....16
5.6.4 Proposals submitted after designated time of submission....16
5.6.5 Download ability / Visibility of the uploaded document....16
5.6.6 Format and Numbering of the uploaded document....17
5.6.7 Issues in uploading document due to internet connectivity....17
5.7 Size of Documents....17
5.8 Evaluation process....17
5.8.1 Proposal opening....17
5.8.2 Proposal validity....18
5.8.3 Award Criteria....18

5.8.4 Right to Accept Any Proposal and To Reject Any or All Proposal(s) 18
5.8.5 Notification of Award 18
5.8.6 Signing of Contract 18
5.8.7 Failure to agree with terms and conditions of RFP 18
5.8.8 Proposal Evaluation 18
6. Criteria for evaluation 20
6.1 Pre-qualification (PQ) criteria 20
6.2 Technical Qualification Criteria 21
6.3 Scoring Model 21
6.4 Financial Bid Evaluation 22
7. Terms of Reference (ToR) 23
7.1 Scope of Work 23
7.2 Modules to be Developed in Odoo Community free Platform 24
7.3 Dashboard: 25
7.4 To-Be Scenario 26
7.5 Procedure for Registration of a Rescued Child in CLTS 26
7.6 Process Flow Diagram – Registration of Child Labour in CLTS 29
7.7 Application Customization and Implementation 32
7.7.1 Development of the Project implementation plan 32
7.7.2 Business Requirement and process study 33
7.7.3 Supply, Installation, Configuration & Customization of application 33
7.7.4 Linkage with existing applications 34
7.7.5 Data Migration 34
7.7.6 Data Centre hosting 34
7.7.7 Application Testing 35
7.7.8 Quality Review and Security Audit 36
7.7.9 Project and Product Documentation 36
7.8 Training and Capacity Building 37
7.9 Project Operations and Maintenance Years 37
7.9.1 Application monitoring and Compliance to Service Level Agreements 37
7.9.2 Application support including modifications and integration with future systems 38
7.9.3 Bug / Fixes Management 38
7.9.4 Helpdesk Support 38
7.9.5 Mobile Application Development 39
8. Compliance to e-Gov standards 40
8.1 Scalability: 40

8.2 Security: 40
9. Application Architecture – Child Labour Tracking System (CLTS) 42
9.1 Proposed Application Architecture 42
9.2 Test Plan 43
9.3 Adherence to Open-Source Standard 44
9.4 Compliance with Government standards & policies 44
9.5 Compliance with Industry Standards: 44
10. Manpower for Project Implementation 44
10.1 Positions identified for Implementation Team 44
Manpower Optimization as per Department Direction 44
10.2 Initial Composition; Full Time Obligation; Continuity of Personnel 45
10.3 Replacement 45
10.4 Attrition 46
10.5. Minimum Qualifications for the Manpower 46
11. Timeline, Deliverables and Budget 46
12. Service Level Agreement (SLA) 47
13. Acceptance Testing and Certification 52
Annexure I: Pre-Qualification & Technical Bid Templates 54
Form 1: Compliance Sheet for Pre-qualification Proposal 55
Form 2: Particulars of the Bidder 56
Form 3: Bank Guarantee for Earnest Money Deposit 56
Form 4: Compliance Sheet for Technical Proposal 58
Form 5: Letter of Proposal 59
Form 6: Project Citation Format 60
Form 7: Proposed Solution 61
Form 9: Team Composition 62
Form 10: Curriculum Vitae (CV) of Key Personnel 63
Form 11: Deployment of Manpower 64
Form 12: Annual Turnover and Net worth certificate 65
Annexure II: Financial Proposal Template 66
Form 1: Covering Letter 66
Form 2: Financial Proposal 68
Annexure III: Template for PBG & CCN 71
Form 1: Performance Bank Guarantee 71
Form 2: Change Control Notice (CCN) Format 72

Glossary

Term	Definition
Aadhaar	Unique Identification Number issued by UIDAI
API	Application Programming Interface
BA	Business Analyst
BG	Bank Guarantee
BSEDC	Bihar State Electronics Development Corporation Limited (BELTRON)
CCI	Child Care Institution
CCN	Change Control Notice
CERT-In	Indian Computer Emergency Response Team
CLTS	Child Labour Tracking System
CMS	Content Management System
CMMI	Capability Maturity Model Integration
CWC	Child Welfare Committee
DBA	Database Administrator
DBT	Direct Benefit Transfer
DM	District Magistrate
DCPU	District Child Protection Unit
DPR	Detailed Project Report
DR	Disaster Recovery
DSC	Digital Signature Certificate
EMD	Earnest Money Deposit
e-KYC	Electronic Know Your Customer
FIR	First Information Report
FRS	Functional Requirement Specification
GoB	Government of Bihar
GST	Goods and Services Tax
HLD	High Level Design
HQ	Headquarters
IT	Information Technology
JJ Act	Juvenile Justice (Care and Protection of Children) Act
LC	Labour Commissioner
LEO	Labour Extension Officer

LLD	Low Level Design
LoA	Letter of Award
LoI	Letter of Intent
LS	Labour Superintendent
MIS	Management Information System
MSA	Master Service Agreement
NACH	National Automated Clearing House
O&M	Operations and Maintenance
OTP	One Time Password
OWASP	Open Worldwide Application Security Project
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PDF	Portable Document Format
PKI	Public Key Infrastructure
PM	Project Manager
POCSO	Protection of Children from Sexual Offences Act
PSU	Public Sector Undertaking
QR Code	Quick Response Code
RBAC	Role Based Access Control

Definition of Terms

Sl. No.	Term	Definition
1	Agreement / Contract	The agreement executed between BELTRON for design and development for Web Portal and Web Application for the Department of Labour Resources & Migrant Workers Welfare, Government of Bihar and the selected System Integrator (SI), including all annexures, amendments, schedules, corrigenda, and associated documents.
2	Application	The Child Labour Tracking System (CLTS) web-based application and related modules developed under this project.
3	Bidder	Any eligible company or firm submitting a proposal in response to this RFP.
4	Bid / Proposal	The Technical and Financial proposal submitted by a Bidder for implementation of CLTS.
6	CLTS	Child Labour Tracking System, a digital platform for tracking rescue, rehabilitation, legal actions, entitlement delivery and monitoring of rescued child labourers.
8	CWC	Child Welfare Committee responsible for inquiry, orders and rehabilitation recommendations in child protection cases.
9	CCI	Child Care Institution where rescued children may be referred by the Child Welfare Committee.
10	DCPU	District Child Protection Unit responsible for rehabilitation tracking and inter-departmental convergence.
11	SCPS	State Child Protection Society responsible for state-level monitoring and supervision.
12	LEO	Labour Enforcement/Extension Officer responsible for child registration, verification and case initiation.
13	LS	Labour Superintendent responsible for case approval, monitoring and rehabilitation tracking.
14	LC	Labour Commissioner, Bihar, responsible for state-wide monitoring and oversight of CLTS.
15	DM	District Magistrate who can access district-level dashboard, reports and monitoring functions.
16	Entitlement Card	Official rehabilitation and entitlement card generated through CLTS containing child-specific rehabilitation and benefit details.
17	Rehabilitation	Process of providing education, health services, compensation, welfare benefits, social protection and livelihood support to rescued children and their families.
18	Rescue Case	A child labour rescue incident recorded in CLTS including rescue details, legal actions and rehabilitation status.

19	Deliverables	All software, source code, reports, manuals, training materials, APIs, documentation and services to be delivered by the SI.
20	SI	System Integrator selected through this RFP for design, development, implementation, maintenance and support of CLTS.
21	SRS	System Requirement Specification document prepared after detailed requirement gathering and approved by the Department.
22	FRS	Functional Requirement Specification detailing business processes, workflows and module functionalities.
23	UAT	User Acceptance Testing conducted by the Department before Go-Live.
24	Go-Live	Date on which the CLTS application becomes operational for users across Bihar.
25	O&M	Operations and Maintenance services to be provided by the SI for the contract period.
26	SLA	Service Level Agreement defining uptime, response time, issue resolution and support obligations of the SI.
27	Department	Labour Resources & Migrant Workers Welfare, Government of Bihar
28	BELTRON	Bihar State Electronics Development Corporation Ltd.

Important Dates

Sl. No.	**Particulars**	**Date & Time**
1	Publication of Bid	10.09.2026
2	Start Date of Issuance of RFP Document	10.09.2026
3	Last Date for Submission of Queries through Email	18.09.2026 (03:00 PM)
4	Pre-Bid Meeting	18.09.2026 (03:00 PM)
5	Issue of Corrigendum / Clarifications	25.09.2026 (tentative)
6	Last Date for Download of RFP Document	06.10.2026 (03:30 PM)
7	Last Date for Bid Submission	06.10.2026 (03:30 PM)
8	Last Date for Submission of Original EMD (if applicable)	06.10.2026 (04:15 PM)
9	Opening of Technical Bids	08.10.2026 (04:30 PM)
10	Technical Presentation / Demonstration	To be notified
11	Opening of Financial Bids	To be notified
12	Issuance of Letter of Intent (LoI)	To be notified

1. Fact Sheet

Reference	Description
Method of Selection	The Bidder shall be selected based on Least Cost Selection (L1), whereby the bids getting technically qualified would be further taken forward for financial bid evaluation.
RFP Source	RFP can be downloaded from https://eproc2.bihar.gov.in
Non-refundable cost of RFP document	₹10,000/- (Rs. Ten thousand only) through e-payment only, else bid will be rejected.
Tender Processing Fee	₹ 10,000/- + applicable taxes through e-payment only, else bid will be rejected.
EMD	Earnest Money Deposit of amount ₹10,00,000/- (INR Ten Lakhs Only)can be paid either through online mode or through physical instrument of payment (BG). Bank Guarantee in the format prescribed at Annexure I- Form 3.
Pre-bid Meeting	A pre-bid meeting will be held on 18.09.2026 (03:00 PM)at Beltron Bhawan, Patna-23. The name, designation, and address of the nodal officer is: Project Executive BELTRON Bhawan vijay_sinha1963@yahoo.com All queries should be received on or before 18.09.2026 (03:00 PM) through email in editable MS Excel file in the format prescribed in Section 5.5. Any other format will not be accepted.
Language of the proposal	Proposals should be submitted in the following language(s):English
Validity of proposal	Proposals must remain valid for 180 days from the last date of submission of the Bid.
Bid Submission	Technical and financial proposal shall be uploaded on e-procurement portal, https://eproc2.bihar.gov.in Original hardcopy of the EMD in the form of BG should be submitted in the tendering authority office as per date and time mentioned in the RFP.
Proposal submission date	Proposals must be submitted no later than the following date and time: 06.10.2026 (03:30 PM)

2. Request for Proposal

- As per the directions received from department Bihar State Electronics Development Corporation Ltd. (BELTRON),invites tenders through the e-Procurement Portal on behalf of the Department of Labour Resources & Migrant Workers Welfare, Government of Bihar. The tender seeks proposals from eligible, reputed, and qualified Information Technology (IT) firms with strong technical and financial capabilities for the Design, Development, Implementation, Operation, and Maintenance of the Child Labour Tracking System (CLTS) for the Department of Labour Resources & Migrant Workers Welfare, Government of Bihar. Beltron has received mandate from the department to invite the tender.
  The invitation to bid is open to all bidders who meet the eligibility criteria and other requirements prescribed in this Request for Proposal (RFP).

- Bidders are advised to note the eligibility and minimum qualifying criteria specified in the “Instructions to Bidders” and “Evaluation and Qualification Criteria” Section of bid document.

- Bidding documents: The Bidder can download the RFP document(s) from the website https://eproc2.bihar.gov.in. The bid fee of ₹10,000/- (Rs. Ten Thousand Only)shall be deposited online. The fee should be deposited along with the bidder’s proposal. The proposals received without or with inadequate RFP document fees shall be rejected.

- It will be the responsibility of the bidder who is submitting the bid, on downloaded bid documents, to check and see if any addendum/corrigendum is issued in this regard on the website from time to time and ensure submission of bid along with all addendum/corrigendum.

- Earnest Money Deposit (EMD): Bidders shall submit an EMD of Rupees Ten Lakhs (₹10, 00,000/-),either through online mode or through physical instrument of payment in the form of a Bank Guarantee (in the format specified in Annexure I: Form 3) and should be valid for 180days from the due date of the RFP.

- EMD as the cost of the bid and affidavit in original, as specified in the RFP, must be submitted to the BSEDC at the address specified below. Additionally, the interested eligible Bidders may also obtain further information from the address

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

3. Structure of the RFP

This RFP document for the project“the Selection of System Integrator (SI) for Design, Development, Implementation, Operation and Maintenance of the Child Labour Tracking System (CLTS) for the Department of Labour Resources & Migrant Workers Welfare, Government of Bihar, (GoB), comprises the following:

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

b. Functional and Technical requirements of the project. The contents of the document broadly cover the following areas:

   - About the project and its objectives
   - Scope of work for the implementation agency
   - Functional and Technical requirements
   - Project schedule
   - Service levels for the implementation partner

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

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

4. Background information

The Department of Labour Resources & Migrant Workers Welfare, Government of Bihar proposes to implement the **Child Labour Tracking System (CLTS)** as a centralized digital platform for tracking rescued child and adolescent labourers across the State.

The system will capture and monitor the complete lifecycle of a rescued child from rescue to rehabilitation.

Currently, child rescue, rehabilitation, legal proceedings and entitlement services are managed through multiple agencies and manual processes, creating challenges in monitoring and coordination.

The proposed CLTS will provide a unified workflow-based solution for all stakeholders involved in child protection and rehabilitation.

The platform will be used by Labour Extension Officers (LEOs), Labour Superintendents (LS), Child Welfare Committees (CWCs), DCPUs, SCPS, District Magistrates and other departmental nodal officers.

The system will enable registration of rescued children and maintenance of a centralized case repository. It will track legal actions under the Child Labour Act, JJ Act, POCSO Act and other applicable laws. The platform will facilitate convergence of rehabilitation benefits across multiple Government departments. CLTS will generate entitlement cards and track benefit delivery to rescued children and their families. The system will provide real-time dashboard, MIS reports and analytical tools for district and state-level monitoring. The project aims to strengthen transparency, accountability, rehabilitation outcomes and child protection governance across Bihar

4.1 Basic Information

- The BSEDC invites responses ("Tenders") to this Request for Proposal ("RFP") from reputed Information Technology (IT) companies/System Integrators ("Bidders") for the Design, Development, Implementation, Operation and Maintenance of the Child Labour Tracking System (CLTS) for the Department of Labour Resources & Migrant Workers Welfare, Government of Bihar.

- Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late WILL NOT be considered in this procurement process.

4.2 Project Background

The Department of Labour Resources & Migrant Workers Welfare, Government of Bihar intends to implement the **Child Labour Tracking System (CLTS)** as a centralized web-based platform for monitoring rescued child and adolescent labourers throughout their rehabilitation lifecycle. The system will facilitate registration, case management, legal action tracking, entitlement management and rehabilitation monitoring through a unified digital platform.

At present, information relating to rescue operations, Child Welfare Committee (CWC) proceedings, rehabilitation services, compensation claims and inter-departmental interventions is maintained across multiple agencies, resulting in difficulties in tracking and monitoring individual cases.

The proposed CLTS will provide an end-to-end workflow covering **Rescue → Child Registration → CWC Inquiry → Rehabilitation → Entitlement Card Generation → Monitoring & Reporting**. It will be used by Labour Enforcement Officers (LEO), Labour Superintendents (LS), Child Welfare Committees (CWC), District Child Protection Units (DCPU), State Child Protection Society (SCPS), District Magistrates, Police/CID and departmental nodal officers.

The system will enable real-time monitoring of rescued children, legal proceedings under various child protection laws, rehabilitation services delivered through government schemes, and generation of management reports and dashboard for district and state-level authorities. The project aims to strengthen child protection mechanisms, improve inter-departmental coordination, ensure timely rehabilitation, and provide a comprehensive decision-support system for effective governance and monitoring across Bihar.

The web portal/application shall be mobile-friendly and responsive so that authorized users can access the system through desktop, laptop, tablet and mobile devices.

The solution shall preferably use Odoo subscription-free version or equivalent open-source platform to optimize the project cost, while ensuring compliance with all functional, security, scalability and integration requirements.

The system shall be designed and provisioned for approximately 750 users, with scalability for future increase in users and transactions.

Objective Of the Project:

The primary objectives of the Child Labour Tracking System (CLTS) are:

- To establish a centralized digital platform for tracking rescued child and adolescent labour across Bihar.
- To automate the complete lifecycle from rescue, registration, inquiry, rehabilitation and monitoring.
- To maintain a comprehensive database of rescued children and related case records.
- To facilitate timely production of rescued children before the Child Welfare Committee (CWC) and track subsequent actions.
- To monitor legal proceedings, prosecution, compensation recovery and actions under applicable laws such as the Child Labour Act, JJ Act and POCSO Act.
- To strengthen inter-departmental coordination for rehabilitation and welfare service delivery.
- To track benefits and rehabilitation services provided by various Government departments to rescued children and their families.
- To generate and manage digital Entitlement Cards for eligible children.
- To provide real-time dashboard, MIS reports and analytics for district and state-level authorities.
- To improve transparency, accountability and monitoring of child labour rehabilitation programs.
- To support evidence-based decision making through comprehensive reporting and data analysis.
- To strengthen child protection governance and ensure effective rehabilitation, reintegration and long-term welfare of rescued children in Bihar.

5. Instructions to Bidders

5.1 General

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

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

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

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

5.2 Compliant Proposals / Completeness of Response

a) Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

b) Failure to comply with the requirements may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:

- Include all documentation specified in this RFP
- Follow the format of this RFP and respond to each element in the order as set out in this RFP
- Comply with all requirements as set out within this RFP

5.3 Code of integrity

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

a. Prohibition of

i. making offer, solicitation or acceptance of bribe, reward, or gift or any material benefit, either directly or indirectly, in exchange for an un fair advantage in the procurement process or to otherwise influence the procurement process.

ii. any omission, or misrepresentation that may mislead or attempt to misleads that financial or other benefit may be obtained, or an obligation avoided.

iii. any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness, and the progress of the procurement process.

iv. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.

v. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract, which can affect the decision of the procuring entity directly or indirectly.

vi. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.

vii. Obstruction of any investigation or auditing of a procurement process.

viii. making false declaration or providing false information for participation in a tender process or to secure a contract.

b. disclosure of conflict of interest.

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

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

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

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

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

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

- “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process.

- “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process.

- “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by BSEDC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection. Process; or (ii) having a Conflict of Interest; and

- “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

5.4 Pre-Bid Meeting & Clarifications

5.4.1Pre-bid Meeting

- BSEDC shall hold a pre-bid meeting with the prospective Bidders on 18.09.2026 (03:30 PM)at BELTRON Bhawan, Patna-23.

- The Bidders will have to ensure that their queries for pre-bid meeting should reach the point of contact (Nodal Officer) BELTRON Bhawan, at vijay_sinha1963@yahoo.com in the prescribed format on or before 18.09.2026 (03:30 PM)

- The queries should necessarily be submitted in the following format*:

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

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

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

5.4.2 Responses to Pre-Bid Queries and Issue of Corrigendum

1) 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 made in good faith, nor does BSEDC undertake to answer all the queries that have been posed by the Bidders.

2) BSEDC reserves the right to amend or modify the RFP document at any time prior to the deadline for submission of bids, either on its own initiative or in response to a clarification sought by a prospective bidder, through the issuance of one or more corrigenda.

3) The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on thehttps://eproc2.bihar.gov.inor may been mailed to all participants of the pre-bid conference.

4) Any such corrigendum shall be deemed to be incorporated into this RFP.

5) To provide prospective Bidders reasonable time for taking the corrigendum into account, the BSEDC may, at its discretion, extend the last dates for the receipt of Proposals.

5.5 Key instructions of the bid

5.5.1 Right to Terminate the Process

a. BSEDC may terminate the RFP process at any time and without assigning any reason. BSEDC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

b. This RFP does not constitute an offer by the BSEDC. The Bidder's participation in this process may result BSEDC selecting the Bidder to engage towards execution of the subsequent contract.

5.5.2 RFP document fees

The Bidder will download the RFP document(s) from the website https://eproc2.bihar.gov.in.The bid fee of ₹10,000/- (INR Ten thousand only)should be deposited online through Internet payment gateway (Credit/ Debit Card), Net banking, NEFT/RTGS.

5.5.3 Tender processing fees

A one-time tender processing fee of ₹10,000 and Applicable Taxes (INR Ten thousand + Applicable Taxes only) is mandatorily to be paid online through Internet payment gateway (Credit/ Debit Card), Net banking, NEFT/RTGS.

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

i. Bidders shall submit an EMD of Rs. Ten Lakhs only (₹10, 00,000/-),either through online mode or through Bank Guarantee (in the format specified in **Annexure I: Form 3)** and should be valid for 6 months from the due date of the RFP.

ii. EMD of all unsuccessful Bidders would be refunded by the BSEDC within 2 months of the Bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful Bidder would be returned upon submission of Performance Bank Guarantee (PBG)should have validity of 42 Months from the date of LOI and as per the format provided in Annexure III. The PBG amount shall be 10% of bid value and should be deposited within about 15 days of getting Letter of Intent (LoI).

iii. The EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.

iv. Proposals not accompanying the EMD or containing EMD with infirmity (ies) (relating to the amount or validity period etc.), mentioned above, shall be summarily rejected.

v. The EMD may be forfeited in the event of
   a. A Bidder withdrawing its bid during the period of bid validity.

b. A successful Bidder fails to sign the subsequent contract in accordance with this RFP.
c. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.
d. A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

5.5.5E-Procurement Process related instructions

Submission of Proposals (Through electronic mode only)

- The bidder shall submit his bid/tender on e-Procurement platform at https://eproc2.bihar.gov.in

- The bidder must have the Class II/III Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website before participating in the e-tendering process. The bidder may use their DSC if they already have the DSC. They can also take DSC from any of the authorized agencies. For user-id they must get registered themselves on e-procurement website https://eproc2.bihar.gov.inand submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.

- The bidders shall upload the scanned copies of all the relevant certificates, documents, in support of their eligibility criteria / technical bids and other certificate /documents in the e Procurement web site. The bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.

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

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

- Any corrigendum or date extension notice will be given on the e-Procurement website only.
- For support related to e-tendering process, bidders may contact at following address:

E- Procurement Helpdesk Address:
Toll Free No.: 1800 572 6571,
RJ Complex, 2nd Floor, Canara Bank Campus,
Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna - 800 014, Bihar

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

5.6 Preparation and submission of Proposals

5.6.1 Proposal preparation costs

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

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

5.6.2 Language

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

5.6.3 Venue & Deadline for Submission of Proposals

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

5.6.4 Proposals submitted after designated time of submission

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

5.6.5 Download ability / Visibility of the uploaded document

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

5.6.6 Format and Numbering of the uploaded document

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

5.6.7 Issues in uploading document due to internet connectivity

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

5.7 Size of Documents

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

5.8 Evaluation process

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

b. The Purchase Committee constituted by the BSEDC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence within a reasonable time provided to it, may lead to the Bidder’s Proposal being declared non-responsive.

c. The decision of the Purchase Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Purchase Committee.

d. The Purchase Committee may, if required, ask the bidders to provide clarifications regarding their proposals.

e. The Purchase Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.

f. Each of the responses shall be evaluated as per the criterion and requirement specified in this RFP.

5.8.1 Proposal opening

The Proposals submitted up to 06.10.2026 (03:30 PM) will be opened at 04:30 PM on 06.10.2026 by the Nodal Officer or any other officer authorized by the BSEDC, in the presence of the Bidder’s representatives who may be present at the time of opening. The representatives of the Bidders are advised to carry an identity card or a letter of authority from the Bidding entity to identify their bonafide for attending the opening of the Proposal.

5.8.2 Proposal validity

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

5.8.3 Award Criteria

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

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

BSEDC reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for BSEDC action.

5.8.5Notification of Award

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

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

5.8.6 Signing of Contract

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

5.8.7 Failure to agree with terms and conditions of RFP

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

5.8.8 Proposal Evaluation

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

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

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

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

6. Criteria for evaluation

6.1 Pre-qualification (PQ) criteria

#	Basic requirement	Specific requirements	Documents required
1	Legal Entity	Should be Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008. Should have been operating for the last five years.	Self-attested certificate of incorporation by the authorized signatory of the bidder.
2	Bidder Company Document	The Bidder should be registered with the GST department and carry a valid PAN and GST number.	Self-attested copy of PAN and GST registration number by the authorized signatory of the bidder.
3	Turnover in Application Development, implementation and its operations & maintenance projects.	Average annual turnover generated from services related to software application development during the last three financial years FY(2023-24, 2024-25 and 2025-26); as per the last published balance sheets), should be at least ₹30 Crore This turnover should be on account of software application development, implementation (UAT, deployment, security testing, Go-Live & user trainings) and Operations & Maintenance. The hardware components included in this turnover should not be more than 10% of total turnover.	Extracts from the audited balance sheet and profit & loss OR Certificate from the Statutory Auditor / Chartered Accountant (As per format given in Annexure 1 – Form 12)
4	Net Worth	The Bidder should have positive net worth as on 31st March 2026.	CA certificate clearly stating the net worth.(As per format given in Annexure 1 – Form 12)
5	Technical capability	Systems implementation agency must have successfully undertaken at least the following numbers of projects related to software application development and its operations and maintenance of value specified herein: • One project of similar nature not less than value equal to ₹8 Crore OR • Two projects of similar nature not less than value equal to ₹ 6 Crore OR • Three projects of similar nature not less than value equal to ₹4 Crore **Note:** The project experience of consortium or sub-contracting will not be considered. The projects undertaken as a sole bidder are only eligible. This project value should be on account of software	- Completion certificates from the client; OR -Work order/MSA + self certificate of completion or phase completion by the authorized signatory of the bidder. **Note:** The documentary evidence shall clearly highlight the

#	Basic requirement	Specific requirements	Documents required
		application development, implementation (UAT, deployment, security testing, Go-Live & user trainings) and Operations & Maintenance. The hardware components included in this turnover should not be more than 10% of total turnover.	value of the project as per stated specific requirement.
6	Certifications	• CMMI Level 3or higher level AND • ISO 9001 AND • ISO 27001	Self attested copy of certificate by the authorized signatory of the bidder.
7	Non-Blacklisting	The bidder shall not be under a declaration of Ineligibility for corrupt or fraudulent practices and should not be blacklisted by the Central Government / any State Government/any Government agencies /any PSU for any reason during the last financial year on this year	Self-undertaking by the authorized signatory of the bidder
8	Bidding Entity	Only sole bidders will be eligible for the bid. Consortium/Joint-Venture/ sub-contracting in any form will not be allowed.	-

6.2 Technical Qualification Criteria

Bidders who meet the pre-qualifications/eligibility requirements as on date of bid submission wouldbe considered as qualified to move to the next stage of Technical and Financial evaluations.

6.3 Scoring Model

#	Criteria	Basis for Evaluation	Max Marks	Supporting Documents
Company Profile			**20**	
1	Average turnover from the Application Development, implementation and its operations & maintenance in last 3 years (Turnover in ₹ Crores). The hardware components included in this turnover should not be more than 10% of total turnover.	>= 40 Crores: 20 marks >=35 and <40 Crores: 18 marks >=30 and <35 Crores: 16marks	20	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor / Chartered Accountant. (As per format given in Annexure 1 – Form 12)
Relevant Strength			**40**	
2	Software application development, implementation and its	When No. is: >3 projects: 40 marks	40	Completion Certificates from the client; OR

#	Criteria	Basis for Evaluation	Max Marks	Supporting Documents
	Operations & Maintenance for value more than ₹4 Crores that have either been completed or ongoing. The projects must be for any Government / Government Agencies / Public Sector Undertakings undertaken in last 5 years.	2 to3 projects: 35 marks Upto 2projects: 30marks		Work Order + Self Certificate of Completion; OR Work Order + self certificate of phase Completion (for ongoing projects). **Note:** The documentary evidence shall clearly highlight the value of the project.
Approach and Methodology			**20**	
4	Presentation covering previous experience, proposed approach and methodology	i. Understanding of the scope ii. Approach & Methodology and Project Plan iii. Proposed Solutions	20	Innovative solution approaches to be presented through PPT
Certification			**10**	
5	Certification (CMMi3 or CMMi5)	CMMi Level 3=5 marks CMMi5 = 10 marks	10	
CVs of Human Resource			**10**	
5	The human resources must be on the Payroll of the bidding entity for minimum 12 months as on date of submission of the proposal	1.Project Manager cum Business Analyst 2.Developers 3.Database Administrator	10	CVs of Key Professionals proposed
		Total	**100**	

Bidders, whose bids are responsive, based on minimum qualification criteria as in Pre-qualification criteria and score at least 70% in the (given) defined scoring mechanism would be considered technically qualified. Price Bids of such technically qualified Bidders alone shall further be opened.

6.4 Financial Bid Evaluation

a. The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
b. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
c. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
d. Any conditional bid would be rejected.
e. Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If

there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

f. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
g. The Total Bid Price, as computed by the BSEDC shall be used for the purpose of commercial evaluation of bids.

The Contract will be awarded on Least Cost Selection (L1). The bidder quoting the lowest value (including tax) will be awarded the project. In case, there is a tie on the quoted financial bid amount between two or more bidders, the contract will be awarded to the bidder scoring higher Technical Qualification marks.

7.Terms of Reference (ToR)

7.1 Scope of Work

The selected System Integrator (SI) shall be responsible for the **Design, Development, Testing, Deployment, Training, Operations and Maintenance** of the Child Labour Tracking System (CLTS) for the Department of Labour Resources & Migrant Workers Welfare, Government of Bihar. The scope includes creation of a centralized, secure, scalable and workflow-based application for tracking rescued child labourers from rescue through rehabilitation and monitoring.

The web portal/application shall be mobile-friendly and responsive so that authorized users can access the system through desktop, laptop, tablet and mobile devices/Phone as well.SI is as responsible for developing Mobile Application for Android Plat from and ios .

The scope of work shall include, but not be limited to, the following:

- Requirement Gathering, Business Process Study, Preparation of Functional Requirement Specification (FRS) and System Requirement Specification (SRS).
- Design, Development and Implementation of a Web-Based Child Labour Tracking System (CLTS).
- Development of Role-Based Access Control (RBAC) for all stakeholder departments and users.
- Development of Child Registration, Rescue Management, Legal Action Tracking, Rehabilitation Tracking, Entitlement Card Generation and Case Management modules.
- Development of workflow automation covering Rescue → Registration → CWC Inquiry → Rehabilitation → Entitlement → Monitoring.
- Development of Dashboard, MIS, Reports and Advanced Search functionalities.
- Integration with Aadhaar, SMS Gateway, Email Services and other Government systems as required by the Department.
- Development of automated notification and alert mechanisms for stakeholders.

- Migration of existing data, if any, into the new system.
- Hosting and deployment at Bihar State Data Centre (BSDC) or any Government-approved infrastructure.
- Conducting Unit Testing, Integration Testing, User Acceptance Testing (UAT), Security Testing and Performance Testing.
- Facilitation of Security Audit through a CERT-In empanelled agency and compliance with audit observations.
- Preparation of User Manuals, Technical Documentation, Training Materials and Knowledge Transfer documents.
- Training and Capacity Building of departmental users, administrators and stakeholders.
- Establishment of a Helpdesk and Support Mechanism for user assistance and issue resolution.
- Provision of Operations & Maintenance (O&M) support for a period of five (5) years from the date of Go-Live.
- Bug fixing, application enhancements, report modifications and future integration support during the O&M period.
- Ensuring compliance with Government of India and Government of Bihar standards relating to security, scalability, interoperability and e-Governance.
- The web portal/application shall be mobile-friendly and responsive so that authorized users can access the system through desktop, laptop, tablet and mobile devices/Phone as well.SI is as responsible for developing Mobile Application for Android Plat from and ios .

The SI shall deliver a fully functional, secure and scalable CLTS solution enabling effective monitoring, rehabilitation tracking, entitlement management, legal action monitoring and decision support for child labour elimination initiatives across the State of Bihar.

The solution shall be mobile-friendly/responsive and shall be sized for approximately 750 authorized users with provision for future scalability.

7.2 Modules to be Developed in Odoo Community free Platform

The Child Labour Tracking System (CLTS) shall be developed on the Odoo platform(free version). The selected System Integrator (SI) shall design, develop, customize, implement and maintain the following functional modules along with all associated workflows, reports, dashboard, integrations, notifications and role-based access controls.

Proposed Modules

1. User Management & Role-Based Access Control (RBAC) Module
2. Child Registration Module
3. After Rescue Data Management Module
4. Act Details & Legal Proceedings Module

5. Child Welfare Committee (CWC) Case Management Module
6. Entitlement Card Generation Module
7. Additional Child Profile Details Module
8. Rehabilitation Tracking & Department Convergence Module
9. Dashboard& Analytics Module
10. Advanced Search & MIS Reporting Module
11. User Profile Management Module
12. Workflow & Case Lifecycle Management Engine
13. Notification & Alert Management Module
14. Document Management System (DMS) Module
15. Master Data Management Module
16. Audit Trail & Activity Logging Module
17. System Administration Module

The above modules are indicative and not exhaustive. The selected System Integrator shall carry out detailed requirement analysis and develop any additional modules, sub-modules, workflows, reports, dashboard, interfaces, APIs, notifications and functionalities required for successful implementation of the Child Labour Tracking System (CLTS) without any additional cost to the Department during the contract period.

The SI shall ensure that all modules, workflows, reports, dashboards and role-based user interfaces are mobile-friendly/responsive and usable by approximately 750 users across State, district and other authorized stakeholder offices.

7.3 Dashboard:

The Child Labour Tracking System (CLTS) shall provide role-based, interactive dashboard for monitoring rescue, rehabilitation, legal action, entitlement delivery and overall case progress at District and State levels. The dashboard shall provide real-time analytics, graphical visualizations and drill-down capabilities for authorized users.

Key Dashboard Features

- Total Children Rescued (Cumulative)
- Total Children Rehabilitated
- Cases Under Inquiry / Investigation
- Total Entitlement Cards Generated
- District-wise Rescue Statistics
- District-wise Rehabilitation Performance
- Department-wise Rehabilitation Status

- Pending Cases at LEO, LS, CWC and DCPU Levels
- FIR and Prosecution Status Tracking
- Compensation Recovery Status
- Month-on-Month Comparison of Rescue and Rehabilitation Cases
- Rehabilitation Benefits Delivered Across Departments
- Age-wise and Gender-wise Analysis of Rescued Children
- Trend Analysis and Performance Indicators
- State-wise Consolidated Monitoring Dashboard for Labour Commissioner and State Authorities

a. **Training and documentation**

Users of the web portal/application shall be provided necessary training on system functionalities. Relevant user manuals, technical documents, and operational guides shall also be developed for future reference.

b. **Operations and Maintenance**

A team will be deployed by the SI for maintenance and smooth operations of the portal for subsequent 3 years after successful deployment. More details are provided below under Section 7.5.

c. **Helpdesk Support**

A helpdesk would be established by the SI to assist and support the users for their requirement. More Details are provided below under Section 7.9.4.

7.4 To-Be Scenario

The proposed **Child Labour Tracking System (CLTS)** shall function as an integrated, workflow-driven platform to track rescued child and adolescent labors from rescue through rehabilitation and long-term monitoring. The system shall facilitate coordination among the Labour Department, Child Welfare Committees (CWCs), DCPU, SCPS, Police Department, District Administration and other stakeholder departments.

7.5 Procedure for Registration of a Rescued Child in CLTS

Based on the Child Labour Tracking System (CLTS) workflow, the registration process shall follow the steps below:

Step 1: Rescue of Child

- Child is rescued by Flying Squad, Labour Department, Police, NGO, or other authorized agency.
- FIR/prosecution details are recorded, if applicable.

Step 2: Login to CLTS Portal

- Labour Extension Officer (LEO) or Labour Superintendent (LS) logs into the CLTS portal.

- Access is controlled through role-based authentication.

Step 3: Create Child Registration Record

The user enters mandatory details:

Child Details

- Child Name
- Gender
- Date of Birth/Age
- Religion
- Caste
- Aadhaar Number
- Photograph

Rescue Details

- Date of Rescue
- Place of Rescue
- District
- Employer Name
- Nature of Work

Family Details

- Father/Mother/Guardian Name
- Address
- Contact Details

Financial Details

- Bank Account Number
- IFSC Code (if available)

A unique **Child ID** will be generated automatically by the system.

Step 4: Enter After-Rescue Information

- CWC referred to
- Referral Date
- District of CWC
- Production before CWC details

The system validates mandatory fields before submission.

Step 5: Enter Act Details

Record legal actions under:

- Child Labour Act
- JJ Act
- POCSO Act
- ITPA
- Minimum Wages Act
- BNS/BNSS/IPC provisions
- Compensation Notice
- FIR Number
- Prosecution Details

Step 6: Forward Case to CWC

- Registration record is submitted to the Child Welfare Committee (CWC).
- After forwarding, the child registration record is locked for unauthorized editing.

Step 7: CWC Verification

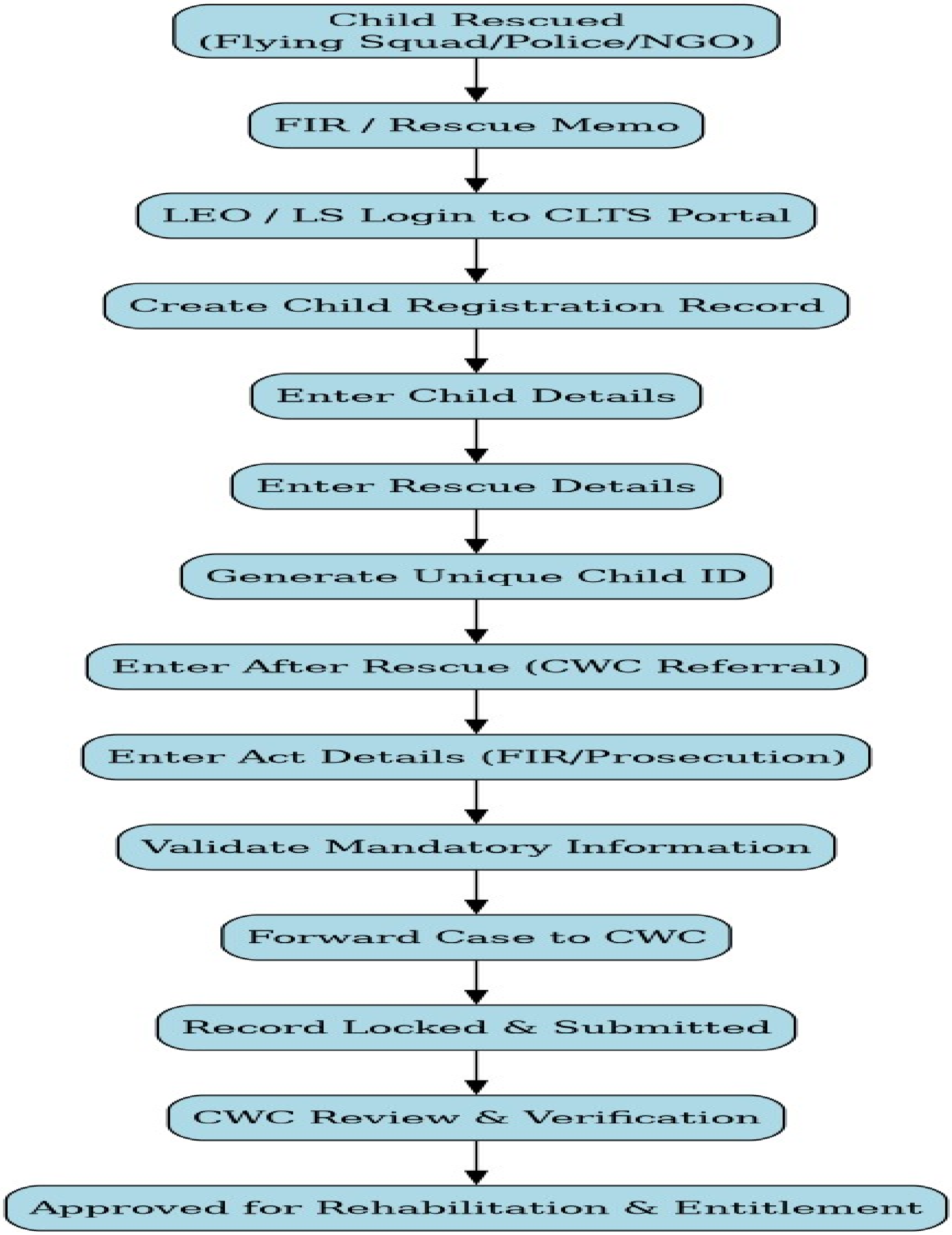
CWC reviews:

- Child details
- Rescue details
- Legal details
- Production information

CWC may:

- Approve the case
- Send to CCI
- Hand over to parents/guardian
- Assign fit person/institution

7.6 Process Flow Diagram – Registration of Child Labour in CLTS



Content Management System for Portal

The content of certain sections of the proposed portal needs to be changed frequently. In order to manage the content of those pages, a Content Management Solution is required to be implemented. This solution for managing the content of pages which gets updated frequently where the users can contribute and publish the content easily with a very little knowledge about webpage designing.

The system will capture the user activities and track the changes made to an existing webpage and sends emails to the users who have expressed interest on particular page. Management of the content will be there in the admin console where only authenticated users can enter and make changes to any pages. The proposed content management System will be used to manage the following main sections of the website:

- Notifications/ Circulars
- Notice Department
- Photo Gallery
- What's New
- Tenders
- Contact us etc.

Web based MIS

The Child Labour Tracking System (CLTS) shall be a centralized, secure, web-based Management Information System (MIS) accessible through standard web browsers over the internet/intranet. The system will facilitate end-to-end tracking of child labour rescue, rehabilitation, entitlement management, legal proceedings, and monitoring activities across Bihar.

Objectives of the Web-Based MIS

- Provide a single source of truth for all rescued child labour cases.
- Enable real-time data entry and monitoring by district and state officials.
- Support inter-departmental coordination for rehabilitation services.
- Facilitate case tracking from rescue to rehabilitation and closure.
- Generate dashboard, reports, and management alerts for decision-making.

Stakeholders and their functional requirements/responsibilities are:

1. Labour Extension Officer (LEO)

Responsibilities

- Register rescued child labour cases.
- Capture rescue details and child profile information.
- Enter after-rescue information.
- Initiate legal action details.
- Forward cases to Labour Superintendent and CWC.
- Update rehabilitation progress assigned to Labour Department.
- Search and View Reports
- Dashboard Access (District Level)

2. Labour Superintendent (LS)

Responsibilities

- Verify child registration records.
- Review rescue and prosecution information.
- Monitor district-wise pending cases.
- Coordinate with CWC and DCPU.
- Track labour-related rehabilitation benefits.

3. Child Welfare Committee (CWC)

Responsibilities

- Conduct inquiry into child labour cases.
- Prepare Social Investigation Report (SIR).
- Issue rehabilitation recommendations.
- Pass orders regarding child placement.
- Approve entitlement card generation.
- Forward recommendations to DCPU and Labour Department.

4. Child Care Institution (CCI)

Responsibilities

- Maintain child care records.
- Record educational, health and behavioral information.
- Update child progress during institutional care.

5. District Child Protection Unit (DCPU)

Responsibilities

- Coordinate rehabilitation activities.
- Monitor entitlement delivery by departments.
- Track reintegration and welfare measures.
- Generate district rehabilitation reports.

6. Departmental Nodal Officers

Responsibilities

- Update benefits/services provided to child.
- Record scheme enrollment status.
- Upload order numbers and supporting details.
- Update rehabilitation completion status.

7. Labour Commissioner (LC)

Responsibilities

- State-level monitoring.
- Review district performance.
- Monitor prosecutions and rehabilitation outcomes.

- Generate management reports.

8. State Child Protection Society (SCPS)

Responsibilities

- Monitor statewide rehabilitation activities.
- Evaluate child protection interventions.
- Generate state-level statistics and reports.

9. District Magistrate (DM)

Responsibilities

- District supervision.
- Review pending and critical cases.
- Ensure inter-departmental coordination.

10. CID / Home Department

Responsibilities

- Track FIRs and prosecutions.
- Monitor investigations and legal proceedings.
- Coordinate with Labour Department and Police Units.

11. System Administrator

Responsibilities

- User and role management.
- Master data management.
- Security administration.
- System configuration and audit monitoring.
- Backup and recovery administration.

7.7Application Customization and Implementation

7.7.1 Development of the Project implementation plan

Upon award of the Contract, the System Integrator shall develop a detailed Project Plan, which should be in line of timeline given in this RFP, encompassing the activities specified in the Contract. The contents of the Project Plan shall be as below:

a. Project Organization and Management Plan
b. Design and Development plan
c. Pre-commissioning, Operational and User Acceptance Testing Plan
d. Delivery and Installation Plan
e. Training Plan
f. Risk Management Plan
g. Task, Time, and Resource Schedules
h. Technical Support Plan

i. Quality Assurance and Control Process Details which must include (but not limited to) detailing on Metrics, Reviews, Problem Reporting and Corrective action, System audit etc.
j. Any other item in consultation with Bihar State Electronics Development Corporation (BSEDC)

7.7.2 Business Requirement and process study

The System Integrator (SI) shall do a Business Requirements Study for the Department. Further, System Integrator shall prepare a detailed FRS (Functional Requirement Specification) and System Requirement Specifications (SRS) highlighting processes for all the modules based on functional and Quality-of-Service requirements mentioned in this RFP andthe additional requirements as may be identified in consultation with the Department and other stakeholders during the requirement study phase. The approved SRS will form the baseline for all subsequent phases of application development and deployment from an application requirements perspective (e.g. for testing, identifying “change” to requirements etc.).

7.7.3 Supply, Installation, Configuration & Customization of application

The modules, as mentioned in the scope of work, are indicative. The System Integrator shall have to include modules based on the requirements of Department. System Integrator will also provide all other components of the solution landscape and third-party tools as may be necessary for the successful implementation and functioning of the web portal with respect to the required functionalities mentioned in the RFP and Functional Requirement Specifications (FRS) which will be formulated by the SI.

Based on the approved System Requirement Specifications (SRS), the System Integrator will undertake the system configuration and customization. The Department may agree to modify the requirements mentioned in the FRS document in light of suggestions made by System Integrator. However, Department completely reserves the right to agree or not to agree to any changes suggested by the System Integrator.

It is expected that a major part of development shall happen remotely, and the bidder shall provide the remote development environment and network connectivity for the same. However, Department would provide only seating space and power connectivity for the team deputed by the System Integrator at its office in Patna for the period of Development & Deployment; Operations & Maintenance of the system.

Technology Requirement
The proposed solution shall be a web-based application developed using open and scalable technologies. The application shall support role-based access, responsive and mobile-friendly user interface, secure authentication, API-based integration, audit trails, reporting, and dashboard functionalities. The solution shall be compatible with major web browsers and accessible over the internet/intranet through desktop, laptop, tablet and mobile devices.

To optimize the financial proposal, recurring software subscription/licensing cost shall be avoided to the extent feasible by using Odoo Community free version components, subject to compliance with the approved SRS, security audit and performance requirements.

The system shall initially support approximately 750 users and shall be scalable for future on boarding of additional users, modules, reports and integrations without requiring major re-architecture.

7.7.4 Linkage with existing applications

The System Integrator has to carry out the integration of the web portal with other applications / solutions and new plug-in modules or third-party platforms –E-Shram portal, Aadhaar, SMS gateway, Payment Gateway and others as observed during requirement gathering to meet the project requirements. Also, it has to design and implement the requisite user authorization as well as other IT security controls.

7.7.5 Data Migration

System Integrator shall ensure that initial data migration is complete in all respects and the activities are completed in time so that all the requirements of system implementation are fulfilled.

At least the following activities will be carried out as part of the data migration:

a. Define all the specifications that are needed to populate the data into the new web portal.
b. Prepare uniform codification and digitization of all data sets.
c. Develop the data migration templates/ Forms/ Format and facilitate the migration of legacy and new data elements.
d. Identification, configuration, or development of the data upload/ download programs for the data migration.
e. Create data extraction programs in the legacy system to convert into the format as required by the new web portal.

7.7.6 Data Centre hosting

The Data Centre (DC) to be used for this project will be provided by the State Government. The Department of Information Technology, Government of Bihar, has a state-of-the-art Data Center (BSDC 2.0) at Beltron Bhawan, Patna to fulfill the complete Data Center related requirements for the State Government Departments. The BSDC 2.0 is a Tier III compliant and ISO:27001 certified Data Center which is equipped with robust security features. It is compliant with industry standards and guidelines of the Government of India.

The SI has to share the application hosting requirements with the SDC and get the infrastructure ready well in advance. Subsequently, the SI shall

a. Configure, Install and maintain licensed software required for proper hosting of web portal with latest anti-virus with all critical updates to be installed in the server.
b. Shall regularly patch/update the web application. Major patching / update which require system downtime has to be informed well in advance and should be undertaken only after Department confirmation.

c. Shall ensure optimum CPU, SAN and server utilization. Should a breach in their utilization occur, the environment needs to be optimized and / or upgraded. For such purpose, SI shall inform Department who may take a decision on procurement of additional capacity / upgrade the same at SDC.
d. System Integrator should have a governance structure in place to report to Department's team on daily, weekly and monthly basis and the solution should allow downloading of standard and custom reports on the monitoring status in various formats like PDF, Excel etc.
e. Vulnerability testing on a half yearly basis. Reporting of the same on a half yearly basis.
f. All Security Requirements like HTML/ SQL Injections, application of Stored Procedures etc. should be taken care of.

7.7.7 Application Testing

The System Integrator shall design the Testing strategy including Traceability Matrix, Test Cases and conduct testing of various components of the web portal configured/ customized for Department.

The System Integrator shall obtain the sign-off from Department on testing approach and plan (inclusive of test cases). The System Integrator shall perform the testing of the solution based on the approved test plan, document the results, and shall fix the bugs found during the testing. Though Department is required to provide formal approval for the test plan, it is the ultimate responsibility of the System Integrator to ensure that the end product delivered meets all the specified requirements.

At least the following activities will be carried out by the System Integrator as part of the Application Software testing:

a. The System Integrator shall prepare the solution testing procedure for conducting test on various modules including the test-cases.
b. The System Integrator shall obtain the sign-off from Department on the testing approach and plan.
c. The System Integrator shall demonstrate to Department that the solution meets all the functional & technical requirements as per the RFP including FRS finalized during the requirement gathering activity done by System Integrator.
d. The System Integrator shall test the integration of the cross-function modules as well as the external applications based on the approved testing procedure.
e. On successful completion of the Integration test, the System Integrator shall conduct the Full load/ Stress test using suitable tools in accordance with the approved test plan. These tools must be provided by System Integrator.
f. The System Integrator shall fix the bugs/errors found during the testing, document the results of the testing, and submit a report to Department.
g. The System Integrator shall obtain the sign-off from Department on the successful testing report to consider the UAT completed.

7.7.8 Quality Review and Security Audit

Department shall form a team for conducting the Quality Review of the implementation of the proposed solution. This team will consist of

a. Nominated employees of Department
b. Project Manager of SI
c. Quality control supervisor of System Integrator

The core responsibility of the quality review team will be as follows:

a. Review the project plan
b. Review the FRS and SRS document
c. Review the test plan
d. Review the test results
e. Review the Go-Live readiness

The SI will facilitate the security audit of the entire application through an authorized agency or STQC to ensure that it meets all the guidelines of GoB and CVC. The detailed scope of audit will be finalized after preparation of test cases. Post that, a yearly security audit may be arranged to be carried out by the System Integrator through a Cert-In empanelled vendor. It will be the responsibility of the SI to ensure that all the vulnerabilities and issues reported in the audit are promptly resolved and the resolution document is submitted to BSEDC and Security agency to show the compliance.

7.7.9 Project and Product Documentation

The System Integrator will provide detailed final system documentation for reference to DEPARTMENT. System Integrator shall prepare the final User Manuals incorporating details of all menus and functionality provided by the System. Department expects the following (not limited to) in the form of product documents. In addition, the System Integrator will provide ongoing product information for reference purposes and to facilitate self-education for Department and other Personnel. Key documents required are: -

- Business blueprint and revised process documents consisting of granular Details of each functional activity and any changes (if any).
- Detailed design document of technical architecture (application, network, and security).
- Database infrastructure architecture, including clustering/ mirroring, backup & recovery strategies, defining data structure, data dictionary as per standards laid-down by Government of India.
- Data architecture, interface architecture and integration architecture. Appropriate load balancing and clustering techniques should be adopted by the selected SI in the solution design for meeting the requirements of the RFP.
- User Manual including system instruction and use cases, running of a program to perform specific task in the system with sample reports, screen formats, Details of menus & instructions on how to perform specific tasks in the system using screenshots etc.
- System operational procedure manuals.

- The System Integrator shall provide hard copies and one soft copy of the above-mentioned manuals.

7.8 Training and Capacity Building

The System Integrator shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan. The trainings shall be provided at the premises and/or online mode, as fixed by Department.

Capacity Building is a highly critical component of this project. The objective of Capacity Building (CB) initiatives is to equip the direct users and other stakeholders with the right skills, and knowledge to optimally use the portal being implemented.

Every user group would have a separate Pre and Post Implementation Training. The Training program would be split into series of sessions for different user groups and across functional areas of the portal.

The implementation agency shall be responsible for the following activities as part of the End User and Train the Trainer Training:

a) Develop overall training plan including formation of user groups and classifications

b) Develop Location-Wise Training Schedule, Curriculum, and Training Material for Department and other users

c) Deliver training to end users including carrying out the training effectiveness evaluation

d) Develop, maintain, and update an online self-learning material for all modules

7.9Project Operations and Maintenance Years

The Operations and Maintenance (O&M) period shall be Three (3) years from the date of Go-Live, which may be extended for an additional period of Two (2) years at the sole discretion of the Department/BELTRON based on satisfactory performance of the SI.

7.9.1 Application monitoring and Compliance to Service Level Agreements

It is the responsibility of the System Integrator to:

a. Monitor the portal on a day-to-day basis to ensure that it functions reliably.
b. Monitor components, including but not limited to, Application servers, Web Servers, Middleware and other Servers on an ongoing basis to ensure smooth functioning of the applications.
c. The System Integrator shall ensure compliance to uptime and performance requirements in coordination with the SDC.
d. Ensure the accuracy and timelines of data uploaded as received.
e. Resolve and report the data discrepancies to the designated Department persons.

7.9.2 Application support including modifications and integration with future systems

The scope of System Integrator covers the following activities:

a. Enhancement / modifications with respect to new / enhanced / enriched functionality
b. Ensure the desired functioning of the Interface / integration
c. Test scripts preparation and interim application testing
d. Modification / development of report.
e. Manage the database administration according to the agreed standards.
f. Provide handholding support to end users in carrying out the business process transactions

7.9.3 Bug / Fixes Management

Bugs or Fixes Management is an important activity and based on the severity level, it becomes highly critical. System Integrator commits involvement in resolution on 'best of efforts' basis as per requirements. Following are the steps involved:

a. Problem definition
b. Context definition (through functional teams as per requirements)
c. Request Analysis by System Integrator
d. Priority Categorization

The System Integrator shall address all the errors/bugs/gaps in the functionality offered by the portal (vis-à-vis the FRS) at no additional cost during the operations & maintenance period (i.e. 3 years from the date of final GO-Live). The System Integrator shall identify and resolve application problems like system malfunctions, performance problems, data corruption etc.

7.9.4 Helpdesk Support

The Department will provide a sitting space for the helpdesk support center. The SI will depute its support staff at the client location with all the necessary hardware and software. The support staff will be contactable via phone and mail to provide assistance to the users and address their queries and concerns. This assistance will be provided during the Service Hours as per the location classification and responsibility matrix, which will be covered in the Operation's Manual to be provided by System Integrator and duly approved by Department. During all other hours, users can leave their message via email. The requests received on email will be taken during the next working day.

A proper escalation procedure, as mentioned in the duly approved Operational Manual, will be followed if the problem cannot be resolved. Shared resources of operational and technical support group will provide this service at all locations. The helpdesk service will serve as a single point of contact for all incidents and service requests. The service will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for the user departments. The activities shall include

a. Provide helpdesk facility during agreed service period window for reporting user department incidents / issues / problems related to the web portal.

b. Provide necessary channels (email and phone number) for reporting issues to the helpdesk.
c. Implement a call logging system in line with the severity levels as per the SLAs. The helpdesk shall log user and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.
d. Creation of knowledge base on frequently asked questions to assist users in resolving basic issues themselves
e. Track each incident / call to resolution
f. Provide feedback to callers
g. Analyze the call statistics
h. Creation of knowledge base on frequently asked questions to aid users
i. Escalate the calls, to the appropriate levels, if necessary, as per the escalation matrix agreed between the System Integrator and the user department. The escalation matrix shall be developed by the System Integrator in discussion with Department.
j. Analyze the incident / call statistics and provide monthly reports including but not limited to:
    i. Type of incidents / calls logged
    ii. Incidents / calls resolved
    iii. Incidents / calls open
    iv. Root Cause analysis for frequently occurring incidents

k. Initiate a “Problem Management Record” or “PMR” to document service.
l. Provide monthly reports to DEPARTMENT on calls handled by the helpdesk

7.9.5 Mobile Application Development

The selected System Integrator (SI) shall design, develop, test, deploy, and maintain native or hybrid Mobile Applications for Android and iOS platforms as an integral part of the Child Labour Tracking System (CLTS). The mobile applications shall provide role-based access to authorized stakeholders and support all relevant functionalities available through the web portal, including but not limited to:

- Child Registration and Case Management
- Rescue and Rehabilitation Tracking
- Dashboard and MIS Reports
- Workflow Approvals and Case Updates
- Push Notifications and Alerts
- Geo-tagging and Location-Based Services (if required)
- Document Upload, Image Capture and Attachment Management
- Secure Authentication and Role-Based Access Control (RBAC)
- Offline Data Capture with Synchronization Facility (if required by the Department)
- Integration with APIs, Aadhaar, SMS/Email Gateway and other approved systems
- Compliance with Government security guidelines, OWASP standards, and mobile application security best practices

The SI shall publish the mobile applications on the Google Play Store and Apple App Store, if required by the Department, and provide Operations, Maintenance, Bug Fixes, Version Upgrades, and Technical Support throughout the contract period. The applications shall be responsive, user-friendly, scalable, and compatible with the latest supported versions of Android and iOS operating systems.

8. Compliance to e-Gov standards

8.1 Scalability: One of the fundamental requirements of the proposed application is its scalability. The architecture should be proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high-performance. In this context, it is required that the application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers, and all other solution components. The scalability is very important, and this aspect should be thoroughly tested before statewide roll out.

8.2 Security: The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the citizens. The overarching security considerations are described below.

a. The security services used to protect the solution shall include Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.
b. The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication.
c. Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
d. The overarching requirement is the need to comply with ISO 27001 standards of security.
e. The application design and development should comply with Open Web Application Security Project (OWASP) top 10 principles.

A list of information security requirements is specified below.

#	Security Areas	Specifications
1.	Network Security	a. Appropriatefirewalls, IPS, SSL devices etc. should be used to ensure Network security b. The solution should support SSL encryption mechanism for transferring data across network and between client and server
2.	System Security	c. Adequate access control procedures should be defined to secure the entire IT system logically. d. The access controls procedures should cover all stages in the life cycle of user access, from the initial registration of new users to the final deregistration of users who no longer require access to information systems and services.

#	Security Areas	Specifications
		e. The system should have 2 factor authentication mechanisms either through One Time Password (OTP) or soft tokens-based technologies for access control and user authentication.
4.	Application Security	f. Thesolutionshould have appropriate authentication mechanisms g. Application user authentication & authorization related transactions should be encrypted. h. Operating system should be hardened on which the application is installed. i. A web application firewall shall be deployed to secure the web-layer. j. The web applications should be free from OWASP / SANS and CERT-IN web application vulnerabilities as released from time to time.
5.	Audit Trails & Logs	k. Event logging should create an accurate record of user activity such as which users accessed which system, and for how long. l. The solution should log all types of events especially those related to security
6.	Data Protection	m. The solution should support SSL encryption mechanism for transferring data across network. Provision should be made to ensure that data in any form should not be copied on to any external media without authorization. n. The data transferred across network should be encrypted using Public Key (PKI) Infrastructure. o. Complete end point data protection should be provided at client site such that any type of data pilferage using unauthorized copying, storing and emailing could be prohibited. p. Access to all system resources including data files, devices, processes, and audit files should be provided to the intended users only. q. Ensure to protect documents by assigning security parameters and criteria in order to provide more effective protection for an electronic document in order to maintain Confidentiality, Authorization, Accountability, Integrity, Authenticity and Non-repudiation.
7.	Session Management	r. The system should limit to only one session per user or process ID.

#	Security Areas	Specifications
		s. The system should put a limit on the maximum time length of an idle session, which should ensure that automatic session termination takes place after expiry of the specific time length.
8.	Data Warehouse Security	t. Users must not have access to the data warehouse prompt of the application. Access to the data warehouse prompt must be restricted only to the database administrator. u. "Super user" rights for the data warehouse must only be given to the administrator and the activities of these accounts must be properly logged.
9.	Application Deployment	v. All unused ports should be blocked at server machines. w. The application server should be segregated from internet zone through firewall or other filtering mechanism.
10	Information Security Governance	x. The employees working on the project should be made aware of his or her responsibilities with respect to Information Privacy and Information Security. y. Employees working on the project shall undergo security awareness training during induction.
11	Security Information and Event Management System (SIEM)	z. SI should install SIEM for Real-time analysis of security alerts generated by applications and infrastructure.

9. Application Architecture – Child Labour Tracking System (CLTS)

a. It has been proposed that the applications designed and developed for the Department concerned must follow some best practice and industry standards. In order to achieve the high level of stability and robustness of the application, the system development life cycle must be carried out using the industry standard best practices and adopting the security constraints for access and control rights. The various modules / application should have a common Exception Manager to handle any kind of exception arising due to internal/external factors.

b. Similarly, the modules of the application are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. The system should have a module exclusively to record the activities/ create the log of activities happening within the system / application to avoid any kind of irregularities within the system by any User / Application.

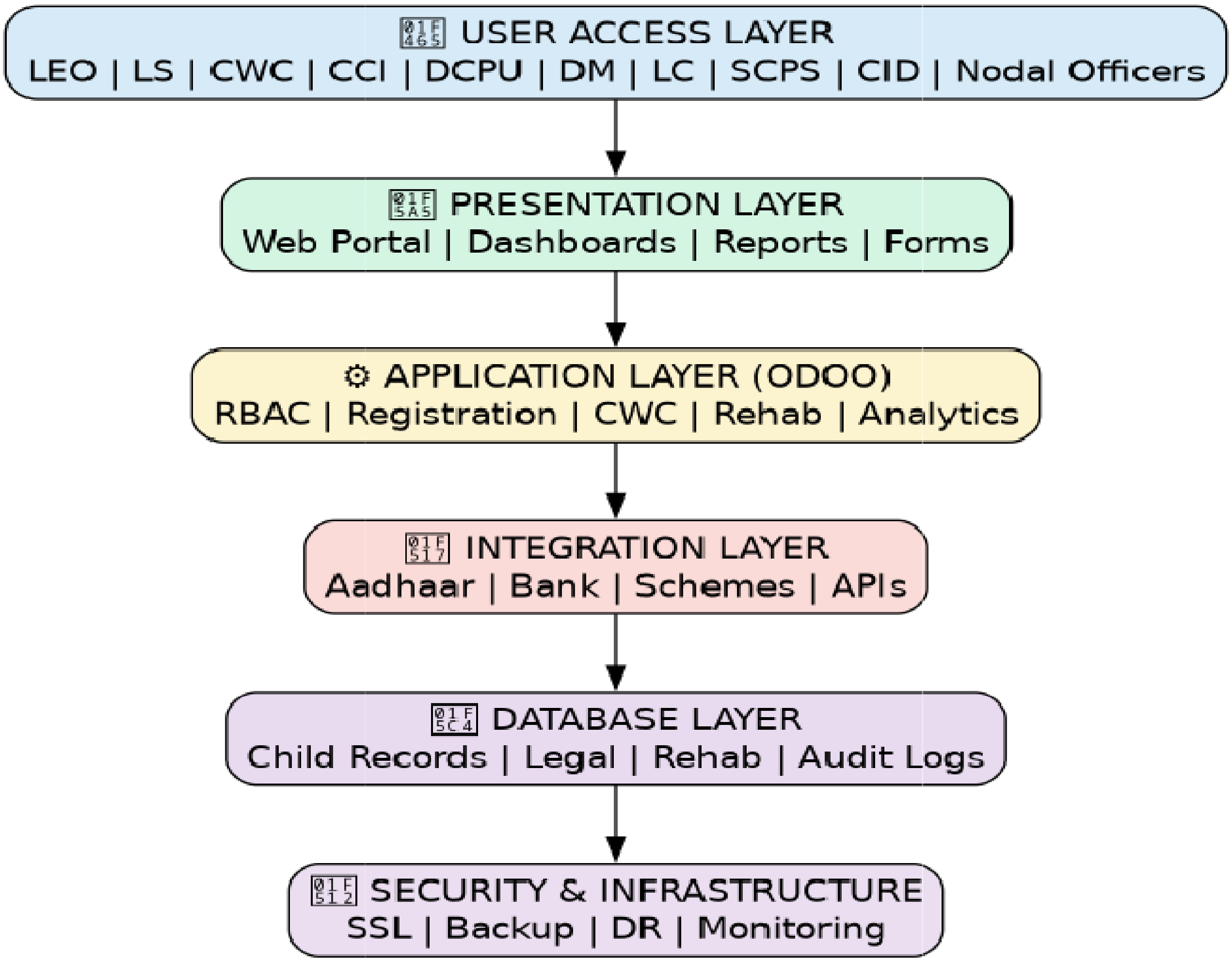
9.1 Proposed Application Architecture

The proposed CLTS solution shall be a **three-tier web-based architecture** consisting of:

1. **Presentation Layer (Web Portal)**
2. **Application Layer (Business & Workflow Services)**
3. **Database Layer (Centralized Repository)**

The architecture is designed to support multiple stakeholders including Labour Department, CWC, CCI, DCPU, District Administration, CID/Home Department, and departmental nodal officers through a centralized web-based MIS.

Proposed Architecture Diagram



9.2 Test Plan

Once the SRS is approved and design is started, the SI shall prepare all necessary Test Plans (including test cases), i.e., plans for Acceptance Testing. Test cases for Initial and Final User Acceptance Testing shall be developed in collaboration with domain experts identified at Department. Initial and Final User Acceptance Testing shall involve Test Case development, Unit Testing, Integration and System Testing, Functional testing of Application, Performance testing of the Application including measurement of all Service Levels as mentioned in this RFP and finally SI shall also carryout Load/ Stress testing. The SI will submit the test plans and test result reports to the Department for comprehensive verification and approval.

9.3 Adherence to Open-Source Standard

The solution must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.

9.4 Compliance with Government standards & policies

The solution must comply with all the relevant standards & policies of the Government related with e-Governance application development.

9.5 Compliance with Industry Standards:

In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing.

10. Manpower for Project Implementation

The requirement of key personnel for the project has been listed below for both the phases. The minimum educational qualification and the professional experience of the key personnel have been mentioned in the subsequent section.

10.1 Positions identified for Implementation Team

Phase 1 - Development and Deployment (20 weeks): The below mentioned key personnel would be required to complete phase 1.

a. Project Manager cum Business Analyst
b. Developers
c. Database Administrator

Phase 2 - Operations and Maintenance (3 years): At one resources will be deployed at the client location as a Project Support Unit to address the functional and change requirements of web portal/Mobile Application . The resource would be a project manager cum database administrator. Additional resources required for any activity can work remotely, provided it does not breach the service levels. The project manager cum database administrator will be responsible for the engagement of required manpower in adequate numbers.

A helpdesk support unit will be based at the client location for handling users' grievances. The number of required resources would vary as the system stabilizes. An indicative number of support executives required for 3 years have been mentioned below.

Manpower Optimization

The manpower indicated in this RFP is the minimum/indicative deployment requirement. The SI shall review the actual manpower requirement during requirement study and project planning and may deploy(offshore) manpower as per an optimized plan. Any optimization shall not dilute the responsibility of the SI to meet the implementation timeline, O&M

obligations, SLA targets, security requirements, training coverage and helpdesk support requirements.

#	Particulars	No. of Support Executives
1	For 1 year after the deployment	1
2	For the subsequent 2nd, 3rd, Year	1

10.2 Initial Composition; Full Time Obligation; Continuity of Personnel

- The SI shall ensure that each member of the Key Personnel devotes substantial working time to perform the services to which that person has been assigned as per the proposal.

- The SI shall use commercially reasonable efforts to ensure it retains the services of its Key Personnel, including provisioning of competitive compensation, benefits, and other conditions to its Key Personnel so as to incentivize them to remain in the employment.

- The SI shall not make any changes to their proposed composition of the Key Personnel and not require or request any member of the Key Personnel to cease or reduce his or her involvement in the provision of the Services during the Term (or agree to any request other than from the BSEDC that would have the same effect):

  a. unless that person resigns, is terminated for cause, dies, is long-term disabled, is on permitted mandatory leave under Applicable Law or retires; or

  b. Without BSEDC's prior written consent.

10.3 Replacement

The Phase 1 of the project is strictly time-bound and hence during the period

a. In case the resource has resigned then the Bidder must inform within one week of such resignation.

b. The SI shall promptly initiate a search for a replacement and use commercially reasonable efforts (including the expenditure of reasonable sums, such as to engage the services of recruiting firm) to ensure that the role of any member of the Key Personnel is not vacant which could breach the development and deployment timeline.

c. On the new assignment and any replacement of the Key Personnel to the provision of the Services, the SI shall provide the BSEDC with a resume / curriculum vitae and any other information about the candidate that is reasonably requested by the BSEDC.

10.4 Attrition

The bidder must ensure that the adequate number of key personnel shall be engaged for their full-time during phase 1. The reduction in their involvement would affect the timeline obligations. Key personnel replacements must be avoided during the period.

10.5. Minimum Qualifications for the Manpower

#	Manpower	Minimum Qualifications
1	Project Manager cum Business Analyst	Education: Full Time B. Tech/B.E./MCA • Should possess at least 10 years of position related work experience in IT domain. • Should have led at least three e-Governance projects that must include development, deployment and O&M • Excellent writing, MIS reporting, communication, time management and multitasking skills
5	Developer	Education: Full time BTech / BE/ MCA • Should possess at least 5 years of position related work experience in the field of software development, deployment and O&M • Previous experience of handling at least two e- Governance projects
6	Database Administrator	Education: Full time B.Tech/ B.E./ MCA Certification in DBA (desirable) • Should possess at least 7 years of position related work experience in database management • Experience of handling at least two e- Governance projects

11. Timeline, Deliverables and Budget

The application shall Go-Live within 4 months after issuing of letter of award (LOA).

#	Activity/Tasks	Timeline	Deliverables	Payment Milestone
Date of issue of LoI/Work Order by BSEDC Ltd.		T		
Phase 1: Development and Deployment				
1.1	SI resource mobilization	T+1 Weeks	• Finalized Project Plan • Finalized Requirement Report • Approved System Requirement Specification (SRS)	20% of Application Development and Deployment Cost
1.2	Requirement gathering & SRS	T+3 Weeks		
1.3	Approval of SRS	T+4 Weeks		
1.4	Design and development and release of beta version	T+9 Weeks	• Successful UAT Report	40% of Application Development and

#	Activity/Tasks	Timeline	Deliverables	Payment Milestone
1.5	UAT and bug fixing	T+12 Weeks		Deployment Cost
1.6	Security audit	T+15 Weeks	• Sign off Certificate	20% of Application Development and Deployment Cost
1.7	Application deployment on SDC & Go-Live	T+20 Weeks (T1)		
1.8	Completion of training	T+24 Weeks	• Training completion certificate from the client • Project documents mentioned under subsection 7.2.09	20% of Application Development and Deployment Cost
Phase 2: Operations and Maintenance				
2.1	Maintenance support and change management	T1 + 36 months Expandable up to 2 years	• SLA adherence report on quarterly basis	Will be paid in 20 equal QGR subject to applicable penalties as per SLA.
2.2	Helpdesk support			

Other Payment Terms

- Any monetary figure in decimal shall be rounded off to the nearest figure.
- In bills all taxes should be shown separately.
- No advance payment shall be made.
- No interest would be payable on delayed payments. However, BSEDC would normally make every possible effort to make payments promptly.

12. Service Level Agreement (SLA)

This section describes the service levels to be established for the Services offered by the System Integrator to the BSEDC/Department. The System Integrator shall monitor and maintain the stated service levels to provide quality service.

Definitions

a) “Scheduled Maintenance Time” shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during 16X6 timeframe. Further, scheduled maintenance time is planned downtime with the prior permission.

b) “Scheduled operation time” means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications within the Primary DC, DRC, if any, critical client site infrastructure will be 24X7X365. The total operation time for the client site systems shall be the business hours or the offices where system are deployed.

c) “System or Application downtime” means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time DEPARTMENT and/or its employees log a call with the System Integrator team of the failure or the failure is known to the System

Integrator from the availability measurement tools to the time when the System is returned to proper operation.

d) “Availability” means the time for which the services and facilities are available for conducting operations including application and associated infrastructure.
Availability is defined as: {(Scheduled Operation Time – System Downtime) / (Scheduled Operation Time)} * 100%

e) “Helpdesk Support” shall mean the 9x6 basis support center which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract. Helpdesk support is to be provided from 9:30 AM to 6:30 PM six days (Monday to Saturday) a week excluding Public Holidays or any other Holidays observed by DEPARTMENT.

f) “Incident” refers to any event / abnormalities in the functioning of the any of IT Equipment / Services that may lead to disruption in normal operations of the Application services

Interpretation & General Instructions

a. The business hours are 9:30AM to 6:30PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by DEPARTMENT. The System Integrator however recognizes the fact that DEPARTMENT offices will require to work beyond the business hours on need basis.

b. "Non-Business Hours" shall mean hours excluding “Business Hours”.

c. 16X6 shall mean hours between 7:30AM – 11:30PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by DEPARTMENT

d. The availability for a cluster will be the average of availability computed across all the servers in a cluster, rather than on individual servers. However, non-compliance with performance parameters for system/service degradation will be considered for downtime calculation.

e. System Integrator shall provide automated tool to monitor and report all the SLAs mentioned except for the one which is monitored by the EMS in Data Center.

f. The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. The System Integrator is expected to provide the following service levels as mentioned in the table below. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause.

g. A Service Level violation will occur if the System Integrator fails to meet Minimum Service Levels, as measured on a Quarterly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An “Availability and Performance Report” will be provided by the System Integrator on monthly basis in the format suggested by DEPARTMENT and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to the DEPARTMENT at the end of every month containing the summary of all incidents reported and associated System Integrator performance measurement for that period.

h. The SLAs will prevail from the start of the Operations and Maintenance Phase. However, SLAs will be subject to being redefined, to the extent necessitated by field experience at the user units and the developments of technology practices globally. The SLAs may be measured on quarterly basis or as decided by DEPARTMENT after taking the advice of the System Integrator and other agencies. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the System Integrator are linked to the compliance with the SLA metrics laid down in the tables below. The penalties will be computed and calculated as per the computation explained in this Section. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. DEPARTMENT and System Integrator.

The following tables outline the key service level requirements for the system, which needs to be ensured by the System Integrator during the Operations and Maintenance period. These requirements shall be strictly imposed and either DEPARTMENT or any associated agency shall be deployed for certifying the performance of the System Integrator against the target performance metrics as outlined in the tables below.

Phase 1: Development and Deployment

#	Metric	Timeline	Deduction
1	• Finalized Requirement report • System Requirement Specification (SRS)	T+6 Weeks	Nil
		For every one-week delayover T+6 Weeks	0.25%oftheApplication Development and Deployment Cost
2	Go-Live	Go-Live=T +20 Weeks	Nil
		For every one-week delayoverT+20 Weeks	0.25%oftheApplication Development and Deployment Cost

Note:

i. The maximum deduction will be capped at 10% of the Development and Deployment Cost

ii. In case deduction exceeds the maximum capping of 10% of contract value for Phase /SLA, Beltron may or may not invoke termination clauses laid out in this RFP.

iii. T – date of issue of Letter of Intent (LoI)/ Work Order.

Phase 2: Operations and Maintenance (O&M)

EMS system plays a critical role in monitoring the SLA compliance and hence will have to be customized accordingly. The selected System Integrator (SI) must integrate EMS tool with the servers and develop additional scripts (if required) for capturing the required data for SLA report generation in automated way. This tool would generate the SLA Monitoring report at the end of every month which is to be shared with DEPARTMENT on a monthly basis. The tool should also be capable of generating quarterly SLA reports.

Where required, some of the Service Levels will be assessed through audits or reports e.g. utilization reports, measurements reports, etc., as appropriate to be provided by the System Integrator on a monthly basis, in the formats as required by the DEPARTMENT. The tools to perform the audit will need to be provided by the System Integrator.

The penalties levied every quarter shall be capped at 10% of the Quarterly amount. Total penalty, however, will be limited to a maximum of 10% of the Phase 2 (O&M cost).

Violations and Associated Penalties

1. The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.

2. Three-monthly performance evaluation will be conducted using the Quarterly reports of that period.

3. Penalty Calculations: The framework for Penalties, as a result of not meeting the SLA is as follows:

a) The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.

b) The number of violations in the reporting period for each level of severity will be totaled and used for the calculation of Penalties.

c) The severity of the violations of incidents will be mutually determined by the DEPARTMENT and System Integrator.

d) Penalties applicable for each of the high severity violations are one (1) % of respective Quarterly payment to the System Integrator.

e) It is to be noted that if the overall penalty applicable for any of the quarterly review period during the contract exceeds 20% of the quarterly payment or if the overall penalty applicable for any of the successive Quarterly periods during the contract is above 10% of O&M cost; then BSEDC shall have the right to use the Performance Bank Guarantee as deemed fit or terminate the contract or both.

<table>
<tr><th>Service Level Description</th><th>Severity of violation</th><th>Measurement</th></tr>
<tr><td>Application Availability</td><td>High</td><td>Availability of the software application measured within the Data Center shall be at least 99 %. This service level will be monitored on a monthly basis.
<table>
<tr><th>Availability over the quarter</th><th>No. of Violations to be counted for calculation of penalty</th></tr>
<tr><td>>=99%</td><td>Nil</td></tr>
<tr><td>< 99% &>= 97%</td><td>2</td></tr>
<tr><td><97%</td><td>3for every percentage drop or part thereof below 97%</td></tr>
</table></td></tr>
<tr><td>Application Performance</td><td>High</td><td>Average Application Response Time during peak usage hours as measured within the server environment shall not exceed 4 seconds. This service level will be monitored on a monthly basis.
<table>
<tr><th>Average Application Response Time over the Quarter</th><th>No. of Violations to be counted for calculation of penalty</th></tr>
<tr><td><= 4 sec</td><td>Nil</td></tr>
<tr><td>> 4sec &<= 6sec</td><td>2</td></tr>
<tr><td>> 6 sec</td><td>3 for every second increase or part thereof exceeding 6 seconds.</td></tr>
</table></td></tr>
</table>

Handholding Support: Application Support

a) This service level will be monitored on a monthly basis.
b) The below tables giveDetails on the Service Levels the System Integrator should maintain.

<table>
<tr><th>Service Level Description</th><th>Severity of violation</th><th>Measurement</th></tr>
<tr><td>Application Support Performance</td><td>High</td><td>95% of the reported issues shall be resolved within 24business hours from the time of reporting full Details.

This service level will be monitored on a monthly basis.
<table>
<tr><th>Performance over the Quarter</th><th>No. of Violations to be counted for calculation of penalty</th></tr>
<tr><td>< 95% &>= 90%</td><td>1</td></tr>
<tr><td>< 90% &>= 85%</td><td>2</td></tr>
<tr><td><85%</td><td>3for every percentage drop or part thereof below 85%</td></tr>
</table></td></tr>
</table>

Service Level Description	Severity of violation	Measurement

13. Acceptance Testing and Certification

The primary goal of Acceptance Testing and Certification is to ensure that the Project (including all the project components as discussed in the scope of work) meets requirements, standards, specifications, and performance, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Functional requirements
- Localization Compliance Review
- Infrastructure (Hardware and Network) Compliance Review
- Availability of the project Services in the defined locations
- Performance
- Security
- Manageability
- SLA Reporting System
- Project Documentation (Design, development, configuration, training, and administration manuals etc)
- Data Quality Review

BSEDC shall review all aspects of project development and implementation covering software, hardware and networking including the processes relating to the design of solution architecture, design of systems and sub systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to defined requirements, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement.

The solution deployed by the vendor must satisfy security audit through a Cert-In empanelled vendor upon which the system shall go-live, subject to BSEDC approval.

The BSEDC will establish appropriate processes for notifying the selected vendor of any shortcomings from defined requirements at the earliest instance after noticing the same to enable the selected vendor to take corrective action. All gaps identified shall be addressed by the vendor immediately prior to Go-live of the solution. It is the responsibility of the selected Bidder to take any corrective action required to remove all shortcomings before the roll out of the project.

Following discusses the acceptance criteria to be adopted for the project as mentioned above. The list below is indicative, and the activities will include but not be limited to the following:

Functional Requirements Review

The solution developed/customized by selected Bidder shall be reviewed and verified against the Functional Requirements signed-off between the DEPARTMENT and the selected Bidder. Allgaps identified shall be addressed by the vendor immediately prior to Go-live of the solution.

One of the key inputs for this testing shall be the traceability matrix to be developed by the vendor for the solution. Apart from Traceability Matrix, agency may develop its own testing plans for validation of compliance of system against the defined requirements.

For conducting the User Acceptance Testing (UAT), Review Team shall identify the employees from respective divisions, who shall be responsible for day-to-day operations of the functions automated through the project. The system, during the functional requirements review, shall necessarily satisfy the UAT process.

Security Review

The software developed shall be audited by the agency from a security and controls perspective.

Following are the broad activities to be performed by the Agency as part of Security Review. The security review shall subject the solution to the following activities.

- Audit of Network, Server, and Application security mechanisms
- Assessment of authentication mechanism provided in the application /components/modules
- Assessment of data encryption mechanisms implemented for the solution
- Assessment of data access privileges, retention periods and archival mechanisms
- Server and Application security features incorporated etc
- Application Security mechanisms should be accessed in compliance with the IT Act2000,2008 Amendment and IT rules 2011, such that it maintains data/information Integrity, Confidentiality, Non-repudiation
- Audit of Security mechanisms so that they are in the compliance with the latest Guidelines by Controller of Certifying authority (CCA), IT Act, ISO27001.
- Gap assessment of certain controls like says ISO 27001 and section 43, 47, 66, 69, 79, 84 and87 of IT ACT amendment 2008 and decide how the sensitive data from a data centric standpoint is to be protected.

Performance

Performance is another key requirement for the project and the agency shall review the performance of the deployed solution against certain key parameters defined in SLA. Such parameters include request-response time, work-flow processing time, concurrent sessions supported by the system etc. The performance review also includes verification of scalability provisioned in the solution for catering to the project requirements.

Availability

The solution should be designed to remove all single point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The agency shall perform various tests including network, server, security to verify the availability of the services in case of component/location failures. The agency shall also verify the availability of the project services to all the users in the defined locations.

SLA Reporting System

The selected Bidder shall monitor the performance indicators listed as per the SLAs mentioned in the RFP. The Acceptance Testing and Certification agency shall verify the accuracy and completeness of the information captured by the SLA monitoring system implemented by the vendor and shall certify the same. The EMS deployed for the project, based on SLAs, shall be configured by the selected Bidder to calculate the payment to be paid by the department after deducting the necessary penalties.

Project Documentation

The BSEDC shall review the project documents developed by the selected Bidder including requirements, design, source code, installation, training and administration manuals, version control etc. Any issue/gap identified by the BSEDC, in any of the above areas, shall be addressed to the complete satisfaction of the Department.

Data Quality

The BSEDC shall perform the Data Quality Assessment for the Data migrated by the vendor to the new system. The errors/gaps identified during the Data Quality Assessment shall be addressed by the vendor before moving the data into production environment.

Annexure I: Pre-Qualification & Technical Bid Templates

The Bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Pre-Qualification / Technical Evaluation Criteria. Pre-Qualification Bid & Technical Proposal shall comprise of following forms:

Forms to be used in Pre-Qualification Proposal

Form 1: Compliance Sheet for Pre-qualification Proposal

Form 2: Particulars of the Bidder

Form 3: Bank Guarantee for Earnest Money Deposit

Forms to be used in Technical Proposal

Form 4: Compliance Sheet for Technical Proposal

Form 5: Letter of Proposal

Form 6: Project Citation Format

Form 7: Proposed Solution

Form 8: Proposed Work Plan

Form 9: Team Composition

Form 10: Curriculum Vitae (CV) of Key Personnel

Form 11: Deployment of Manpower

Form 12: annual Turnover and Net Worth Certification

Form 1: Compliance Sheet for Pre-qualification Proposal

(The pre-qualification proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Pre-Qualification proposal)

#	Basic Requirement	Required	Compliance	Reference Number	Page
1	RFP document fee	Proof of online payment	Yes / No		
2	Tender Processing Fee	Proof of online payment	Yes / No		
3	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes / No		
4	Particulars of the Bidders	As per Form 2	Yes / No		
5	Earnest Money Deposit	Bank Guarantee (Form 3)	Yes / No		
6	Sales Turnover in Application Development, implementation and its operations and maintenance	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor / Chartered Accountant	Yes / No		
7	Net Worth	Certificate from the statutory auditor / Chartered Accountant	Yes / No		
8	Technical Capability	Completion Certificates from the client OR Work Order + Self Certificate of Completion (Certified by the Chartered Accountant); OR Work Order + Phase Completion Certificate from the client	Yes / No		
9	Certifications	The bidder should have a valid CMMI Level 3certificate or higher level; and ISO 9001 Compliance; and ISO 27001 Compliance	Yes / No		
10	Legal Entity	Copy of Certificate of Incorporation; and Copy of Service Tax Registration Certificate	Yes / No		
11	Manpower Strength as per point 5 of the section 6.3	Self-Certification by the authorized signatory	Yes / No		
12	Blacklisting	Self-undertaking by the authorized signatory of the bidder	Yes / No		

Form 2: Particulars of the Bidder

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

Form 3: Bank Guarantee for Earnest Money Deposit

To,

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

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

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

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or

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

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

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

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

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

This Bank Guarantee shall be valid up to <<*insert date*>>)

I. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<*insert date*>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date

Form 4: Compliance Sheet for Technical Proposal

(The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal)

For Technical Evaluation

#	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1.	Covering Letter for Technical Proposal	As per Form 5	Yes / No	
2.	Average turnover from Application Development, implementation and its operations and maintenance Work in last 3 years (Turnover in ₹ Crores)	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor / Chartered Accountant; and Project citation (Form 6)	Yes / No	
3.	Experience in Software Development & maintenance services (last 5 years)	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor/ Chartered Accountant); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client ; and Project citation (Form 6)	Yes / No	
4.	Solution Proposed, Approach & Methodology, Understanding and work Plan (As per the requirements specified in Technical evaluation)	The note should highlight understanding of the requirements through providing justifications for: 1) Solution proposed and its components, 2) Technologies used, 3) Challenges likely to be encountered 4) Learning on how to deal with the challenges 5) Client references (Form 7, 8)	Yes / No	
6.	CVs of all key technical resources proposed for the assignment	CV & a Note (Form 9, 10 and 11)	Yes / No	

Form 5: Letter of Proposal

To:

<Location, Date>

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

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

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

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

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

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

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

Yours sincerely,
Authorized Signature [*In full and initials*]: ____
Name and Title of Signatory: ____
Name of Firm: ____
Address: ____
Location: ____________________________________Date: __________________________

Form 6: Project Citation Format

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

Form 7: Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

i. Understanding of the scope: 10 marks
ii. Approach & Methodology and Project Plan: 10 marks
iii. Proposed Solutions: 10 marks

Form 8: Proposed Work Plan

#	Activity[1]	Calendar Months							
		1	2	3	4	5	6		n
1									
2									
3									
4									
5									
N									

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

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

Form 9: Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement
Phase 1: Development and Deployment Phase				
Phase 2: Operations and Maintenance Phase				

Form 10: Curriculum Vitae (CV) of Key Personnel

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment Details (For each assignment provide Details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: • Organizations worked for in the past -Organization name - Duration and dates of entry and exit - Designation Location(s) - Key responsibilities • Prior project experience -Project name - Client	

- Key project features in brief - Location of the project -Designation - Role - Responsibilities and activities - Duration of the project Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	

Form 11: Deployment of Manpower

No	Name of Staff	Staff input in Months (in the form of a bar chart)[2]													Total staff man months proposed
		1	2	3	4	5	6	7	8	9	10	11	12	n	Total
1															
2															
3															
N															
											Total				

1. For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category.
2. Months are counted from the start of the assignment.

Full time input ▬▬ Part time input

Form 12: Annual Turnover and Net worth certificate

To, Date:

Bihar State Electronics Development Corporation Limited,
BELTRON Bhawan,
Shastri Nagar,
Patna – 800023,
Bihar

This is to certify the Average Annual Turnover and Net worth of **< Bidding entity name>**, having registered office at **< address >** for the financial years **< 20XX - XX >** to **<20XX- XX>.**

The accompanying statement of Average Annual Turnover and Net worth of the above-mentioned financial year contains the details as required in pursuant to compliance with the terms and conditions contained the Tender document issued by Bihar State Electronics Development Corporation Limited with reference **< Name of the RFP >**.

Particular	FY 20XX-XX	FY 20XX-XX	FY 20XX-XX	Average
Annual Turnover from software application development, implementation and its operations and maintenance projects. The hardware component in these projects is not more than 10%.				

Particular	FY 20XX-XX
Net Worth as on 31st March 20XX	

Annexure II: Financial Proposal Template

Form 1: Covering Letter

To:

<Location, Date>

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

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

Dear Sir/Madam,

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

1. Price And Validity

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

2. Unit Rates

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

3. *Tender Pricing*

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

4. *Qualifying Data*

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

5. *Bid Price*

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

6. *Performance Bank Guarantee*

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

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

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

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

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

Thanking you,
We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:
Address:

Form 2: Financial Proposal

Summary Cost Table

#	Particulars	Total Cost (Inclusive of taxes)
Application Development and Deployment Cost (CAPEX)		
1	Design, Development, Testing, Integration, Deployment and Maintenance of Web Portal and Mobile Applications (Android & iOS) [A]	
2	Software Subscription support(If required)[B] (For Approx. 750 Users)(If required)	
3	Training & Handholding [C]	
4	Manpower during implementation Phase (D)	
	Sub Total [S1] = [A+B+C+D]	
Operations and Maintenance Cost (OPEX)**		
1	Manpower during Operations & Maintenance including change management for 3 Years [A]	
2	Helpdesk Support for 3 Years [B]	
3	O&M Cost of Open-source Platform, License/Subscription, if any, and Others (including SSL certificate, VAPT/ Other security compliance) (C)	
	Sub Total [S2] = [A+B+C]	
	Grand Total[S]= [S1+S2]	

Note: 1.The bid amount for **Operations and Maintenance** must not be less than 30% of the total bid amount.
2. L1 (Least Cost shell be decided on grand total [s] mentioned in the above table.
3. Bidder may submit Zero Quote for above Software Subscription support at Sl. No. 2 (**Application Development and Deployment Cost (CAPEX))** above as Odoo Community version Software (Free) is to be used and Bidder themselves will provide the required software support for Odoo Community version..

(A) Design & Development of Web Portal /Mobile Application .

#	Description	Qty(Ls) (x)	Unit Cost (y)	Total Cost (x*y)
1	Design and Development of Web Portal	1		
2*	Integration of Web Portal with CLTS, Aadhaar	1		
3	Mobile Applications (Android & iOS)	1		
3	Total (A) without GST			
4	GST 18%(On as Applicable)			
	Total:			

*The unit cost of quoted above shall also be used for calculating the cost of additional integration, if any.

(B) Software Subscription

#	Component Description	Qty (Ls) (x)	Unit Cost (y)	Total (X*Y)
1	Odoo Community / Subscription-free	1		

	version open-source platform related software support (For Approx. 750 Users)(If required)			
	Total (B) without GST			
	GST 18%(or as Applicable)			
	Total:			

Note: Bidder may submit Zero Quote for above Software Subscription support as Odoo Community version Software (Free) is to be used and Bidder themselves will provide the required software support for Odoo Community version..

(C)Training & Handholding Cost

#	Description	Qty (Ls) (x)	Unit Cost (y)	Total (x*y)
1	Training of Master Trainers(Offline at Patna for Two Times)	1		
2	Training of Department Officials(Two Times)	1		
3	Training of District Users(Offline and Online Two Times)	1		
4	Training of System Administrators(Offline -max 2 times)	1		
5	Total (C) without GST			
6	GST 18%(or as Applicable)			
	Total (C)	Total:		

Note: Space & Infrastructure shall be provided by department .However Digitized training manual shall be provided by SI.

(D) Manpower during implementation Phase

Onsite Resources – Development & Deployment Phase (20 Weeks) As Applicable

Resource Type	No. of Units (x)	No. of Months (y)	Rate per Month (z)	Total Cost (xyz)
Project Manager cum Business Analyst	1	5		
Developer	1	5		
Database Administrator	1	5		
Total (D)				
Total (D) without GST				
GST 18%(or as Applicable)				
Total:				

Note: The above resources shall work onsite and will be adequately supported by the required number of offshore resources if required to ensure efficient project execution and delivery.

Operations and Maintenance Cost (OPEX) :** O&M Phase (3 Years)

(A). Manpower during Operations & Maintenance including change management for 3 Years

For the 36-month O&M period, keep a separate table:

Resource Type	No. of Units (x)	No. of Months (y)	Rate per Month (z)	Total Cost (xyz)
Project Manager cum Database Administrator	1	36		
GST 18%(or as Applicable)				
Total:				

Note: The above resource shall work onsite and will be adequately supported by the required number of offshore resource if required to ensure efficient project execution and delivery.

(B) Helpdesk Support for 3 Years

#	Particulars	No. of Units/Resource (x)	Unit Rate (y)	Total (x*y)
1	Helpdesk Support for 1st Year	1		
2	Helpdesk Support for 2nd Year	1		
3	Helpdesk Support for 3rd Year	1		
4	Total (B) without GST			
5	GST 18%(or as Applicable)			
	Total (B)			

(C) O&M Cost of License, Subscription and Others – Operations & Maintenance (3 Years)

#	Particulars	Total Cost (₹)
1	Operations & Maintenance Cost for 1st Year (including SSL certificate, VAPT/ Other security compliance)	
2	Operations & Maintenance Cost for 1st Year (including SSL certificate, VAPT/ Other security compliance)	
3	Operations & Maintenance Cost for 1st Year (including SSL certificate, VAPT/ Other security compliance)	
4	Total (C) without GST	
5	GST 18%(or as Applicable)	
6	Total:	

Total O&M Cost

Particulars	Total Cost (₹)
(A). Manpower during Operations & Maintenance including change management for 3 Years	
(B) Helpdesk Support for 3 Years	

(C) O&M Cost of Open-source Platform, License/Subscription, if any, and Others – Operations & Maintenance (3 Years)	
Total without GST	
GST 18%(or as Applicable)	
Sub Total [S2] = [A+B+C]	

The unit rate of quoted above shall also be used for calculating the cost of additional resources, if required.

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

Annexure III: Template for PBG & CCN

Form 1: Performance Bank Guarantee

PERFORMANCE SECURITY:

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

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

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

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

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

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

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<*Insert Date*>>)
Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed **Rs. <Insert Value> (Rupees <Insert Value in Words> only).**
II. This bank guarantee shall be valid up to <*Insert Expiry Date*>)

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

Form 2: Change Control Notice (CCN) Format

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

Signature:	
Change Control Note	**CCN Number:**
Part B : Evaluation	
(Identify any attachments as B1, B2, and B3 etc.) Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.	
Brief Description of Solution:	
Impact:	

Deliverables:

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