

GOVERNMENT OF BIHAR

Bihar State Electronics Development Corporation Limited (BELTRON)



REQUEST FOR PROPOSAL (RFP)

FOR

**SELECTION OF IMPLEMENTATION AGENCY FOR DESIGN, DEVELOPMENT,
IMPLEMENTATION AND OPERATION & MAINTENANCE OF THE
INTELLIGENT TENDER EVALUATION SYSTEM (iTES)**

AI-assisted Bid Document Evaluation & Committee Decision-Support Platform, on eProcurement 2.0

RFP / NIT Notice No.: NIT/BSEDC/08/27/2026-27 Dated: 01.10.2026

Bihar State Electronics Development Corporation Limited (BSEDC / BELTRON)

BELTRON Bhawan, Shastri Nagar, Patna – 800 023, Bihar

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This RFP is not an agreement or an offer by BELTRON, or by the Government of Bihar, to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFP for the design, development, implementation and operation & maintenance of the Intelligent Tender Evaluation System (ITES).

This RFP includes statements, assumptions, assessments and information which reflect the current understanding and requirements of BELTRON in relation to the proposed engagement. Such statements, assumptions and assessments do not purport to contain all information that each Applicant may require. Each Applicant is required to conduct its own investigations and analysis and should verify the accuracy, adequacy, correctness, reliability and completeness of the information contained in this RFP and obtain independent professional advice as it may consider necessary.

The estimated cost, quantities, page volumes, throughput figures, sizing and benefit numbers referred to in this RFP or in the underlying project report are indicative and based on reasonable assumptions and available information; actual figures may vary and shall be validated during implementation based on actual tender volumes, adoption levels and operational performance.

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Each Applicant shall bear all costs associated with or relating to the preparation and submission of its proposal, including costs of preparation, copying, communication, documentation, presentations or demonstrations, if any. All such costs shall remain with the Applicant and BELTRON shall not be liable in any manner whatsoever for such costs or expenses, regardless of the conduct or outcome of the selection process.



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Abbreviations & Definitions

Term	Definition
AI / ML / DL	Artificial Intelligence / Machine Learning / Deep Learning
LLM / VLM	Large Language Model / Vision-Language Model (open-source, on-premise)
OCR	Optical Character Recognition
HITL	Human-in-the-Loop – committee review workbench where every AI finding is accepted or overridden by an authorised evaluator
ITES	Intelligent Tender Evaluation System – the platform to be delivered under this RFP
Agency / Implementation Agency / Vendor / Bidder	The successful bidder selected pursuant to this RFP as the service provider for design, development, implementation and O&M of ITES
Authorised Signatory	The bidder's representative vested with powers (through Power of Attorney / Board Resolution) to bind the bidding firm to a binding agreement
Bid / eBid	A formal offer made in pursuance of this RFP in electronic format on the e-Procurement portal
Bid Security / EMD	Earnest Money Deposit – security provided by a bidder for securing fulfilment of obligations under the bidding documents
BELTRON / BSEDC	Bihar State Electronics Development Corporation Limited, Patna – the procuring entity
DIT	Department of Information Technology, Government of Bihar
eProc 2.0	The Government of Bihar e-Procurement 2.0 platform (www.eproc2.bihar.gov.in) – the system of record for bid submission and opening
SDC	Bihar State Data Centre – the on-premise hosting location for ITES
Committee	The committee constituted by BELTRON for evaluation of Technical Proposals; and, in the context of scope, the departmental tender evaluation committee that uses ITES
Competent Authority	An authority/officer to whom the relevant administrative or financial powers have been delegated
Contract Price	Price payable to the Agency under the Contract for the complete and proper performance of its contractual obligations
GFR 2017	General Financial Rules, 2017
GIGW	Guidelines for Indian Government Websites
GoB / GoI	Government of Bihar / Government of India
GST / GSTIN	Goods & Services Tax / GST Identification Number
L1	Least Cost Selection – the lowest evaluated financial bid among technically qualified bidders
LoA	Letter of Award
PBG	Performance Bank Guarantee
PoA	Power of Attorney
SLA	Service Level Agreement
TPF	Tender Processing Fee
VAPT	Vulnerability Assessment and Penetration Testing



Term	Definition
WORM	Write-Once-Read-Many storage (for immutable audit logs)
Day / Working Days	A calendar day as per GoB; working hours are 09:30 to 18:00 hrs IST on GoB working days



1. Invitation for Proposal

1.1 RFP Notice

Bihar State Electronics Development Corporation Limited, Patna (BSEDC / BELTRON), on behalf of the Government of Bihar, invites online Proposals from eligible and experienced agencies for the selection of an Implementation Agency for the design, development, implementation, integration, deployment and operation & maintenance of the Intelligent Tender Evaluation System (iTES) – an AI-assisted bid-document evaluation and committee decision-support platform for Government of Bihar departments transacting on the e-Procurement 2.0 platform.

iTES is a strictly on-premise, open-source AI platform to be hosted at the Bihar State Data Centre. It reads, verifies and scores bid documents automatically and presents its findings to the departmental evaluation committee through a Human-in-the-Loop (HITL) workbench. The evaluation committee constituted under the department's delegation of powers remains the deciding authority for every determination; iTES removes the clerical burden, not the human judgment. No bid content shall leave the premises and no external model API shall be used.

The scope covers supply and deployment of GPU compute and integration infrastructure, development of the AI evaluation platform and the HITL workbench, integration with eProc 2.0 and authoritative Government verification sources, statewide rollout to onboarded departments, and a 24-month operation & maintenance period, structured over 6 months implementation + 6 months stabilization + 24 months O&M.

Any contract resulting from this procurement will be issued for a term of three (3) years ("the Term") covering implementation, stabilization and O&M. BELTRON reserves the right to extend the O&M period for up to two (2) additional years on the same terms and conditions, subject to satisfactory performance and approval of the Competent Authority. The rates for the extended period shall be mutually agreed and shall not exceed the last applicable contractual rates by more than 10%.

BELTRON reserves the right to accept or reject any or all proposals, in whole or in part, and to cancel the process at any time before award, without assigning any reason and without incurring any liability to the affected bidder(s).

1.2 Important Dates and Events

#	Information	Details
1	RFP / NIT No. and Date	NIT/BSEDC/08/27/2026-27 and Dated: 01.10.2026
2	Start date of bid submission	07.10.2026 from 05:00 PM
3	Last date for submission of pre-bid queries	13.10.2026 till 5:00 PM
4	Pre-bid meeting	14.10.2026 at 12:00 PM (BELTRON Bhawan, Patna)
5	Non-Refundable Tender Fee / Cost	INR 10,000/- (Rupees Ten Thousand only) payable online through e-Procurement 2.0
6	Non-Refundable Tender Processing Fee (TPF)	INR 11,800/- (including taxes) payable online through e-Procurement 2.0
7	Earnest Money Deposit (EMD / Bid Security)	INR 15,00,000/- (Rupees Fifteen Lakh only) through online payment on e-Proc 2.0, or Bank Guarantee from a scheduled bank in India, payable at Patna in favour of BSEDC
8	Bid validity period	180 days from the last date for submission of proposals
9	Last date (deadline) for submission of bids	28.10.2026 till 5:00 PM
10	Opening of General & Technical Bids	30.10.2026 at 5:00 PM



#	Information	Details
11	Technical Presentation / Demonstration by bidders	Will be intimated later
12	Opening of Financial Proposals (technically qualified bidders only)	Will be intimated later
13	Method of Selection	Least Cost Selection (L1). Bids clearing the technical qualification threshold shall be taken forward for financial-bid evaluation; the technically qualified bidder quoting the lowest evaluated total price shall be declared L1 and selected.
14	Contact person for queries	Mr. Vivek Kumar Nirala BELTRON Bhawan, Shastri Nagar, Patna, Bihar Tel No: - 0612-2281856 Fax No: - 0612-2281857 E-mail: vivek.nirala@semt.gov.in
15	Address for submission of originals (BG, etc.)	Managing Director BSEDC Ltd, BELTRON Bhawan, Shastri Nagar, Patna, Bihar Tel No: - 0612-2281242, 0612-2281857

Note: All bids, along with the necessary online payments, must be submitted through the e-Procurement portal www.eproc2.bihar.gov.in before the date and time specified. BELTRON takes no responsibility for delay / non-submission caused by non-availability of internet connectivity, network traffic, holidays or any other reason.

2. Tendering Process (e-Procurement)

Submission of Proposals – through electronic mode only.

1. The bidder shall submit its bid on the e-Procurement platform at www.eproc2.bihar.gov.in.
2. The bidder must possess a valid Class II/III Digital Signature Certificate (DSC) and an e-Tendering User-ID on the e-Procurement website before participating. Offline bids shall not be entertained for tenders published on the e-Procurement platform.
3. The bidders shall submit their eligibility, technical and financial details in the online formats provided at the respective stage only, and shall upload scanned copies of all relevant certificates and documents in support of their eligibility and technical bids, digitally signed by the bidder, owning responsibility for their correctness and authenticity.
4. All required documents must be attached at the proper place as indicated in the e-forms, failing which the bid is liable to be rejected.
5. Tender Fee, Tender Processing Fee (TPF) and cost of BOQ/Form Fee are to be paid through e-Payment mode (NEFT / RTGS, Net Banking, Credit / Debit Card) only.
6. EMD may be paid either through online mode or by Bank Guarantee.
7. The tender opening will be done online only. Any corrigendum or date-extension notice will be issued on the e-Procurement website only.
8. For e-tendering support: eProc 2.0 Help Desk, mjunction, opposite Canara Bank Campus, Khajpura, Ashiana Road, Patna 800014; Toll-Free 1800 572 6571; email eproc2support@bihar.gov.in.



3. Project Profile & Background

3.1 About the Project

Government of Bihar departments receive bids digitally through eProc 2.0, yet evaluate them manually. A single medium-value works tender of approximately Rs. 50 crore requires the evaluation committee to read more than 300 PDFs per bidder, cross-check multiple eligibility criteria by hand, and verify EMD bank guarantees by post. With 8–15 bidders typical, a committee handles 3,000+ documents per tender. The same pattern repeats across every works and procurement department transacting on eProc 2.0.

The consequences are systemic: 2–3 weeks from technical bid opening to L1 declaration; a high rate of re-tendering on evaluation disputes and errors; project starts delayed by months with cost escalation on works contracts; inconsistent paper trails exposed to CVC and CAG scrutiny; and senior engineers and consultants consumed by clerical document review instead of project oversight.

To address this, BELTRON, on behalf of the Government of Bihar, intends to implement the Intelligent Tender Evaluation System (iTES) – an AI-assisted evaluation platform that reads, verifies and scores bid documents automatically and presents its findings to the evaluation committee through a Human-in-the-Loop workbench, while the committee retains full decision authority.

The platform is to be fully on-premise and built on open-source models. It ingests bid packages directly from eProc 2.0, runs GPU-accelerated OCR and layout analysis over scanned PDFs, extracts every field relevant to the eligibility matrix, verifies extracted facts against authoritative Government APIs (GSTN, PAN verification, MCA21, e-BG/SFMS, UDIN, EPFO/ESIC and DigiLocker as available), evaluates each criterion against the NIT conditions using open-source large language models, and produces a draft comparative evaluation report with clause-level citations back to source pages. All quantitative determinations – turnover thresholds, bid-capacity formulas, EMD amounts, validity dates – are computed by a deterministic rules engine, not by any model. Every model output carries a confidence score, a source-page reference and an immutable audit trail.

Scale the Solution Must Handle (indicative)

Parameter	Value
Tenders per year (statewide)	~ 30,000
Average bids per tender	~ 10
Average pages per bid	~ 300
Total pages per year	~ 9 crore (with 25% growth buffer, ~ 11.25 crore effective)
Data volume per year	~ 18 TB
Deployment mandate	Strictly on-premise at Bihar State Data Centre; open-source AI/LLM models only; absolute data privacy; no external model APIs

3.2 Project Objective

The primary objective of this RFP is to engage a competent Implementation Agency to deliver a production-grade, on-premise, open-source AI evaluation platform on eProc 2.0 that achieves the following outcomes:

Metric	Today	Target (steady state)
Bid opening to L1 declaration	2–3 weeks	Under 72 hours (committee-verified)
Documents manually read per tender	300+ PDFs per bidder	Only flagged exceptions reviewed page-by-page



Metric	Today	Target (steady state)
Re-tender rate from evaluation errors/disputes	High	Low
EMD / bank-guarantee verification	Postal, days to weeks	Electronic (e-BG / SFMS / API), minutes to hours
Audit trail	Inconsistent paper records	Immutable, hash-chained digital log, exportable for CVC/CAG
Senior engineer time on clerical review	Weeks per tender	Focused on exception adjudication and project oversight

Ownership: iTES is a decision-support system. The departmental evaluation committee remains the authority that accepts, modifies or rejects every determination. All systems, source code, AI models, data and outputs developed or operated under this engagement shall remain the exclusive property of, and under the control of, the Government of Bihar / BELTRON.

4. Eligibility Criteria

4.1 Pre-Qualification Criteria

Bidders must fulfil ALL the minimum pre-qualification criteria below. Non-compliance with any criterion shall render the bid liable to rejection.

#	Criteria	Requirement	Documentary Evidence
1	Legal entity	The bidder must be a company registered under the Companies Act, 1956/2013 or an LLP registered under the LLP Act, 2008, and must be operational for at least the last five (5) years as on the bid submission date.	Certificate of Incorporation with CA certificate / work orders / completion certificates establishing years in operation
2	Tax registration	The bidder must have valid PAN and GST registration.	Copy of PAN and GSTIN certificates
3	Average annual turnover	Minimum average annual turnover of INR 20 Crore over the previous three financial years (FY 2022-23, 2023-24, 2024-25), from IT / software / systems-integration/ AI services.	CA certificate along with audited financial statements
4	Net worth	The bidder must have positive net worth in each of the previous three financial years (FY 2022-23, 2023-24, 2024-25).	CA certificate along with audited financial statements
5	Relevant project experience	The bidder should have successfully completed or be currently operating similar projects during the last seven (7) years involving Decision Support Systems/ Enterprise Workflow Automation Platforms/ e-Governance Applications,/ Digital Transformation Solutions with Artificial Intelligence (AI)/ Machine Learning (ML)/ Document AI/OCR/ Natural Language Processing (NLP)/ Generative AI (GenAI)/ Intelligent Automation, with any one of the following credentials: - One (1) project of value not less than INR 6 Crore, or - Two (2) projects, each of value not less than INR 3	Work order / contract agreement / client completion certificate



#	Criteria	Requirement	Documentary Evidence
		Crore, or Three (3) projects, each of value not less than INR 2 Crore.	
6	Data-security capability	The bidder must hold a valid ISO/IEC 27001 (Information Security Management) certificate, given the on-premise data-privacy mandate of the project.	Copy of valid ISO 27001 certificate in the name of the bidding entity
7	Quality certification	The bidder must hold a valid CMMI Level 3 (or higher) and ISO 9001 certificate.	Copy of valid certificate in the name of the bidding entity
8	Technical manpower strength	The bidder must have a minimum of 50 full-time technical resources on its payroll in India, including resources in AI/ML, data engineering, OCR/NLP, software development, DevSecOps and cyber security.	Certificate from HR department along with recent PF/ESIC challans
9	Blacklisting	The bidder must not be currently blacklisted / debarred by any Central Government, State Government, PSU or Government body for corrupt or fraudulent practices as on the bid submission date.	Declaration on affidavit (Rs. 100 stamp paper), duly notarised (Form-9)
10	Authorisation	Power of Attorney / Board Resolution authorising the signatory to sign the bid.	Duly signed PoA / latest Board Resolution (Form-8)

4.2 Technical Qualification Criteria

Bidders meeting the pre-qualification criteria shall be evaluated on the technical criteria below (total 100 marks). Only bidders scoring at least seventy (75) marks shall be treated as technically qualified, and their Financial Bids alone shall be opened for L1 determination.

#	Criteria	Marks	Documentary Evidence
1	The bidder must be a company registered under the Companies Act, 1956/2013 or an LLP registered under the LLP Act, 2008, and must be operational for at least the last five (5) years as on the bid submission date.	Max Marks: 10 5 to 7 years = 7 marks; >7 to 10 years = 8 marks; >10 years = 10 marks	Incorporation certificate / CA certificate
2	Minimum average annual turnover of INR 20 Crore over the previous three financial years (FY 2022-23, 2023-24, 2024-25), from IT / software / systems-integration/ AI services.	Max Marks: 15 =>20 to 40 Cr = 12 marks; >40 to 60 Cr = 13 marks; >60 Cr = 15 marks	CA certificate with audited statements
3	The bidder should have successfully completed or be currently operating similar projects during the last seven (7) years involving Decision Support Systems/ Enterprise Workflow Automation Platforms/ e-Governance Applications,/ Digital Transformation Solutions with Artificial Intelligence (AI)/ Machine	Max Marks: 20 10 marks for: - One (1) project of value not less than INR 6 Crore, or - Two (2) projects, each of value not less than INR 3 Crore, or - Three (3) projects, each of value not less than INR 2 Crore.	Work order / completion certificate



#	Criteria	Marks	Documentary Evidence
	Learning (ML)/ Document AI/OCR/ Natural Language Processing (NLP)/ Generative AI (GenAI)/ Intelligent Automation, with any one of the following credentials: - One (1) project of value not less than INR 6 Crore, or - Two (2) projects, each of value not less than INR 3 Crore, or - Three (3) projects, each of value not less than INR 2 Crore	Additional Marks (10): 2 marks shall be awarded for each additional similar project (over and above the minimum qualifying requirement) meeting the criteria specified in the clause, subject to a maximum of 10 marks for 5 additional projects	
4	The bidders shall have at least CMMI Level 3 (or higher) and ISO 9001 certificate.	Max Marks: 5 - ISO 9001 plus CMMI level 3 – 3 marks - ISO 9001 plus CMMI level 5 – 5 marks	Valid Certificates
5	The bidder shall have experience in end to end turnkey projects in IT/ ITeS domain consisting of End-to-end turnkey implementation projects involving hardware, software, application development, integration and operations.	Max Marks: 5 1-2 projects = 3 marks; 3 or more = 5 marks;	Work order / completion certificate
6	Profiles of proposed key personnel	Max Marks: 15 Evaluated on qualification, relevant experience and role fitment as the below mentioned table	CVs
7	Solution approach, technical presentation & demonstration/POC	Max Marks: 30 - Understanding of Requirements & Solution Architecture – 2.5 Marks - AI/ML, OCR & Document Intelligence Approach – 2.5 Marks - Evaluation Engine & Explainable AI Framework – 2.5 Marks - Integration, Security & Compliance Architecture – 2.5 Marks - Technical Presentation & Proof of Concept (POC) – 20 Marks	Presentation of the submitted proposal and POC
Marks distribution:			Total = 100

Role	Evaluation Criteria	Marks
Project Manager cum Solution Architect	- Qualification: BE/B.Tech (IT/ CSE/ ECE) /MCA; MBA preferred (1 marks), - Experience: 10+ years relevant experience (2 marks) - Project Experience: Demonstrated experience in execution and successful completion of at least three (3) similar AI-enabled e-Governance and/or Digital Transformation projects. (1 Mark)	5



Role	Evaluation Criteria	Marks
	Certification: PMP/PRINCE2/TOGAF or equivalent certification (1 marks)	
AI / ML Engineer (model tuning, evaluation harness, guardrails)	- Qualification: BE/B.Tech/MCA/M.Tech in IT/ECE/CS/AI/ML/Data Science (1 marks), - Experience: 5+ years relevant experience (2 marks), - Project Experience: Experience in 2+ AI/ML, GenAI, NLP, LLM/VLM projects (1 marks), - Certification: Relevant AI/ML/GenAI certification from Microsoft, AWS, Google, NVIDIA, Databricks, IBM or equivalent recognized certification body (1 Marks)	5
Backend Engineer	- Qualification: BE/B.Tech (IT/ CSE/ ECE) /MCA (1 marks) - Experience: 5+ years relevant experience (1 marks) - Project Experience: Experience in execution of two (2) or more AI-enabled Enterprise Applications, API Integration and/or Workflow Automation projects. (1 Mark)	3
Document Processing Engineer (OCR Pipeline)	- BE/B.Tech (IT/CSE/ECE)/MCA (1 marks), - Experience in 2+ OCR, Document AI or Intelligent Document Processing projects (1 marks)	2

Important: To qualify technically, a bidder must score at least 75 marks (75%). Financial bids of only technically qualified bidders shall be opened, and selection shall be strictly on L1 (lowest evaluated total price) basis.

5. Scope of Work

The selected Agency shall be responsible for the complete design, development, supply, integration, deployment, testing, go-live, stabilization and 24-month operation & maintenance of iTES as a production-grade, on-premise, open-source AI platform at the Bihar State Data Centre, on the eProc 2.0 ecosystem. The scope includes, but is not limited to, the following.

5.1 Functional Scope – The Five Capability Layers

iTES shall be organised into five capability layers, all running entirely on State-owned infrastructure at the Bihar State Data Centre. No bid content shall leave the premises and no external model API shall be used.

A. Ingestion & Integration Layer

- Automated pull of bid packages from eProc 2.0 at technical bid opening, via secure API/SFTP integration, preserving the eProc bid-opening event as the trigger. eProc 2.0 shall remain the system of record for bid submission and opening.
- Connectors to authoritative verification sources: GSTN, Income-Tax PAN verification, MCA21, e-BG/SFMS for electronic bank-guarantee validation, UDIN for CA-certificate authenticity, EPFO/ESIC where the NIT requires, and DigiLocker where available. Availability of these services shall be subject to approvals, subscription arrangements and access permissions from the respective authorities.
- All external calls shall flow through a controlled API gateway in a segregated network zone; no bid content shall leave the premises.



- RFP/NIT, corrigendum ingestion, missing/corrupt files, bid segregation

B. Document Intelligence Layer

- GPU-accelerated OCR and layout understanding tuned for degraded scans, stamps, seals, handwriting on affidavits and mixed Hindi/English documents.
- Automatic document classification into the ~300-document taxonomy of a standard works tender, configurable per department (certificates, financial statements, work-experience proofs, declarations, etc.).
- Open-source vision-language models to handle pages where conventional OCR fails: rotated seals, handwritten affidavit entries, low-contrast photocopies and non-standard certificate layouts.
- Structured extraction of every field in the eligibility matrix, each with a confidence score and a bounding-box link back to the exact source page and region.
- OCR, document classification, exact evidence, page number, confidence score, Met/Partial/Not Met/Not Found

C. Evaluation & Rules Layer

- Tooling to convert the eligibility conditions specified in the NIT/tender document into a structured evaluation matrix, for departmental review and approval before bid evaluation begins.
- A deterministic rules engine that applies all quantitative criteria – turnover thresholds, EMD amounts, validity dates, bid-capacity and arithmetic formulas. No numeric determination shall be delegated to any model.
- Open-source large language models for judgment-adjacent checks (e.g. whether a submitted work-completion certificate constitutes “similar work” as defined in the NIT), always returning reasoning with clause-level and page-level citations.
- Output: a draft eligibility determination per bidder per criterion, marked Compliant, Non-compliant or Needs Human Review.
- PQ/TQ/Financial evaluation, deterministic calculations, scoring, eligibility combinations, same rules for all bidders

D. Human-in-the-Loop (HITL) Evaluation Workbench

- A side-by-side view for committee members: extracted finding on the left, the source document page with highlighted evidence on the right.
- Every AI determination must be explicitly accepted or overridden; overrides require a recorded reason. Nothing is auto-finalised.
- Role-based workflow mirroring the department’s committee structure (convener, technical members, finance member), with maker-checker separation and DSC-based digital signing of the final evaluation report.
- Automatic generation of the comparative statement and evaluation report in the department’s prescribed formats; support for the financial-bid comparative statement post technical qualification.
- Bilingual UI (Hindi and English), GIGW-conformant and accessible.
- Accept/modify/reject, clarification, maker-checker, override reason, stage locking and approval
- Bidder-wise sheets, comparative statement, exception/clarification/score/final reports

E. Audit, Explainability & Governance Layer

- Every event – ingestion, extraction, model call, model output, human view, human decision, override, signature – written to an append-only, hash-chained audit log on WORM-configured storage.
- Full replay of any determination: which model version, which prompt, which source page, which officer, which timestamp.



- CVC/CAG export packs; retention aligned to CVC guidelines and State record-retention rules.
- Role-based access control, encryption at rest and in transit, and DSC-based signing throughout.
- Audit trail, model/rule version, decision replay, “Decision Support Only” labelling

5.2 Supply, Installation & Deployment of Infrastructure

The Agency shall procure, supply, install, configure, commission and maintain the following at the Bihar State Data Centre, and factor the same into its financial bid:

- GPU inference nodes for OCR, VLM and LLM workloads – two (2) GPU servers, each with 2 × 48 GB GPUs, dual Xeon/EPYC CPUs (minimum 48 physical cores, 24 per processor), 512 GB DDR5 RAM, 2 × 960 GB SSD (RAID-1, OS) and 2 × 3.84 TB NVMe SSD (AI storage), dual 25 GbE connectivity, configured for high availability. Indicative sizing is based on ~11.25 crore effective AI pages/year.
- API Gateway integration platform for GSTN, PAN verification, MCA21, e-BG/SFMS, UDIN, EPFO/ESIC and DigiLocker connectors.
- One 42U rack including PDU, cable manager, patch cables and power cables; installation and commissioning.
- The existing space, network infrastructure, bandwidth, cyber-security systems and SAN storage available at the State Data Centre shall be leveraged for the solution. The existing application and database servers supporting the eProcurement 2.0 platform shall be utilised for hosting application and database services. No separate cloud or external hosting shall be arranged unless approved in writing by BELTRON.
- All AI/LLM/VLM models shall be open-source and shall run locally on State-owned infrastructure, in line with the MeitY Policy on Adoption of Open-Source Software for Government of India.

5.3 Implementation, Integration & Rollout

- Requirement gathering, AS-IS assessment, SRS, solution architecture, AI model selection, database and API framework design, and security-architecture design.
- Development of the OCR engine, document classification, clause/field extraction, compliance-verification engine, semantic search and vector database, the deterministic rules engine, the HITL workbench and the reporting/dashboard modules.
- Integration with eProc 2.0 workflows and with GSTN, PAN verification, MCA21, e-BG/SFMS, UDIN, EPFO, ESIC and DigiLocker (subject to availability).
- NIT parsing and eligibility-matrix configuration tooling; department onboarding and taxonomy configuration.
- Functional, security, performance and user-acceptance testing; production deployment and go-live; statewide rollout to onboarded departments.
- CERT-In empanelled security audit before go-live and annual security audits thereafter.
- User training, change management, knowledge transfer and complete documentation (SRS, HLD/LLD, API docs, admin & user manuals, SOPs).

5.4 Operation & Maintenance (24 Months)

- Application maintenance, AI model updates and tuning, integration maintenance, security patching, monitoring, helpdesk support, performance optimization and reporting.
- Hardware AMC for the supplied GPU/compute infrastructure for the O&M period.
- Deployment of a named O&M team; SLA-bound uptime, throughput, and incident response/resolution.
- Refresher training and new-department onboarding during the O&M period.
- Annual CERT-In empanelled security audits during the O&M period.



5.5 In-Scope Summary

1. Integration with eProc 2.0 for bid-package retrieval and tender metadata.
2. Document classification, extraction and verification for each onboarded department's bid-document taxonomy.
3. NIT parsing and eligibility-matrix configuration tooling.
4. Automated technical-evaluation drafting; financial-bid comparative-statement support post technical qualification.
5. HITL evaluation workbench with committee workflow and DSC signing.
6. External verification connectors (GSTN, PAN, MCA21, e-BG/SFMS, UDIN, EPFO/ESIC, DigiLocker as available), subject to approvals and access permissions from the respective authorities.
7. Audit log, explainability, reporting and CVC/CAG export packs.
8. Supply and deployment of GPU servers, API gateway and racks at the SDC; leverage of existing SDC infrastructure and eProc 2.0 application/database servers.

5.6 Out of Scope

1. Preparation or drafting of DPR, RFP, NIT, tender conditions, technical specifications, eligibility criteria, BOQ or commercial terms.
2. AI-based recommendation or modification of tender conditions after bid opening.
3. Bidder-side credential management, self-assessment, bid/no-bid recommendation or bid-preparation assistance.
4. Vendor recommendation, vendor shortlisting or bidder matching.
5. Pre-tender budget estimation, BOQ preparation or project-cost estimation.
6. Contract management after award, except retention and retrieval of evaluation records.
7. Automated final qualification, disqualification, ranking, award or issuance of LoA.

The scope of ITES shall be limited to post-publication ingestion, scrutiny, verification and evaluation of tender and bid documents. The system shall not prepare, draft or modify any DPR, RFP, NIT, eligibility condition, technical specification, BOQ or commercial condition. It shall not provide bidder-side bid-preparation, self-assessment, vendor-recommendation or bid/no-bid services. The system shall function only as a decision-support platform, and all qualification, disqualification, scoring, ranking and award decisions shall remain with the duly constituted evaluation committee.

5.7 Compliance & Policy Alignment

Requirement	How ITES must comply
Data sovereignty & privacy	100% on-premise at Bihar State Data Centre; no cloud dependency; no external model APIs; open-source models run locally.
MeitY Open-Source Software policy	The entire AI stack and platform software shall be open source.
CVC guidelines on tender-evaluation transparency	Deterministic rule application for all quantitative criteria; recorded reasons for every decision; immutable logs; replayable determinations.
GFR 2017 & Bihar financial/procurement rules	The system enforces the published NIT criteria as configured; the committee retains decision authority.
IT Act 2000 / DPDP Act 2023	DSC-based signing, purpose-scoped use of bidder data, RBAC, encryption at rest and in transit.
CERT-In & MeitY security directions	Security architecture, logging and incident response per policy; CERT-In empanelled audit before go-live and annually.



Requirement	How ITES must comply
Accessibility & language	Bilingual UI (Hindi & English); GIGW-conformant web interface.

The core AI models, inference stack and project-specific application components shall use open-source technologies and shall operate on-premise. Any pre-existing proprietary component proposed by the bidder shall be specifically disclosed in the Technical Bid, shall not create vendor lock-in, and shall be provided with all required licences for the complete contract period at no additional cost to BELTRON.

5.8 Ownership, IPR & Hosting

- All applications, source code, APIs, databases, scripts, configuration files, UI/UX designs, integrations, documentation, datasets, AI models, prompts, workflows, enhancements and other deliverables developed, customised, configured, maintained or enhanced under this engagement shall be the sole and exclusive property of the Government of Bihar / BELTRON. Upon completion or termination, the Agency shall hand over complete source code, database dumps, technical documentation, credentials and configuration files without additional cost.
- Any pre-existing proprietary tools, frameworks, accelerators, libraries or reusable components owned or licensed by the Agency prior to this engagement shall remain the property of the Agency; however, everything specifically developed under this engagement shall vest exclusively with BELTRON.
- The Agency shall not copy, reuse, sell, transfer, disclose, publish, license or commercialise any deliverable developed under this engagement for any third party without prior written approval of BELTRON.
- Hosting of all applications, databases and related systems shall be on infrastructure at the Bihar State Data Centre; no separate hosting or cloud infrastructure shall be arranged unless specifically approved in writing by BELTRON.
- The Agency shall arrange, at its own cost, all software tools, development tools, utilities, SDKs, frameworks, testing/collaboration tools and any other tools/licenses required for the scope; the cost shall be deemed included in the quoted price with no additional payment.

5.9 Solution Architecture Requirements

- The bidder shall propose a modular, scalable, secure and on-premise solution architecture covering the following components:
 - Tender Configuration Layer: Ingestion of RFP/NIT, corrigenda, addenda, annexures and clarifications; identification of applicable clauses; and configuration of the approved evaluation matrix.
 - Secure Bid Ingestion Layer: Secure retrieval of bid documents from eProcurement 2.0 through authorised interfaces, checksum validation, malware scanning, bidder-wise segregation and separation of technical and financial bid documents.
 - Document Intelligence Layer: OCR, document classification, layout and table extraction, language detection, information extraction, confidence scoring and mapping of extracted information to the exact source document and page.
 - Evaluation and Rules Layer: Configuration and application of Pre-Qualification, Technical and Financial Evaluation criteria, deterministic calculations, technical scoring, evidence mapping and identification of exceptions requiring human review.
 - Verification and Integration Layer: Integration with approved Government verification systems through a controlled API gateway, subject to availability of authorised APIs, approvals and access permissions.
 - Human-in-the-Loop Workflow Layer: Criterion-wise review of system findings, acceptance or override by authorised evaluators, recording of justification, clarification management, maker-checker workflow, stage-wise approval and digital signing.
 - Reporting Layer: Generation of bidder-wise evaluation sheets, criterion-wise comparative statements, exception reports, clarification reports, technical score sheets, audit reports and final evaluation reports.



- Security and Governance Layer: Role-Based Access Control, Multi-Factor Authentication, encryption of data at rest and in transit, secrets management, security monitoring, immutable audit logging, model and rule versioning and access control over technical and financial bid data.
 - Data Management Layer: Secure storage of tender documents, bidder submissions, extracted information, evaluation rules, evaluation findings, human decisions, reports and audit logs with defined retention, backup and archival controls.
 - Infrastructure Layer: On-premise compute and GPU infrastructure, containerised deployment, load balancing, monitoring, backup, disaster recovery and high-availability arrangements.
- b) The architecture shall maintain strict logical segregation of documents, extracted information, embeddings, evaluation findings and reports of each bidder. Information relating to one bidder shall not be exposed to or used as evaluation context for another bidder.
- c) The architecture shall maintain separation between technical and financial bid data. Financial bid information shall remain sealed and inaccessible until completion and approval of the technical evaluation stage.
- d) Production, Development, Testing, UAT and Disaster Recovery environments shall be logically segregated. Production bid data shall not be used in non-production environments unless specifically approved by BELTRON and appropriately masked or anonymised.
- e) Deterministic calculations and generative-AI-assisted interpretations shall operate as separate components. Numerical compliance, arithmetic calculations, threshold validation, date validation and technical scoring shall not be independently determined by a generative AI model.
- f) All AI-generated findings shall be supported by the applicable tender clause, bidder-submitted evidence, source document reference, page number and confidence score, and shall remain subject to review and approval by the authorised evaluation committee.
- g) The solution architecture shall ensure that no system-generated finding automatically qualifies, disqualifies, ranks or recommends award to any bidder. Final evaluation decisions shall remain with the duly constituted evaluation committee.

6. Project Deliverables & Timeline

The engagement is structured as 6 Months Implementation + 6 Months Stabilization + 24 Months O&M. The Agency shall adhere to the milestones below. “T” = date of LoA to the SI.

Phase / Activity	Timeline	Activities	Deliverables / Exit Criteria
Activity 1: Project initiation & requirement finalisation	T+30 days	Requirement gathering, stakeholder consultations, AS-IS assessment, infrastructure planning, integration-requirement finalisation	Approved SRS, Project Plan, Infrastructure Sizing Report
Activity 2: Solution design & AI framework setup	T+45 days	Solution architecture, AI model selection, database design, API-framework design, security-architecture design	Approved Solution Architecture & Design Documents
Activity 3: Infrastructure setup & environment prep	T+ 90 days	GPU-server supply & deployment, OS install, AI-framework setup, dev/test/UAT environment creation	Infrastructure Ready & Operational (installation & commissioning acceptance)
Activity 4: AI engine development	T+120 days	OCR engine, document classification, clause/field extraction, compliance-verification engine, semantic search & vector DB, rules engine, HITL workbench	Core AI Modules Developed



Phase / Activity	Timeline	Activities	Deliverables / Exit Criteria
Activity 5: External system integrations	T+150 days	Integration with GSTN, PAN verification, MCA21, e-BG/SFMS, UDIN, EPFO, ESIC and DigiLocker	Integration APIs Developed & Tested
Activity 6: eProc 2.0 integration & workflow automation	T+165 days	Integration with eProc 2.0 workflows, evaluation process, dashboards and reporting modules	End-to-End Integrated Solution
Activity 7: Testing, UAT & go-live	T+ 180 days = T1	Functional, security, performance and user-acceptance testing; CERT-In audit; production deployment	Go-Live and UAT Sign-off
Phase 2: Stabilization & handholding	T1+ 180 days = T2	Production support, issue resolution, AI model tuning, performance optimization, training, knowledge transfer	System Stabilized & SLA Targets Achieved
Phase 3: Operations & Maintenance	T2+24 months	Application maintenance, AI model updates, integration maintenance, security patches, monitoring, helpdesk, hardware AMC, annual security audits	SLA Compliance & Successful O&M Completion

7. Team Composition & Resource Specifications

The Agency shall deploy a competent team across the implementation, stabilization and O&M phases. The indicative team below reflects the effort basis; the Agency shall assess the requirement and deploy additional resources at no extra cost if required to meet timelines and SLAs. Named CVs for key roles shall be submitted and are subject to screening/interview by BELTRON before deployment.

Implementation phase

Role	No of resources	Indicative Requirement (in months)	Qualification and Skill Set Required
Project Manager cum Solution Architect	1	6	- BE/B.Tech (IT/CSE/ECE)/MCA; MBA preferred. - Minimum 10 years' experience in IT projects. - Skills in Solution Architecture, System Integration, Enterprise Applications, Project & Stakeholder Management. - Project Experience: Demonstrated experience in execution and successful completion of at least three (3) similar AI-enabled e-Governance and/or Digital Transformation projects. - Certification: PMP/PRINCE2/TOGAF or equivalent certification
AI / ML Engineer (model tuning, evaluation harness, guardrails)	1	4	- BE/B.Tech/MCA/M.Tech in IT/CSE/ECE/AI/ML/Data Science. - Minimum 5 years' experience in IT projects. - Experience in AI/ML, NLP, GenAI, LLM/VLM, model tuning, evaluation frameworks and guardrails. - Project Experience: Experience in 2+ AI/ML, GenAI, NLP, LLM/VLM projects



Role	No of resources	Indicative Requirement (in months)	Qualification and Skill Set Required
			• Certification: Relevant AI/ML/GenAI certification from Microsoft, AWS, Google, NVIDIA, Databricks, IBM or equivalent recognized certification body
Backend Engineer	1	6	• BE/B.Tech (IT/CSE/ECE)/MCA. • Minimum 5 years' experience in IT projects. • Experience in application development, APIs, microservices, databases and workflow automation. • Experience in execution of two (2) or more AI-enabled Enterprise Applications, API Integration and/or Workflow Automation projects.
Frontend / UX Engineer	1	6	• BE/B.Tech (IT/CSE/ECE)/MCA. • Minimum 5 years' experience in IT projects. • Experience in UI/UX design, web application development, accessibility and responsive interfaces.
Integration Engineer (eProc 2.0, GSTN, e-BG, UDIN)	1	3	• BE/B.Tech (IT/CSE/ECE)/MCA. • Minimum 5 years' experience in IT projects. • Experience in API integration, middleware, enterprise integration and external system connectivity.
Document Processing Engineer (OCR pipeline)	1	3	• BE/B.Tech (IT/CSE/ECE)/MCA. • Minimum 5 years' experience in IT projects. • Experience in OCR, Document AI, Intelligent Document Processing (IDP), classification and information extraction.
QA / Test Engineer	1	4	• BE/B.Tech (IT/CSE/ECE)/MCA. • Minimum 3 years' experience in IT projects. • Experience in functional, integration, performance and security testing.
DevSecOps Engineer	1	3	• BE/B.Tech (IT/CSE/ECE)/MCA. • Minimum 5 years' experience in IT projects. • Experience in CI/CD, Docker, Kubernetes, monitoring, automation and application security.
Business Analyst	1	6	• BE/B.Tech/MCA/MBA. • Minimum 3 years' experience in IT projects. • Experience in requirement gathering, process analysis, stakeholder management and functional documentation.
Security & Compliance SME	1	3	• BE/B.Tech (IT/CSE/ECE)/MCA. • Minimum 8 years' experience in IT projects. • Experience in cybersecurity, compliance, security audits, VAPT and data privacy.
Data Engineer / AI Platform Engineer	1	3	• BE/B.Tech/MCA/M.Tech.



Role	No of resources	Indicative Requirement (in months)	Qualification and Skill Set Required
			- Minimum 5 years' experience in IT projects. - Experience in data pipelines, vector databases, AI platforms, GPU infrastructure and model deployment.

Stabilization phase

Role	No of resources	Indicative Requirement (in months)	Qualification and Skill Set Required
Project Manager cum Solution Architect	1	6	- BE/B.Tech (IT/CSE/ECE)/MCA; MBA preferred. - Minimum 10 years' experience in IT projects. - Skills in Solution Architecture, System Integration, Enterprise Applications, Project & Stakeholder Management. - Project Experience: Demonstrated experience in execution and successful completion of at least three (3) similar AI-enabled e-Governance and/or Digital Transformation projects. - Certification: PMP/PRINCE2/TOGAF or equivalent certification
AI / ML Engineer	1	6	- BE/B.Tech/MCA/M.Tech in IT/CSE/ECE/AI/ML/Data Science. - Minimum 5 years' experience in IT projects. - Experience in AI/ML, NLP, GenAI, LLM/VLM, model tuning, evaluation frameworks and guardrails. - Project Experience: Experience in 2+ AI/ML, GenAI, NLP, LLM/VLM projects - Certification: Relevant AI/ML/GenAI certification from Microsoft, AWS, Google, NVIDIA, Databricks, IBM or equivalent recognized certification body
Backend Engineer	1	6	- BE/B.Tech (IT/CSE/ECE)/MCA. - Minimum 5 years' experience in IT projects. - Experience in application development, APIs, microservices, databases and workflow automation. - Experience in execution of two (2) or more AI-enabled Enterprise Applications, API Integration and/or Workflow Automation projects. (1 Mark)
QA / Test Engineer	1	6	- BE/B.Tech (IT/CSE/ECE)/MCA. - Minimum 3 years' experience in IT projects. - Experience in functional, integration, performance and security testing.
DevSecOps Engineer	1	6	BE/B.Tech (IT/CSE/ECE)/MCA.



Role	No of resources	Indicative Requirement (in months)	Qualification and Skill Set Required
			- Minimum 5 years' experience in IT projects. - Experience in CI/CD, Docker, Kubernetes, monitoring, automation and application security.
Business Analyst	1	6	- BE/B.Tech/MCA/MBA. - Minimum 3 years' experience in IT projects. - Experience in requirement gathering, process analysis, stakeholder management and functional documentation.

O&M phase

Role	No of resources	Indicative Requirement (in months)	Qualification and Skill Set Required
O&M Manager	1	24	- BE/B.Tech (IT/CSE/ECE)/MCA; MBA preferred. - Minimum 10 years' experience in IT projects. - Skills in SLA Management, Service Delivery, Stakeholder Management, Incident Management, Change Management, Reporting & Governance.
Platform / MLOps Engineer	1	24	- BE/B.Tech/MCA/M.Tech in IT/CSE/ECE/AI/ML/Data Science. - Minimum 5 years' experience. - Skills in AI Platform Operations, LLM/VLM Deployment, MLOps, GPU Infrastructure Management, Model Monitoring, Performance Tuning, Vector Databases and Platform Availability Management.
Application Support Engineer cum Helpdesk	1	24	- BE/B.Tech (IT/CSE/ECE)/MCA. - Minimum 2 years' experience. - Skills in Application Support, User Management, Incident Resolution, Ticketing Systems, Troubleshooting, SLA Monitoring, Knowledge Base Management and End User Support.
DevSecOps / Infrastructure Engineer	1	24	- BE/B.Tech (IT/CSE/ECE)/MCA. - Minimum 5 years' experience. - Skills in Linux Administration, Kubernetes, Docker, CI/CD, Infrastructure Monitoring, Backup & Recovery, Security Hardening, Vulnerability Management and Infrastructure Operations.

Substitution: Key personnel shall not be substituted without prior written approval of BELTRON, and only with equally or better-qualified resources, with a minimum one-week overlap for knowledge transfer. BELTRON reserves the right to demand replacement of any resource found unsuitable, to be effected within four (4) weeks.



8. Bidding Process

8.1 General

- Complete bidding documents are available for download on the e-Procurement portal <https://eproc2.bihar.gov.in/EPVS2Web/>. Bidders are advised to submit bids well in advance of the deadline; BELTRON shall not be responsible for non-submission due to technical glitches.
- The Bidder shall bear all costs associated with the preparation and submission of its bid, including presentation/demonstration costs. BELTRON shall in no case be responsible or liable for those costs, regardless of the outcome.
- Proposals shall remain valid for 180 days from the last date of submission. A proposal valid for a shorter period may be rejected as non-responsive.

8.2 Clarifications & Pre-Bid Meeting

- A prospective bidder requiring any clarification may notify BELTRON in writing (soft copy in Excel) at the correspondence email before the date in the “Important Dates” section, strictly in the prescribed format

Sl. No.	RFP Section / Clause No.	Page No.	Existing Provision in RFP	Bidder's Query / Clarification Sought	Suggested Change / Revised Clause
1					

Queries not adhering to this format will not be responded to.

- A pre-bid meeting will be held as per the Important Dates. Not more than two representatives from each bidding firm may attend at their own cost. Non-attendance shall not be a cause for disqualification. Clarifications (without identifying the source) will be uploaded on the portal.
- At any time prior to the deadline, BELTRON may, at its own initiative or in response to a clarification, amend the tender document by issuing an amendment/corrigendum on the portal, which shall be binding. BELTRON may extend the deadline to give bidders reasonable time to respond.

8.3 Bid Preparation & Submission

- Language: Bids and all correspondence shall be in English. Supporting documents in another language shall be accompanied by a certified English translation, which shall govern.
- The bid shall be submitted in three parts on the e-Procurement portal: (A) Pre-Qualification Bid containing Forms 1, 2, 3, 8, 9 and 10 along with all eligibility documents; (B) Technical Bid containing Forms 4, 5, 6 and 7 along with all supporting technical documents; and (C) Financial Bid containing Forms F1 and F2, to be submitted only in the prescribed financial-bid section of the e-Procurement portal.
- Consortium / Joint Venture bids are NOT allowed; the bid shall be submitted as a single entity. The bidder shall not sub-contract any part of the scope except where specifically permitted, and shall remain wholly responsible for any sub-contracted work.
- Prices in any form shall NOT be revealed in the Pre-Qualification or Technical Bid or before opening of the Commercial Bid; violation shall lead to immediate rejection.
- Prices quoted must be all-inclusive, firm and final, in Indian Rupees, and shall not be subject to any escalation during the contract period, and shall include all state and central taxes.
- The response to the bid shall be signed by the bidder or a duly authorised person supported by a written Power of Attorney. All pages shall be initialled and stamped.



8.4 Earnest Money Deposit (EMD)

- An EMD as specified in the Important Dates must be submitted along with the technical bid. Proposals not accompanied by EMD shall be rejected as non-responsive. No exemption from EMD shall be given.
- EMD of unsuccessful bidders shall be refunded within one month after award of work to the successful bidder, on written request. The EMD shall be forfeited if a bidder withdraws its bid during validity, or if a successful bidder fails to sign the contract or furnish the Performance Security.

8.5 Evaluation of Proposals & Bid-Selection Method (L1)

The contract shall be awarded on Least Cost Selection (L1) basis.

- BELTRON will constitute a committee to evaluate the proposals. Only proposals meeting the pre-qualification criteria shall be evaluated on the technical criteria.
- The Financial Proposal of only those bidders who secure at least 75% marks (minimum 75 marks) in the technical evaluation shall be opened. Technical qualification is a pass/fail gate only; technical marks do not carry any weightage in the final selection.
- The Financial Bids of technically qualified bidders shall be opened on the prescribed date in the presence of bidder representatives. Only fixed-price financial bids indicating the total price for all deliverables and services specified in this bid document shall be considered. Any conditional bid shall be rejected.
- The total evaluated bid price (all-inclusive of taxes), as computed by BELTRON, shall be used for commercial evaluation. The technically qualified bidder quoting the LOWEST total evaluated price shall be declared L1 and shall be selected.
- Arithmetic errors shall be rectified as follows: if there is a discrepancy between the unit price and the total price, the unit price shall prevail and the total shall be corrected (unless there is an obvious misplacement of the decimal point in the unit price); if there is an error in an addition/subtraction of subtotals, the subtotals shall prevail; if there is a discrepancy between words and figures, the amount in words shall prevail. If no price is quoted for any material or service, the bid shall be declared disqualified.
- In the event of a tie at L1, the process of the e-proc portal shall be followed.

8.6 Disqualification

A bid is liable to be disqualified if it is submitted after the deadline; contains misleading or false representations; is non-responsive or incomplete; is not accompanied by requisite documents or EMD; is conditional or contains price-variation/adjustment provisions; includes commercial pricing in the Technical Bid; or if the bidder has a record of poor performance, abandonment, or has been blacklisted/debarred by any Government body for corrupt or fraudulent practices.

8.7 Acknowledgement by Applicant

By submitting the bid, the Applicant is deemed to have: made a complete and careful examination of the RFP; received all relevant information; accepted the risk of inadequacy or error in the information provided; satisfied itself on all matters necessary for submitting an informed application and performing its obligations; acknowledged that it has no Conflict of Interest; and agreed to be bound by the undertakings given by it.

9. General Terms & Conditions

9.1 Applicable Law & Jurisdiction

The contract shall be governed by and interpreted in accordance with the laws of the Union of India and the Government of Bihar. Legal jurisdiction for all matters arising out of this RFP and the ensuing contract shall vest exclusively with the courts at Patna, Bihar.



9.2 Relationship between Parties

Nothing herein shall be construed as a relationship of master and servant or principal and agent between BELTRON and the Agency. The Agency shall have complete charge of its personnel and shall be fully responsible for the services performed by them.

9.3 Statutory Requirements

The Agency shall not, during the tenure of the contract, do anything in contravention of any applicable law, act, rules or regulations, and shall keep BELTRON indemnified in this regard.

9.4 Indemnity

The Agency shall indemnify BELTRON against any cost, loss, damage, expense, claim (including third-party and IPR claims) or liability arising out of its negligence, wrongful act/omission, or breach of the contract. The maximum indemnity shall be limited to 100% of the contract value.

9.5 Right of Monitoring, Inspection & Audit

BELTRON reserves the right to inspect, monitor and assess the progress/performance at any time, and to conduct (itself or through another agency) an audit of the Agency's obligations. The Agency shall cooperate and provide all documents, data and information required. Deviations identified shall be rectified by the Agency, failing which BELTRON may issue a notice of default.

9.6 Information Security

The Agency shall not carry or transmit any material, information, layouts, diagrams or storage media proprietary to or owned by GoB out of the premises without prior written permission. On termination or on demand, the Agency shall return all information provided to it, including copies.

9.7 Standards of Performance

The Agency shall provide the services and carry out its obligations with due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall conform to the standards laid down in this RFP in totality.

9.8 Intellectual Property Rights

The IPR in respect of all plans, contents, processes, software, applications, AI models and components developed in pursuance of this Project shall vest with the Government of Bihar / BELTRON immediately on their creation. Pre-existing proprietary tools/frameworks/methodologies owned by the Agency shall remain with the Agency.

9.9 Assignment & Sub-contracting

The Agency shall not assign or sub-contract the project, in whole or in part, without the prior written consent of BELTRON.

9.10 Award of Contract & Change Requests

On acceptance, BELTRON will notify the successful bidder in writing LoA; the bidder shall furnish the PBG, after which the contract agreement shall be signed. BELTRON may change the scope of work during the contract, subject to a mutually agreed time schedule and cost for material changes; the Agency shall accept such change requests if capable of delivering the modified services.

9.11 Performance Bank Guarantee (PBG)

The successful bidder shall furnish a PBG @ 10% of the total order value within 15 days from the date of issue of LoA, from a scheduled commercial / nationalised bank in India, valid for 60 days beyond the contract period. No interest shall be payable on the PBG. BELTRON may invoke the PBG for any recoveries exceeding amounts payable to the bidder.



9.12 Execution of Agreement

The contract comes into force from the date the LoA is dispatched. The bidder shall submit the PBG within 15 days and sign the contract on a non-judicial stamp of specified value at its cost. Failure to sign or furnish the PBG shall entitle BELTRON to cancel the contract, forfeit the EMD and debar/blacklist the bidder.

9.13 Fraud & Corruption

The Agency must observe the highest standards of ethics. BELTRON will reject an award, or declare a firm ineligible for a stated period, if it determines that the firm has engaged in corrupt, fraudulent, coercive or unfair trade practices in competing for or executing the contract.

9.14 Confidentiality

Information relating to examination, clarification and comparison of proposals shall not be disclosed until the selection process is over. Neither party shall disclose confidential information acquired in the course of the contract without the other party's prior written consent.

9.15 Termination

BELTRON may terminate the contract by written notice for Default (failure to perform / quality shortfall / non-adherence to schedule), for Convenience (with one month's notice), or for Insolvency. On termination, payment shall be made for services satisfactorily performed and expenditure reasonably incurred prior to the effective date; no consequential damages shall be payable.

9.16 Force Majeure

The Agency shall not be liable for liquidated damages or default-termination to the extent that a delay results from a Force Majeure event (an unforeseeable event beyond the Agency's control and not involving its fault – e.g. war, fire, flood, epidemic, quarantine, embargo). The Agency shall promptly notify BELTRON and continue to perform as far as reasonably practical. BELTRON's decision regarding Force Majeure shall be final.

9.17 Resolution of Disputes

Disputes shall first be attempted to be resolved amicably by direct negotiation. Failing amicable settlement, disputes shall be referred to arbitration under the Arbitration and Conciliation Act, 1996; the seat and venue of arbitration shall be Patna, Bihar, and the language shall be English.

9.18 Limitation of Liability

The aggregate liability of the Agency under this agreement shall be limited to the contract value, except in cases of fraud or wilful misconduct.

9.19 Period of Contract

The contract shall remain valid for an initial period of three (3) years (implementation + stabilization + O&M) and may be extended for up to two (2) years on the same terms and conditions, subject to satisfactory performance and approval of the competent authority.

BELTRON reserves the right to extend the O&M period for up to two (2) additional years on the same terms and conditions, subject to satisfactory performance and approval of the Competent Authority. The rates for the extended period shall be mutually agreed and shall not exceed the last applicable contractual rates by more than 10%.

10. Payment Schedule

Payments shall be released against verified deliverables, certified deployment and SLA compliance. All payments are subject to deduction of applicable statutory taxes/TDS and SLA penalties. Invoices shall be verified by the designated authority and remitted through RTGS/NEFT within 30 days of submission along with supporting documents. No interest shall be payable on delayed payments.



Milestone / Deliverable	Payment
Implementation Phase	
Approved SRS, Project Plan and Infrastructure Sizing Report	5% of the Capital Expenditure (one-time) and Implementation Resources.
Approved Solution Architecture and Design Documents	10% of the Capital Expenditure (one-time) and Implementation Resources.
Infrastructure Ready and Operational, including installation and commissioning acceptance	30% of the Capital Expenditure (one-time) and Implementation Resources.
Core AI Modules Developed	15% of the Capital Expenditure (one-time) and Implementation Resources.
Integration APIs Developed and Tested	10% of the Capital Expenditure (one-time) and Implementation Resources.
End-to-End Integrated Solution	15% of the Capital Expenditure (one-time) and Implementation Resources.
Go-Live and UAT Sign-off	15% of the Capital Expenditure (one-time) and Implementation Resources.
Stabilization Phase	
Monthly payment against actual deployment and certified attendance of stabilization resources	50% of the stabilization cost
Upon successful completion of the stabilization phase and submission, verification and acceptance of the Stabilization Completion Report	Remaining 50% of the stabilization cost
O&M Phase	
Quarterly payment against actual deployment, certified attendance and SLA compliance of O&M resources.	
Quarterly payment on pro-rata basis, subject to AMC services delivered and SLA compliance.	
Payment against completion of approved training/onboarding activities and submission of training reports duly accepted.	
100% payment against submission and acceptance of CERT-In empanelled security audit report and closure/compliance report.	

11. Service Level Agreement (SLA) & Penalties

The following SLAs shall apply. “T” = date of LoA. Penalties shall be recovered from the corresponding invoice/PBG. If the total SLA penalty exceeds 10% of the contract value, the contract may be terminated and the PBG forfeited.

Phase	Component / Parameter	Deliverable / Target	Timeline / Measurement	Penalty / Deduction
Implementation	Project Planning	Approved SRS, Project Plan and Infrastructure Sizing Report	T+30 days	0.5% of corresponding milestone payment per week of delay, up to 10%
Implementation	Solution Design	Approved Solution Architecture and	T+45 days	0.5% of corresponding milestone payment per



Phase	Component / Parameter	Deliverable / Target	Timeline / Measurement	Penalty / Deduction
		Design Documents		week of delay, up to 10%
Implementation	Infrastructure Deployment	Infrastructure ready and operational, including installation and commissioning acceptance	T+90 days	0.5% of corresponding milestone payment per week of delay, up to 10%
Implementation	Core AI Development	Core AI Modules developed and demonstrated	T+120 days	0.5% of corresponding milestone payment per week of delay, up to 10%
Implementation	API Integration	Integration APIs developed and tested	T+150 days	0.5% of corresponding milestone payment per week of delay, up to 10%
Implementation	Integrated Solution	End-to-End Integrated Solution successfully tested	T+165 days	0.5% of corresponding milestone payment per week of delay, up to 10%
Implementation	Go-Live	Production deployment and UAT sign-off	T+180 days	0.5% of corresponding milestone payment per week of delay, up to 10%
Implementation	Resource Deployment	100% deployment of approved resources with minimum 98% attendance	Certified attendance and deployment records	Proportionate deduction at the applicable BOQ man-month rate for absence, vacancy, delayed mobilization or short deployment
Stabilization	Resource Deployment	100% deployment of approved resources with minimum 98% attendance	Certified attendance and deployment records	Proportionate deduction at the applicable BOQ man-month rate for absence, vacancy or short deployment
Stabilization	System Availability	Minimum 99.5% monthly availability	System monitoring logs	99% to below 99.5%: 2%; 98% to below 99%: 5%; below 98%: 10% of monthly stabilization payment
Stabilization	Critical Incident Resolution	P1 response within 30 minutes and resolution within 4 hours	Helpdesk and incident logs	1% of monthly stabilization payment per breach, up to 10%
Stabilization	Stabilization Completion	Stable operation and accepted Stabilization Completion Report	Verification and acceptance by BELTRON	Performance-linked 50% payment withheld until report verification and acceptance
O&M, 24 Months	Resource Deployment	100% deployment of approved resources with minimum 98% attendance	Certified quarterly attendance and deployment records	Proportionate deduction at the applicable BOQ man-month rate for absence, vacancy or short deployment
O&M, 24 Months	System Availability	Minimum 99.5% monthly availability	System monitoring logs	99% to below 99.5%: 2%; 98% to below 99%: 5%; below 98%: 10% of applicable monthly O&M value
O&M, 24 Months	OCR/AI Processing Throughput	Meet or exceed the benchmark approved during UAT	Platform performance metrics	2% of applicable monthly O&M value for each breach month
O&M, 24 Months	Critical Incident	P1 response within 30	Helpdesk and	1% of applicable monthly



Phase	Component / Parameter	Deliverable / Target	Timeline / Measurement	Penalty / Deduction
Months	Resolution	minutes and resolution within 4 hours	incident logs	O&M value per breach, up to 10%
O&M, 24 Months	Quarterly Performance Report	Submission, verification and acceptance of Quarterly O&M Performance Report	Within 7 working days after each quarter	Performance-linked 50% of quarterly payment withheld until verification and acceptance
O&M, 24 Months	Security Audit Compliance	Annual CERT-In audit completed and findings closed within approved timelines	Audit report and closure evidence	1% of applicable quarterly O&M payment per week of delay, up to 10%

Note: A key resource remaining absent for more than 10 working days without intimation, or against whom BELTRON raises a complaint, may be removed from the project. Substitution of more than 30% of the named team over the tenure, or more than three substitutions per role per year, shall attract penal deduction as an event of default.

Timelines and penalties relating to external-system integrations shall apply only where the required API documentation, credentials, approvals, test environment and access permissions are made available to the Agency within the approved project schedule. Delays attributable solely to the concerned external authority or BELTRON shall result in a corresponding extension of the affected milestone without penalty, subject to documentary evidence and approval by BELTRON.

12. Exit Management

1. This clause applies upon completion of the contract period or upon termination for any reason. The exit-management period starts on expiry/termination and ends on a date mutually agreed. Detailed exit criteria and an exit-management plan shall form part of the Contract / Master Service Agreement.
2. At the beginning of the exit-management period, the Agency shall ensure that all Project Assets – documents, records, source code, scripts, configuration files, databases, AI models and any other digital/physical artefacts created during the project – are cured of defects and handed over to BELTRON, so that BELTRON is fully in a position to continue on its own.
3. The Agency shall deliver all relevant records and reports pertaining to the scope and deliverables, including manuals, application software/scripts, datasets, database dumps, configuration files and complete source code, as on the divestment date.
4. The Agency shall ensure complete hand-holding and knowledge transfer – in the form of documents, audio/visual handover conferences and hands-on demonstration – to BELTRON or any third party appointed by BELTRON, for uninterrupted continuation of services.
5. During the exit-management period, the Agency shall allow BELTRON, or any third party appointed by BELTRON, reasonable access to information, employees and facilities as required to understand the mode of operation and to assist appropriate knowledge transfer, and shall provide copies (including editable soft copies) of all such information.
6. The Agency shall bear all transfer costs and stamp duty, if any, on transfer of project assets, except where the project is terminated due to default of BELTRON.



13. Annexures – Forms & Templates for Bid Response

Technical Proposal Forms

- Form-1: Covering Letter
- Form-2: Declaration of Acceptance of Terms & Conditions
- Form-3: General Information about the Bidder
- Form-4: Bidder's Relevant Project Experience
- Form-5: Particulars of Proposed Professionals
- Form-6: CVs of Proposed Professionals
- Form-7: Approach, Work Plan & Methodology
- Form-8: Power of Attorney for Authorised Signatory
- Form-9: Undertaking on Being Not Black-Listed
- Form-10: Bank Guarantee for EMD

Financial Proposal Forms

- Form-F1: Covering Letter
- Form-F2: Financial Bid / BOQ (at e-Proc portal only)

**Form-1: Covering Letter****(On Bidder's Letter Head)**

Date: _____ Proposal Reference No.: BSEDC/_____

To,

Managing Director,

Bihar State Electronics Development Corporation Limited (BSEDC / BELTRON),

First Floor, BELTRON Bhawan, Shastri Nagar, Patna – 800023

Sub: RFP for Selection of Implementation Agency for the Intelligent Tender Evaluation System (ITES), Government of Bihar / BELTRON

Dear Sir,

We hereby propose to provide the services for the above assignment as outlined in your bidding document. We have understood and examined the instructions, terms & conditions and the detailed scope of work, and confirm our acceptance and compliance with the provisions and terms & conditions contained in the Bid Documents.

We confirm that the prices quoted by us in the Financial Bid are firm and shall not be subject to any variation for the entire period of the contract, and that our bid is valid for 180 days from the last date of submission. We further confirm that any deviation found anywhere in our bid, implicit or explicit, shall stand unconditionally withdrawn without any implication to BELTRON, failing which the EMD may be forfeited.

We certify that all information provided in our bid, including information regarding team members, is true, and understand that any wilful misstatement may lead to disqualification, cancellation of award or termination of contract, and that we may be debarred for future assignments with GoB for up to three years.

Yours faithfully,

(Signature of the Authorised Signatory)

Printed Full Name: _____ Designation: _____

Seal: _____ Date: _____

Business Address: _____ Email: _____

Form-2: Declaration of Acceptance of Terms & Conditions**(On Bidder's Letter Head)**

Date: _____ Proposal Reference No.: BSEDC/_____

To,

Managing Director,

Bihar State Electronics Development Corporation Limited (BSEDC / BELTRON),

First Floor, BELTRON Bhawan, Shastri Nagar, Patna – 800023

Sub: RFP for Selection of Implementation Agency for the Intelligent Tender Evaluation System (ITES), Government of Bihar / BELTRON

Dear Sir,

We have carefully gone through the terms & conditions contained in the RFP document [No. _____] regarding the above assignment and unconditionally accept all the terms and conditions mentioned therein.

Yours faithfully,

(Signature of the Authorised Signatory)

Printed Full Name: _____ Designation: _____

Seal: _____ Date: _____

Business Address: _____ Email: _____

**Form-3: General Information about the Bidder**

Name of the Company / Firm	
Date of Incorporation	
CIN	
PAN	
GST Number	
Legal Status (Public Ltd / Private Ltd / LLP) & Nature of Business in India	
Address of the Registered Office in India	
Date of Commencement of Business	
Address of Office in Bihar (if any)	
Contact Person – Name / Designation / Email / Phone	
Website	

Form-4: Bidder's Relevant Project Experience

Provide one table per cited project. Attach Lol / LoA / Work Order / Contract Agreement / CA Certificate / Client Completion Certificate as applicable.

Assignment Name:		Client:
Location:		No. of professional staff provided:
Address & contact details of client:		
Start Date (MM/YYYY):	Completion Date (MM/YYYY):	Value of contract (INR):
Domain (AI/ML / Doc-AI / NLP / e-Gov / on-prem LLM):		
Narrative description of project:		
Description of actual services provided:		
Supporting documents attached (tick): Lol / LoA / Work Order / Contract / CA Certificate		

Form-5: Particulars of Proposed Professionals

Sl.	Name	Educational Qualification	Total Exp. (yrs)	Present Employer & Since	No. of relevant assignments
1					
2					
3					
4					
5					

**Form-6: CV of Proposed Professional**

A separate CV shall be submitted for each proposed key professional, in the format below, along with copies of educational qualifications and required certifications.

Proposed Position	
Name of the Employee	
Present Organisation with Designation	
Date of Birth	
Nationality	
Total Years of Experience	
Educational Qualifications (Degree / Year / Institution)	
Certifications (Name / Issuer / Valid upto)	
Employment history (Employer / From / To / Position held)	
Key clients serviced	
Relevant project experience (role, tasks, value delivered)	
Languages (speaking / reading / writing)	

Form-7: Approach, Work Plan & Methodology

The bidder shall submit a detailed technical proposal covering, at a minimum: (a) understanding of the requirement and the on-premise, open-source, data-privacy mandate; (b) proposed solution architecture across the five capability layers; (c) AI/ML approach for OCR, VLM, LLM, extraction, the deterministic rules engine, accuracy, confidence-scoring and explainability; (d) eProc 2.0 and external-API integration approach; (e) HITL workbench and committee-workflow design; (f) infrastructure sizing and deployment plan at the SDC; (g) security architecture, audit/governance and compliance approach; (h) project plan, team deployment, methodology and risk management; and (i) O&M and SLA-management approach. The bidder shall be prepared to present/demonstrate the proposal (including a proof-of-concept) to the evaluation committee.

Form-8: Power of Attorney for Authorised Signatory

(On non-judicial stamp paper of appropriate value, duly notarised)

Know all men by these presents, we, _____ (name and registered office address of the bidder), do hereby constitute, appoint and authorise Mr./Ms. _____, _____ (designation), as our attorney, to do in our name and on our behalf all such acts, deeds and things necessary in connection with or incidental to our proposal for the above RFP, including signing and submission of all documents, participating in pre-bid and other meetings, and providing information/responses to BELTRON. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney.

For _____ (Signature, name, designation of person authorising) ; Accepted (Signature of Attorney).

**Form-9: Undertaking on Being Not Black-Listed**

Date: _____ Proposal Reference No.: BSEDC/ _____

To,

Managing Director,

Bihar State Electronics Development Corporation Limited (BSEDC / BELTRON),

First Floor, BELTRON Bhawan, Shastri Nagar, Patna – 800023

Sub: RFP for Selection of Implementation Agency for the Intelligent Tender Evaluation System (ITES), Government of Bihar / BELTRON

We hereby declare and confirm that our firm/company is not currently blacklisted or debarred by any Central Government, State Government, Public Sector Undertaking or any Government body/department for corrupt or fraudulent practices, as on the date of bid submission.

Yours faithfully,

(Signature of the Authorised Signatory)

Printed Full Name: _____ Designation: _____

Seal: _____ Date: _____

Business Address: _____ Email: _____

Form-10: Bank Guarantee for EMD

(On non-judicial stamp paper, from a scheduled bank in India, payable at Patna)

In consideration of BSEDC (BELTRON) having agreed to consider the bid of M/s _____ (the Bidder) for the above RFP, we, _____ (Bank), at the request of the Bidder, hereby irrevocably and unconditionally guarantee to pay BELTRON, on first written demand and without demur, an amount not exceeding INR 15,00,000/- (Rupees Fifteen Lakh only) towards the Earnest Money Deposit. This guarantee shall remain valid up to _____ (bid validity + claim period). It is a condition of our liability that BELTRON receives a valid written claim on or before the said date, failing which our liability shall automatically cease.

(Authorised Signatory of the Bank) ; Seal ; Date.



Financial Proposal Forms

Form-F1: Financial Covering Letter

(On Bidder's Letter Head)

Date: _____ Proposal Reference No.: BSEDC/_____

To,

Managing Director,

Bihar State Electronics Development Corporation Limited (BSEDC / BELTRON),

First Floor, BELTRON Bhawan, Shastri Nagar, Patna – 800023

Sub: RFP for Selection of Implementation Agency for the Intelligent Tender Evaluation System (ITES), Government of Bihar / BELTRON

Dear Sir,

I/We herewith enclose the Financial Proposal for the above assignment. I/We agree that this offer shall remain valid for 180 days from the Proposal Due Date, or such further period as may be mutually agreed. I/We confirm that the prices are firm, all-inclusive of taxes, and not subject to any escalation for the entire contract period.

Yours faithfully,

(Signature of the Authorised Signatory)

Printed Full Name: _____ Designation: _____

Seal: _____ Date: _____

Business Address: _____ Email: _____

Form-F2: Financial Bid / BOQ (L1)

The bidder shall quote a firm, all-inclusive price for the complete scope over the 3-year term. Selection is on L1 (lowest evaluated total price, inclusive of taxes) among technically qualified bidders. Rates shall include salaries, statutory dues, insurance, overheads, all software tools/licenses required under scope, and all incidental costs. Figures in INR.

#	Component	Qty	Unit / Months	Unit Price (INR, excl. tax)	Total (INR, excl. tax)
	Part A – Capital Expenditure (one-time)				
A1	GPU inference nodes for OCR/VLM/LLM (2 GPU servers, each 2×48 GB GPU, dual Xeon/EPYC ≥48 cores, 512 GB RAM, 2×960 GB SSD + 2×3.84 TB NVMe, dual 25 GbE)	2	server		
A2	API Gateway integration platform (GSTN, PAN, MCA21, e-BG/SFMS, UDIN, EPFO/ESIC, DigiLocker)	1	lot		
A3	42U rack incl. PDU, cable manager, patch/power cables; installation & commissioning	1	lot		
A4	Security audit (Year 1, CERT-In empanelled)	1	audit		
	Sub-total – Part A				
	Part B – Implementation Resources (~47				



#	Component	Qty	Unit / Months	Unit Price (INR, excl. tax)	Total (INR, excl. tax)
	man-months, 6 months)				
B1	Project Manager cum Solution Architect	1	6		
B2	AI / ML Engineer (model tuning, evaluation harness, guardrails)	1	4		
B3	Backend Engineer	1	6		
B4	Frontend / UX Engineer	1	6		
B5	Integration Engineer (eProc 2.0, GSTN, e-BG, UDIN)	1	3		
B6	Document Processing Engineer (OCR pipeline)	1	3		
B7	QA / Test Engineer	1	4		
B8	DevSecOps Engineer	1	3		
B9	Business Analyst	1	6		
B10	Security & Compliance SME	1	3		
B11	Data Engineer / AI Platform Engineer	1	3		
	Sub-total – Part B				
	Part C – Stabilization Resources (~36 man-months, 6 months)				
C1	Project Manager cum Solution Architect	1	6		
C2	AI / ML Engineer	1	6		
C3	Backend Engineer	1	6		
C4	QA / Test Engineer	1	6		
C5	DevSecOps Engineer	1	6		
C6	Business Analyst	1	6		
	Sub-total – Part C				
	Part D – O&M Resources (~96 man-months, 24 months)				
D1	O&M Manager	1	24		
D2	Platform / MLOps Engineer	1	24		
D3	Application Support Engineer cum Helpdesk	1	24		
D4	DevSecOps / Infrastructure Engineer	1	24		
	Sub-total – Part D				
	Part E – Recurring O&M (24 months)				
E1	Hardware AMC for GPU/compute infrastructure (2 years)	2	years		
E2	Training & change management (refresher + new-department onboarding, 2 years)	2	years		



#	Component	Qty	Unit / Months	Unit Price (INR, excl. tax)	Total (INR, excl. tax)
E3	Security audits (Years 2 & 3, CERT-In empanelled)	2	audits		
	Sub-total – Part E				

Total Project Cost (A + B + C + D + E), excluding taxes	
GST @ applicable rate	
Grand Total (including GST) – basis for L1 evaluation	

Notes: (i) L1 shall be determined on the Grand Total (including GST). (ii) Resource-based components are billed against actual certified deployment at the quoted man-month rates. (iii) All travel/incidental expenses outside Patna, if authorised, shall be reimbursed at actuals as per GoB entitlement for Group-B Gazetted officers. (iv) Rates quoted shall be deemed to include all software tools, licenses and subscriptions required under the scope.

Yours faithfully,

(Signature of the Authorised Signatory) Name / Designation / Seal / Date