

**GOVERNMENT OF BIHAR
SC & ST WELFARE DEPARTMENT
BIHAR SCHEDULED TRIBES RESEARCH INSTITUTE (BSTRI), PATNA**

REQUEST FOR PROPOSAL (RFP)

**Selection of Agency for Design, Development, Deployment,
Hosting, Security Audit and Maintenance of the Official BSTRI Web Portal**

RFP / Tender No.: NIT/BSEDC/09/28/2026, Dated 05/10/2026

Issued through



**BIHAR STATE ELECTRONICS DEVELOPMENT CORPORATION LIMITED
(BELTRON)**

(A Government of Bihar Undertaking)
BELTRON Bhawan, Shastri Nagar, Patna – 800 023, Bihar

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Glossary

Term	Definition
API	Application Programming Interface
BA	Business Analyst
BG	Bank Guarantee
BSEDC	Bihar State Electronics Development Corporation Limited (BELTRON)
BSTRI	Bihar Scheduled Tribes Research Institute, Patna
CCN	Change Control Notice
CERT-In	Indian Computer Emergency Response Team
CMS	Content Management System
CMMI	Capability Maturity Model Integration
DBA	Database Administrator
DPR	Detailed Project Report
DR	Disaster Recovery
DSC	Digital Signature Certificate
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
GIGW	Guidelines for Indian Government Websites and Apps
GoB	Government of Bihar
GST	Goods and Services Tax
HLD	High Level Design
HQ	Headquarters
IT	Information Technology
LLD	Low Level Design
LoA	Letter of Award
LoI	Letter of Intent
MIS	Management Information System
MSA	Master Service Agreement
NIC	National Informatics Centre
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
PSU	Public Sector Undertaking
QR Code	Quick Response Code
RBAC	Role Based Access Control
SC & ST Welfare Department	Scheduled Castes and Scheduled Tribes Welfare Department, Government of Bihar
SDC	State Data Centre
SI	System Integrator / selected implementation agency

Term	Definition
SLA	Service Level Agreement
SRS	Software/System Requirements Specification
STQC	Standardization Testing and Quality Certification Directorate
TRI	Tribal Research Institute
UAT	User Acceptance Testing
UI/UX	User Interface / User Experience
VAPT	Vulnerability Assessment and Penetration Testing
WCAG	Web Content Accessibility Guidelines

Definition of Terms

Sl. No.	Term	Definition
1	Agreement / Contract	The written agreement executed between the authority identified as the Contracting Authority in the Bid Data Sheet and the selected Agency, together with the RFP, corrigenda, Letter of Award/Work Order, accepted proposal, schedules and annexures.
2	Agency / SI	Selected bidder responsible for design, development, hosting, deployment, security audit and maintenance of the BSTRI Web Portal.
3	Bidder	Any eligible entity submitting a proposal against this RFP.
4	Bid / Proposal	Technical and Financial proposal submitted by the bidder.
5	Deliverables	All software, source code, reports, manuals, training material and services to be delivered under the project.
6	Go-Live	Date on which the web portal becomes operational in production environment.
7	UAT	User Acceptance Testing conducted by BSTRI for final acceptance.
8	Audit Trail	System generated log of transactions, approvals, uploads and administrative actions.
9	Source Code	Human-readable application code, scripts, configuration files and related development artefacts.
10	Intellectual Property Rights	Ownership rights associated with software, source code, documentation and deliverables generated under this project.
11	Department	SC & ST Welfare Department, Government of Bihar.
12	BELTRON	Bihar State Electronics Development Corporation Ltd.
13	Change Request	Any approved modification to the agreed scope, functionality or deliverables.
14	SLA	Service Level Agreement defining uptime, response times and support obligations.

1. Notice Inviting Request for Proposal (NIT)

Bihar Scheduled Tribes Research Institute (BSTRI), Patna, functioning under the SC & ST Welfare Department, Government of Bihar, invites proposals from eligible, experienced and financially sound agencies for the design, development, deployment, hosting, security audit, implementation support and one-year maintenance of the Official BSTRI Web Portal through Bihar State Electronics Development Corporation Limited (BELTRON).

The Institute proposes to establish a secure, responsive, GIGW-compliant and maintainable digital platform for dissemination of institutional information, notices, publications, research material, training programmes, events, achievements, photo/video records, staff information and citizen feedback, as approved under the “Support to Tribal Research Institute (TRI)” scheme of the Ministry of Tribal Affairs, Government of India, in the Annual Action Plan 2026-27.

The assignment covers requirement validation, SRS preparation, UI/UX design, development and customisation, a role-based Content Management System (CMS), notice-approval workflow, database and document management, security hardening, functional and security testing (VAPT), GIGW/accessibility readiness, production deployment, training, complete source-code and documentation handover, and 12 months of post-Go-Live support.

1.1 Procurement Summary

#	Particular	Details
1	Procuring Entity	Bihar State Electronics Development Corporation Ltd. (BELTRON)
2	Procuring/Facilitating Agency	Bihar State Electronics Development Corporation Ltd. (BELTRON)
3	Administrative Department	SC & ST Welfare Department, Government of Bihar
4	Scheme / Funding Basis	“Support to TRI” Scheme, Ministry of Tribal Affairs, Annual Action Plan 2026-27
5	Nature of Procurement	Selection of System Integrator / Agency for design, development, deployment, hosting, security audit and maintenance of an official government web portal
6	Implementation Period	22 weeks from the Effective Date plus 02 weeks stabilization. The Effective Date shall be the later of the date of issue of the Work Order and the date of the project kick-off meeting, unless otherwise stated in the Work Order.
7	Post-Go-Live Support	12 months, included within the assignment
8	Mode of Submission	Electronic submission only through the Bihar e-Procurement portal at https://eproc2.bihar.gov.in .
9	Language of Proposal	English
10	Bid Type	Two-cover system — Technical and Financial bids; Least Cost Selection (L1) among technically qualified bidders

1.2 Key Dates

Activity	Date / Time
RFP No. and Date	NIT/BSEDC/09/28/2026, Dated 05/10/2026
Publication of RFP	06/10/2026
Last date for submission of pre-bid queries	13/10/2016
Pre-bid meeting	14/10/2016 at 11:30 AM Venue: Bihar State Electronics Development Corporation, Beltron Bhawan, Shastri Nagar, Patna-800023 (Bihar).
Issue of pre-bid clarification / corrigendum	Through the Bihar e-Procurement portal
Last date and time for bid submission	27/10/2026 till 05:00 PM
Technical bid opening	29/10/2026 at 5:00 PM
Financial bid opening	To be notified through the portal to technically qualified bidders

2. Bid Data Sheet (BDS)/Fact-Sheet

The Bid Data Sheet consolidates the project-specific parameters referred to throughout this RFP. Where a BDS entry conflicts with a general clause elsewhere in the RFP, the BDS entry shall prevail.

Parameter	Requirement
Procuring Entity	Bihar State Electronics Development Corporation Ltd. (BELTRON)
Administrative Department	SC & ST Welfare Department, Government of Bihar
Project Name	BSTRI Web Portal
Contract Period	24-week implementation and stabilization period + 12-month warranty/support from Go-Live
Bid Validity	180 days from the date of technical bid opening
Earnest Money Deposit (EMD) / Bid Security (Bidder may submit the BG within 2 working days from the last date of bid submission)	INR 1,00,000. EMD shall remain valid for at least 45 days beyond the 180-day bid validity period (minimum 225 days from the last date for submission of bids), unless a longer period is specified by corrigendum/addendum. <u>BANK A/C DETAILS (For Bank Guarantee (BG))</u> TYPE: SAVINGS ACCOUNT - PUBLIC A/C NO: 151201000003701 IFSC CODE IOBA0001512 M/S. BIHAR STATE ELECTRONICS DEVELOPMENT CORP. LTD. BSEDC BELTRON BHAWAN SHASTRI NAGAR PATNA, BIHAR-800023
Performance Bank Guarantee (PBG)	PBG will be 10% of the Project Value. The PBG shall remain valid throughout the contract and warranty/support period, with an additional claim period of three months.

Parameter	Requirement
RFP / Tender Document Fee	As specified in the online tender schedule and e-Procurement portal.
Pre-bid Query Channel	Shri Rajan Prasad, Project Lead, Beltron, Patna - 800023, Bihar. Email: rajan.prasad@semt.gov.in
Addressee for supporting/original documents	The Managing Director, Bihar State Electronics Development Corporation, Beltron Bhawan, Shastri Nagar, Patna-800023 (Bihar). E-mail: mdbeltron@bihar.gov.in
Bid Submission Portal	https://eproc2.bihar.gov.in
Helpline	1800 572 6571
Currency	Indian Rupees (INR)
Taxes	The bidder shall quote the base price and applicable GST separately in the Financial BOQ. The Grand Total inclusive of GST and all applicable duties, levies, charges and incidental costs shall be used for L1 evaluation. Statutory deductions shall be made at source as applicable.
Consortium / Joint Venture	Not permitted
Sub-contracting	Sub-contracting: Core project activities shall not be subcontracted. Engagement of approved specialist agencies/service providers for security audit/VAPT, government-approved hosting/data-centre services or statutory compliance shall be permitted subject to the conditions of Section 23.
Contracting / Competent Authority	The officer authorised by BSEDC/BELTRON under the applicable delegation of financial and administrative powers, acting for the Procuring Entity.

3. Instructions to Bidders

3.1 General

- 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.
- All information supplied by bidders may be treated as contractually binding upon award and incorporation into the Contract. Only sole bidders shall be eligible. Consortiums and joint ventures are not permitted. Subcontracting or outsourcing shall be governed by the BDS and Section 23 of this RFP.
- 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.
- This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

3.2 Compliant Proposals / Completeness of Response

- 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.
- Failure to comply with the requirements may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - Include all documentation specified in this RFP
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - Comply with all requirements as set out within this RFP

3.3 Code of integrity

No official of a procuring entity or a bidder shall act in contravention of the code of integrity, which includes the following:

- a. Prohibition of:
 - i. making offer, solicitation or acceptance of bribe, reward, or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - ii. any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
 - iii. any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and 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.
- d. The 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 referred to as “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 the 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 execution of the Agreement, such Bidder or System Implementation Agency shall not be eligible to participate in any tender or RFP issued by the BSEDC for a period of 2 years from the date of such finding.
- f. For the purposes of this Section, the following terms shall have the meanings assigned to them:
 - “corrupt practice” means offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence the action of any person connected with the Selection Process.
 - “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 person or property to influence any person’s participation or action in the Selection Process.
 - “undesirable practice” means establishing contact with any person connected with or employed or engaged by BSEDC with the objective of canvassing, lobbying or influencing the Selection Process, or having a Conflict of Interest.
 - “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating full and fair competition in the Selection Process.

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

3.4 Pre-Bid Meeting & Clarifications

3.4.1 Pre-bid Meeting

A prospective bidder requiring clarification of the tender document may notify Beltron in writing, with a soft copy in the prescribed Excel format, to the Bid Process Officer via e-mail, before the date specified in Fact-Sheet. The Bid Process Officer shall respond to clarification requests through pre-bid queries, as per the tender schedule. Queries not adhering to the prescribed format shall not be responded to.

Sr. No.	Page No. of RFP	Section No. of RFP	Content of RFP requiring clarification(s)	Points of Clarification
1				
2				
3				
4				
5				

3.4.2 Responses to Pre-Bid Queries and Issue of Corrigendum

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

3.5 Key instructions of the bid

3.5.1 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.

3.5.2 RFP document fees

The Bidder shall download the RFP document(s) from the e-Procurement portal specified in the Bid Data Sheet (BDS). The RFP / Tender Document Fee, if applicable, shall be paid as specified in the BDS and in accordance with the payment modes enabled on the e-Procurement portal.

3.5.3 Tender processing fees

The Tender Processing Fee, if applicable, shall be paid as specified in the Bid Data Sheet (BDS) and in accordance with the payment modes enabled on the e-Procurement portal. Non-payment or incomplete payment of applicable fees may render the bid liable for rejection.

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

- i. Bidders shall submit Earnest Money Deposit (EMD) / Bid Security of the amount or percentage specified in the Bid Data Sheet (BDS), through the mode permitted in the BDS, the e-Procurement portal and this RFP. Where Bank Guarantee is permitted, it shall be submitted in the format prescribed in the relevant Annexure.
- ii. The EMD shall remain valid for the period specified in the BDS. If no separate period is specified in the BDS, the EMD shall remain valid for at least the bid validity period or such extended period as may be requested by BSEDC.

- iii. EMD of unsuccessful Bidders shall be refunded by BSEDC after completion of the bid process as per applicable procurement rules. The EMD of the successful Bidder shall be returned after submission and acceptance of the Performance Bank Guarantee (PBG), wherever applicable.
- iv. The successful Bidder shall submit a Performance Bank Guarantee for the percentage of contract value and validity period specified in the BDS, within the time period stipulated in the BDS / LoI / LoA / Work Order, as applicable. The PBG shall remain valid for the contract period, including warranty/support period, and the additional claim period specified in the BDS.
- v. The EMD amount shall be interest-free and refundable to unsuccessful Bidders without any accrued interest.
- vi. Proposals not accompanied by valid EMD / Bid Security, wherever applicable, or containing EMD with infirmities relating to amount, validity, format or submission mode, may be summarily rejected.
- vii. 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 failing to sign the contract or submit the required PBG within the stipulated time.
 - c. The Bidder being found to have indulged in suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or ethically improper activity in relation to this RFP.
 - d. A Proposal containing material deviations, conditional offers or partial offers not permitted under this RFP.
- viii. The selected bidder shall have to submit Performance Bank guarantee will be 10% of the Project Value. The PBG shall remain valid throughout the contract and warranty/support period, with an additional claim period of three months.

3.5.5 E-Procurement Process related instructions

Submission of Proposals shall be through electronic mode only.

- The bidder shall submit his bid/tender on e-Procurement platform at <https://eproc2.bihar.gov.in>.
- The bidder shall possess a valid Digital Signature Certificate of the class/type accepted by the Bihar e-Procurement portal and a valid portal user account before participating in the e-tendering process.
- The bidders shall upload scanned copies of all relevant certificates and documents in support of their eligibility criteria, technical bids and other required documents on the e-Procurement website.
- All 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/Tender Fee shall be paid through e-Payment mode only.
- Earnest Money Deposit can be paid either through online mode or through physical instrument of payment such as Bank Guarantee, as applicable.
- Bids along with necessary online payments must be submitted through e-Procurement portal before the date and time specified in the NIT/RFP.
- 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 mentioned below:

Toll Free No. 1800 572 6571,

Email Id: - eproc2support@bihar.gov.in

***Note:** "Bids along with necessary online payments must be submitted through e-Procurement portal <https://eproc2.bihar.gov.in> before the date and time specified in the NIT/RFP. Department/Tendering Authority 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."*

3.6 Preparation and submission of Proposals

3.6.1 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, providing any additional information required by the BSEDC to facilitate the evaluation process, and negotiating a definitive contract or all such activities related to the bid process.

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

3.6.2 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.

3.6.3 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.

3.6.4 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.

3.6.5 Downloadability / Visibility of the uploaded document

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

3.6.6 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 downloadability of documents which are uploaded in any format other than those mentioned above shall not be entitled for any claim whatsoever.

3.6.7 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.

3.7 Size of Documents

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

3.8 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 may reject a proposal containing a material deviation, reservation, omission or condition that affects the scope, quality, performance, contractual rights or evaluation of the bid. Minor, non-material deficiencies may be clarified in writing without permitting any change in price or the material substance of the proposal.
- f. Each of the responses shall be evaluated as per the criteria and requirement specified in this RFP.

3.8.1 Proposal opening

The Technical Bids shall be opened electronically through the e-Procurement portal on the date and time specified in Section 1.2. The portal-generated opening record shall constitute the official record. Physical attendance of bidders or their representatives shall not be required unless a separate presentation or clarification meeting is notified through the portal.

3.8.2 Proposal validity

The offer submitted by the Bidders shall remain valid for the period specified in the Bid Data Sheet (BDS). Where the BDS specifies validity from the date of technical bid opening, the same shall prevail. BSEDC may request extension of bid validity as per the RFP and applicable procurement rules.

3.8.3 Award Criteria

The Contract shall be awarded to the technically qualified and substantially responsive bidder quoting the **lowest evaluated Financial Bid (L1)**, in accordance with Section 12.3 of this RFP.

The evaluated bid price shall be the **Grand Total inclusive of GST and all applicable taxes, duties, levies, charges and other costs**.

In case of a tie in the evaluated Financial Bid between two or more technically qualified bidders, the bidder securing the higher Technical Qualification marks shall be ranked higher. If the Technical Qualification marks are also equal, the bidder having the higher average annual turnover considered under Section 12.2 shall be ranked higher; if the tie still persists, the successful bidder shall be determined by a transparent draw of lots conducted by the Purchase Committee and recorded in the proceedings.

3.8.4 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.

3.8.5 Notification of Award

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

The notification of award shall communicate the Authority's intention to award the assignment but shall not, by itself, constitute the Contract. The Contract shall come into force only upon execution of the written agreement and fulfilment of the conditions specified in the Letter of Award, including submission and acceptance of the Performance Bank Guarantee, wherever applicable. Thereafter, BSEDC shall notify unsuccessful bidders and process return of their EMD in accordance with applicable rules.

3.8.6 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.

3.8.7 Failure to agree with terms and conditions of RFP

Failure of the successful bidder to accept the RFP terms, execute the Contract or furnish the required Performance Bank Guarantee within the stipulated period shall constitute sufficient ground for annulment of the award and action under the bid-security provisions. In such event, BSEDC may, subject to applicable procurement rules and approval of the competent authority, consider award to the next lowest evaluated technically qualified bidder at the accepted terms, or initiate a fresh procurement process.

3.8.8 Proposal Evaluation

- a. Initial Proposal scrutiny will be held 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. 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 defined in this RFP document. The decision of the Committee will be final in this regard.

4. Background and Project Context

The Bihar Scheduled Tribes Research Institute (BSTRI), functioning under the SC & ST Welfare Department, Government of Bihar, is responsible for research, documentation, training, publication, and dissemination of information related to Scheduled Tribes in the State. The Institute engages with researchers, students, government officials, tribal communities, and citizens who require timely access to institutional information, research publications, notices, events, reports, and other public resources.

At present, dissemination of information is primarily dependent on fragmented communication channels, manual circulation of documents, and ad-hoc publication mechanisms, resulting in limited public visibility, lack of structured content management, and inadequate auditability of publication activities. There is no centralized digital platform to facilitate efficient publication and management of institutional information, notices, research materials, and citizen engagement.

The absence of a dedicated web-based system has led to several operational challenges, including lack of workflow-driven content approval, absence of role-based accountability for content creators and approvers, difficulty in searching and retrieving historical records, and insufficient monitoring of content publication activities. Additionally, the absence of proper security controls and audit mechanisms exposes the organization to operational and cybersecurity risks.

To address these challenges, BSTRI intends to establish a secure, scalable, responsive, and maintainable Official Web Portal with an integrated Content Management System (CMS). The proposed solution will serve as the official digital platform for publication of notices, institutional information, research publications, galleries, staff directories, reports, and citizen feedback. The system shall provide role-based administrative interfaces, content approval workflows, audit logging, dashboard-based monitoring, and secure content management capabilities.

The proposed portal shall be developed in accordance with Government of India guidelines and best practices, including GIGW 3.0, accessibility standards, secure coding principles, vulnerability assessment and penetration testing (VAPT), audit readiness, and source-code ownership requirements. The solution shall also support future scalability and integration requirements while ensuring operational sustainability through documentation, training, knowledge transfer, and post-go-live support.

Accordingly, BSTRI invites proposals from eligible agencies for the design, development, deployment, hosting, security audit, training, maintenance and support of the BSTRI Web Portal, including development of the public-facing website, CMS, workflow-management modules, security controls, deployment, testing, training and one-year warranty/support services.

5. Objectives of the Assignment

Objective Type	Objective
Administrative	Establish an official BSTRI digital platform with defined content ownership, approval roles and departmental control.
Technical	Develop a responsive, CMS-backed portal with role-based access, secure authentication, audit logs, document upload, search, dashboard and backup mechanisms.
Citizen / Service Delivery	Provide citizens, Scheduled Tribe communities, researchers and officials timely access to notices, publications, events, institutional information, staff contacts and feedback channels.
Monitoring / Governance	Enable dashboards and MIS reports covering pending approvals, content inventory, feedback/contact status, login activity and publication activity.
Security / Compliance	Ensure HTTPS, secure coding, VAPT closure, GIGW/accessibility readiness, source-code handover and documented operational procedures before final acceptance.

6. Terms of Reference (ToR) and Scope of Work

The selected agency (“Implementation Partner”) shall provide end-to-end services to design, develop, configure, test, secure, deploy, document and support the official BSTRI web portal. The scope below is a minimum baseline; bidders may propose value-added enhancements without diluting any mandatory requirement.

6.1 Public Website

- Responsive public homepage and institutional pages (About BSTRI, vision/mission, organisational structure, director history).
- Notice/circular board with categorisation, search, filters, date scheduling, download counts and searchable archive.
- Publications, research material and a digital document repository.
- Photo gallery and video gallery with albums, captions and cover images.
- Staff directory, important links, contact page and feedback/contact form.
- SEO-friendly information architecture and metadata.
- Bilingual-ready (Hindi/English) responsive layout, as approved by BSTRI.

6.2 CMS / Super Admin Panel

- Creation, editing, scheduling, publishing and archival of pages and notices without code changes.
- Menu/navigation, gallery/media, staff directory and important-links management.
- Site settings, upload-type/size restrictions, user and role management.
- Dashboard, login history and audit logs.

6.3 Sub-Admin / Content-User Interface

- Permission-based content creation and upload restricted to assigned modules/categories.
- Draft submission tagged to a designated approver, with workflow-status visibility.
- Correction and resubmission based on approver remarks.

6.4 Notice-Approval Workflow

- Draft creation by an authorised content user, submission to a mapped approver.
- Approve / reject / return-for-correction actions with remarks.
- Controlled publication only after approval, with the ability to revoke/unpublish where authorised.
- Complete, immutable audit trail of user, timestamp, action and status.

6.5 Document and Media Management

- Upload validation by file extension, MIME type and size; randomised, non-predictable filenames stored on a non-executable path wherever feasible.
- Metadata capture, categorisation, search, filtering and download controls.
- Archival/retention status and backup of uploaded files.

6.6 Dashboard and MIS

- Content inventory; pending / published / rejected / returned status.
- Recent logins, feedback/contact status and basic administrative reports.

6.7 Deployment, Documentation and Knowledge Transfer

- Production deployment with SSL/HTTPS, backup configuration and monitoring.
- Complete source code, database schema and scripts, deployment guide, admin manual and user manual.
- Knowledge-transfer/training sessions and a documented handover note, including repository and credential handover through an approved secure process.

6.8 Scope Exclusions (Separate Approval Required)

The following items are explicitly excluded from the scope of the current phase and, if taken up in the future, shall require separate approval from the User Department/BSTRI and shall be subject to separate commercial treatment.

- Full scheme-beneficiary transaction system, DBT/payment workflow, grievance-redressal engine, mobile-app-store release and advanced CRM.
- Integration with Aadhaar, PFMS, CPGRAMS, e-Office, DigiLocker, SMS gateway or other external systems, unless separately approved.
- AI analytics, GIS modules, data warehouse, native mobile app, large-scale document digitisation and workflow automation beyond the stated website/CMS scope.
- Translation of all historic content into multiple languages, beyond basic bilingual-ready layout support.

6.9 Application Customization and Implementation

The selected agency shall prepare, customize and implement the BSTRI web portal in consultation with BSTRI/BELTRON. The implementation shall cover detailed requirement validation, portal information architecture, UI/UX design, CMS configuration, workflow setup, database design, security controls, testing, hosting/deployment, user training and post-Go-Live support.

- The agency shall submit a detailed Project Implementation Plan covering activities, timelines, responsibilities, dependencies, risks, review checkpoints and acceptance milestones.
- The solution shall be customized to reflect BSTRI's approved portal scope, including public website, CMS, notice workflow, document repository, gallery, staff directory, feedback/contact mechanism, dashboard and MIS.
- The agency shall configure necessary administrative roles, approval workflow, upload controls, audit logs and dashboard reports as per the approved SRS.
- Configuration, reports, workflows and minor refinements demonstrably necessary to meet an express RFP requirement or an approved SRS requirement shall be included in the fixed price. Any request that introduces a new module, external integration, material increase in approved content-migration volume or other material scope change shall be processed only through the written change-control procedure.

6.10 Business Requirement and Process Study

The agency shall conduct a requirement gathering and business process study with BSTRI, and designated departmental stakeholders before development. The study shall validate the scope and translate it into formal Functional Requirement Specification (FRS) and System Requirement Specification (SRS).

- The FRS/SRS shall define modules, user roles, approval process, public pages, CMS fields, notice categories, dashboard indicators, reports, security controls and data structures.
- The agency shall prepare wireframes or screen prototypes for key public and administrative screens for review and approval.
- The approved SRS shall form the baseline for design, development, testing, UAT and acceptance.
- Any deviation from the approved SRS shall require written approval through the change-control process.

6.11 Content Management System and Web-Based MIS

The portal shall include a CMS-backed administrative interface to enable authorized BSTRI personnel to update frequently changing content without dependency on the developer for routine changes.

- The CMS shall support management of notifications/circulars, tenders, publications/reports, photo gallery, video gallery, important links, staff profile, contact details, What's New and other approved website sections.

- The CMS shall support maker-checker / approval workflow for publication of notices and important content.
- The system shall maintain content version history or audit trail for major content actions, including creation, modification, approval, rejection, publication, unpublication and deletion.
- The web-based MIS shall provide summary reports on content inventory, pending approvals, published notices, returned/rejected items, login activity, feedback/contact submissions and download/view statistics wherever feasible.
- Dashboard and MIS reports shall be available to authorized users only and shall support export/download in common formats wherever approved.

6.12 Data Migration and Content Upload Support

The agency shall provide initial content upload and migration support for approved information, documents and media provided by BSTRI in usable digital format. The responsibility for correctness, authenticity and approval of content shall remain with BSTRI.

- The agency shall prepare content upload templates, metadata formats and categorization structure for notices, publications, gallery items and static pages.
- The agency shall assist BSTRI in uploading initial approved content before Go-Live.
- The agency shall ensure file naming, metadata, document titles, dates and categories are structured to support search and archival.
- Large-scale digitization, scanning, translation or content rewriting shall not be included unless separately approved.
- For bid-pricing purposes, initial migration/upload support shall include up to 50 static pages, 500 documents/publications, 500 images and 25 externally hosted video links supplied by BSTRI in usable digital form. Volumes beyond these limits shall require written change approval. Hindi translation and rewriting are excluded; BSTRI shall provide approved Hindi and English content.

6.13 Project Documentation and Knowledge Transfer

- The agency shall submit approved FRS/SRS, solution architecture, database design, deployment guide, configuration guide, source code package, admin manual, user manual and security/VAPT compliance documentation.
- The documentation shall include backup and restoration procedure, user-role matrix, approval workflow description, content management procedure and operational support process.
- The agency shall conduct knowledge-transfer sessions for BSTRI/BELTRON representatives covering administration, content management, dashboard usage, backup procedure and basic troubleshooting.
- All source code, database schema, scripts, credentials, configuration files and deployment artefacts shall be handed over through a secure process approved by BSTRI/BELTRON.

6.14 Training, Capacity Building and Support Readiness

- The agency shall prepare a training plan for Super Admin, content users/sub-admins and approvers.
- Training shall cover content creation, notice upload, approval workflow, gallery/publication management, user management, dashboard/MIS review and issue reporting.
- The agency shall provide digital training material/user manuals for future reference.
- The quoted price shall include at least three instructor-led training batches of up to 15 participants each, including one batch for Super Admin/technical administrators, one for content users and one for approvers. Additional participants may attend the scheduled batches without extra charge, subject to venue capacity.
- The agency shall ensure that the portal is operationally ready before Go-Live, including administrator accounts, tested workflow, approved content upload, backup settings, security controls and handover documentation.

6.15 Proposed BSTRI Web Portal Architecture

The proposed solution shall follow a secure, modular, multi-tier web architecture comprising: (i) a responsive public presentation layer; (ii) a secured CMS and workflow application layer; (iii) application services for content, search, reporting, notifications and audit logging; (iv) a relational database and protected

document/media repository; and (v) approved hosting infrastructure with SSL/TLS, web-server hardening, monitoring, backup and recovery controls. Administrative access shall be logically separated from the public interface and protected by role-based access, strong authentication, secure sessions and least-privilege permissions.

The bidder shall submit the detailed logical and deployment architecture with the technical proposal and finalise it during SRS approval. The architecture shall identify servers/services, network zones, application components, database, storage, integrations, security controls, environments, backup flow, monitoring and recovery arrangements. Production, test/UAT and development environments shall be segregated to the extent supported by the approved hosting arrangement.

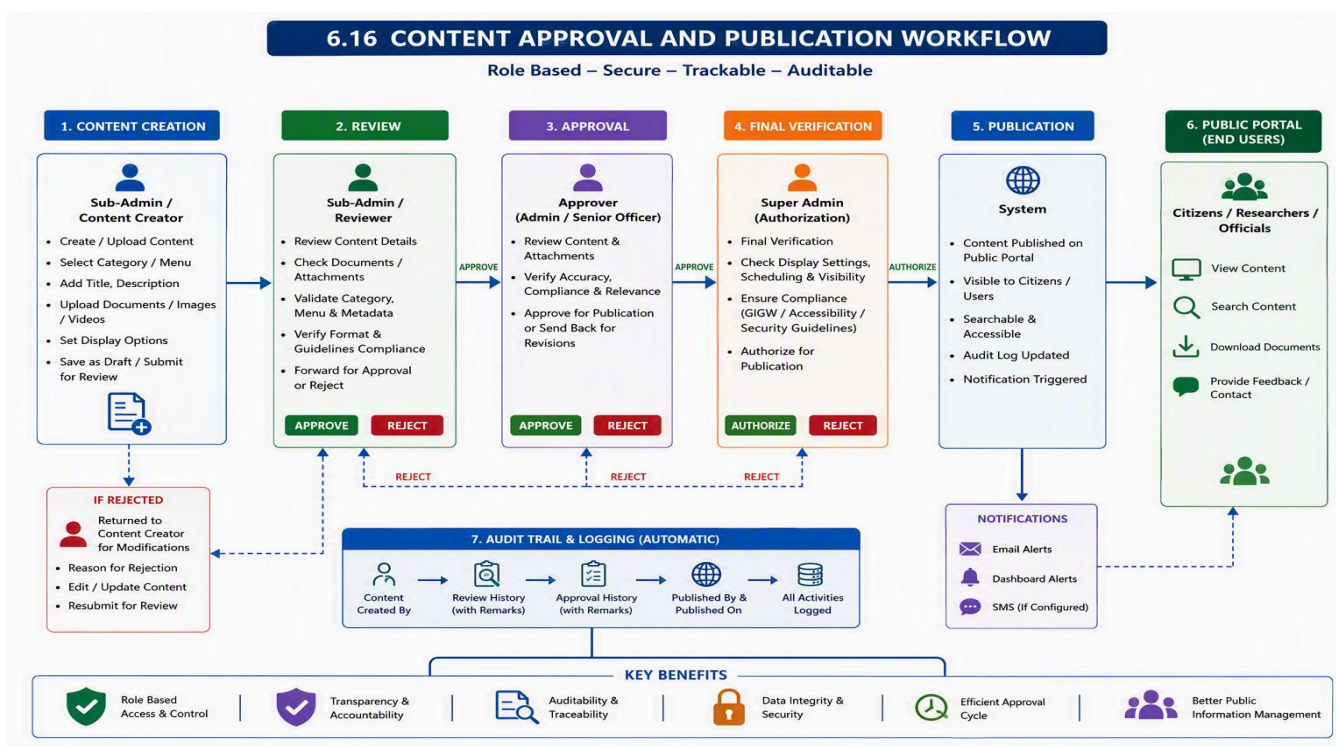
All technology components shall be currently supported, secure and maintainable, and shall avoid undue vendor lock-in. The solution shall permit complete export and handover of source code, database, content, configuration, deployment scripts, credentials and technical documentation in commonly usable formats. Any proprietary or third-party component shall be disclosed with its licence, cost, support period and exit implications.

The final architecture shall be subject to approval by BSTRI/BELTRON and, where applicable, the hosting/data-centre authority. Approval shall not relieve the selected Agency of responsibility for solution security, performance, scalability, interoperability, backup, recovery and compliance with this RFP.

6.16 Content Approval and Publication Workflow

The portal shall implement a controlled maker-checker workflow in which authorised content users create or edit content, submit it to the designated approver, and publish it only after recorded approval. Rejection, return for correction, resubmission, revocation and un-publication shall require remarks and shall be captured in the audit trail.

Role	Create	Edit	Submit	Approve	Publish	User Management
Super Admin	Configuration only	Configuration only	—	Emergency override only	Emergency override only	✓
Content User / Sub-Admin	✓	✓	✓	—	—	—
Approver	—	—	—	✓	✓	—



Note: The final role names and module-level permissions shall be confirmed during SRS finalisation. Maker-checker segregation is mandatory: the same user shall not create and approve/publish the same content item. Any emergency Super Admin override shall require recorded reasons and an audit-log entry.

7. Functional Requirements

Module	Purpose	Key Features	Users
Public Website	Citizen-facing interface	Homepage, notices, pages, publications, gallery, staff directory, contact, feedback, important links	Citizens / researchers / officials
Notice Board	Official notice/circular publication	Upload, type tagging, date scheduling, search, filters, download, view count, approval status	Admin, sub-admin, public
CMS Pages	Institutional content management	Create/edit pages, slug/metadata, menu mapping, active/inactive status	Super Admin
Gallery / Video	Events and institutional activities	Albums, cover photo, images, videos, captions, active status	Admin, sub-admin, public
User Management	Controlled administrative access	Super Admin, Sub-Admin, permissions, upload-type restrictions, approver mapping, deactivation	Super Admin
Approval Workflow	Prevent unauthorised direct publication	Draft upload, tagged approver, approve/reject/revoke, notes	Approver, Super Admin
Dashboard / MIS	Administrative monitoring	Counts, pending approvals, recent logins, content status, feedback/contact status	Admin, management
Feedback / Contact	Citizen communication channel	Validated forms, IP logging, status marking, review queue	Public, admin
Audit Logs	Accountability and forensic review	Login attempts, IP/user agent, status, timestamp, content actions	Admin, reviewer

8. Technical and Non-Functional Requirements

Requirement	Minimum Standard
Performance	At least 90% of tested public pages shall load within 3 seconds, measured on the production-equivalent environment using an uncached desktop test over a stable 10 Mbps connection, excluding approved third-party embedded services. Test results shall be submitted before Go-Live.
Scalability	Pagination, indexing and controlled storage shall support growth in notices, publications, gallery and users
Availability	Hosting shall target 99.5% or higher uptime, with monitoring and escalation
Security	Production release only after VAPT and closure of critical/high findings; secure password hashing, CSRF protection and access-control review mandatory
Usability	Simple layout, readable typography, mobile responsiveness and clear navigation
Accessibility	GIGW/WCAG-2.1-aligned checklist covering alt text, keyboard accessibility, colour contrast, semantic headings and form labels

Requirement	Minimum Standard
Maintainability	Source code, schema, deployment guide, admin manual, training material and knowledge-transfer session mandatory
Interoperability	No vendor lock-in; database export and source-code handover mandatory
Auditability	Administrative login and content-approval actions must be fully traceable
Backup / DR	Daily backup, minimum 30-day retention, monthly restoration test during stabilisation and a documented recovery procedure

8.1 Open Standards, Scalability and Interoperability

- The solution shall use open, scalable and maintainable technologies to the extent feasible and shall avoid undue vendor lock-in.
- The architecture shall support increase in content volume, notice archives, publications, media files, users and administrative transactions without redesign of the application.
- The portal shall be compatible with major modern web browsers and shall be accessible over internet/intranet as approved by BSTRI/BELTRON.
- The database and application configuration shall support backup, export and future migration, subject to security controls and departmental approval.
- **Technology Support and End-of-Life:** Proposed technologies, frameworks, libraries, databases and runtime components shall be supported by their respective vendors/community and shall not be at end-of-life or end-of-support at the time of production deployment. The bidder shall disclose the version and support status of all major technology components.

8.2 Testing and Quality Assurance

- The agency shall prepare test strategy, test cases and traceability matrix mapped to the approved SRS.
- The agency shall conduct unit testing, integration testing, functional testing, browser compatibility testing, responsive testing, performance checks and User Acceptance Testing support.
- All defects identified during internal testing, UAT and security review shall be documented, tracked and resolved before production Go-Live.
- Final Go-Live shall be subject to successful UAT, security/VAPT compliance, deployment readiness and written approval by BSTRI/BELTRON.

9. Cybersecurity, Data Governance and Compliance

- Role-based access control (RBAC) shall define Super Admin, Sub-Admin/Uploader, Approver and public read-only access.
- Passwords shall be stored only through strong one-way hashing (e.g. bcrypt/Argon2); plain-text password storage is strictly prohibited in any environment.
- Admin login shall include CSRF protection, secure session cookies, session regeneration after login, account lockout/rate limiting and a controlled password-reset procedure.
- Uploaded files shall be validated by extension, MIME type, size limit, randomised filename and non-executable storage path wherever feasible.
- HTTPS shall be enforced across the portal, with security headers configured before production release.
- Audit logs shall capture login attempts, content publication, approval/rejection, key configuration changes and timestamped administrative activity.
- VAPT shall be conducted by a CERT-In-empanelled information-security auditing organisation. Unless expressly stated otherwise in the Financial BOQ, the quoted contract price shall include the initial audit, remediation support and one re-audit required to verify closure. All critical and high-severity findings shall be closed before Go-Live.
- Website quality and accessibility shall be checked against GIGW 3.0 / STQC / WCAG principles.
- Database, uploaded files and configuration shall be backed up with a documented restoration procedure.
- Public contact/feedback data shall be accessed only for official purpose and retained as per departmental policy.

9.1 Secure Development Practices

The bidder shall follow secure software-development practices addressing authentication, authorisation, injection, broken access control, insecure file upload, session management, sensitive-data exposure and security misconfiguration. OWASP Top 10 shall be used as an awareness baseline, alongside applicable CERT-In advisories and GIGW 3.0 security requirements.

9.2 Security Controls and Compliance Requirements

- The application shall be developed in line with secure coding practices and shall consider OWASP Top 10 risks during design, development and testing.
- Administrative access shall be protected through strong authentication, role-based permissions, least-privilege access, session timeout and account lockout/rate limiting controls.
- The portal shall use HTTPS/SSL in production and shall apply security headers before public release.
- Audit trails shall be maintained for user login, failed login, content creation, content modification, approval/rejection, publication/unpublication, user management and configuration changes.
- The agency shall facilitate VAPT/security audit through a competent/CERT-In-empanelled agency wherever required and shall close critical and high-risk vulnerabilities before Go-Live.
- The selected agency shall promptly notify BSTRI/BELTRON of any suspected or confirmed cybersecurity incident, unauthorised access, data breach, malware infection or other security event affecting the portal or its associated infrastructure. The agency shall cooperate with BSTRI/BELTRON in containment, investigation, preservation of relevant logs/evidence, remediation and preparation of incident reports.
- The agency shall ensure that data, files and configuration are not copied, transmitted or stored outside the approved environment without written approval.
- All users and project personnel shall follow confidentiality and data-protection obligations applicable under the RFP and applicable law.

9.3 Security Requirements Matrix

#	Security Area	Mandatory Requirement
1	Network Security	Production deployment shall use HTTPS/SSL and shall be protected through approved network-level controls available in the hosting environment.
2	System Security	Administrative access shall be restricted through role-based permissions, strong passwords, secure session handling, session timeout and least-privilege access.
3	Authentication and Authorization	Admin and content-management functions shall require authenticated access; authorization shall be enforced at module, role and action level.
4	Application Security	Application design and development shall follow secure coding practices and address OWASP Top 10 vulnerabilities.
5	Audit Trails and Logs	The system shall log login attempts, content creation/modification, approval/rejection, publication/un-publication, user management and key configuration changes.
6	Data Protection	Data, documents and configuration files shall not be copied, transmitted, stored or shared outside the approved environment without written authorization.
7	Session Management	The system shall enforce secure session cookies, automatic session timeout, session regeneration after login and protection against unauthorized session reuse.
8	File Upload Security	Uploaded files shall be validated for file type, MIME type, size and extension, and shall be stored in a non-executable path wherever feasible.
9	Secure Deployment	Unused services/ports shall be disabled where within the agency's control; deployment shall use supported software versions, hardened configuration and secure backup procedures.
10	Security Governance	Project personnel shall follow confidentiality and information-security obligations and support security review/VAPT closure before Go-Live.
11	Monitoring and Alerts	Application logs, backup status, availability and material errors shall be monitored, and critical issues shall be reported as per the approved escalation matrix.
12	Security Audit / VAPT	All critical and high-risk vulnerabilities identified during security review/VAPT shall be closed before production Go-Live, and closure evidence shall be submitted to BSTRI/BELTRON.

10. GIGW, Accessibility and Website-Quality Requirements

The portal shall be designed, developed and maintained in conformity with the Guidelines for Indian Government Websites and Apps (GIGW) 3.0, which apply to government websites and apps at Central, State and local-government levels and cover quality, accessibility, cybersecurity and lifecycle-management expectations.

- A GIGW 3.0 conformity checklist shall be prepared and maintained throughout the project.
- The portal shall conform to applicable GIGW 3.0 accessibility requirements and WCAG 2.1 Level AA success criteria relevant to the implemented content and functionality. The Agency shall submit an accessibility test report and closure evidence before Go-Live.
- Where STQC / Cyber Quality Werks (CQW) certification is required by the competent authority, the bidder shall support preparation, audit coordination and remediation.
- Cybersecurity certification / safe-to-host requirements, where applicable, shall be addressed before production hosting.

10.1 Website Policies and Mandatory Information Pages

The selected agency shall provide the required website structure, page templates, navigation and content-management functionality to enable BSTRI to publish applicable government website policies and mandatory institutional information in accordance with GIGW 3.0 and other applicable Government of India / Government of Bihar guidelines.

The portal shall support creation, publication, updating and archival of the following pages, as applicable and as approved/provided by BSTRI:

1. **Privacy Policy**
2. **Copyright Policy**
3. **Hyperlinking Policy**
4. **Accessibility Statement**
5. **Website Terms of Use**, wherever applicable
6. **Website Feedback / Contact Information**
7. **Website Information Manager / Contact Details**, wherever applicable
8. **Sitemap**
9. **Website Search Facility**
10. **Website Content / Last Updated Information**, wherever applicable
11. **Important Website Notices / Disclaimer**, wherever applicable
12. **Other policy or statutory information pages required by BSTRI or applicable Government guidelines.**

The selected agency shall ensure that these pages are:

- manageable through the CMS without source-code modification;
- accessible through the appropriate website navigation/footer;
- responsive and accessible on desktop, tablet and mobile devices;
- compliant with applicable GIGW 3.0 and accessibility requirements;
- capable of maintaining revision/update history through the CMS, wherever applicable; and
- included in the applicable GIGW/accessibility compliance checklist.

BSTRI shall provide or approve the final policy text, institutional information and statutory content. The selected agency shall be responsible for implementing, formatting, publishing and technically maintaining such approved content.

The above policy pages and mandatory information pages shall form part of the website implementation and shall not be treated as separate chargeable modules unless specifically identified as an approved additional scope.

11. Hosting, Backup and Disaster Recovery

- The production portal shall be hosted in an infrastructure environment approved by BSTRI/BELTRON, with the State Data Centre as the preferred location subject to allocation and technical feasibility. BSTRI/BELTRON shall arrange or authorise the production hosting space and official domain. The Agency shall include application deployment, configuration, SSL installation, monitoring, backup setup and operational support in its quoted price. Any paid third-party hosting, SSL certificate, CDN, SMS,

email or other external service shall be used only with prior written approval and shall be separately identified in the Financial BOQ.

- Commercial hosting, CDN, or external email services shall require explicit prior approval.
- Production environment shall use currently supported runtime, framework and database versions; unsupported/end-of-life software shall not be mandated.
- Daily database and file backups shall be maintained, with a minimum 30-day retention or higher, if directed by BSTRI.
- Restoration tests shall be conducted monthly during the initial three months and quarterly thereafter.
- Monitoring shall cover availability, storage, backup success/failure and material application errors.

Backup Security: Backup copies of databases and uploaded files shall be protected against unauthorised access, modification, deletion and disclosure using appropriate access controls and security mechanisms. Backup access shall be restricted to authorised personnel and shall be monitored/audited where technically feasible.

11.1 Recovery Point Objective (RPO) and Recovery Time Objective (RTO)

The selected agency shall establish and maintain appropriate recovery arrangements for the application, database and uploaded content in accordance with the hosting environment, backup policy and service requirements specified in this RFP.

11.1.1 Recovery Point Objective (RPO)

The target **Recovery Point Objective (RPO)** shall be a maximum of 24 hours, aligned with the prescribed daily database and file backup cycle, unless a shorter RPO is approved by BSTRI/BELTRON based on the hosting infrastructure and operational requirements.

The selected agency shall ensure that backup mechanisms are configured and monitored so that the prescribed RPO can reasonably be achieved.

11.1.2 Recovery Time Objective (RTO)

The Recovery Time Objective for a critical portal or service disruption shall be restoration of the affected application service within 8 clock hours from incident registration. Periods during which restoration is demonstrably blocked solely by failure or unavailability of the approved hosting/data-centre infrastructure shall be excluded only when the Agency has promptly escalated the dependency and provided supporting records. The RTO shall be read together with the Critical Incident SLA specified in Section 16.1 of this RFP.

11.1.3 Recovery Procedure

The selected agency shall maintain a documented recovery and restoration procedure covering, as applicable:

- application restoration;
- database restoration;
- uploaded documents and media restoration;
- configuration restoration;
- verification of application functionality after restoration;
- validation of data integrity; and
- communication/escalation to BSTRI/BELTRON.

11.1.4 Restoration Testing

Restoration tests shall be conducted in accordance with Section 11 of this RFP. Evidence of restoration testing, including the date of test, backup/version used, restoration status, issues identified and corrective actions taken, shall be maintained and submitted to BSTRI/BELTRON as part of the applicable backup/DR reporting.

11.1.5 Hosting Dependency

Where the portal is hosted in State Data Centre hosting environment, the RPO/RTO shall be implemented in coordination with the applicable hosting/data-centre service arrangements. The selected agency shall remain responsible for application-level backup, restoration coordination, configuration and recovery support within the scope of the contract.

12. Criteria for Evaluation

Bids shall first be examined for responsiveness and compliance with the eligibility / pre-qualification requirements specified in Section 12.1 and the Bid Data Sheet. Only bidders meeting all mandatory pre-qualification criteria, submitting required documents and complying with fee / EMD requirements, wherever applicable, shall be considered for technical evaluation.

12.1 Pre-Qualification Evaluation

#	Basic Requirement	Specific Requirement	Documents Required
1	Legal Entity	The bidder shall be a Company incorporated under the Companies Act, 2013 (as amended from time to time), or a Limited Liability Partnership (LLP) registered under the Limited Liability Partnership Act, 2008 (as amended from time to time), and shall have been incorporated/registered for at least three (3) years as on the last date of submission of bids. Office in Bihar: The bidder shall have its registered office or head office located in the State of Bihar as on the last date of submission of bids. The bidder shall submit valid documentary evidence in support of its registered/head office address in Bihar.	-Certificate of incorporation / registration certificate, partnership deed or equivalent legal document. - Proof of incorporation/registration of the bidder and proof of its registered office/head office in Bihar, through valid documentary evidence such as the Certificate of Incorporation/Registration or GST Registration Certificate or Udyam Registration Certificate or electricity bill or registered rent/lease agreement bearing the name and address of the bidder.
2	Statutory Registration	Bidder shall have valid PAN and GST registration.	Self-attested PAN and GST registration certificates.
3	Average Annual Turnover/Financial Capacity	Minimum average annual turnover of Rs. 30 lakhs during the last three financial years, i.e., FY23-24, FY24-25, FY25-26. Note: Turnover shall be computed from website, web-portal, software-development, implementation and maintenance services. The CA certificate shall clearly state the eligible turnover for each of the three financial years and the average thereof.	Audited financial statements; CA certificate.
4	Relevant Experience	Experience in design, development, deployment and maintenance of government / PSU enterprise-grade websites or web portals with in last 5 years with: At least one project with a contract value of not less than Rs. 8,00,000; Or at least two projects, each with a contract value of not less than Rs. 6,00,000; Or at least three projects, each with a contract value of not less than Rs. 5,00,000.	Work orders, agreement, completion certificates or Go-Live Certificate from client

#	Basic Requirement	Specific Requirement	Documents Required
5	CMS / Web Portal Capability	At least two completed or operational projects involving a CMS-backed responsive website/web portal for a Government Department or PSU, with role-based administration, content approval, publishing, archival, user management and document/media management. For an operational project, the bidder shall provide the work order together with documentary evidence confirming production deployment and satisfactory operation.	Project citations, screenshots / URLs wherever permissible, work order and completion/Go-Live certificate.
6	Certification	Valid ISO 9001:2015 certification and/or CMMI Maturity Level 3 or above, issued by a recognised/accredited certification or appraisal body and valid on the bid-submission deadline.	Certificate Copies
7	Organisation Size	Minimum 10 full-time employees on the bidder's payroll as on the last day of the month preceding the bid-submission deadline.	The bidder shall submit an HR declaration with the employee list and latest EPF challan (generated within last 3 months). If the bidder is legally exempt from EPF, equivalent payroll/statutory documents and proof of exemption shall be submitted.
8	Non-Blacklisting	Bidder and its directors/partners shall not be blacklisted or debarred by any Central/State Government department, PSU or statutory body as on bid submission date.	Self-declaration as per prescribed annexure.

12.2 Technical Qualification Criteria Scoring Model

The technical proposal of pre-qualified bidders shall be evaluated against the technical evaluation framework below. A bidder must secure at least 75 marks out of 100 to qualify for opening of its Financial Bid.

Bidders that do not meet the minimum technical qualifying score shall not be considered for financial evaluation. The technical score shall be used only for determining technical qualification and, in case of a tie in the evaluated financial bid, for deciding award in favour of the bidder with the higher technical score.

#	Criteria	Basis for Evaluation	Max Marks	Supporting Documents
1	Average annual turnover from website / web portal / software development and maintenance services during the last three financial years.	$\geq$ Rs. 30 lakh and $<$ Rs. 40 lakh: 15 marks $\geq$ Rs. 40 lakh and $<$ Rs. 50 lakh: 17 marks $\geq$ Rs. 50 lakh: 20 marks	20	Audited financial statements; CA certificate.
2	Experience in design, development, deployment and maintenance of Government / PSU enterprise-grade websites or web portals during the last 5 years. (For evaluation, projects with value of at least Rs. 5 Lakhs shall be considered)	≥ 1 and ≤ 3 projects = 15 Marks ≥ 4 and ≤ 6 projects = 25 Marks ≥ 7 projects = 30 Marks	30	Work orders, agreement, completion certificates or Go-Live Certificate from client.

#	Criteria	Basis for Evaluation	Max Marks	Supporting Documents
3	The bidder shall be a Company incorporated under the Companies Act, 2013 (as amended from time to time), or a Limited Liability Partnership (LLP) registered under the Limited Liability Partnership Act, 2008 (as amended from time to time), and shall have been incorporated/registered for at least three (3) years as on the last date of submission of bids.	• ≥ 3 and ≤ 5 years = 5 marks • > 5 and ≤ 7 years = 7 marks • > 7 years = 10 marks	10	Certificate of incorporation / registration certificate, partnership deed or equivalent legal document
4	Certifications	• Valid ISO 9001:2015 certification or valid CMMI Maturity Level 3 or above: 7 marks; • valid ISO 9001:2015 certification together with valid CMMI Maturity Level 3 or above: 10 marks.	10	Available certificate copies.
5	Organization size	• 10–15=6 Marks; • 16–20=8 Marks; • > 20=10 Marks.	10	The bidder shall submit an HR declaration with the employee list and latest EPF challan. (generated within last 3 months). If the bidder is legally exempt from EPF, equivalent payroll/statutory documents and proof of exemption shall be submitted.
6	Approach & Methodology (Technical Presentation)	• Understanding of scope and objectives: 4 marks • Proposed solution, CMS and approval workflow, Past experiences (Show similar Govt projects with URL, screenshot, and what you implemented): 4 marks • Security, GIGW, accessibility and hosting approach: 4 marks • Implementation, training and O&M plan: 4 marks • Risk management, mitigation and value-added innovation: 4 marks	20	Approach and Methodology along with the technical Bid
Total			100	

12.3 Financial Bid Evaluation

- a. The Financial Bids of technically qualified bidders shall be opened electronically through the e-Procurement portal on the date and time notified through the portal. Physical attendance of bidder representatives shall not be required.
- 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 shall be awarded through Least Cost Selection (L1). The technically qualified bidder quoting the lowest evaluated Grand Total inclusive of GST and all applicable taxes, duties, levies, charges and incidental costs shall be ranked L1. In case of a financial tie, the tie-break mechanism stated in Section 3.8.3 shall apply.

13. Timeline, Deliverables and Budget

The application shall Go-Live plus stabilization is within 24 weeks from the Effective Date defined in Section 1.1 and the Bid Data Sheet. For the milestone table, “T” means the Effective Date. The timeline shall be read together with the milestone-payment structure in Section 19.1.

#	Activity / Tasks	Timeline	Deliverables	Payment Milestone
	Effective Date as defined in Section 1.1 and the Bid Data Sheet	T	Kick-off minutes and nominated officers	—
1.1	Submission and approval of SRS document including wireframes, architecture and database design	T + 4 weeks	- SRS Document - Wireframes - Architecture and database design	10% of the total project cost
1.2	User Acceptance Testing (UAT)	T + 17 weeks	UAT sign-off and content-readiness certificate	30% of the total project cost
1.3	VAPT and Security audit by CERT-in empanelled agency	T+19 weeks	Security audit report and certificate	10% of the total project cost
1.4	FAT and Go-Live	T + 22 weeks	Go-Live Certificate, Live portal, deployment guide, admin/user manuals and handover documents	15% of the total project cost
1.5	Stabilization	T + 24 weeks = T1	Stabilization Report	15% of the total project cost
1.6	- Warranty support, bug fixing, minor configuration support, security patches and change-request tracking - Helpdesk support and escalation support	12 months from stabilization phase (T1)	Monthly support register, incident report, patching / bug-fix status and SLA/support compliance report	Remaining 20% of the total project cost equally divided in 04 quarters. (Payment will be done on Quarterly Basis)

Other Payment Terms:

- Any monetary figure in decimal shall be rounded off to the nearest rupee unless otherwise specified in the contract.
- All taxes, duties and statutory levies shall be shown separately in invoices and financial bids.
- No advance payment shall be made.
- Payments shall be released only after acceptance of the corresponding milestone deliverables by BSTRI / BELTRON.
- Final payment shall not be released without source-code handover, database schema, deployment guide, admin/user manuals, VAPT closure, UAT sign-off, training completion and stabilisation report.
- No interest shall be payable on delayed payments. However, BSTRI / BELTRON shall make reasonable efforts to process accepted invoices in a timely manner.
- Any delay, non-performance or SLA breach may attract deductions / penalties as per the contract and applicable procurement rules.

14. Deliverables and Acceptance Criteria

#	Deliverable	Description
D1	Requirement design &	Approved SRS, wireframes, architecture note and project plan
D2	Database architecture and	Finalised data model, normalised schema and architecture note
D3	Staging portal	Public portal, CMS, roles, notice workflow, uploads and core modules
D4	Testing	Functional, browser/device, regression, accessibility and performance test evidence
D5	Security	VAPT report, remediation evidence and closure report for applicable findings
D6	UAT	UAT environment, test cases, issue log and signed UAT acceptance
D7	Production	Production deployment, DNS/SSL configuration, monitoring and backup setup
D8	Handover	Source code, database schema/scripts, deployment guide, admin/user manuals, credentials handover note and training
D9	Support	12-month support register, incident handling, patching and periodic service reports

14.1 Application Testing, Quality Review and Certification

The selected agency shall prepare a test strategy, traceability matrix, test cases and test result reports covering functional testing, integration testing, browser/device compatibility, accessibility checks, performance checks, backup restoration and security testing. UAT shall be conducted with nominated BSTRI users against approved test cases. All defects identified during testing, UAT, VAPT or quality review shall be resolved before Go-Live unless explicitly waived in writing by the competent authority.

The quality review shall cover SRS compliance, system design, source-code/documentation handover, security hardening, audit logs, role-based access control, backup and recovery procedure, GIGW/accessibility checklist and production-readiness. The agency shall submit a closure report for all critical and high vulnerabilities reported by the security auditor before Go-Live.

14.2 Acceptance Gates

1. Gate 1 — SRS and architecture acceptance before full development commences.
2. Gate 2 — Staging build acceptance after technical review.
3. Gate 3 — Functional QA acceptance before security testing/UAT.
4. Gate 4 — VAPT remediation, GIGW/accessibility checklist and UAT sign-off before production.
5. Gate 5 — Production deployment and complete handover before release of final implementation payment.

14.3 Exit and Transition Handover

Before completion of the contract/warranty period or upon termination/expiry of the contract, the selected agency shall provide an orderly transition and handover to BSTRI/BELTRON, including:

1. Latest source-code repository and complete source code;
2. Database schema and latest database backup/dump;
3. Uploaded documents/media backup;
4. Deployment and configuration documentation;
5. Application and infrastructure configuration details;
6. Administrative/user manuals;
7. Approved credentials and access details through a secure handover mechanism;
8. Pending issue/bug list and status;
9. Backup and restoration information;
10. Knowledge-transfer/transition session; and
11. Any other project documentation required for independent operation and maintenance of the portal.

15. Project Team and Manpower Requirements (Indicative)

Role	Responsibility	Indicative Effort	Mode
Project Manager / Nodal Coordination	Project governance, coordination, review, acceptance support	24 weeks + support review	Part-time / as required
Business Analyst / SRS Writer	Requirements, SRS, workflows, UAT cases	3–4 weeks	Part-time
Solution Architect / Senior Developer	Architecture, secure design, technical leadership	4–6 weeks effort across project	Part-time / full-time as needed
Backend Developer	CMS, workflow, database, authentication, logs	8–10 weeks	Full/part-time depending on team size
Frontend / UI Developer	Responsive UI, accessibility and public-portal interface	5–7 weeks	Part-time / full-time
Database / DevOps Support	Database, backup, deployment, server configuration	2–3 weeks effort	Part-time
QA Tester	Functional, regression, browser/mobile testing	3–4 weeks	Part-time
Cybersecurity Auditor	VAPT, security review and closure validation	1–2 weeks	Independent / external, where required
Documentation / Training Resource	Manuals, training and handover	1–2 weeks	Part-time
Support Engineer	Bug fixes and operational support after launch	12 months	Part-time / on-call

The manpower indicated are for reference purposes only. The bidder shall deploy adequate resources and make all necessary efforts to implement the solution in accordance with the technical requirements. Any shortfall or unavailability of manpower shall not be accepted as a reason for delay, and project milestones and applicable SLAs shall remain unaffected.

16. LD, Service Level, Warranty and Support

This section defines the LD and service levels to be maintained by the selected agency during implementation, stabilisation and the 12-month warranty/support period. The service levels are proportionate to the official BSTRI web portal scope and shall apply to development milestones, availability, incident handling, security remediation, reporting and support obligations.

LD clause:

During the implementation phase, any delay attributable to the selected agency in achieving the applicable milestone or the Go-Live timeline specified in the RFP shall attract Liquidated Damages at the rate of 0.05% of the total Contract Value, excluding applicable taxes, for each week or part thereof of delay, subject to a maximum cumulative LD of 10% of the total Contract Value. Delays attributable solely to BSTRI/BELTRON, the approved hosting/data-centre authority, Force Majeure events, or formally approved changes shall be excluded, subject to submission and acceptance of appropriate documentary evidence.

SLA clause:

SLA Area	Target / Service Level	Measurement	Penalty
Portal Availability	Minimum 99.5% monthly uptime, excluding approved scheduled maintenance and force majeure events.	Monthly availability report / incident register.	• <99.5% to ≥95%: 0.05% of monthly support payment • <95%: 0.10% of monthly support payment per week of non-compliance.
Public Page Performance	At least 90% of tested public pages shall load within 3 seconds, measured on the production-equivalent environment using an uncached desktop test over a stable 10 Mbps connection.	Monthly performance monitoring report.	₹1,000 per failed monthly performance assessment subject to ₹5,000 per month.
Security Patch / Critical Vulnerability	Critical vulnerabilities to be addressed immediately; action plan within 1 business day; closure as per severity.	Security incident register / VAPT closure report.	₹2,500 per day of delay beyond the prescribed timeline, subject to a maximum of ₹25,000 per incident.
Monthly Support Reporting	Submission of monthly support report within 5 working days of month-end.	Monthly report submitted to BSTRI.	₹1,000 per week of delay.

16.1 Incident Severity, Response and Resolution Targets

Severity	Example	Acknowledgement Target	Resolution / Workaround Target
Critical	Portal unavailable, major security incident, unauthorised admin access, or critical CMS/publication failure.	Within 2 business hours	Restore service or provide workaround within 8 business hours wherever technically feasible.
High	Major module unavailable, repeated login/content approval failure, upload failure affecting publication.	Within 4 business hours	Resolve or provide workaround within 2 business days.
Medium	Non-critical functional defect, report issue, formatting issue affecting limited users.	Within 1 business day	Resolve within 5 business days or next planned patch cycle.
Low	Minor UI/text/configuration issue or non-urgent support request.	Within 2 business days	Resolve in routine support cycle.

Note: The severity classification defined above shall be mapped to the applicable SLAs, and penalties shall be levied based on the corresponding severity level and the extent of SLA non-compliance. In the event that the Selected Bidder fails to meet the prescribed Resolution/Workaround Target for any incident, BSEDC reserves the right to invoke the Performance Bank Guarantee (PBG) in accordance with the Contract provisions and/or initiate termination of the Contract for persistent or material breach of SLA obligations.

16.2 Helpdesk Support and Escalation

Additional Helpdesk Requirements

- The agency shall establish and maintain an issue/call logging mechanism for helpdesk support and shall generate a unique ticket/incident ID for each reported issue.
- Each ticket shall capture, at minimum, the date and time of reporting, reporter details, issue category, severity level, assigned resource, target resolution time, current status, closure remarks and user confirmation, wherever applicable.
- The agency shall maintain a knowledge base / FAQ repository for recurring user issues and basic self-resolution guidance. The knowledge base shall be updated periodically based on issues reported during the support period.
- The agency shall submit monthly helpdesk reports to BSTRI/BELTRON covering:
 - number of tickets logged;
 - number of tickets resolved;
 - number of open/pending tickets;
 - SLA compliance status;
 - recurring issues;
 - root cause analysis for frequently occurring problems; and
 - corrective and preventive actions taken.
- An escalation matrix shall be prepared, submitted and followed for unresolved, high-severity or recurring issues. The escalation matrix shall define escalation levels, responsible persons, timelines and mode of escalation.
- All helpdesk support activities shall be monitored against the agreed SLA parameters, and unresolved or repeated issues shall be reviewed during periodic project review meetings.
- The selected agency shall provide a helpdesk/support mechanism during the warranty and support period for reporting user issues, bugs, access problems, availability issues, security alerts and content/CMS-related operational support. Support shall be available through email and phone during working hours, with emergency contact support for critical availability or security incidents.
- The agency shall maintain a support register containing ticket number, date/time of reporting, reporting user, issue category, severity, action taken, resolution date/time, pending status and closure confirmation. Monthly support reports shall be submitted to BSTRI covering tickets received, resolved, pending, recurring issues, root cause analysis and preventive actions.

Escalation Level	Responsible Person	When escalated	Expected Action
Level 1	Helpdesk / Support Engineer	All incidents and service requests	Ticket logging, acknowledgement, first-level support and closure update.
Level 2	Technical Lead / Developer	Unresolved technical issue or repeated defect	Root cause analysis, code/configuration fix and testing.
Level 3	Project Manager / Account Manager	Critical outage, SLA risk, delayed closure or unresolved dependency	Management intervention, action plan and daily status until closure.
Level 4	BSTRI Nodal Officer / Competent Authority	Critical business impact, contractual issue or repeated SLA breach	Decision on corrective action, penalty, contract remedy or escalation to BELTRON/Department.

16.3 SLA Reporting and Penalty / Deduction Framework

SLA parameters shall be reviewed monthly during the warranty/support period and may be consolidated quarterly for penalty/dependency review. The primary intent of deductions is to ensure service discipline and timely resolution, not to create additional fees. Repeated breach, wilful neglect, unresolved critical incidents or failure to submit SLA reports may attract withholding of payment, deduction from payable amount, invocation of performance security or other contractual remedies.

Where warranty/support value is separately quoted, total SLA deduction during the support period shall be capped at 10% of the warranty/support value. Where support is bundled within the implementation contract

value, deductions, withholding or remedies shall be applied as per the accepted contract and applicable procurement rules.

- Security patches and dependency/runtime updates shall be reviewed at least quarterly and applied as appropriate.
- Support shall include bug fixing, minor configuration support and security patches within the warranty scope.
- Enhancements or major new modules outside the approved scope shall require written approval and separate commercial treatment.
- The vendor shall maintain a support register covering incidents, requests, downtime, backup issues and closure status.

17. Governance, Monitoring and Review

Review	Frequency	Participants	Purpose
Technical Review	Weekly	IT Cell / technical team / selected agency	Progress, deployment and defects, security issues
Progress Review	Fortnightly	Nodal officer / BSTRI / selected agency	Milestones, risks, content readiness and dependencies
Senior Officer Review	Monthly	Competent authority / nominated senior officer	Timeline, cost, major decisions and launch readiness
Acceptance Review	At each milestone	Nodal officer / IT Cell / BSTRI users	Verification against acceptance checklist
Post-Go-Live Review	Monthly for first 3 months	BSTRI / IT Cell / support team	Uptime, bugs, content updates, user issues and backups

18. Risk Management

Risk	Likelihood	Impact	Mitigation
Requirement ambiguity	Medium	High	Freeze SRS and acceptance checklist before development
Cost escalation / scope creep	Low/Medium	Medium	Fixed ceiling, milestone payments and written approval for scope changes
Vendor dependency	Medium	High	Mandatory source code, schema, documentation and knowledge transfer
Poor staff adoption	Medium	Medium	Training, simple workflows and nominated content owners
Data / content gaps	Medium	High	Content-readiness checklist before Go-Live
Cybersecurity vulnerability	Medium	High	Secure coding, VAPT and closure of critical/high findings before launch
Integration failure	Low	Medium	Keep external integrations outside current phase unless approved
Timeline delay	Medium	Medium	Fortnightly review, issue tracker and escalation
Inadequate training	Medium	Medium	Training manual, walkthrough and support mechanism
Sustainability failure	Medium	High	12-month support, patching, backup restoration and exit handover
Hosting / policy objection	Medium	High	Prefer government-approved hosting and official domain/email
Privacy issue in contact/feedback data	Low/Medium	Medium	Access restriction, retention policy and secure database controls

19. Commercial and Payment Terms

19.1 Milestone Payment Structure

Milestone	Deliverable	%	Payment Condition
M1	Approved SRS, architecture note, project plan and wireframes	10%	After acceptance
M2	UAT sign-off	30%	After functional QA
M3	VAPT and Security audit by CERT-in empanelled agency	10%	After security audit and UAT acceptance
M4	FAT and Go-Live	15%	After Go-Live and Go-Live Certificate
M5	Stabilisation	15%	Stabilization Report
M6	Warranty support, Helpdesk support and escalation support	20%	Monthly support, incident report, patching / bug-fix status and SLA/support compliance report

Final payment shall not be released until source-code handover, database schema, deployment guide, admin manual, VAPT closure, UAT sign-off and training completion have been accepted by BSTRI.

19.2 Optional Post-Warranty AMC

An Annual Maintenance Contract (AMC) after the first-year warranty/support period may be considered at approximately 15%–20% of the development cost per year, excluding major new features.

The AMC, if required, shall be treated as an optional post-warranty service and shall be subject to the requirements and approval of BSTRI.

20. General Contract Conditions

- The contract shall be governed by applicable laws of India and the State of Bihar.
- Procurement shall follow the applicable Bihar Financial Rules, departmental procurement instructions and the final Bid Data Sheet.
- The contract shall define scope, deliverables, payment, acceptance, confidentiality, intellectual property, security, support, penalties, termination and dispute resolution.
- All source code, database schema, documentation, design assets and administrative credentials generated for the project shall be handed over to BSTRI as specified in the contract.
- The selected agency shall not retain unauthorised copies of confidential departmental information after completion/termination of the contract.
- Use of any third-party/open-source component shall be disclosed and shall not create unacceptable proprietary lock-in.
- Delay/non-performance penalties may be applied as per approved procurement rules and contract/work-order conditions.
- Any change in scope, price or timeline shall require written approval through the authorised Change Control Notice mechanism.
- Termination for default, convenience, insolvency or other legally permissible grounds shall be governed by the contract.
- Dispute resolution and jurisdiction shall be specified by BSTRI in the final contract.

21. Local Conditions

- Each bidder shall be deemed to have examined and fully understood the local conditions, laws, regulations, and other factors that may affect the execution of the Contract and/or the cost thereof.
- The Bidder shall be responsible for obtaining all information necessary for the preparation of its Bid and for the satisfactory performance of the contract after issuance of the Letter of Award. The tenderer shall not entertain any request for clarification from the Bidder regarding such local conditions.
- No claim whatsoever, including claims for additional cost, extension of time, or modification of contractual terms, shall be entertained by Bihar State Electronics Development Corporation Limited (BSEDC) on the grounds of the Bidder's failure to acquaint itself with local conditions, applicable laws, or regulatory requirements.
- Any failure by the Bidder to comply with or consider local conditions or applicable laws shall not be a valid ground for delay, financial adjustment, or any other relief under the Contract.

22. Conflict of Interest

The bidder shall not have any conflict of interest in connection with the services to be provided under this RFP.

- A Conflict of Interest shall be deemed to exist if the Bidder, its affiliates, directors, partners, key personnel, subcontractors, or associates have any financial, business, contractual, or other interest that could improperly influence the Bidder's obligations under this RFP.
- The Bidder shall promptly disclose to BSTRI/BELTRON any actual, potential, or perceived Conflict of Interest that arises during the bidding process or during the execution of the Contract.
- The selected Agency shall perform the design, development, deployment, hosting, maintenance, testing, security remediation, and support services in an independent, professional, and objective manner and shall ensure that its personnel act solely in the interests of fulfilling the Contract requirements.
- The Bidder shall not derive any unfair competitive advantage from prior or ongoing engagements with BSTRI, BELTRON, the Department, or any related authority that may result in unequal access to information or influence over the procurement process.
- The Bidder shall submit a declaration confirming that no Conflict of Interest exists and that any future Conflict of Interest shall be immediately disclosed to BSTRI/BELTRON.
- If any Conflict of Interest is found to exist during the bidding process or Contract period, BSTRI/BELTRON reserves the right to reject the Bid, terminate the Contract, forfeit the EMD/PBG, or take any other action deemed appropriate under applicable procurement rules and Contract provisions.

23. Subcontracting/Outsourcing

- No consortium or joint venture shall be permitted under this RFP.
- The selected agency shall not subcontract or outsource the project responsibilities, project management, application development, implementation, maintenance or other material contractual obligations without prior written approval of BSTRI/BELTRON.

- The selected agency shall remain fully responsible and accountable for the quality, security, confidentiality, performance and timely delivery of all services and deliverables, including services performed by approved specialist service providers.
- No such engagement shall relieve the selected agency of any contractual obligation or liability under the RFP/Agreement.

24. Intellectual Property Rights (IPR)

- All reports, documents, test cases, scripts, results, and deliverables prepared by the selected agency during the execution of this project shall be the exclusive property of the purchaser.
- The selected agency shall not use, reproduce, distribute, or disclose the deliverables without prior written consent from the purchaser.
- The bidder shall ensure that the services provided do not infringe any intellectual property rights of third parties.
- In case of any such infringement claim, the selected agency shall indemnify the purchaser against all legal liabilities.
- The agency shall ensure that all data/information/records (both hardcopy and softcopy) are submitted back to the purchaser at the end of the contract and that their employees/staff members do not possess, carry or share any of these items in any form.

25. Data Privacy and Protection

- The selected agency shall ensure the confidentiality and protection of all data accessed during the course of testing activities.
- The agency shall comply with applicable Government of India and State Government policies related to data security and privacy, including but not limited to the Digital Personal Data Protection Act, 2023, the Information Technology Act, 2000 (along with the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011), and any rules, guidelines or directions issued thereunder from time to time.
- The bidder shall not copy, store, transmit, or share any data outside the authorized environment without written approval.

Any breach of data confidentiality shall be treated as a serious violation and may lead to termination of the contract and legal action.

26. Termination Clause

The purchaser reserves the right to terminate the contract (in whole or part) under the following circumstances:

- If the selected agency fails to perform its obligations as per the terms of the contract.
- If the agency is found to have provided false information during the bidding process.
- If there is a breach of confidentiality or security requirements.
- If the agency becomes insolvent or goes into liquidation.
- If the purchaser wishes to terminate the contract for its convenience

The purchaser may terminate the contract by giving **30 days' written notice** to the selected agency.

27. Arbitration and Legal Jurisdiction

- In case of any dispute arising out of the contract, both parties shall attempt to resolve the dispute amicably.
- If the dispute cannot be resolved through mutual consultation, it shall be referred to arbitration.
- The arbitration proceedings shall be conducted in accordance with the Arbitration and Conciliation Act, 1996.
- The place of arbitration shall be Patna, and the language of arbitration shall be English.
- The courts at Patna shall have exclusive jurisdiction over matters related to this contract.
- For any and all legal disputes arising out of or related to this RFP/Contract, the legal jurisdiction shall be exclusively of the Courts at Patna only.

28. Force Majeure Clause

- Neither party shall be liable for failure or delay in performance of its obligations if such failure or delay is due to events beyond reasonable control.
- Such events may include natural disasters, war, civil unrest, pandemics, government restrictions, or any other unforeseeable circumstances.
- The affected party shall notify the other party in writing within 7 days of the occurrence of such event.
- The obligations of the affected party shall be suspended for the duration of the Force Majeure event.

If the Force Majeure situation continues for more than **60 days**, either party may terminate the contract without penalty

29. Indemnity Clause

1. The selected agency shall indemnify and hold harmless the purchaser against all claims, damages, losses, or expenses arising out of:
 - Breach of contractual obligations.
 - Violation of intellectual property rights.
 - Negligence or misconduct by the agency or its personnel.
2. The indemnity shall survive the termination or completion of the contract.

30. Forms and Annexures

ANNEXURE I

PRE-QUALIFICATION AND TECHNICAL BID TEMPLATES

The Bidder shall submit the Pre-Qualification Proposal and Technical Proposal using the forms prescribed in this Annexure. All forms shall be completed in full, signed by the Authorised Signatory, stamped with the Bidder's seal, and supported by the documents specified in the RFP.

The Bidder shall clearly mention the document reference number and Bid page number against each supporting document. Failure to submit any mandatory form or supporting document may result in rejection of the Bid as non-responsive.

Forms to be used in the Pre-Qualification Proposal

1. Form 1: Compliance Sheet for Pre-Qualification Proposal
2. Form 2: Particulars of the Bidder
3. Form 3: Bank Guarantee (In case of EMD)

Forms to be used in the Technical Proposal

1. Form 4: Letter of Proposal
2. Form 5: Proposed Technology Stack
3. Form 6: Change Control Notice (CCN) Format
4. Form 7: Template for PBG
5. Form 8: Financial Proposal

FORM 1: COMPLIANCE SHEET FOR PRE-QUALIFICATION PROPOSAL

To be submitted on the Bidder's Letterhead

The Bidder shall submit the documents listed below as part of the Pre-Qualification Proposal. The Bidder shall identify the exact document name, reference number, and Bid page number where the supporting evidence is available.

Sl. No.	PQ Clause	Basic Requirement	Documents Required	Compliance Yes/No	Document Name and Reference No.	Bid Page No.	Remarks
1	BDS / Section 3	RFP/Tender Document Fee	Proof of online payment or applicable exemption document				
2	BDS / Section 3	Tender Processing Fee	Proof of online payment				
3	BDS / Section 3	Earnest Money Deposit	Online payment proof, Bank Guarantee in prescribed format, or valid exemption certificate				
4	Section 12.1	Legal Entity	Documents ss mentioned in PQ criteria				
5	Section 12.1	Required Period of Existence	Certificate of incorporation/registration showing that the Bidder has been operating for the minimum period prescribed in the RFP				
6	Section 12.1	PAN Registration	Self-attested copy of valid PAN				
7	Section 12.1	GST Registration	Self-attested copy of valid GST registration certificate				

8	Section 12.1	Average Annual Turnover	CA Certificate and/or audited financial statements for the prescribed financial years				
8	Section 12.1	Relevant Web Portal/CMS Experience	Work orders, contracts, completion certificates, Go-Live certificates,				
10	Section 12.1	Government/PS U Experience	Work order and completion/acceptance evidence issued by the concerned Government Department, PSU, statutory body, or institution				
11	Section 12.1	CMS and Workflow Capability	Evidence of completed/live CMS-backed portal projects with role-based access, approval workflow, or comparable functions				
12	Section 12.1	ISO and or CMMI Certification	Certificates				
13	Section 12.1	Organization Size	HR Declaration with EPF Challan.				
14	Section 12.1	Non-Blacklisting	Declaration in the format prescribed in the RFP				
15	Section 22	Conflict of Interest	Conflict-of-Interest Declaration in the prescribed format				
16	Section 23	Sole Bidder Requirement	Undertaking confirming that the Bid has been submitted as a sole bidder and not as a consortium or joint venture				

17	Section 3	Power of Attorney	Power of Attorney, board resolution, partner authorization, or authorization in favour of the Authorized Signatory				
18	Section 3	Bid Submission Form	Duly completed and signed Bid Submission Form				
19	Section 3.8	Bid Validity	Undertaking accepting the Bid-validity period specified in the BDS				
20	Section 3.3	Code of Integrity	Signed Integrity and Anti-Collusion Undertaking				
21	Applicable RFP Clause	Any other mandatory document	Document as prescribed in the RFP/BDS/corrigendum				

Bidder's Certification

We certify that:

1. All documents listed above are valid, complete and authentic.
2. All information furnished in the Pre-Qualification Proposal is true and correct.
3. The supporting documents have been properly indexed and page-numbered.
4. BSTRI/BELTRON may verify any information or document submitted by us.
5. Any false statement, suppression of information, forged document or material discrepancy may result in rejection of our Bid and action under the RFP.

Name of Authorised Signatory: _____**Designation:** _____**Name of Bidder:** _____**Signature:** _____**Date:** _____**Place:** _____**Company Seal:** _____

FORM 2: PARTICULARS OF THE BIDDER

To be submitted on the Bidder's Letterhead

A. General Information

Sl. No.	Information Sought	Details to be Furnished
1	Legal Name of the Bidder	
2	Constitution of the Bidder	Company / LLP / Partnership / Other
3	Date of Incorporation/Establishment	
4	Number of Years in Operation	
5	CIN/LLPIN/Registration Number	
6	Registered Office Address	
7	Correspondence Address	
8	Office Address in Bihar, if any	
9	PAN	
10	GSTIN	
11	EPF Registration Number, if applicable	
12	ESIC Registration Number, if applicable	
13	Official Website	
14	Main Business Activities	
15	Overall Employee Strength	
16	Number of Technical Employees	
17	Name of Statutory Auditor/CA Firm	
18	Name and Address of Principal Banker	
19	MSME/Udyam Registration Number, if applicable	
20	Details of Parent/Holding/Subsidiary/Group Company, if any	

B. Authorised Contact Details

Particular	Details
Name of Authorized Signatory	
Designation	
Mobile Number	
Email Address	
Authorization Reference	
Name of Bid Contact Person	
Designation of Bid Contact Person	
Mobile Number	
Email Address	

C. Directors/Partners Details

Sl. No.	Name	DIN/Identification Reference	Designation/Capacity	Nationality	Contact Details
1					
2					
3					

D. Relevant Experience Summary

Sl. No.	Client	Project Name	Nature of Scope	Contract Value	Start Date	Completion/Current Status
1						
2						
3						

Declaration

We certify that the information furnished in this Form is true, complete and correct. We authorise BSTRI/BELTRON to verify the information from the concerned statutory authorities, clients, banks, auditors or other competent sources.

Name of Authorised Signatory: _____

Designation: _____

Signature: _____

Date: _____

Company Seal: _____

FORM 3 : BANK GUARANTEE (In case of EMD)**(BANK GUARANTEE)**

(On non-judicial stamp paper of the appropriate value in accordance with stamp Act. The stamp paper to be in the name of Executing Bank).

From:

Name and Address of the Bank

To,

The Managing Director,
BSEDC Limited,
Beltron Bhawan, Shastri Nagar,
Patna-23

BANK GUARANTEE NO.**BENEFICIARY:**

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

At the request of M/s <SI name > a company incorporated in India under the Companies Act, 1956 and having its registered office <SI office ADDRESS > (India), we hereby guarantee to pay you a sum of Rs <amount>/- (<amount in words>) in connection with the EMD as bank guarantee of the project as prescribed under the RFP <RFP no> dated <date> and its subsequent corrigendum.

This guarantee is valid for a period of 225 days with effect from < > and after which no claim will be entertained by us and this guarantee will automatically become null and void.

Any claim under the guarantee must be made in writing duly signed by BSEDC and must be received and acknowledged by us on or before the guarantee expiry date.

This bank guarantee may be renewed from time to time upon a written request by both the parties before the expiry of the validity.

Notwithstanding anything contained herein

- a) Our liability under this guarantee shall not exceed the amount mentioned above i.e. Rs < >/- (Rupees < > Only)
- b) b) This Bank Guarantee shall be valid up to <DATE >
- c) c) We are liable to pay the guarantee amount or any part thereof under this Bank

Guarantee and only if served upon us a written claim on or before

Dated the-----day of----- (Month) ----- (Year) for-----

(Name of the Bank with fully address)

Details of Bank Guarantee i.e. no. date etc.

Authorized signatory/ Branch Manager

FORM 4 :LETTER OF PROPOSAL

To be submitted on the Bidder's Letterhead

Date: _____

RFP No.: _____

To

The Competent Authority

Bihar Scheduled Tribes Research Institute (BSTRI)/BELTRON

Patna, Bihar

Subject: Submission of Technical Proposal for the Official BSTRI Web Portal

Sir/Madam,

We, the undersigned, hereby submit our Technical Proposal for the **Selection of Agency for Design, Development, Deployment, Hosting, Security Audit and Maintenance of the Official BSTRI Web Portal** in accordance with the RFP, corrigenda and clarifications issued in connection with the procurement.

We confirm that:

1. We have examined and understood the complete RFP.
2. We accept the scope, deliverables, timeline, service levels, security requirements and contractual conditions.
3. Our Technical Proposal is complete and responsive to the RFP.
4. The Financial Proposal has been submitted separately in the prescribed format.
5. The information and supporting documents furnished in our Proposal are true and correct.
6. Our Proposal shall remain valid for the period specified in the Bid Data Sheet.
7. We shall commence the assignment in accordance with the Letter of Award/Work Order.
8. We shall deploy qualified resources and complete the implementation within 24 weeks.
9. We shall provide 12 months of post-Go-Live warranty/support.
10. We shall complete VAPT remediation, UAT, training, source-code handover and documentation before final acceptance.
11. We are not subject to any conflict of interest except as disclosed in the prescribed declaration.
12. We understand that BSTRI/BELTRON is not bound to accept any Proposal received.

Yours faithfully,

Authorised Signature: _____

Name: _____

Designation: _____

Bidder Name: _____

Registered Address: _____

Telephone: _____

Email: _____

Date: _____

Place: _____

Company Seal: _____

FORM 5: Proposed Technology Stack

Layer/Component	Proposed Technology	Version	License Type	Support Status	Justification
Frontend					
Backend/CMS					
Database					
Web Server					
Operating System					
Reporting					
Source-Code Repository					
Monitoring					
Backup					
Other Component					

Form 6: Change Control Notice (CCN) Format

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate Details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature:	Date:	
Received by the IP		
Name:		
Signature:		
Change Control Note		CCN Number:
Part B : Evaluation		
(Identify any attachments as B1, B2, and B3 etc.)		
Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		
Deliverables:		
Timetable:		

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

Form 7: Template for PBG

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 8: FINANCIAL PROPOSAL

FORM 8A: COVERING LETTER FOR FINANCIAL PROPOSAL

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 GST and all applicable taxes, duties, levies, charges and other costs.

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 the quoted Grand Total includes GST and all applicable taxes, duties, levies, charges and other costs. GST shall be shown separately in the Financial BOQ for evaluation and transparency.

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.

Tender Pricing

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

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.

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.

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 FORM 7 of this RFP document and the applicable provisions of the Bid Data Sheet/Contract.

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 8B: FINANCIAL PROPOSAL / SUMMARY COST TABLE

Sl. No.	Particulars	Quantity	Unit	Rate (₹)	Total Cost Excl. GST (₹)	GST (%)	GST Amount (₹)	Total Cost Incl. GST (₹)
1	Design, Development, Testing, Deployment and Maintenance of Website as per the scope of work specified in the RFP (With 12-month O&M Support)	1	LS					
2	VAPT & Security Audit, SSL by CERT-in	1	LS					
TOTAL								

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