

(Request for Proposal)

for

**Selection of an agency for website
maintenance, software development
& monitoring of Dairy Development
Schemes.**

**SELECTION OF REPUTED FIRMS/AGENCIES FOR DEVELOPMENT, DESIGN AND
MAINTAINENANCE OF MONITORING & EVALUATION OF DAIRY DEVELOPMENT SCHEMES IN
DIRECTORATE OF DAIRY DEVELOPMENT UNDER ANIMAL
AND FISHERIES RESOURCES DEPARTMENT, GOVERNMENT OF BIHAR**

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Government Of Bihar
Animal & Fisheries Resources Department
Dairy Development Directorate
Bihar, Patna

Notice for Selection of an agency for website maintenance, software development & monitoring of Dairy Development Schemes.

Fact Sheet

| | |
|--|--|
| Tender No. | |
| Title of Tender | Selection of an agency for website maintenance, software development & monitoring of Dairy Development Schemes. |
| Date of Pre-bid Meeting and venue | 01.11.2023 Dairy Directorate, Department of Animal and Fisheries Resource, Govt. of Bihar, 3 rd Floor, Vikas Bhavan, Patna-800015 |
| Last Date and time for receipt of response to RFP (Bid - Documents) | 10.11.2023, Time:- 03:00 P.m |
| Date of Opening of Technical Proposal | 10.11.2023, Time:- 04:00 P.m |
| Date of opening of Financial Proposal | To be communicated to technically qualified bidders |
| Mode of Proposal submission | Offline |
| Address for submission of Proposal | Director Dairy Development, Directorate of Dairy Development, Animal and Fisheries Resources Department, Govt. of Bihar, 3 rd Floor, Vikash Bhawan, Bailey Road, Patna, Pin: 800015.. |
| Tender document fee | Rs. 8000/-through DD in favor of "Director Dairy Development, Bihar. Patna" which is non-refundable. |
| Earnest Money Deposit (EMD) | EMD: Rs. 2,00,000/- in favor of "Director Dairy Development, Bihar, Patna" as Bank Guarantee |
| Method of Selection | Least Cost Method (L1) |
| Letter of Awards | To be notified |
| Assignment duration | Agency would initially be engaged for a period of 3 years which may be extended further for a period of 2 years on satisfactory work and mutually agreeable terms. |
| Nodal Person for general queries | Dy. Director(HQ) Dairy Development Directorate |
| Website | https://state.bihar.gov.in/ahd https://dairy.bihar.gov.in |
| E-Mail | directordairy@gmail.com |
| Amendment /corrigendum, if any, shall be published at above mentioned web address. | |

21/11/23
Director Dairy

Request For Proposal

Directorate of Dairy Development, Animal and Fisheries Resources Department, Govt. Of Bihar hereby invites proposals in the form of techno-financial bids from interested and technically qualified Agency for technical support (mentioned in 5.2) and implementation of dairy development schemes in Bihar.

The Proposal has to be submitted offline at Director Dairy Development, Directorate of Dairy Development, Animal and Fisheries Resources Department, Govt. of Bihar, 3rd Floor, Vikas Bhawan, Bailey Road, Patna, Pin – 800015..

3. Background

Gavya Vikas Program has an important role in strengthening the rural economy of the state and creating rural employment. For this, the Directorate of Dairy Development under the State Government and the apex cooperative institution are implementing Comfed schemes. In the year 2007, the milk production of the state was 57.70 lakh metric tons per year, which increased to 66.20 lakh metric tons per year in the first road map 2008-12, 87.10 lakh metric tons per year in the second road map 2012-17 and in the third road map 2017- 23 to reach 115.02 lakh metric tons per year by 2021. During this period, the per capita availability of milk in the state has increased from 154 grams per person per day to 400 grams per person per day at the end of the financial year 2021.

Comfed, Patna, under the Animal and Fisheries Resources Department (Directorate of Dairy Development, Bihar, Patna), provides milk marketing facilities to milk producers in their villages through village level cooperative societies. The increase in the state's milk production has been possible as a result of the state government's efforts to increase the number of livestock under the Samagra Gavya Vikas Yojana along with extensive expansion of animal health and safety facilities and availability of milk marketing facilities.

Through the Samagra Gavya Vikas Yojana run by the Directorate of Dairy Development, farmers of all sections of the state/farmers associated with milk business, unemployed young men and women are empowered through dairy farming on loan/self finance basis and a source of income for them. Along with the creation of employment, the availability of milk and milk products in the form of minimum nutritious food to every person of the state is being ensured.

Under the training scheme, free training is provided to all categories of farmers, dairy farmers, unemployed youth/women who are associated with cattle business or wish to join it, through national level training institutes located inside and outside the state. So that they can get the latest modern information about dairy business, which will prove helpful in the maintenance, better management of milch cattle and increase in milk production capacity. An expenditure of Rs 33.30 crore is proposed to train a total of 32736 farmers/animal herders during the Fourth Agricultural Road map period 2023-28.

In view of the good progress made in the past years and the possibilities of expansion, the State Government has prepared the fourth agricultural road map for the period 2023-28 for the expansion of the dairy sector, in which a total expenditure of Rs 862.98 crore is proposed.

Objective

Dairy Management System, an Enterprise Resource Planning (ERP) solution to integrate end to end operations, which is conceived to be a comprehensive online portal and the proposed agency would focus on closing the gaps existing in both software and hardware. Agency would find the gap and bridge the gap with new features.

Agency

For effective rolling out of the ongoing schemes, it is planned that the Agency would be in place for technical support and implementation. This Agency would provide **Fourteen resource persons** (mentioned in 5.3) in Patna. It is expected that the selected Team with its wide array of expertise, will bring a more holistic perspective towards technical advisory and overseeing effective scheme implementation under the aegis of Directorate of Dairy Development, Animal and Fisheries Resources Department, Govt. of Bihar.

Request for Proposal

Directorate of Dairy Development, Animal and Fisheries Resources Department, Govt. of Bihar is issuing this Request for Proposal (RFP) for selection of an Agency for technical support and implementation of Dairy development Schemes for a period of **3 Years** may be extended further for a period of **2 years** based on performance review of agency by Directorate of Dairy Development, Animal and Fisheries Resources Department, Govt. of Bihar. Also, based on performance and need of the Directorate, Agency can be extended further.

4. Earnest Money Deposit & Bid Processing Charge

A non-refundable tender document fee of **Rs. 8,000/-** (Rupees eight thousand only) through DD in favor of '**Director Dairy Development, Bihar, Patna**' has to be submitted by the bidder along with the bid. The bid must be accompanied by a refundable **Earnest Money Deposit (EMD) of Rs. 2,00,000/-** (Rupees two lakh only) separately in the form of bank guarantee drawn in favor of **Director Dairy Development, Bihar, Patna payable at any nationalized bank situated at Patna (Bihar)**. After selection of the suitable applicant for appointment as consulting firm, the amount of EMD shall be refunded to the unsuccessful bidders. Bidders may submit the EMD in the form of Demand Draft of bank guarantee. The EMD of the successful Bidder shall be retained by the Directorate till the completion of the assignment.

5. Terms of Reference (TOR)

5.1. Scope of Work:

- a. To study current system and come up with report which should address the reasons/gaps and report will be finalized into action plan report after consultation of Directorate.
- b. To visit end user location to gather information and interact with head of department and other assigned officials to focus on closing gaps in existing application.
- c. Development of MIS, Scheme Management system, etc. Need based development of web and mobile application with latest features & technologies.
- d. To prepare SOP for management of Application, Database, Network, Helpdesk and Operation support, Data Centre and ensure compliance.
- e. To manage, support & maintenance for existing application and new process/new development/initiative proposed in the system.
- f. To ensure in discussion with relevant stakeholders shall prepare a time line with specific key milestones for application development and implementation.
- g. To provide end to end Program Management support for all IT activities of the project.
- h. All other work assigned by Directorate.

5.2 Broad Scope of work

- a. As per requirement, co-ordination with bank, departmental officials, district level official, Dairy development officer, etc.
- b. Day to day support for implementation of schemes
- c. Monitoring and evaluation of Schemes & Projects
 - ⇒ Feedback
 - ⇒ Samagra Gavya Vikas Yojna
 - ⇒ Training program
 - ⇒ Application status in bank.
- d. Preparation and implementation of Schemes.
- e. Financial performance of schemes.
- f. Collect reports of quality testing of milk and milk products by dairies.
- g. As per requirements, co-ordination with beneficiary.
- h. Data collection at district level.
- i. Call Center Setup to manage centralized calls regarding information of schemes, Projects, etc.
- j. Promotional activities on social media.
- k. All other work assigned by Directorate.

5.3 Team and Responsibilities

| S.No. | Post | Qty | Educational Qualification | Experience as mentioned in column 6 | Responsibilities |
|-------|---------------------------|-----|-----------------------------------|--|--|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Project Coordinator | 1 | Bachelor/Master in Dairy Science | 10+ Years. Should have experience in managing at least one project in providing implementation support for central/state level schemes, program management and monitoring & evaluation of project. | Provide Sr. Level support for Project implementation. Supervise the team and coordinate with Directorate for smooth project implementation and monitoring. Preparation of project implementation plan, designing and managing the project. |
| 2 | Technical Project Manager | 1 | B.Tech (Computer Science/IT)/MCA | 5+ Years in IT domain and 3 years experience and min. 3 years exp. in handling of large projects | Planning, designing and development of application. |
| 3 | Software Expert | 1 | B.Tech (Computer Science/IT)/MCA | 3+ Years in IT domain and Exp. in development of large projects. | All aspects of software design and coding. |
| 4 | System Admin cum DBA | 1 | B. Tech (Computer Science/IT)/MCA | 5+ Years in IT domain to handle System activities and managing database design | System monitoring/administration, troubleshooting, IT Security, Database design |
| 5 | MIS Assistant | 3 | BCA/B.Sc (Computer Science/IT) | 3+ Years .Hands on exp. in Excel/MS word, Photoshop and other office applications | Prepare report. Perform data analysis to generate report. Provide strong reporting and analytical information support. |
| 6 | Data Entry Operator | 3 | Graduate | 2 Years. Knowledge of Hindi and English typing. Knowledge of MS Office Photoshop and other office applications | Compile and verify data. Prepare reports. |
| 7 | Mobile | 1 | B. Tech | 3+ Years in IT | Design, development |

| | | | | | |
|---|------------------------|---|---------------------------------|---|--|
| | Developer | | (Computer Science/IT)/MCA | domain and Exp. in development of large projects. | and support of Apps. |
| 8 | Call Centre Executive | 2 | Graduate | 2+ Years | Attend call. Explain the beneficiary regarding schemes/project |
| 9 | Social Media Executive | 1 | BCA/B.Sc. (Computer Science/IT) | 2+ Years | Develop and implement social media strategy to increase the awareness of schemes. Create and publish relevant contents on multiple social media platform including LinkedIn, Facebook, Twitter, etc. |

5.4 Hardware and Other Software Specification:

1. Agency overall responsibility is not limited to management of the application software but also to supply and install all required IT infrastructure to complete the project.
2. Agency need to make all the necessary arrangement towards installation/up gradation of equipment's, as required completing the project within schedule.
3. The Agency will be required to upgrade/install all necessary products – Laptop, Desktop, Printers , switches, cabling, UPS, etc. as minimum required as sized by the Directorate.

The followings are description of major servers and other items to be installed/Upgrade by Service Provider:

| 5.4.1. Laptop System of Dell | | | |
|------------------------------|--------------------|---------------------------------------|---------------------|
| Sl. NO. | Particulars | Specification | Compliance (Yes/No) |
| 1 | CPU | 11th Gen -Intel Core i5 or higher” | |
| 2 | Chipset | Intel | |
| 3 | RAM/Memory | Minimum 16 GB | |
| 4 | Hard Disk Drive | 1 TB SSD (NVMe) | |
| 5 | Monitor | 15" LED or More | |
| 6 | Keyboard and mouse | External USB keyboard and mouse | |
| 7 | Ports | 3 USB Ports (with at least 1 USB 3.0) | |

| | | | |
|----|--------------------|---|--|
| 8 | Backup | Minimum 6 Hours | |
| 9 | Optical drive | DVD Rom drive | |
| 10 | Network/LAN | Gigabit Ethernet card with support for remote wake up. | |
| 11 | Operating System | Windows 10/11 64 bit | |
| 12 | Security | Power on password , Administrator password (via BIOS) | |
| 13 | Certifications | Windows 10, Epeat Gold or higher , Energy star 6.0 , ROHS | |
| 14 | Warranty support | 3 years onsite warranty by OEM | |
| 15 | Antivirus | Antivirus with 3 year Support + 2 year extended warranty | |
| 16 | MS Office Standard | MS Office Standard (Latest version) | |
| 17 | HDMI | 2.0 or Higher | |
| 18 | Graphics | 1 GB or higher graphics | |

| 5.4.2. All In One of PC Dell | | | |
|-------------------------------------|--------------------|--|----------------------------|
| Sl. NO. | Particulars | Specification | Compliance (Yes/No) |
| 1 | CPU | 11th Gen -Intel Core i5 or higher” | |
| 2 | Chipset | Intel | |
| 3 | Memory | Minimum 16 GB | |
| 4 | Hard Disk Drive | 1 TB SSD(NVMe) | |
| 5 | Monitor | 17" – LED or higher | |
| 6 | Keyboard and mouse | keyboard and mouse | |
| 7 | Ports | 6 USB Ports (with at least 2 USB 3.0) | |
| 8 | Graphics | System should support 2 GB or higher graphics card | |

| | | | |
|----|---------------------------|--|--|
| 9 | Chassis | All in one PC | |
| 10 | Optical drive | DVD Rom drive | |
| 11 | Network | Gigabit Ethernet card with support for remote wake up. | |
| 12 | Operating System | Windows 10 -64 bit or Higher | |
| 13 | Security | Power on password , Administrator password (via BIOS) | |
| 14 | Certifications | Windows 10,Epeat Gold or higher , Energy star 6.0 , ROHS | |
| 15 | Antivirus | Antivirus with 3 year Support | |
| 16 | MS Office Standard | MS Office Standard (Latest version) | |
| 17 | Warranty support | 3 years onsite warranty by OEM+ 2 years extended warranty. | |

5.4.3. Laser Printer

| Sl. NO. | Particulars | Min. Specification | Compliance (Yes/No) |
|---------|---------------------|------------------------------------|---------------------|
| 1 | Print technology | Laser | |
| 2 | Duty cycle | 20000 pages or more | |
| 3 | Print quality black | Effective output 1200 x 600 dpi | |
| 4 | Connectivity | 1 Hi-Speed USB 2.0, Network ,Wi-Fi | |
| 5 | Print Speed | 30 ppm or more | |
| 6 | Both Side Printing, | Yes | |

5.4.4. Laser/MFP All In One Printer

| | | | |
|---|----------------------|--------------------------|--|
| 1 | Functions | Print, Copy, Scan | |
| 2 | Duty cycle | More than 10000 pages | |
| 3 | Print technology | Laser | |
| 4 | Resolution, hardware | Up to 1200 x 600 dpi | |

| | | | |
|--|---|--|----------------------------|
| 5 | Print speed black (normal, A4) | Up to 30 ppm | |
| 6 | Scan resolution, optical | Up to 1200 dpi | |
| 7 | Scan resolution, hardware | Up to 1200 x 600 dpi | |
| 8 | Color scanning | Yes | |
| 9 | Scan size | A4 | |
| 10 | Bit depth | 24-bit | |
| 11 | COPY facility Required | | |
| 12 | Paper trays, standard | 1 | |
| 13 | Paper trays Capacity | at least 150 sheets | |
| 14 | Network | 10/100 Ethernet Network Connectivity/WiFi | |
| 15 | Warranty | 3 Year Warranty + 2 years extended warranty | |
| 5.4.5. Inkjet/MFP All In One Printer | | | |
| 1 | HP Smart Tank 670 All-in-One Printer- Inkjet printers | Print, Scan, Copy, Wireless2.4/5G dual band Wi-Fi, Wi-Fi Direct, BLE | |
| 5.4.6. Managed Switch | | | |
| Sl. NO. | Particulars | Technical Specification | Compliance (Yes/No) |
| 1 | Managed Switch | CISCO/HP/Juniper 24 Port 10/100/1000 Managed switch with 2 optical gigabit port layer 2 IPV-4 and IPV-6 Supported EAL-3 Complied , POE Supported | |
| 5.4.7. ONLINE UPS 5 KVA WITH 1 Hours Backup | | | |
| S.no. | Specification | | Compliance |
| 1 | Online UPS 5 KVA IGBT Based SMF Battery with Racks Minimum 1 Hour Backup 3 Year onsite warranty including battery | | |

5.5 Bill of Material

| S. No. | Description of Items | Licenses/Qty Required |
|--------------------|---|-----------------------|
| A. Software | | |
| 1 | IVRS Software(10 Channel) for Call Center | 1 |
| 2 | CRM Software for call center | 1 |
| 3 | Anti Virus for Entry Level Server | 1 |
| 4 | MS Office for Entry Level Server(Call Center Setup) | 1 |
| 5 | Windows OS for Entry Level Server(Call Center Setup) | 1 |
| B. Hardware | | |
| 1. | Laptop System | 10 |
| 2. | All In One PC | 5 |
| 3. | Entry Level Server for IVRS (Call Center Setup) | 1 |
| 4. | Laser All In One Printer-2 + one color printer | 3 |
| 5. | Managed Switch 24 port | 1 |
| 6. | Access Point D-link DWL-3200 series or above | 2 |
| 7. | Online UPS 5 KVA With 1 Hours Backup | 1 |
| 8. | Structured Networking CAT 6 for 15 Points | 15 Nodes |
| 9. | Electricity & Civil work to setup Call center & IT Infrastructure | 1 |
| 10. | Headphones with mic | 5 |

6. Duration of The Contract

Initially the contract will be for duration of **3 Years** may be extended further for a period of **2 years** based on satisfactory work, performance evaluation and mutually agreeable terms. Also, based on performance and need of the Directorate, Team can be extended further. Timeline for Completion of Activities.

This timeline is indicative and will be finalized with the successful vendor post selection.

7. Eligibility of the Agency

The agencies intending to bid for appointment shall fulfill the following criteria:

- a) Should be a reputed Institution/Company/Consulting Firm/Organization (Corporate House) with a track record of **providing consulting advisory services** including Agriculture and allied sectors and information technology for more than three years in India.

The Agency should submit relevant proofs (work orders/credentials/Certificate of Incorporation MoA/ AoA/ Firm Registration Certificate etc.) **to that effect.**

- b) Should have a minimum average annual turnover of **Rs 15.00 crores** from consulting or advisory during last three years. Certified turnover certificate and audited copy of the financial statements towards the same must be submitted.
- c) Should have worked as PMU/PMA/TAT/PIU/PMU (Program Management Unit)/Agency/Technical Advisory Team) in Govt. Dept / Externally aided development Projects including Agriculture and allied sector and related schemes with respect to State / Central government programs in the last five years. Documentary evidence in form of signed work orders /agreements should be submitted.
- d) Should have successfully implemented minimum one agriculture and allied sectors /related long term projects preferably dairy (of more than 1 year) for the State / Central Government in the last five years. Documentary evidence in form of signed work orders/ agreement should mandatorily be submitted.

8. Submission of Proposals

Only physical mode for submission of the proposal shall be accepted. The proposal shall be submitted at Director, Dairy Development, Directorate of Dairy Development, Animal and Fisheries Resources Department, Govt. Of Bihar, 3rd Floor, Vikas Bhawan, Bailey Road, Patna 800015., on date as mentioned above, with duly signed pages of the proposal and requisite documents as detailed below:

i. **Technical Bid:**

- a) The Technical Proposal as per the format given in Annexure-I in support of years of experiences and details of number of ongoing or completed assignment /consultancy services executed successfully.
- b) General description of Team as per **Annexure-II**.
- c) CVs of each expert in not more than 4 A-4 sheets, team leader and team members' duty signed as per **Annexure-III**.
- d) Scanned copy of Tender Acceptance Letter **Annexure-IV**.
- e) Scanned copy of GST Registration Number.
- f) Scanned copy of Turnover Certificate, Audited Annual Report & Balance Sheets for last 3 financial years.

- g) Bidder has to submit Document fee and EMD as BG in favor of Director Dairy Development, Bihar, Patna payable to Patna, on or before the last date and time of bid submission. Scanned copy of the document fee and EMD shall be submitted with the technical proposal. The Bank Guarantee format has been placed at **Annexure V**.
- h) **Scanned copy of** the certificate from any govt. for having successfully implemented this type of project as mentioned in 7(a).

ii. Financial Bid:

Financial Bid is to be submitted in prescribed format. The fee quoted in financial bid should be expressed **inclusive of applicable taxes**.

While submitting the Financial Proposal, the firm shall ensure the following;

- a) Prices payable to the Bidder as stated in the Contract **shall remain fixed during** the performance of the contract. However, in the event of any increase/decrease in Government taxes/duties as applicable at the time of delivery, the prices shall be adjusted accordingly at the time of payment.

9. Terms and Conditions:

- a) Failure to comply with requirements spelt out in validity of the bid shall make the Proposal liable to be rejected.
- b) If a firm / organization or any of its member(s) make(s) an averment regarding his or their qualification, experience, or other particulars and it turns out to be false, or his commitment regarding availability for the Project is not fulfilled at any stage after signing of the Letter of Acceptance, all the members of the organization shall be debarred for any future assignments of the Directorate of Dairy Development.
- c) In case it is found the evaluation or at any time before issue of the Letter of Acceptance (LOA) that one or more of the eligibility conditions have not been met by the firm or the Team has made material misrepresentation or has given any materially incorrect or false information, the firm shall be disqualified forthwith if not yet appointed as the Consultant. If the firm has already been issued the LOA the same shall, notwithstanding anything to the contrary contained therein or in the RFP, be liable to be terminated by a communication in writing by the Director, Dairy Development, Directorate of Dairy Development, Animal and Fisheries Resources Department, Govt. of Bihar, 3rd Floor, Vikas Bhawan, Bailey Road, Patna 800015., without the Directorate of Dairy Development, Government of Bihar being liable to any manner whatsoever to the Applicant.
- d) The technical Proposal shall not include any financial information relating to the Financial Proposal.
- e) The Directorate of Dairy Development, Animal and Fisheries Resources Department, government of Bihar reserves the right to verify all statements, information, and documents submitted by the Applicant in response to the RFP. Failure of the Directorate of Dairy Development to undertake such verification shall not relieve the firm of its obligations or liabilities hereunder nor will it affect any rights of the Directorate of Dairy Development, Government of Bihar there under. Technical Bids will be opened at Director, Dairy

Development, Directorate of Dairy Development, Animal and Fisheries Resources
Department Govt. of Bihar, 3rd Floor, Vikas Bhawan, Bailey Road, Patna 800015.. The

Tendering agency will be at liberty to be present either in person or through an authorized representative at the time of opening of Technical Bid with Bid Acknowledgement Receipt.

- e) Financial Bid of only those bidders shall be opened, whose Technical Bids / Proposals are found to be suitable in the technical evaluation as mentioned in RFP. The date of financial bid opening will be intimated to the shortlisted bidders.

10. Brief Description of the Selection Process

The Agency shall be selected through an open competitive bidding process. A two-stage selection and process will be adopted in evaluating the Proposals. In the first stage, a technical evaluation will be carried out provided not less than 3 (three) Agencies appear. In the second stage, a financial evaluation will be carried out.

11. Evaluation of Bids

Prior to evaluation of Proposals, the Directorate of Dairy Development will determine whether each proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if:

- a) It is received in the specified format.
- b) It is received by the due date including any extension thereof.
- c) It contains all the information (complete in all respects) as requested in the RFP.
- d) It does not contain any conditions or qualification.
- e) It has submitted Rs. 2,00,000/- (Rupees Two Lakhs Only) as Earnest Money Deposit (EMD in the form of BG) and processing charges of Rs. 8,000/- (Rupees Eight Thousand Only) through DD.
- f) It is not non-responsive in terms hereof.

The Director of Dairy Development, Directorate of Dairy Development, Government of Bihar **reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution, or withdrawal shall be entertained by the Directorate of Dairy Development, Government of Bihar** in respect of such Proposals.

- i. The Technical Bid will be evaluated on a scale of 100. The comparative weightage for each activity of technical bid would be as below:

| Evaluation Criteria | | | | Max. Marks |
|----------------------------|--|--------------------|-------------------------------------|-------------------|
| a) | Minimum Average Annual Turnover from consulting / advisory over the last three years | | | 10 |
| | Average Annual Turnover up to Rs. 15 – 20 crores of last three years – 5 Marks | | | |
| | Average Annual Turnover more than Rs. 20 – 25 Crores of last three years – 8 Marks | | | |
| b) | Average Annual Turnover more than Rs. 25 Crores of last three years – 10 Marks | | | 10 |
| | Past experience of working as PMU/PIU / TAT/PMA in Development projects including information technology in with Central and/ or State Government | | | |
| | More than 1 assignments as PMU/Software Development in Dairy and allied sector- 10 marks | | | |
| c) | 1 assignment as PMU/Software Development in Dairy and allied sector – 5 marks | | | 5 |
| | Past experience of working as Software Development/PMU in Dairy with Central and/ or State Government | | | |
| C) | CVs and experience of key personnel* | | | 55 |
| | Position (No.) | Experience | Qualification | |
| 1 | Project Coordinator | More than 10 Years | Bachelor/Master in Dairy Science | 10 |
| 2 | Technical Project Manager | More than 5 Years | B. Tech (Computer Science/IT) /MCA | 8 |
| 3 | Software Expert | More than 5 Years | B. Tech (Computer Science/IT) /MCA | 7 |
| 4 | System Admin/DBA | More than 5 Years | B.Tech (Computer Science/IT) /MCA | 5 |
| 5 | Mobile Developer | More than 3 years | B. Tech (Computer Science/IT) / MCA | 5 |
| 6 | MIS Assistant | More than 3 years | BCA/B. Sc (Computer Science /IT) | 5 |
| 7 | Data Entry Operator | More than 2 years | Graduate | 5 |
| 8 | Call Center Executive | More than 2 Years | Graduate | 5 |
| 9 | Social Media Executive | More than 2 years | BCA/B.Sc (Computer Science/ IT) | 5 |
| D) | Approach and methodology for completing the assignment To be awarded for a thorough understanding of the requirement and innovative approaches in handling the scope of work outlined. | | | 20 |

*Evaluation Criteria of CVs and experience of key personnel detailed out in Annexure III. The evaluation will be based on qualification, Similar Experience, Experience in Similar geographical area, Govt. Experience etc. as decided by the committee.

Note: 1. The Directorate of Dairy Development, Bihar may ask to provide additional Resource, based on the need of the assignment case to case basis. Deployment of such resources would be done on mutually agreed terms and conditions.

The agency may deploy additional manpower as per actual requirement of the work. However, The CVs of only the above-mentioned personnel will be considered for technical evaluation. In case of replacement of a team member, if necessary, after the appointment of Technical Team, the substituted person should have an equivalent or higher qualification.

12. Evaluation of Technical Proposal

In the first stage, the technical Proposal will be evaluated on the basis of the criteria stated in evaluation table above. Only those Applicants having Technical Proposals score 75 marks or more out of 100 marks shall qualify for further consideration.

- i. The Agency obtaining at least **75% marks** on the basis of evaluation of the Technical Bid will qualify for evaluation of Financial Bid.
- ii. Further, the Technical Agency will be selected from the technically qualifying bidders based on selection criteria.

13. Evaluation of Financial Proposal

In the second stage, the financial evaluation will be carried out based on criteria given below:

- i. Only those bidders qualifying through the Technical Bid will be considered for financial evaluation.
- ii. The GST and other levies, if any, should be furnished as per the applicable.
- iii. In case nothing mentioned, it will be assumed that taxes/ other levies are included in the rates quoted.
- iv. The selection method is **Least Cost Method (L₁)**.
- v. The Directorate of Dairy Development would enter into a MoU with successful eligible bidder.

The Bidder shall be selected on the basis of **Least Cost Method (L₁)**, the minimum qualifying marks will 75 in technical evaluation. Financial Proposal of only those agencies will be opened which has secured minimum **75 marks**.

For financial evaluation, the total cost indicated in the Financial Proposal will be considered Inclusive GST.

Dairy Development Directorate will determine whether the Financial Proposals are complete, unqualified and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services. Omission, if any, in costing any item shall not entitle the bidder to be compensated and the liability to fulfill its obligations as per the TOR within the total quoted price shall be that of the Consultant.

Firm quoting the lowest rate will be L₁ successful bidder. In case of denial/failing to provide services by L₁ then, the work order if issued to L₁ will be cancelled and henceforth L₂ will be given opportunity to provide services on the same terms and conditions as well as at the same rate as that of L₁ Similarly, in case of denial/failing to provide services by L₂, then, the work order if issued to L₂ will be cancelled and henceforth, L₃ will be given opportunity to provide services at the same terms and conditions as well as at the same rate as that of L₁ and so on thereof.

An evaluation committee involving officers of Directorate under the chairmanship of Director would be formed to undertake the evaluation and selection process of Team.

N.B if two bidders quotes same financial bids are found to be least quote than more marks obtained by one of these two bidders under technical evaluation will be given priority subject to minimum 75 marks.

14. Award of Assignment

- a.) After selection, a Letter of Award shall be issued in duplicate by the Directorate of Dairy Development. Government of Bihar to the Selected consulting agency and the consulting agency shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in the acknowledgement thereof. The LOA shall constitute the Agreement for the purpose of the consultancy assignment.
- b.) Dairy Directorate, Bihar reserves the right to terminate LOA.

15. Terms of Payment

Payment of Professional fee will be made on monthly **basis** upon the submission of an invoice backed by Monthly Progress Reports outlining the areas covered in Terms of Reference of this RFP.

Payment of professional fees would be made **within two weeks** of submission of invoices.

| S.NO | SERVICES | Payment Terms |
|------|---------------------------------|---|
| 1 | Hardware and System Software | As per government rules. |
| 2 | Project Management Cost | The selected service provider shall be paid on Monthly basis at the end of each Month based on the Monthly invoices raised by the Service Provider, at the rates specified in the Contract. |

16. Penalty Clause

For non-Performance / Delayed performance, the following penalties may be imposed on Agency:

- a) Forfeiture of Performance Security
- b) Directorate of Dairy Development will reserve the right of performance review/evaluation of the selected agency.
- c) Deduction of 1% of fees of installment due to each week of delay or part thereof wherever any deadline is fixed subject to ceiling limit of 5% of professional fees due.

17. Limitation Of Liability

The liability of the Technical Team/Agency (whether in contract, tort, negligence,, strict liability in tort, by statute or otherwise) for any claim in any manner related to this assignment, including the work, or Services covered under this assignment, shall be the payment of direct damages only which shall in no event in the aggregate exceed the Total Contract value.

18. Performance Guarantee / Security

Performance Security shall be obtained from the selected agency (successful bidder) in the form of Bank Guarantee (**Annexure VI**) to the tune of 5% of the contract value.

After selection of suitable applicant (successful bidder), the EMD shall be refunded to the unsuccessful bidders. However, the selected applicant's EMD will be returned, without any interest, upon signing of the MoU and furnishing of the Performance Security to the tune of 5% of the total contract value.

Performance Security in the form of Bank Guarantee (to be retained by DoF) initially shall be valid till the end of this agreement (Contract) and in case the assignment extends beyond the period, the validity of the Bank Guarantee shall be suitable extended.

19. Removal and Replacement of Team members

If Directorate of Dairy Development finds that any of the Experts or Sub-consultant has committed serious misconduct or has been charged with having committed a criminal action, or if the Directorate of Dairy Development determined that a Consultant's Expert or Sub-consultant has engaged in Fraud and Corruption while performing the Services, the Consultant shall, at the Directorate of Dairy Development written request, provide a replacement. In the event that any of Key Experts is found by the Directorate of Dairy Development to have not performed as per desired standards then with a notice of one month Directorate of Dairy Development may ask selected agency to replace the said expert with an Expert who is equally qualified or has higher experience than that mentioned in the RFP.

In case the performance of Agency is found to be unsatisfactory after one year from the date of joining, then Directorate of Dairy Development reserved the right to remove the agency and will be at the liberty to replace it with the next successful bidder at the cost of the former consultant given that it completes all necessary formalities.

If the next successful bidder fails to comply with the necessary formalities, then the subsequent bidder will be given an opportunity to replace the preceding selected agency.

20. Amendment to RFP

At any prior to the closing time and date of receipt of bids, the Directorate of Dairy Development may for any reason , whether at its own initiative or in response to a clarification requested by the prospective bidders, modify the RFP document by an amendment in order to provide prospective bidder reasonable time for taking the amendment into account in paring their bids, the Directorate of Dairy Development may at its discretion, extend the last date for receipt of bids and/or make other changes in the requirements set out in the RFP.

21. Disclaimer

The Directorate of Dairy Development shall not be responsible for any late receipt for any reasons whatsoever.

22. The Directorate of Dairy Development reserves the right

a) To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the government and the objective of the scheme without assigning any reasons thereof.

b) To include any other items in the Terms of Reference at any time after consultation in the pre-bid Meeting or otherwise.

c) To facilitate evaluation of Proposals, the Directorate of Dairy Development may, at its sole discretion seek clarification from any Applicant regarding its Proposal. Such clarification (s) shall be provided within the time specified by the Directorate of Dairy Development for this purpose. Any request for clarification(s) on response thereto shall be in writing. If a bidder does not provide clarifications sought above within the specified time, its proposal shall be liable to be rejected. In case the Proposal is not rejected, the Directorate of Dairy Development may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding.

23. Right to reject any or all Proposals

Notwithstanding anything contained in the RFP, the Directorate of Dairy Development reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons thereof.

The Directorate of Dairy Development reserves the right to reject any Proposal if:

a) At any time, a material misrepresentation is made or uncovered; or,

b) The Consultant /Institution do not provide, within the time specified by the Directorate of Dairy Development, the supplemental information sought by the Directorate of Dairy Development for evaluation of the Proposal.

24. Area of jurisdiction will be Patna, Bihar.

25. Miscellaneous

The Selection Process shall be governed by, and constructed in accordance with, the laws of state and India and the Court at Patna shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Selection Process.

Office space for Technical Team/Agency shall be provided by Directorate of Dairy Development, Animal and Fisheries Resources Department, Govt. of Bihar. The consultant shall be responsible for development of MIS, website maintenance and hosting of backup application at State Data Centre/Local Data Centre/Cloud.

26. Clarifications

Any clarifications sought may be directed to Director Dairy Development, Directorate of Dairy Development, Animal and Fish Resources Department, Govt. of Bihar, 3rd Floor , Vikas Bhawan , Bailey Road, Patna 800015., Telephone No: 06122202556, Email: directordairy@gmail.com , Website: <https://dairy.bihar.gov.in>

Annexure-I

TECHNICAL BID FORM APPLICANT'S ORGANIZATION AND EXPERIENCE

A- Applicant's Organization

[Provide here a brief (not more than four pages) description of the background and organization and each associate, if any, for this agreement]

B - Applicant's Experience

[Using the format below , provide information on each assignment for which your entity, and each associate for this assignment , was contracted for carrying out consulting services to the ones requested under this assignment .]

| | |
|---|---|
| Assignment name: | Approx. value of the contract (in Rupees) |
| Country: Location within country: | Duration of Assignment (months): |
| Name of Client: | |
| Address: | |
| Start date (month/year): Completion date (month/year): | |
| Name of associated Consultants, if any: | Name of senior professional stall of your om involved and functions performed (indicate month significant profiles such a Project Director Coordinator, Team Leader): |
| Narrative description of Project: | |
| Description of actual service provided by your staff within the assignment: | |

Annexure-II

Firm's Name: _____

Description of Team

| Sl. No. | Name of Team Member/s | Proposed Position in TAT |
|---------|-----------------------|--------------------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |

Note: CV of the Team Members to be provided in the format given **Annexure-III**

Annexure-III

Curriculum Vitae (CV) of Proposed Staff (should not exceed more than 4 A-4 sheets)

1. **Proposed Position** [only candidate shall be nominated for each position]:

2. **Name of Entity** [Insert name of entity proposing the staff]: _____

3. **Name of Staff** [Insert full name]: _____

4. Date of Birth: _____ Nationality: _____

5. **Education** : [Indicate college/ university and other specialized education of staff member, giving names of institution, degrees obtained and dates of obtainment]

6. **Membership of Professional Associations:** _____

7. **Countries of Work Experience:** [List countries where staff has worked in the last ten years] _____

8. **Employment Record** : [Starting with present position , list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization , position held):

From [Year]: _____ to [Year]: _____

Employer: _____

Position held: _____

9. **Works Undertaken that Best Illustrate Capability to Handle the Tasks Assigned** the staff has been involved, indicate the following information for those one

10. **Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, qualification and experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

_____ Date: _____

[Signature of staff member or authorized representative of the staff] Day /Month/Year

Full name of authorized representative: _____

Annexure-IV

**TENDER ACCEPTANCE LETTER
(To be given on Company letter had)**

To

Sub: Acceptance of Terms & Conditions

Tender Reference No.

Name of Tender/Work _____

Dear Sir,

1. I/We have downloaded /obtained the tender document(s) for the above mentioned 'Tender/ Work' from the web sites (s) namely:

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure (s), schedule (s), etc.) which form part of the contract agreement and I/we shall abide hereby the terms/conditions / clauses contained therein.

3. The corrigendum (s) issued from time to time by your directorate / organization too has also been taken into consideration, while submitting this acceptance letter.

4. I/we hereby unconditionally accept the tender conditions of above -mentioned tender document(s)/ corrigendum (s) in its totality / entirety.

5. In case any provisions of this tender are found violated, then your directorate/ organization shall without prejudice to any other right or remedy be at liberty to reject the tender / bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully

(Signature of the Bidder, with official Seal)

Annexure-V

Financial Bid Form (Not to be filled manually)

Ref. Submission of Proposal against your RFP Reference No:
_____ Our detailed financial proposal is as follows:

(Amount in Indian Rupees)

Part - 1 Capex Cost

| S. No. | Description of Items | Licenses / Qty | Unit Rates | GST | Total Amount | Make /Models |
|---------------------------|--|----------------|------------|-----|--------------|--------------|
| A: System Software | | | | | | |
| 1 | CRM Software | 1 | | | | |
| 2 | IVRS Software (10 Channel) | 1 | | | | |
| 3 | Antivirus for Server | 1 | | | | |
| 4 | Windows OS for Server | 1 | | | | |
| 5 | MS OFFICE for Server | 1 | | | | |
| B: Hardware | | | | | | |
| 1. | Laptop System | 9 | | | | |
| 2. | All-in one PC | 5 | | | | |
| 3. | Entry Level Server | 1 | | | | |
| 4. | Laser All In One Printer | 2 | | | | |
| | Inkjet All In One Printer | 1 | | | | |
| 5. | Managed Switch 24 port | 1 | | | | |
| 6. | Online UPS 5 KVA With 1 Hours Backup | 1 | | | | |
| 7. | Structured Networking CAT 6 for 15 Points | 15 Nodes | | | | |
| 8. | Head Phone | 4 | | | | |
| 9. | Access Point D-link DWL-3200 series or above | 2 | | | | |

| | | | | | | |
|------------------------|--|---|--|--|--|--|
| 10. | Electricity & Civil work for Setup Call center & IT Infrastructure | | | | | |
| C. Connectivity | | | | | | |
| 1. | SIP Trunk | 1 | | | | |
| 2. | Toll Free No. | 1 | | | | |
| Subtotal A+B +C | | | | | | |
| GST Subtotal | | | | | | |
| Grand Total | | | | | | |

Note: Above Hardware and Software cost included 3 years warranty and renewal license.

B. Implementation Phase

| S. No. | Services Provided During Implementation Phase | Unit | Unit Cost | GST | Total |
|--------|--|----------------|-----------|-----|-------|
| 1 | Application security is audited by Cert-in empaneled agency, under Department of Information Technology, Government of India/GOB | Online Version | | | |

TOTAL CAPEX COST A+B =

Part -2 . Opex Cost

A. Post Implementation support

| S. No | Services Provided During Post Implementation Phase | Month Cost | Annual Rate | Total Cost for 3 Years |
|-------|--|------------|-------------|------------------------|
| 1 | Maintenance of the IT Infrastructure for 3 Years | | | |
| 2 | Maintenance of the system software for 3 years | | | |
| 3 | Operations and Maintenance Services for the 3 year | | | |
| 4 | Miscellaneous and Stationery expenses for 3 Year | | | |

| | | | | |
|--|----------------------|--|--|--|
| | Subtotal | | | |
| | Service Taxes | | | |
| | Total | | | |

B. Project Management Support

| S. No. | Description of Product | Qty | Rate /Month | Total Cost /Month | Rate /Annum | Rates / 3 Years |
|---------------------|---------------------------|-----|-------------|-------------------|-------------|-----------------|
| 1 | Project Co-ordinator | 1 | | | | |
| 2 | Technical Project Manager | 1 | | | | |
| 3 | Software Expert | 1 | | | | |
| 4 | Mobile Developer | 1 | | | | |
| 5 | System/Database Admin | 1 | | | | |
| 6 | Social Media Executive | 1 | | | | |
| 7 | MIS Assistant | 3 | | | | |
| 8 | Data Entry Operator | 3 | | | | |
| 9 | Call Center Executive | 2 | | | | |
| Sub Total | | | | | | |
| GST | | | | | | |
| Total Amount | | | | | | |

Total Cost in words (CAPEX + OPEX):

Total Cost in Number (CAPEX + OPEX):

Note:

1. The amount quoted by bidder is assumed to be inclusive of GST amount applicable as on date and bidder will be responsible for return the file of GST.
2. All the Hardware & Software will be handed over by bidder after contract is over to Directorate that is property's owner.

Annexure-VI

BANK GUARANTEE Format

(To be on non – judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution.)

In consideration of _____ (Bidder) submitting the Bid for Selection for Agency for implementation of dairy development schemes in Bihar, in response to the RFP Notice issued by Directorate of Dairy Development , Animal and Fisheries Resources Department Govt. of Bihar vide Tender No. being a bidder , required to deposit EMD as per (insert name of bank) hereby agrees unequivocally ,.....

Dated :and the terms of the RFP , the irrevocably and unconditionally to pay Director Directorate of Dairy Development (hereinafter referred to as "Procurer") at Patna , Bihar forthwith on demand in writing from Director Dairy Development, Directorate of Dairy Development, on behalf of Animal and Fish Resources Department , Government of Bihar any amount up to and not exceeding Rs_____ (Rupees _____ only), on behalf of _____ (Bidder).

This guarantee shall be valid and binding on this Bank up to and including _____ and shall not be terminable by notice or any change in the constitution of the Bank or the term of contract or by any other reasons whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, or agreed with or without our knowledge or consent, by or between concerned parties.

The Guarantor Bank hereby agrees and acknowledge that the Procurer shall have a right to invoke this BANK GUARANTEE in part or in full , as it may deem fit

Our liability under this Guarantee is restricted to Rs. _____/-(Rupees _____ only). Our Guarantee shall remain in force until _____ The Procurer shall be entitled to invoke this Guarantee until _____

The Guarantor Bank hereby expressly agrees that it shall not require any proof in addition to the written demand by the Procurer, made in any format, raised at the above –mentioned address of the Guarantor Bank, in order to make the said payment to the Procurer.

The Guarantor Bank shall make payment hereunder on first demand without restriction or conditions and notwithstanding any objection by the Bidder or any other person. The Guarantor Bank shall not require the Procurer to justify the invocation of this BANK GUARANTEE, nor shall the Guarantor Bank have any recourse against the Procurer in respect of any payment made hereunder.

This BANK GUARANTEE shall be interpreted in accordance with the laws of India . The Guarantor Bank represents that this BANK GUARANTEE has been established in such form and with such content that it is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

This BANK GUARANTEE shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

This BANK GUARANTEE shall be a primary obligation of the Guarantor Bank and accordingly the Procurer shall not be obliged before enforcing this BANK GUARANTEE to take any action in any court or arbitral proceedings against Bidder, to take any claim against or any demand on Bidder or to give any notice to the Bidder to enforce any security held by the Procurer or to exercise, levy or enforce any distress, diligence or other process against the Bidder.

The Guarantor Bank acknowledges that this BANK GUARANTEE is not personal to the Procurer and may be assigned, in whole or in part. (Whether absolutely or by way of security) by Procurer to any entity to whom the Procurer is entitled to assign its rights and obligations.

Notwithstanding anything contained herein above, our liability under this Guarantee is restricted to Rs. _____/ - (Rupees _____ only), and it shall remain in force until _____ with an additional claim period of thirty (30) days thereafter. We are liable to pay the guaranteed amount or any party thereof under this BANK GUARANTEE only if the Procurer serves upon us a written claim or demand.

Signature _____

Name _____

Power of Attorney No. _____

For _____ (Insert name of the Bank)

Banker's Stamp and Full Address. Dated this _____ day of _____