

Govt. of Bihar
Animal & Fisheries Resources Department
Bihar Livestock Development Agency, Patna

Short Term Request for Proposal for Selection of an agency to "Design, Develop and implement a New Website, CRM, Financial Management System, AMC & IVR with 3-Agent Call Center" for non android users" in Bihar Livestock Development Agency under Animal & Fisheries Resources Department, Government of Bihar

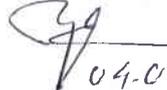
NOTICE

Bihar Livestock Development Agency, Animal & Fisheries Resources Department, Government of Bihar seeks a short term proposal from reputed firms to "Design, Develop and implement a New Website, CRM, Financial Management System, AMC & IVR with 3-Agent Call Center" for non android users".

The detailed terms and conditions for qualification of the bidders for submission of bids and selection of the consultant, roles and responsibilities of the consultant etc. are indicated in the Bidding Documents which can be downloaded from the website:-

<https://state.bihar.gov.in/ahd/CitizenHome.html>. Interested and qualified agencies are requested to submit their proposals along with supporting documents.

The bids will be accepted by hand or by post/courier at the office of "The Project Director, Bihar Livestock Development Agency, Veterinary College Campus, Patna, Bihar - 800 014. The last date for submission of bids is 05.02.2022 up to 02:00 PM. The technical bids will be opened on the same day at 03:00 PM in front of the authorized representatives of the participating bidders, who wish to be present. The bids received after due date & time will be considered as late bids and will not be opened for evaluation. Applications should be submitted in the prescribed format in sealed envelope and should be clearly labeled as "Selection of an agency to-"Design, Develop and Implement a New Website, CRM, Financial Management System, AMC & IVR with 3-Agent Call Center" for non android users".


04.01.2022
Project Director
BLDA, Patna

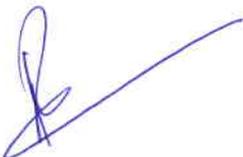
SHORT TERM REQUEST FOR PROPOSAL

SELECTION OF AN AGENCY FOR DESIGNING, DEVELOPMENT AND IMPLEMENTATION OF WEBSITE, CRM, FINANCIAL MANAGEMENT SYSTEM, AMC & IVR WITH 3-Agent CALL CENTRE FOR NON-ANDROID USER FOR BIHAR LIVESTOCK AGENCY, ANIMAL AND FISHERIES RESOURCES DEPARTMENT, GOVERNMENT OF BIHAR.

LAST DATE FOR SUBMISSION OF BID : 05.02.2022 till 02:00 PM

TECHNICAL BID OPENING : 05.02.2022 at 03:00 PM

DATE & TIME FOR TECHNICAL PRESENTATION : 05.02.2022 at 04:00 PM



SELECTION OF AN AGENCY TO DESIGN, DEVELOP AND IMPLEMENT A WEBSITE, CRM, FINANCIAL MANAGEMENT SYSTEM, AMC & IVR WITH 3-Agent CALL CENTRE FOR NON ANDROID USERS FOR BIHAR LIVESTOCK AGENCY, ANIMAL AND FISHERIES RESOURCES DEPARTMENT, GOVERNMENT OF BIHAR

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1. DEFINITIONS

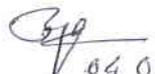
- **"Applicable Law"** means all relevant laws in force and effect as on the date thereof and which may be promulgated or brought into force and effect hereinafter in India, including judgment, decrees, injunctions, writs or orders of court, as may be in force and effect during the subsistence of this Tender Document.
- **"Bid Document"** shall mean the document submitted by the bidder, pursuant to understanding and agreeing with the terms and conditions set out in this Tender Document.
- **"Contract"** shall mean the agreement to be entered into between **BIHAR LIVESTOCK DEVELOPMENT AGENCY (BLDA), PATNA**, and the successful Bidder.
- **"Evaluation Committee"** shall mean the committee constituted by **BIHAR LIVESTOCK DEVELOPMENT AGENCY, PATNA**.

2. INVITATION FOR PROPOSAL (Short Term RFP Notice)

- i. Invitation of RFP from reputed capable Agency to **"Design, Develop and implement a New Website, CRM, Financial Management System, AMC & IVR with 3-Agent Call Center" for non android users**". Provider will act strictly as per specification, terms & conditions enumerated in this document.
- ii. **Bid Procedure:-**The Bidder should submit the proposals in two parts: **Technical Bid** and **Financial Bid**
 - a) Technical part should contain all such details as mentioned in the Bid Document and it should be kept one envelop marked as **"TECHNICAL BID" (Envelope 1)**.
 - b) Financial part should contain only the financial bid inclusive of all admissible taxes, duties and levies etc. It should be kept one envelop marked as **"FINANCIAL BID" (Envelope 2)**.
 - c) Both these separate sealed and superscripted as **"Technical Bid" & "Financial Bid"** envelops should then be sealed in a third big envelop marked as **"Design, Develop and implement a New Website, CRM, Financial Management System, AMC & IVR with 3-Agent Call Center" for non android users**" Both the inner envelopes shall indicate the name and address of the Bidder.
 - d) If the outer envelope is not sealed and marked, the tender will summarily be rejected.
 - e) Telex, cable or facsimile bids will be rejected.

The last date for submission of bid is **05.02.2022** up to **02:00 PM** at the address: **PROJECT DIRECTOR, BIHAR LIVESTOCK DEVELOPMENT AGENCY, P.O. - BIHAR VETERINARY COLLEGE, PATNA-800014, BIHAR**. The technical bids will be opened on the same day at **03:00 PM** in front of the authorized representatives of the participating bidders, who wish to be present.

The undersigned reserves the right to cancel the bid without assigning any reason.


04.01.2022
Project Director
BLDA, Patna.

The bidder is advised to study this document carefully before submitting their proposal. Submission of the proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. The Bidder should note that the purchaser reserves the right to change these dates without assigning any reason at any stage of the bidding process. This RFP document is non-transferable.

S. No.	Information	Details
1	Availability Date	From the availability on website (Can be downloaded from site)
2	Last date and time of submission of proposals / Bid.	05.02.2022 at 02:00 PM
3	Addressee and Address at which Bid is to be submitted.	PROJECT DIRECTOR, Bihar Livestock Development Agency, P.O. - Bihar Veterinary College, PATNA-800014, BIHAR
4	Place, Date & Time for opening of technical proposals.	05.02.2022 at 03:00 PM at Office of the PROJECT DIRECTOR, Bihar Livestock Development Agency, P.O. - Bihar Veterinary College, PATNA-800014, BIHAR
5	Date & time for Technical Presentation.	After opening of technical proposal.
6	Place, Date & time for opening of Financial Proposals.	Date and Time will be finalized after opening of Technical BID at office of the PROJECT DIRECTOR, Bihar Livestock Development Agency, P.O. - Bihar Veterinary College, PATNA-800014, BIHAR
7	Bid Security / Earnest Money Deposit (EMD).	EMD of Rs. 2, 00,000/- (Rs. Two lacs only) in the form of DD in favour of Project Director, Bihar Livestock Development Agency, Patna, Bihar payable at Patna.
8	Validity period of Bid Security / Earnest Money Deposit (EMD).	180 days from the date of submission of Bid.
9	Proposal Validity period.	1 Year
10	Address for Communication.	PROJECT DIRECTOR, BIHAR LIVESTOCK DEVELOPMENT AGENCY, P.O. - BIHAR VETERINARY COLLEGE, PATNA-800014, BIHAR Email-pdblda.pat@gmail.com
11	Contact person for queries.	Dr. Ajeet Sharma Mob.- 9920520712

3. DISCLAIMER

The information contained in this bid document or subsequently provided to bidder(s), whether verbally or in documentary or any other form by or on behalf of BLDA, PATNA, Animal & Fisheries Resource Department, provided to bidder(s) on the terms and conditions set out in this document and such other terms and conditions subject to which such information is provided.

By acceptance of this tender document, the recipient further agrees that this tender document may not be distributed, reproduced or used for any other purpose than the evaluation of Designing, Development and Maintenance of Website, its online applications and development of Financial Management System, AMC & IVR with 3-Agent Call Center. The recipient agrees that it will cause its directors, Partners, officers, employees and representatives and any other parties who provide services to the recipient to use the tender document for the purposes in the manner stated above.

BLDA, PATNA, may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this tender document. The issue of this tender document does not imply that BLDA, PATNA, is bound to select a Bidder and BLDA, PATNA, reserves the right to reject all or any of the bidders or bids without assigning any reason whatsoever.

4. INTERPRETATION:

In this Tender Document, unless the context otherwise requires,

- a) For the purpose of this Tender Document, where the context so admits, the singular shall be deemed to include the plural and vice versa and masculine gender shall be deemed to include the feminine gender and vice versa.
- b) References to Clauses, Recitals or Schedules are references to clauses and recitals of and schedules to the Contract and the Tender Document. The Schedules, Annexure and Addendums shall form an integral part of this Contract.
- c) Any reference herein to a statutory provision shall include such provision, as is in force for the time being and as from time to time, amended or re-enacted in so far as such amendment or re-enactment is capable of applying to any transactions covered by this Contract. Any references to an enactment include references to any subordinate legislation made under that enactment and any amendment to, or replacement of, that enactment or subordinate legislation. Any references to a rule or procedure include references to any amendment or replacement of that rule or procedure.
- d) The headings and sub-headings are inserted for convenience only and shall not affect the construction and interpretation of this Tender Document. References to

the word "include" and "Including" shall be construed without limitation. Any reference to day shall mean a reference to a calendar day including Saturday and Sunday.

5. DUE DILIGENCE

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the bid. BLDA, Patna shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

6. COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its bid and BLDA, Patna shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

7. CLARIFICATION OF BIDDING DOCUMENTS

BLDA, Patna shall make best efforts to respond to any request for clarification of the Tender Document, such request to be made in writing. Such response / clarification shall to the extent possible be made in writing. BLDA, Patna shall not be responsible for any delay including but not limited to any postal delays.

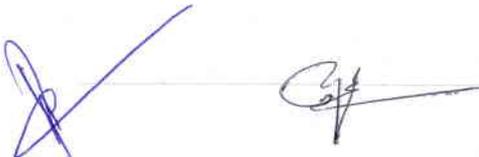
8. AMENDMENT OF TENDER DOCUMENT

At any time before the deadline for submission of bids, BLDA, Patna may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by amending, modifying and / or supplementing the same.

All changes shall be posted on website <https://state.bihar.gov.in/ahd/CitizenHome.html>. and prospective bidders are required to go through the same before submission of bid. All such amendments shall be binding on them without any further act or deed on BLDA, Patna part. In the event of any amendment, BLDA, Patna reserves the right to extend the deadline for the submission of the bids, in order to allow prospective bidders reasonable time in which to take the amendment into account while preparing their bids.

9. LANGUAGE OF BID

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Tender Document and / or the bidding process exchanged by the Bidder and BLDA, Patna shall be written in English or Hindi language only.



10. SITE VISIT

The bidder may visit BIHAR LIVESTOCK DEVELOPMENT AGENCY (BLDA), PATNA office to obtain more information and collect the required details. Bidders are requested to communicate in 3 days advance about their visit. A **maximum of 2 representatives** from the bidder's organization will be permitted.

11. GENERAL INSTRUCTIONS

- a) The Bidders are requested to read the tender document carefully. Bidder is one who has to respond to the "Software Development Services for BLDA, Patna, (Development & AMC with call centre)". The Bidder shall duly fill in all the information specified in the pre-qualification criteria specified. In the event of any additional information required by the BLDA, Patna other than that specified in the pre-qualification criteria, the Bidder to the BLDA, Patna shall duly submit such information in the prescribed time. The Bidder shall submit the Tender Document **duly signed on each page** as a part of the bid. It shall be expressly agreed herein by the bidder that he has read and understood the complete Tender Document and other documents / requirements and shall comply with the same except what is stated in specified Deviation / Non Compliance statement format.
- b) BLDA, Patna, shall reserve the right to verify the operation and performance of project by the Bidder and the Bidder shall permit BLDA, Patna to evaluate the information submitted by the Bidder with regard to Bidder's capacity. The Bidder cannot subcontract the work at any stage without prior written approval from the BLDA, Patna.
- c) Bids received with incomplete information / documents shall be rejected. Bids not adhering to Terms, Conditions, Specifications and other details as given in this document may be summarily rejected.
- d) All deviations from the Terms, Conditions and other details of Tender Document should be separately and clearly submitted.
- e) This tender document is not transferable.
- f) Modification or Withdrawal of offers is not permissible after its submission. If the offer is withdrawn before the validity period, the EMD will stand forfeited. To assist in the scrutiny, evaluation and comparison of offers, BLDA, Patna may, at its sole discretion, ask some or all Bidders for clarification of their offer.
- g) The request for such clarifications and the response will necessarily be in writing.
- h) **Award Criteria:** Technical Offers in **Envelope 1** will be evaluated first to check whether all required information and documents as specified in the Tender Document are

submitted and to ascertain whether the Bidder meets all Qualifying Criteria. The Bidders whose Technical Offers are found to be in accordance with the specifications mentioned in the tender document would be short-listed and will be called for technical presentation. **The bidders who score more than 75% in technical evaluation, only their Commercial Bids in Envelope 2 would be opened.**

- i) The Bidder should abide by the terms and conditions specified in the tender document. If Bidders submit conditional offers, they shall be liable for outright rejection.
- j) **The BLDA, Patna reserves the right to make any changes in the terms and conditions of the tender.**
- k) The offers containing erasures or alterations will not be considered. Technical details must be completely filled in. Correct technical information of the service being offered must be filled in.
- l) Filling up of the information using terms such as **"OK", "Accepted", "Noted", "as given in brochure / manual"** is not acceptable.
- m) BLDA, Patna, may treat offers not adhering to these guidelines as unacceptable.
- n) Bidders are not allowed to subcontract in any manner without written approval from BLDA and Consortium Bids are not acceptable.
- o) The Bidder should be **CMM1 level-3** level certified.
- p) Bidders are instructed to only use formats provided in the tender document. Use of any reproduced/reformatted format will lead to summarily rejection of bid.
- q) The offers, which do not fulfill any or all of the conditions prescribed in this document or found incomplete, are liable to be rejected at Department's discretion. The Department reserves the right to reject any or all offers without assigning any reason.
- r) The contract period for the AMC support shall be initially for one year, extendable for two more years on annual basis on satisfactory performance. The FMS development and implementation shall be completed in **three (3) months from the date of awarding the contract with a warranty support of nine (09) months.**

12. Qualification Criteria of the bidder

Pre-Qualification Criteria for the Assignment "Designing, Developing and implementation of Website, Web based MIS management system and Android Application based Scheme Monitoring & Financial CRM Management System, AMC & IVR with 1- call agent".		
#	Requirement Description	Supporting evidence required
1	<p>The bidder should be a Single Business Entity. (Consortium/Joint Venture will be not allowed)</p> <p>For the purpose of this Invitation for RFP document, a Business Entity shall mean a company registered in India under the Companies Act</p>	Incorporation / Registration Certificate
2	<p>The bidder shall not be under declaration of ineligibility for corrupt or fraudulent practices or deficiencies of services or blacklisted with any of the Government agencies at the time of bidding / No pending cases in this regard.</p> <p>Tender will be rejected if the tenderer failed to submit the document.</p>	A self-declaration signed by authorized signatory to be submitted.
3	Bidder should not have any non-tax litigation pending in any court in India.	A self-declaration signed by authorized signatory to be submitted.
4	Bidder should have an average annual turnover of not less than Rs. 2.00 Crores in the last three financial years	Certified copies of Audited Financial statements providing the Turn Over details for the last three financial years, viz. 2018-19, 2019-20 and 2020-21 shall be submitted.
5	Bidder should have experience of managing at least one assignment which includes Development of Website, Web based Information management System, App, and operation and maintenance for at least two years of any Govt. organization.	Work Order / Contract to be attached.

The Bidder shall submit the following additional documents in the Technical Bid:

- Certification of incorporation of the bidder and/or manufacturer/service provider. The Bidder/s shall be required to submit a true copy of its Incorporation Certificate/Details of legal status, take over/merger/acquisition/buy outs/name change etc., place of registration and principal place of business of the company or firm or partnership, etc.
- Technical schedules of goods as required by technical specifications.

- Descriptive Documents, drawings, technical notes, operating systems etc.
- The following details shall also be provided by Bidders:
 - Name & address of the Bidding Company.
 - Company's GST, PAN and Income Tax Return

13. EARNEST MONEY DEPOSIT (EMD)

- a) Bidders are required to submit **EMD of Rs. 2, 00,000/- (Rupees two lacs only)** for the bids in form of Demand Draft drawn in favor of "PROJECT DIRECTOR, BIHAR LIVESTOCK DEVELOPMENT AGENCY, PATNA" payable at Patna, Bihar.
- b) **EMD should be part of Envelope1.**
- c) The EMD is non-interest bearing and is refundable to unsuccessful bidders after one month of finalization of Tender.
- d) The successful Bidders EMD will be discharged upon expiry of "Offer Validity Period" mentioned in Instruction to Bidder.
- e) The EMD will be forfeited:
 - i. If a bidder withdraws his bid during the period of validity.
OR
 - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions.

14. OVERALL EVALUATION METHODOLOGY

BLDA, Patna shall evaluate and compare the bids determined to be substantially responsive. Any effort made by the Bidder to influence the BLDA in the evaluation/contract award decision, may result in the rejection of the Bidder's bid. BLDA intent to select the Bid that is most advantageous to BLDA and each Bid will be evaluated using the criteria and process outlined in this RFP. The Technical and Commercial evaluation of Bids shall be carried out by the BLDA, Patna. Only those Commercial Bids who qualify in the technical evaluation shall be considered.

15. EVALUATION OF BIDS

- a) The Bidding process shall be a two stage process. Prior to the detailed evaluation of the Technical Bids, BLDA shall determine whether each bid is a complete accompanied by the required information and documents and is substantially responsive to the requirements set forth in the tender document.
- b) The core technical evaluation criteria are broadly defined as under:

Technical Evaluation Criteria

Technical Evaluation and Scoring for RFP for Selection of Firm for as "Designing, Developing and implementation of Website, Web based MIS management system and Android Application based Scheme Monitoring & Financial CRM Management System & AMC with 3-Agent Call Center".				
#	Requirement Description	Supporting evidence required	Technical Marks (Max marks)	Maximum Marks
1	Experience in Software development projects handled. (One Marks for Each Assignment)	Copy of Agreement to be attached		05
2	Maximum Number of successful websites, Web based MIS Management including Operation & maintenance for minimum two years of minimum assignment Fees of Rs.25 lacs. (10 marks for each assignment)	Copy of Agreement to be attached		30
3	Experience in Development of Mobile App (05 marks for each Mobile App)	Copy of Agreement to be attached		20
4	Experience in handling Financial Management or subsidy management transactions or any ledger based functionalities through App.	Copy of Agreement to be attached		5
5	Approach & methodology and Extent of understanding of this assignment maximum 1000 Words	Maximum 5 pages	Approach & methodology for the Assignment	10

6	CV of Key Personnel in Project	CV of all the Project team members to be submitted: with the minimum qualification criteria as proposed. All CVs not having minimum criteria would be disqualified. Marking will be done on the basis of General experience, similar experience and, qualification	1. Project Coordinator 10 Marks (Experience A. 3 -5 years.-5 Marks B. More than 5 years 10 Marks) 2. Domain Expert 5 Marks (Experience A. 3 -5 years. - 3 Marks B. More than 5 years 5 Marks) 3. App Developer 5Marks. (Experience A. 3-5 years.-3Marks B. More than 5 years 5 Marks)	20
6	20 minute power point presentation of Technical Proposal, understanding of requirements and ability to respond to Tender Evaluation Committee (TEC) queries and man-power proposed ability.	Presentation to be made before the Committee		10
Total (ST)				100

- c) Technical proposals scoring **not less than 75 % of the total marks will be considered for financial evaluation. If deemed necessary, in its sole discretion to make** required variations in the cut off points for technical evaluation including criteria for technical evaluation.
- d) Based on the results of the technical evaluation, BLDA, Patna shall then proceed to open and evaluate the Financial Bid of those Bidders who qualify in the Technical evaluation. The financial evaluation will take into account the information supplied by the Bidders in the Commercial Bid, and the same shall be evaluated in accordance with the evaluation criteria specified in the tender document.
- e) **Tender Evaluation Committee:** Technical and Financial Committee of BLDA will constitute the Tender Evaluation Committee.
- f) The Tender Evaluation Committee may choose to conduct technical negotiation or discussion with any or all the Bidders. The decision of the Evaluation Committee in the

- evaluation of the Technical and Commercial bids shall be final and binding on all the parties.
- g) Any effort by a Bidder to influence the Tender Evaluation Committee's processing of Bids or award decisions may result in the rejection of the Bid.

16. UNDERTAKING

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required since no deviation will be acceptable to BLDA, Patna.

17. FINANCIAL OFFER

- a) The offer must be made by the intending bidder covering all important points mentioned in the bid format enclosed **ANNEXURE:-II** in this bid document. The financial offer may be submitted keeping in view the terms and conditions of this bid document and site conditions.
- b) All liabilities, whatsoever, on account of copy rights or any other reason, if any, shall be borne by the bidder.
- c) Any royalties or patents or the charges for the use of content, images, software's etc. thereof that might be involved in the contract shall not be paid by BLDA, Patna. The bidder only shall pay for such claims without putting any financial burden on BLDA, Patna.

18. PERIOD OF VALIDITY OF BIDS

Bids shall remain valid for **180** (One hundred eighty) days after the date of bid opening prescribed by BLDA. BLDA, Patna holds the right to reject a bid valid for a period shorter than **180** days as nonresponsive, without any correspondence.

Extension of Period of Validity:-

In exceptional circumstances, BLDA, Patna may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the EMD.

A Bidder granting extension of validity will not be permitted to modify his technical or commercial bid.

19. COMMERCIAL BID REQUIREMENTS

Financial bid envelope should be separately sealed and super scribed as "FINANCIAL BID" (**Envelope 2**). It shall then be placed with "Technical Bid (**Envelop-1**)" in an outer big envelope.

- Both the inner envelopes shall indicate the name and address of the Bidder.
- If the outer envelope is not sealed and marked, the tender will be summarily rejected.

- Telex, cable or facsimile bids will be rejected.
- The price i.e. offer must be made by the intending bidder covering all important points mentioned in the bid format enclosed **ANNEXURE-II** in this bid document. The financial offer may be submitted keeping in view the terms and conditions of this bid document and site conditions.
- All charges should be exclusive of GST, Service taxes, etc. if any. Taxes should be quoted separately applicable as on date.
- The decision of successful bidder will be made after taking into consideration the combined rates of all three components/Activity of commercial bid. Rate tendered by a party for only one component will not be considered and shall be rejected.
- If the Financial proposals are same for one or more Firms then firm getting higher marks/score will be declared successful.

20. DELIVERABLES

Bidder has to handover the Source Code, Patches & Releases (If any), Application Software, All content used in the Designing of the Website, along with Technical Documents, user Manual, functional Manual, installation guide and any other if required for creation of development environment and hosting, launching of the FMS application with call centre details for BLDA, Patna for the purpose of copyright and intellectual properties.

The application developed as well as any up gradation carried out in the existing website or online applications, shall comply with the necessary Internet Security guidelines with call centre details. The charges for making any corrections towards the feedback received from NIC/NIC-empanelled Internet Security Auditors for this up gradation or FMS shall be borne by the successful bidder.

21. TRAINING AND MAINTENANCE SUPPORT:

Bidder will provide training at BLDA, Patna to 10 staff members. No any extra charges payable for this.

The selected Bidder shall ensure that services of a professionally qualified person are available for providing comprehensive on-site maintenance and administration of hardware and software for a period of one year (hardware and system software).

In the event of network break down or failure at any stage, protection available, which would include the following, shall be specified.

- i. Diagnostics for identification of hardware failures
- ii. Recovery/restart network.

The Bidder should maintain stock of critical components to meet Service Level Agreement (SLA). The comprehensive maintenance would be inclusive of all spares need to be replaced.

The Bidder shall guarantee the availability of spares for a period of at least one year in respect of all the hardware and software.

The Bidder shall post minimum one engineer at head quarter, during the period of one years of maintenance.

The contract period for the AMC support shall be initially for one year, extendable for three more years on annual basis on satisfactory performance with mutual consent.

Bidder has to indicate CAMC (Comprehensive Annual Maintenance Cost) during post warranty of one year. However, this cost will not be considered during evaluation of Financial Bid.

22. HARDWARE REQUIREMENT AND MINIMUM CONFIGURATION:

The website, the 2 mobile applications, IVR software and the proposed FMS application shall also be hosted at server or at BLDA, Patna premises.

Bidder should provide the Requirement of Space for Minimum Hardware Configuration, third party software, tools, required for the successful deployment of the all application.

23. COPYRIGHT AND TRADEMARKS:

Successful bidder shall handover all the software and graphics to BLDA, Patna for the purpose of copyright and intellectual ownership. On the bottom of every page a link navigating to information page regarding copyright shall be given.

24. MILESTONES AND PAYMENT TERMS

For the purpose of payment the total quote submitted by bidder will be considered in major three parts {I, II, III}.

Advance Payment: No provision of advance payments under any circumstance.

I. For Activity 1. Design, Develop and implement a New Website, Web based MIS & Android Application Based Financial CRM Management System:-

- a. The efforts and timeline should be separately mentioned against milestones like functional understanding, design, development, testing, implementation and training.
- b. The total financial management system should be implemented within **3** months from the date of award of contract, and warranty Support required to be extended for another period of **09 month**.
- c. The expected project schedule to have the following deliverable components against each milestone:

S.NO.	Activities to be performed under	Calendar Months	Release of Payment on % age of total cost

1	Submission of functional requirements document to BLDA for Approval.	15 Days	NIL
2	Delivery of technical design document, prototype of the complete software applications along with sample data and report Formats.	15 Days	
3	Delivery of developed and Tested functional software applications.	One Month	
4	Trial and security audit of functional applications – to be done along with BLDA and get approval from BLDA.	15 Days	40%
5	Implementation, migration of existing data and making the system live, training to user groups at BLDA, Patna /HQ, user & technical manual, source code.	15 Days	50%
6	Warranty Support	12 months	10%

II. For Activity 2. AMC Support for Website/CRM /application and customer care:-

- a. The total support cost for these components shall for a period of one year.
- b. The payment release against these activities shall be on a monthly basis, on rendering satisfactory services on completion of each quarter.

III. For Activity 3. Customer Care Management Supply, Operation, maintenance with IVR based 3-Agent Call Center Provider:-

- A. Payment to the successful bidder, who has been awarded the contract /purchase order shall be made as follows and submission of relevant invoices, delivery challans etc.
 - a. 80 % within 30 days of installation testing and commissioning IVR based call centre.
 - b. Remaining 20% after three months of functioning of the project. However, Bidder can claim this 20% against submission of BG of equal amount, valid for 12 months from the date of SITC & start of O&M.

25. OTHER TERMS AND CONDITIONS:

- a. **Guarantee/Warranty:-**All programming as delivered carries a one year warranty.
- b. **Contract time period:** For Activity 1 it shall be 3 months and 09 months of warranty support.

The contract period for AMC Activity 2 shall be one year after post warranty.

The contract period for Call centre Activity 3 shall be One year from the date of awarding of the contract.

The contract period for the AMC support and Call centre with IVR shall be initially for one year, extendable for three more years on annual basis on satisfactory performance with mutual consent.

26. FORCE MAJEURE

Notwithstanding the conditions of the Bid, the Bidder shall not be liable for forfeiture of its performance guarantee, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of BLDA, Patna either in its sovereign or contractual capacity, wars or revolutions, fires, floods, earthquakes, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the qualified Bidder shall promptly notify the BLDA, Patna in writing of such conditions and the cause thereof. Unless otherwise directed by BLDA, Patna in writing, the Bidder shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. BLDA, Patna may terminate this contract, by giving a written notice of minimum 30 days to the Bidder, if as a result of Force Majeure the Bidder being unable to perform a material portion of the services for a period of more than 60 days.

27. RESOLUTION OF DISPUTES.

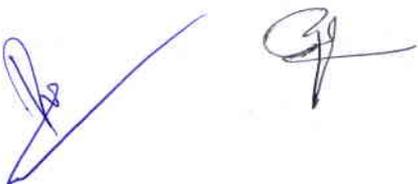
The dispute resolution mechanism shall be as follows:

- a) In case of dispute between BLDA, Patna and the successful bidder, if not resolved amicably, same shall be referred to adjudication / arbitration in accordance with Indian Arbitration and Conciliation Act 1996.
- b) If such dispute arises then either party may forthwith give to the notice in writing of such dispute to other party and shall be referred to the adjudication of an arbitrator in accordance with Indian Arbitration and Conciliation Act 1996.
- c) The Secretary, Animal & Fisheries Resources Department, Patna will be arbitrator.
- d) The decision of the arbitrator shall be final and binding upon both the parties, i.e. BLDA, Patna and the successful bidder.
- e) All unresolved disputed matters will have the jurisdiction of Patna, so far as legal and court matters are concerned.

28. AWARD OF CONTRACT

BLDA, Patna right to accept any Bid and to reject any Bid or all Bids Not withstanding anything stated herein, BLDA, Patna reserves the right to accept full or part of the Bid or reject any Bid, and to cancel/annul the bidding process and reject all Bids at any time before the award of the Contract.

29. NOTIFICATION OF AWARD / NOTIFICATION TO BIDDER



The Bidder whose Bid has been accepted shall be notified of the award by the BLDA, Patna prior to the expiration of the period of validity of the proposal, by registered letter/email/Post. The Bidder shall acknowledge in writing, the receipt of the Letter of Acceptance and shall send his acceptance to enter into the Contract within 15 (fifteen) days from the receipt of the Letter of Acceptance.

30. SIGNING OF AGREEMENT

Pursuant to the Bidder acknowledging the Letter of Acceptance, the Bidder and BLDA, Patna shall promptly and in no event later than 15 days from the date of acknowledgement of the Letter of Acceptance, sign the Contract. BLDA, Patna shall have the right and authority to negotiate certain terms with the successful Bidder before signing of the Contract.

The signing of the Contract shall amount to award of the Contract and the Bidder shall initiate the execution of the work as specified in the Contract.

31. EXPENSES FOR THE CONTRACT

All incidental expenses of the execution of the Contract/ Agreement shall be borne solely by the successful Bidder and such amount shall not be refunded to the successful Bidder by the BLDA, Patna.

32. FAILURE TO ABIDE BY THE CONTRACT

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of BLDA, Patna with such penalties as specified in the Bid Document and the Contract.

33. TERMINATION OF CONTRACT

Termination for Default BLDA, Patna may, without prejudice, to any other remedy for breach of Contract, by prior written notice of default sent to the Bidder, terminate the Contract in whole without assigning any reason if the qualified Bidder fails to perform any other obligation(s) under the Contract. If the Bidder is in material breach of the representations and warranties contained in this Contract.

34. GOVERNING LAWS

The laws of Republic of India shall govern the Tender Document and the Contract.

35. CONTENTS OF TECHNICAL ENVELOPE -1 (TECHNICAL BID)

- a. Technical Bid Covering Letter on the letter head. **(ANNEXURE-I)**
- b. Letter of Undertaking regarding acceptance of terms and conditions.
- c. Document of Constitution of the firm/company.
- d. Copy of the experience statement supported by documents establishing clearly three years experience in designing and development and maintenance of website.
- e. Clearly mentioning list of websites developed in last three years with their URL and

client details.

- f. List of Customers and their contact details for which Software Applications have been developed related to Financial Management.
- g. Declaration regarding being not blacklisted by any govt. offices/govt. undertaking/organizations.
- h. Power of attorney in non-judicial stamp paper in original as per requirement.
- i. **DD/BG of EMD of Rs. 2, 00, 000/- (Rs. Two lacs only) drawn in the name of "PROJECT DIRECTOR, BIHAR LIVESTOCK DEVELOPMENT AGENCY "payable at Patna, Bihar.**
- j. Details of minimum hardware configuration, third party software, operating system environment etc. of proposed technical platform for FMS.
- k. ISO 9001:2015 Certificate.
- l. **Operational office address in Bihar, if not submit an undertaking that "within 21 days of award of Contract, they will set up a functional office in Bihar along with registration under Bihar GST".**
- m. All supporting documents/information sought under Section 12, "QUALIFICATION CRITERIA OF THE BIDDER", but not covered above.

36. AUTHENTICATION OF BID

The original and all copies of the Bid Document shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. A duly stamped Power of Attorney accompanying the Bid Document shall support the letter of authorization. The person or persons signing the Bid Document shall sign all pages of the Bid Document, including pages where entries or amendments have been made.

37. VALIDATION OF INTERLINEATIONS IN BID

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

38. SEALING AND MARKING OF BIDS

The copies of the Technical Bid shall be placed in sealed envelope 1 clearly marking "**Technical Bid**". The Commercial Bid shall be placed in separate sealed envelope 2 clearly marking it as "**Financial Bid**". The two envelopes shall then be placed in third envelope, which shall also be appropriately sealed and marked as "**Design, Develop and implement a New Website, CRM, Financial Management System, AMC & IVR with 3-Agent Call Center for non android users**".

39. ADDRESS FOR SUBMISSION OF BIDS

Last date of submission of bid is 05.02.2022. Bids complete in all respect shall be delivered to – THE PROJECT DIRECTOR, BIHAR LIVESTOCK DEVELOPMENT AGENCY,P.O.-BIHAR VETERINARY COLLEGE, PATNA-800014.



In addition to the above, the inner envelopes shall indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".

40. RESPONSIBILITY OF BIDDER

If the outer envelope is not sealed and marked as required, BLDA, Patna will assume no responsibility for the Bid's misplacement or premature opening.

41. REJECTION OF BID

The Bid Document shall be submitted in the form of printed document. Bids submitted by Telex, fax or email would not be entertained. Any condition put forth by the bidder not conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

42. LATE BIDS

Any bid received by BLDA after the deadline for submission of bids prescribed by BLDA will be summarily rejected and returned unopened to the Bidder. BLDA shall not be responsible for any postal delay or non receipt / non delivery of the documents. No further correspondence on this subject will be entertained.

43. OPENING OF TECHNICAL BIDS

OPENING OF BIDS:

BLDA will open all Technical Bids on Date **05.02.2022 at 03.00 PM**. The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for BLDA the bids shall be opened at the appointed time and location on the next working day.

ANNOUNCEMENT OF BIDS:

The Bidder's names, bid modifications or withdrawals and the presence or absence of requisite bid security and such other details will be announced at the opening. No bid shall be rejected at bid opening, except for late bids.

BIDS NOT CONSIDERED FOR EVALUATION:

Bids those are rejected during the bid evaluation process shall not be considered for further evaluation, irrespective of the circumstances.

44. OPENING OF COMMERCIAL BIDS

Commercial Bids will be opened and compared after the technical evaluation. The commercial bids will be opened only of those bidders, who will score above 75% in



technical evaluation. The name of bidder, bid prices, total amount of each bid, etc. shall be announced by the BLDA at the Commercial Bid opening. The BLDA will prepare minutes of the Commercial Bid Opening.

The decision of successful bidder will be made after taking into consideration the combined rates of all three components/Activity of commercial bid. Rate tendered by a party for only one component will not be considered and shall be rejected.

If the Financial proposals are same for one or more Firms then firm getting higher marks/score will be declared successful.

45. CLARIFICATION OF BIDS

To assist in the evaluation, comparison and an examination of bids, BLDA may, at its sole discretion, ask the bidder for a clarification of its bid including breakup of rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, BLDA reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder.

46. COMPLETENESS OF BIDS

BLDA, Patna will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document.

47. RECTIFICATION OF ERRORS

Arithmetical errors will be rectified on the following basis:

If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the bidder does not accept the correction of errors, his bid will be rejected and his EMD may be forfeited.

Terms of Reference

1. Background

The Livestock sector plays key role in providing livelihoods to rural households in Bihar. Bihar has 131.35 lakh breedable bovines against 231.82 lakh bovines in Bihar according to 20th Livestock census during 2018-19, 98.18 lakh tones of the milk were produced in Bihar which is 5.2 % of the total milk produced in the country. Milk production in the region was increased by only 10.15% during the last four years against 28.08% increase in the country. This is indicative of poor implementation of breeding programme in these



States. Bihar's Cattle and Buffalo animal wealth is around 6.60 percent of total Cattle and Buffalo population in the country as per the figures of Dept. of Animal Husbandry, Dairying and Fisheries, GOI and NDDDB, Anand, Gujarat. In 2018-19, total milk production of the State was estimated to be 9818 thousand tones, which amounted to 5.24 % of the national milk production which indicates that average productivity per animal in Bihar is lower than all India average. Per capita availability of milk in Bihar during 2018-19 was 251 g/day, as compared to 163 g/day in 2006-07. During this period the all India average increased from 251 g/day to 394gms/day. Crossbreds contribute 42% of the total milk produced in the state from Dairy animals, whereas buffaloes in the state produce only 10.1% of the total milk produced in the state. Average productivity of Crossbreds in the state is only 6.11 kg per day against 7.95 kg per day per animal in the country and Non-descript cattle in the state is only 2.94 kg per day against 3.01 kg per day per animal in the country. This is indicative of poor quality of semen is being used in crossbreeding programmes being implemented in the state. Average productivity of buffaloes is lowest in the state and is only 4.39 kg per animal per day against average productivity of 5.62 kg in the country. Thus, programme for buffalo breeding shall be re-oriented on an immediate basis.

State AHDs they have uniform presence in AI services, while the dairy cooperatives, non- governmental organizations (NGOs like BAIF), and some private agencies usually function at the regional level. The livestock service delivery by dairy cooperatives in developing countries is very helpful in overcoming access barriers, information & services to small- holders. While the operations of NGOs like BAIF and JK trust are based on the funds received from the sponsoring agencies, some private players provide AI services through freelance AITs who charge farmers to generate revenue for their service. The data of work done and impact is not available to deptt.

The present day AI delivery systems in many parts of the country require a critical introspection & analysis to identify the major issues for improvising its organizational framework and/or mode of operation. The major issues are as below-

1. Quality of semen:
2. Quality of Service:
3. No mechanism for animal identification, data retrieval and analysis:
4. Lack of proper heat detection and treatment of reproductive diseases before insemination:
5. Lack of Information to farmers:
6. Absence of feedback mechanism:
7. Multiple AI delivery agencies:
8. Non Adherence to state breeding policy Current AI coverage is low and only 19.10 % of breedable bovine females are under AI coverage in the state against 35% of the breedable bovine females under AI coverage in the country. This is the major reason for low productivity of all the categories of animals in the State. In Bihar 11274 AI centers are required for effective AI coverage and at present only 5925 AI centers are available in the State. Therefore, there is need for massive AI extension programme in order to enhance milk production and productivity.

For enhancing AI coverage assistance is also required for establishment of additional 11274 MAITRIs (Mobile AI Technicians). These technicians will deliver AI services, veterinary first aid and govt. sponsored vaccination, mass deworming and other programmes at the farmer's doorsteps. The MAITRIs will also act as insurance agent and agent for sale of cattle feed.

Now it is proposed that existing milch animals will be improved genetically using semen of recognized indigenous breeds such as Gir, Sahiwal, Red Sindhi, and Tharparkar. Besides crossbred semen of F1, F2 generations will also be used for breeding existing crossbred population. Exotic blood

level will be maintained in line with State Breeding Policy. The AI services shall be provided to the farmers at their door-steps because the farmers prefer not to take their animals to the AI centre causing stress and fatigue to the animals and affecting the conception rate. However, the willing farmers will receive the service at the AI centers also

The proposed programme will cover all the districts of the state and all categories of cattle and buffalo owners will be assisted under the scheme. The project will be implemented over duration of five years. It is proposed to perform 283.45 lakh AI by all AI centers including old centers. During the project period in the state covering 99.21 lakh animals. The project will lead to increase AI coverage from present level of 19.10 % to 71.35 % of the breedable bovine females

The programme will run on "no profit no loss" basis only to assure self sustainability of MAITRIs. Under the proposed programme recurring AI consumables will be provided to village centers of MAITRIs on cost basis. MAITRIs will charge Rs. 70 from ST/SC and Rs. 100 from others for AI services. An additional charge for service delivery at door steps depending on distance covered will be automatically calculated by App. Cost per dose of semen is expected to be Rs 40 per straw which includes cost of AI Accessories, transportation and storage. Approximately 283.45 lakh AIs are required be performed in the state in 05 years. Recurring funds required for procurement of semen doses, LN2, AI Accessories and subsidy at the rate of Rs. 30 per AI in case of farmers of SC/ST category is taken into consideration. Incentive to AI worker for Confirmed Pregnancy (CP) @Rs50/CP and Incentive to AI worker for Calf Born @Rs50/Calf after data uploading. Funds (500.00lakh) once received for recurring expenses will be used as revolving funds for ongoing years.

Economic Benefit:

- Additional 283.45 lakh AIs will be performed in the region leading to birth of 99.21 lakh calves and 49.60 lakh females will be added to the milch herd of Bihar.
- Thus additional 148.81 lakh tones of milk will be added annually from 49.60 lakh additional high yielding milch animals produced under the programme. Additional amount of Rs 44643.88 cores will be added to the rural economy of the region.
- Dairy farmer's income through sale of milk will be increased by 3 to 4 folds as average herd size in the country is 1 to 2 milch animals. Income of the farmers will also increased by many folds through sale of breeding stock or dairy animals to other farmers in the State or outside the State.
- Milk production in the state will grow at a much faster rate about 10% per year against the present growth rate of 3% per annum. Growth in milk production will be sustainable and will be continued over the years with the proposed investment.

Action Plan:

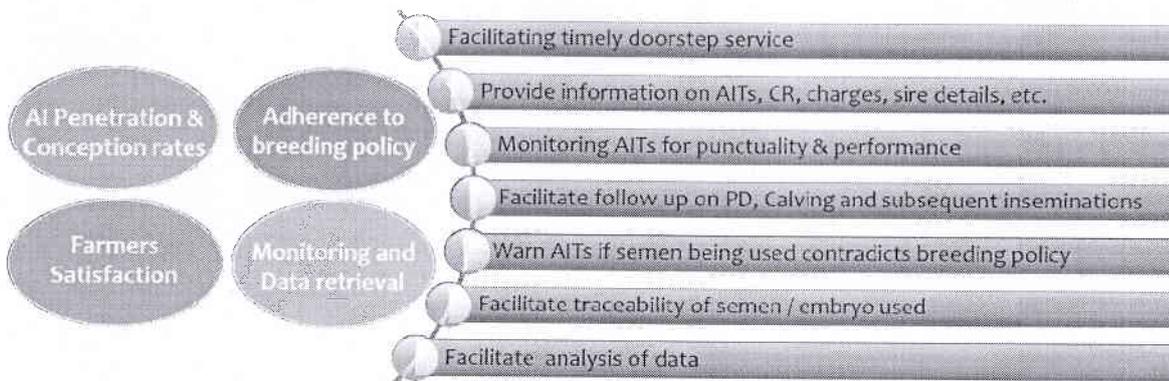
8.1 Artificial Insemination:

- 5222 AI technicians (Departmental and MAITRIs) working in the area and newly established MAITRI (11274) will be engaged for delivery of AI services at the farmers doorstep.
- AI technician will perform AI following SOPs and MSPs formulated by Government of Ind. Bihar Animal Breeding policy will be followed by MAITRIs.
- AI technicians will be given one day orientation in AI technique in order to achieve higher conception rates and trained in uploading data on our data base.

The details of farmers and animals will be registered and recorded via App and server in our data base. Also the activities of work done / selection of options, sale and purchase etc. will be automatically recorded in the database that will be synced to INAPH.

2. Project Requirement

Considering the above requirements, a Next Generation AI delivery system may be developed by designing a farmer friendly mobile app, taking a clue from operation of Mobile app based Cab services and OLX in big cities, an integration of the mobile app with call centre (for non android users) and data base is to be done. The operational idea of the next generation AI delivery system is summarized in the figure:



The whole Assignment will be divided into three parts -

1. Designing, Developing and implementation of a new Website, CRM, Financial Management System AMC Support for Website/CRM /application and customer care.
2. Customer Care Management Supply, Installation, Operation, maintenance with IVR system.

2.1 Scope of Work -

The Scope of Work will be divided into three parts-

- A. Designing, Developing and implementation of a new Website, CRM, and Financial Management System including AMC Support for Website/CRM /application and customer care.
- B. Customer Care Management Supply, Installation, Operation, maintenance with IVR system.
- C. A new login of doctors is to be added in the AI worker's App. It is for doctors just like AI workers. The farmers can request for a veterinary doctor either on call or can demand at home service from his app and the nearest doctor will get notification and the doctor has to respond accordingly. In that, review system should also be integrated where farmers and doctors can give review feedback after checkup. The name of the doctors who responded most and their rating should be visible to DAHO dashboard. Doctor's registration should be separate. In this app, the veterinary doctor has to enter all the details of the animals and it will be stored as checkup history of that animal.

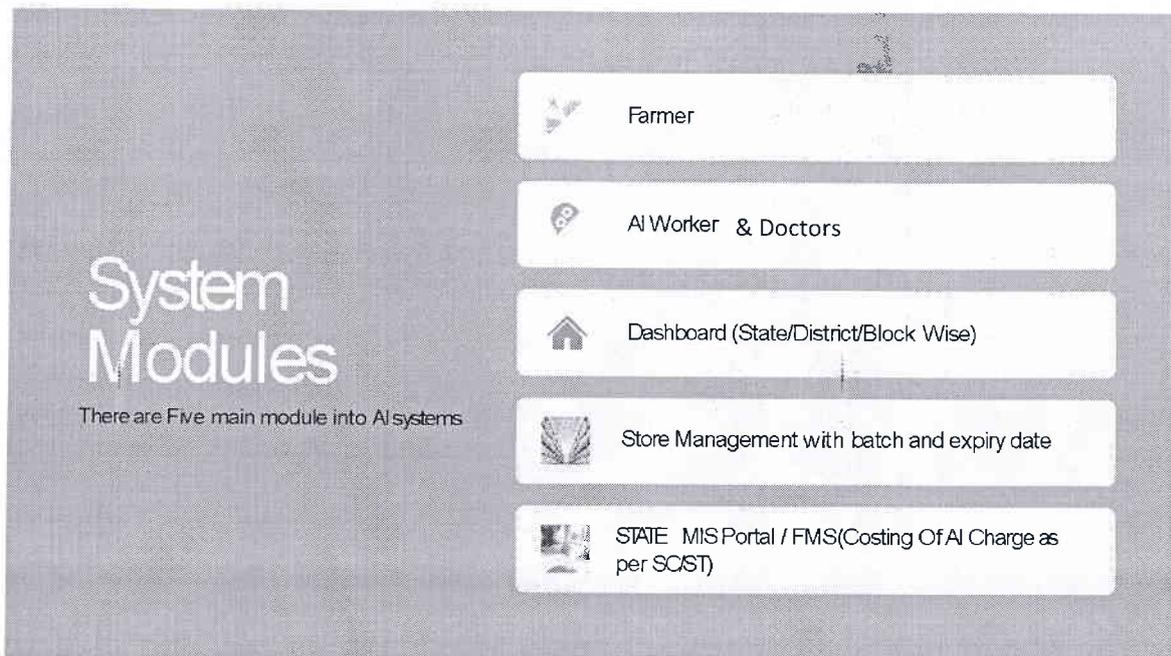
The detailed scope of work is as follows-

A. Designing, Developing and implementation of a new Website, CRM, Financial Management System

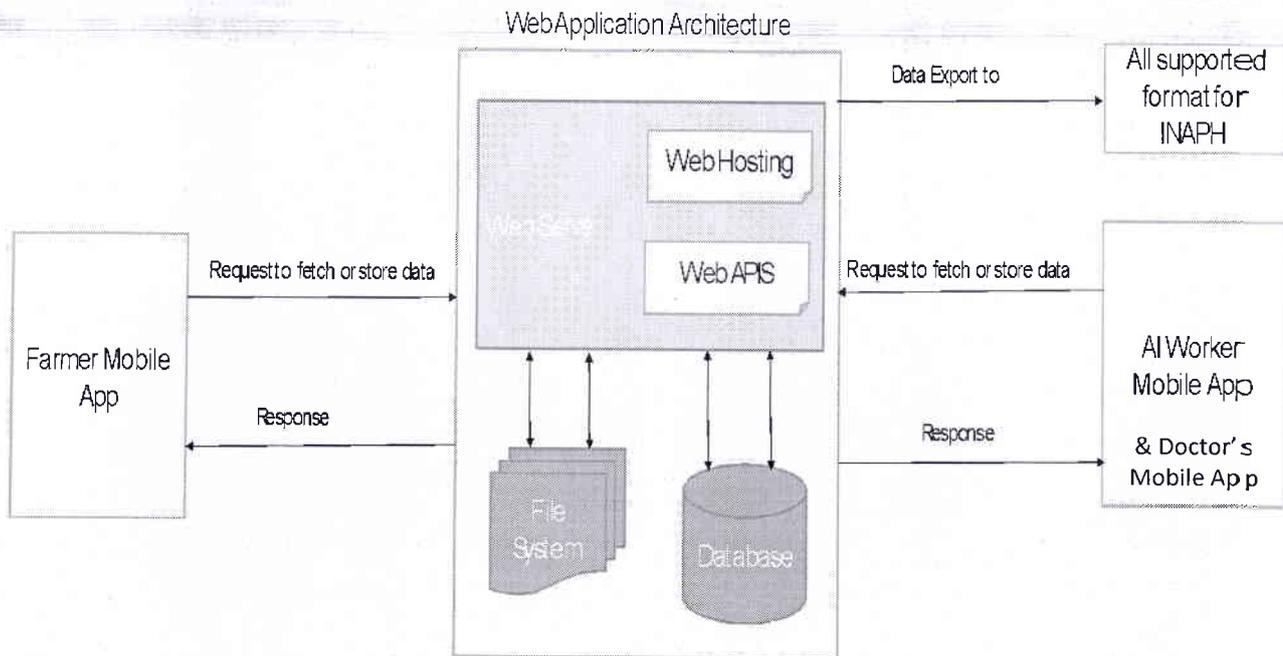
The application Architecture will be as follows -

The system contains below main modules:

1. Android App for End-User(Farmer)
 2. Android App for AI Worker & Doctors (separately)
 3. Website for Admin
- SUPER-LEVEL WEB DASHBOARD (ADMIN).
 - DEPOT WEB DASHBOARD (INVENTORY MANAGEMENT).
 - DISTRICT LEVEL WEB DASHBOARD (PRODUCT & PRICING MANAGEMENT & CREATE ORDERS).
 - AI WORKER (ANDROID APP) (STOCK MANAGEMENT, FARMER ORDER PROCESSING, LEDGER).
 - FARMER (ANDROID APP) (VIEW AND CREATE BASIC INFO AND CATTLE INFO, PLACE NEW ORDER, INFORMATIONAL PAGE, SUPPORT CENTER AND CATTLE PURCHASE AND SALE, CATTLE EXPERT SYSTEM COMPRISED OF DECISION SUPPORT SYSTEM, HEALTH ADVISORY, INFORMATION SYSTEM).



System Architecture



➤ **Application Development Activities envisaged**

- i. System Analysis and design
- ii. Creating app UI
- iii. Creating a database
- iv. Creation of APIs for connections PREFERRED IN NODE JS
- v. Cloud hosting(with Linux OS)
- vi. Connection of the UI with database
- vii. Real time tracking system should be integrated
- viii. UA Testing the app
- ix. White Box Testing
- x. Publishing the app for rollout.

➤ **Mobile and Web Platform Requirement**

Sl. No.	Platform Support (OS)	OS Version	Display Support
1.	Web app	Chrome , Mozilla	Not Applicable
2.	Android	6 and Above (latest Version available)	(320 x 480 mdpi) and above For android phones and tabs

➤ **User Interface Requirements**

1. All icons must be crisp, clean, and distinguishable and should be as per guidelines of mobile application platform.
2. All buttons and objects must be reactive to touch and work as intended.
3. All functions must stay within the mobile platform boundaries.
4. All data must be easily viewable on different Mobile platform matrices given above.
5. English, Hindi will be the default language/ bi-lingual
6. The design/User Interface of the mobile applications should be flexible enough for multiple themes/skins
7. Free downloads from Google play store.
8. Data representation through graphs and bar charts etc.

➤ **Technology Requirements and Deliverables**

1. Mobile App development should be in Native languages, responsive, dynamic, online and robust mobile application which is to be supported on smart mobile phones and tablets with android OS an including future versions of the mentioned OS.
2. Vendor will setup and deploy CMS application and Database to cloud server in India with interface via secure login for database update & vendor may also be required to provide
3. Facility to import data from predefined parameters in excel format into the database. The selected vendor will be required to provide a quarterly report for hosting uptime.
4. Vendor has to ensure the development of mobile applications as per guidelines issued by Application stores. For ex: Google play.
5. The test plans, test cases and results for each of the phases will be shared by the vendor with BLDA.
6. Vendor has to share the Design Documents based on the BLDA Requirement document for BLDA Review & Sign-off.
7. Application Code, Web API's to be handed over to BLDA
8. Deployment document to be provided
9. Node js should be used as a backend API for mobile apps and dashboards
10. Cloud server OS should be Linux.
11. Database should be in Mysql.
12. React Frontend will be appreciated

➤ Training

For the effective uses of the supplied software/application licenses & their functionalities, the selected vendor must compulsorily provide classroom training for BLDA officials.

Following training needs are to be provided by Vendor as part of the scope:

- (1) Content Management Training
- (2) Deployment & Hosting Training
- (3) Application Submission Training
- (4) IVR dashboard Training

FUNCTIONALITIES:

● **FARMER APP (Farmer will download application from play store.)**

- Login and sign-up with personal details. (after registration request farmer mobile number will be verified using OTP/Aadhar Verification)
- Add Cattles
- Request order AI worker for A.I. and P.D.
- Schedule vaccination/ semen time
- Help and support
- Informative page (Information regarding Feeding, Deworming, Vaccination and Availability of different types of semen with their MSP detail).
- Get details about the nearest AI worker with the help of GPS.
- Get update notifications
- Feedback
- Order history
- Billing section
- cattle information system integrated(Decision support system it will contain breed, housing management, fodder production, feeding management, breeding management, Disease control, calf management Health Advisor which contain profuse salivation, swollen udder and information system)
- Notification for repeat A.I., P.D. and calving.
- Notification regarding animal health camp.
- Should work in offline mode to can sink data once connected with internet

● **AI WORKER & DOCTORS**

- Login using id
- Request frozen semen doses / treatment and related items order from district level
- View / process order
- Track/ query farmer(AI worker/doctors can see distance between his current location and location of AI request)
- Billing section(fixed AI /treatment charge + transportation charge)
- Help and support
- Informative dashboard(AI worker can get any notification from government department
- When any new request will assign to AI worker then he will get notification on his mobile number
- Order history

- Notification for repeat A.I., P.D. and calving it will be confirmed by the respective farmer too in order to get 2 way authentications.
- Rating after feedback from farmers.
- Stock management that what they buy with master
- ledger facility in which they can see amount will paid to GOB after deducting various incentive (AI, PD, calf registration)
- Tagging of new cattle and merging it to INAPH.

- **CRM MODULE**

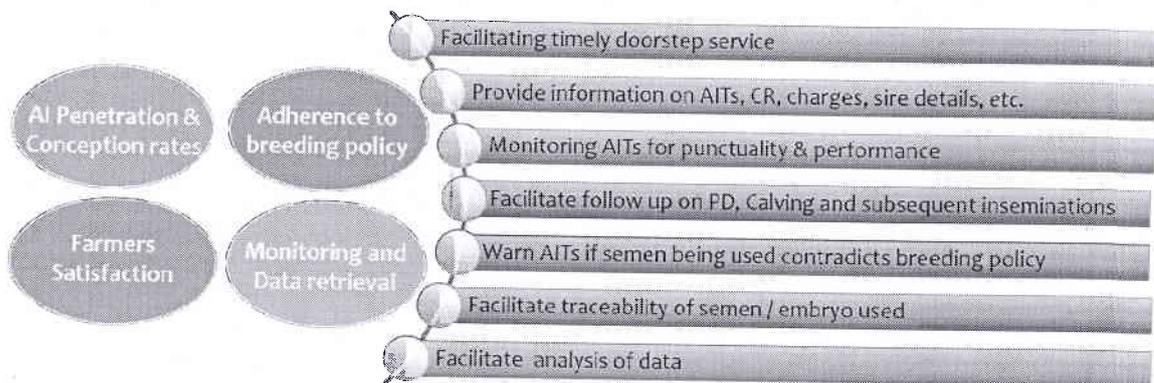
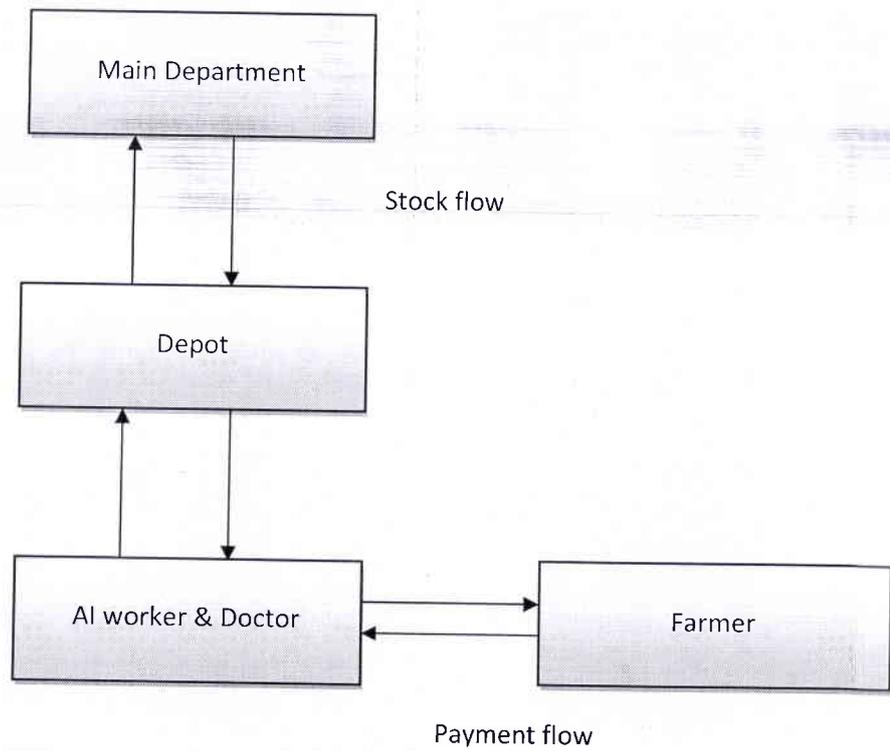
- Stock / inventory management
- financial management of stock and AI worker ledger with incentive system
- Track / manage AI workers(real time tracking)
- Billing / invoice management
- Help and support admin
- Feedback
- Farmer / AI worker reporting
- Create / modify / delete new AI worker
- Inventory reporting
- Billing reporting
- Request / place order from depot
- Centre officer can see list of completed request of specific time period using this menu
- Officer can see detail status of any completed request
- District wise filtration of report

- **DEPOT WEB APP**

- Manage / edit lower level users
- Reporting for lower level users
- Manage complete inventory system
- Manage / track billing and payments with incentive for AI workers
- Manage / track supply chain of stock(of gloves, semen ,liquid nitrogen)
- Track cattle sale
- Notification management
- Informational management
- Support management and tracking

FMS

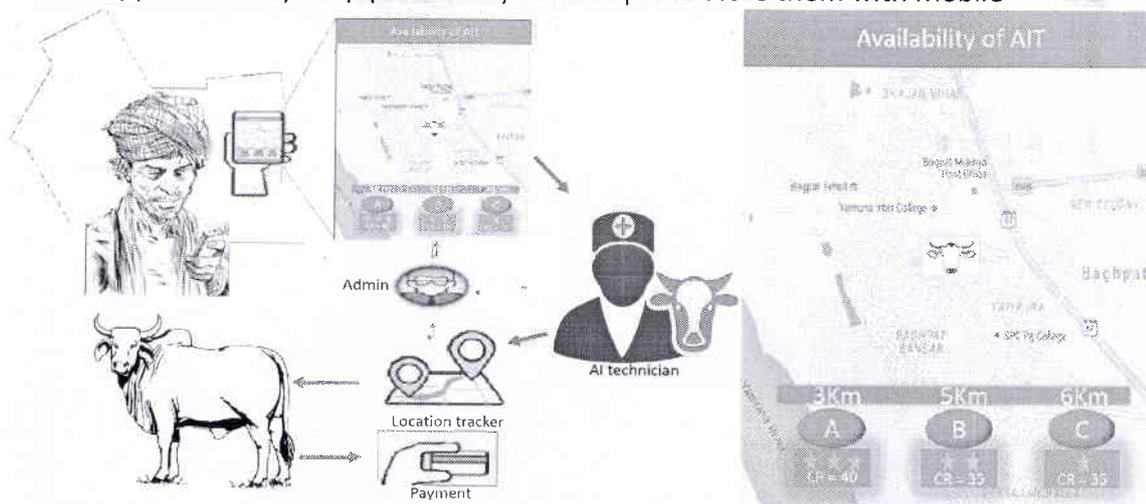
- Manage all stock entry level wise(Main->depo-> Ai worker->farmer)
- Whole ledger should be accordingly managed and filterable (Main->depo-> Ai worker->farmer)
- The money transaction should be recorded(either online payment ,cash)
- The online payment gateway with UPI integration should be for managing online payment.
- Manage / track billing and payments and every transaction should have unique id and should be end to end traceable.
- Cash payment module should be also maintain if user is unable to use online payment method
- Monthly, weekly and day wise report should be generated
- Notification to the whole system when payment is done.
- in AI worker app individual ledger should be also there
- Stock management flow/Payment management flow



BENEFITS OF AI MANAGEMENT SYSTEM:

- Real-time Inventory tracking.
- Managed Supply Chain tracking and analytics for better decision making.
- An approach to make farmers more aware through this digitized process.
- Get a real-time view of your data flow.
- Stay up to date, anytime, anywhere.
- Stay updated with real-time SMS notification.
- Powerful system features such as breed, Semen tracking, and A.I. Charges payment are at fingertips.

- Real time tracking of AI workers to see if they are working efficiently or not.
- Real time monitoring of funds and incentive of AI worker
- fraudulent in AI will checked
- Full reporting of AI, PD, and calf registration report state wise, district wise and block wise.
- Connect your all store to automatically import and categorize transactions. Sync with other apps and easily snap photos of your receipts to store them with Mobile



Operational model for the next generation AI delivery system

B. Designing, Development, Implementation and support of Financial Management System

PRESENT SYSTEM:

This receipt and utilization of funds happens at different intervals in a financial year.

Along with the budget allocation from ANIMAL & FISHERIES RESOURCE DEPARTMENT, GOVT. OF BIHAR also receives grants and other sources.

The budget amounts received from these sources (ANIMAL & FISHERIES RESOURCE DEPARTMENT) are utilized for offering subsidy and financial assistance under following schemes:

- Technology Development and Transfer
- Market Information Scheme

The same fund is also utilized for the purpose of Strengthening Capabilities of BLDA which includes the operation expenses like Pay & Allowances, other administrative expenses such as Travel, Medical expense reimbursements, of the officers and staff located in the Head Quarters and all other state nodal centers.

The utilization of these funds is used for the following major areas:

- Pay, expenses, and other administrative expenses of Head Quarters get disbursed through Strengthening Capabilities of BLDA, PATNA.

- Pay, expenses, and other administrative expenses of BLDA State Centers meet out from the MIS Scheme.
- All other sundry expense heads go from Major Head - Strengthening Capabilities of ANIMAL & FISHERIES RESOURCE DEPARTMENT, GOVT. OF BIHAR

The yearly statutory reports for financial and auditory requirements are prepared annually. At present, this financial management is being done manually.

ii **FUNCTIONAL REQUIREMENT:**

- a. It is proposed to design, develop and implement a web based financial management system to:
 - i. Manage, allocate and monitor fund receipt from ministry/other sources like application fee, interest earned, etc.
 - ii. Monitor and reconcile the release/utilization of funds under various schemes and expense heads.
- b. The proposed financial management system should become part of the existing BLDA Intranet available.
- c. This solution should be having independent set of access control & role management features through which the access can be restricted to few set of users within BLDA as well as extend facility for officers from Ministry to login into the same system for monitoring the fund utilization and also do required approval online, if required.
- d. This system should allow Financial Division at Head Quarters, to allocate funds to each Nodal Center against each of the expense heads.
- e. On disbursement of expenses, the nodal centers should be able to update the same through an online utilization section.
- f. This system should be able to allow booking the expenses by the HQ and nodal centers through standard book keeping practices.
- g. The system should cater to the needs of preparing annual balance sheet and books of accounts for the purpose of statutory and audit purposes.
- h. The nodal centers should be able to seek change or request for additional fund or reallocation of fund between multiple schemes or expense heads to head quarters
- i. The financial division at head quarters should be able to receive such requests, review them, update relevant approval notes, and release additional fund to nodal centers, against the request they have made.
- j. The developed software should be having capability of tracking financial years
- k. System should have facility to switch to previous financial years, purely for MIS and reporting purpose.
- l. The receipt and utilization should be strictly against the current financial year.
- m. The system should also have provisions to perform the following tasks:
 - i. Pay & allowances module
 - ii. TDS calculation and document preparation module
 - iii. Advances Central Register – interest and non-interest bearing
 - iv. Printing of all cheque.
 - v. Preparation of statutory / other documents as per government prescribed formats:
 - Balance sheets.
 - Income / Expenditure Accounts.
 - Receipts & Payments Account.
 - Complete Schedules.

C. Enhancements and up-gradation of online applications and website:

The existing applications that have been developed and running at this moment, needs to have the following enhancements and up gradation to meet with the growing needs of BIHAR LIVESTOCK DEVELOPMENT AGENCY for incorporating new features.

1. Database storage, optimization and improvement
2. Application tuning and performance improvement
3. Submission and fixing up reported issues of periodical security audit as per norms
4. Creation of Mirror Backup for Live Application and database between BLDA Website and the staging server of (BLDA) and responsibility of keeping them updated from time to time.
5. Enhancement of existing data presentation through visually enriching charts, graphs and pictorial representations and maps on all running management / analytical reports of all the modules, wherever applicable.
6. Translation of existing website by incorporating all scheduled Indian Languages using automatic or manual method, and ensure that the translated website pages does not misrepresent the existing content provided in the English version. Charges for Translation and creation of One A4 Size HTML/PDF/MS-Word document with average 300 words per page into any of the official Indian Languages for translation in any Indian Language may be quoted separately.
7. Implementation of SSL Certificate on BLDA Website and doing required amendments on all online applications to enable SSL based access.

A. IVR system with proper Dashboard for IVR related reporting

CALL PROCESS:-

1. Caller/Farmer calls to the IVR.
2. IVR Software speaks to caller and register his/her request details on software.

AT CALL CENTRE: - BACK-END

1. The request transferred to nearest AI worker or respective related staff on her mobile app.
2. The AI worker can see request on app and attained farmer request at door step.
3. AI worker can generate report agent wise for performance check of agent and various MIS input.
4. This report can be generated daily/weekly/monthly/yearly.

PRE REQUISITE – TO BE PROVIDED BY BLDA

1. Phone number provided by us.
2. Questions and expected answer with result for IVR

TO BE PROVIDED BY SERVICE PROVIDER

Major components of IP PBX based IVR system:

- IVR System must include IP PBX functionalities, VoIP extensions, inbound call handling.
- Voice recorder for recording of extension conversation
- Real Time Dashboard
- Multi-Lingual Support
- DID management
- Gateway/Trunk Management



- Blacklist & White list
- Easy to Configure Routing Rules
- Advanced ACD with Recording Option
- Playback Extensions
- Multi Level Interactive Voice Response (IVR)
- Music On holds
- Call Hold & Call Pickup
- Office hours and non office hours definition
- Sign on, Sign off for extensions
- Call pickup, Call disconnect
- Consultation hold
- Call conference
- Working day & non working day definition
- IP PBX should have facility to identify dropped calls
- Powerful Reporting
- Multi User Login
- Missed Call Notification
- Do Not Disturb (DND)
- Presence & BLF

IVR System MIS Reports:

The following MIS reports should be generated related to the employee operation in the BLDA:

- Main Call Summary Report
- Channel wise Call Count Report
- IVR Detailed call log report
- Hourly usage Report
- Service usage Report
- Total data entry through IVR
- Queue wise Report
- Queue Online Status
- Recorded Calls

Technical Specification for Call Centre Solution & equipment	
The Call Centre Solution shall be Platform independent	
The Call centre solution shall allow agents to answer calls through PC soft client or IP hard Phones	
It should have the facility to integrate with database/CRM if required in future by License upgrade.	
It should be Operating System Independent Agent Desktops	

Integration with 3rd party Payment Gateways	
Integration with 3rd party Databases	
Facility to customize your own reports	
Single click Excel download	
Reporting on mobile via GPRS	

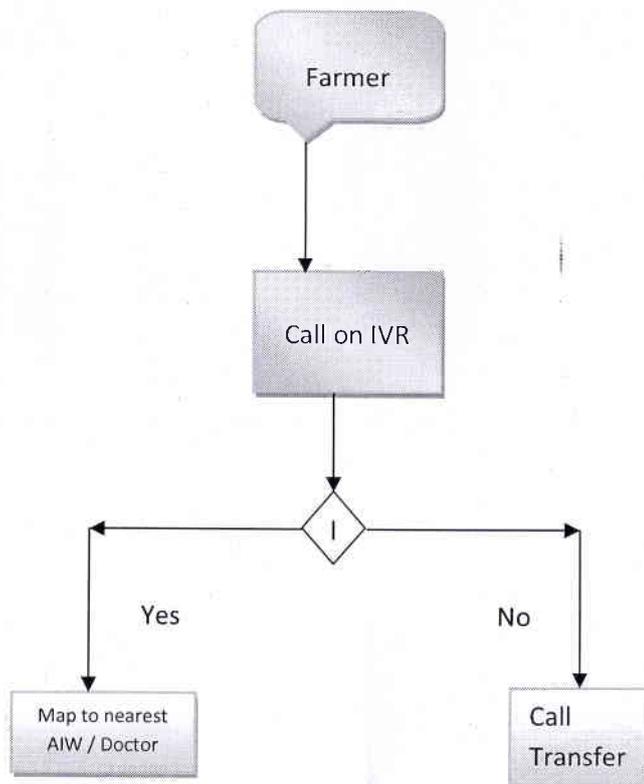
How IVR and 3-Agent will manage offline registration process:

1. Case If farmer had registered but don't have facility to book AI worker

If a farmer is calling to our IVR number it should ask their id if the farmer is already registered then IVR should automatically redirect that id to the nearest AI worker.

2. Case if Farmer has not registered on app

On call it will ask unique id if they don't have then they will click on no and will automatically redirected to our caller agent for further information



[Handwritten signatures]

IVR performance criteria:

- a) Direct Farmer, New Registration, Support, complaints against any agent.
- b) Abandoned Call percentage < 2 %;
- c) Adherence to Schedule > 90%;
- d) Up time– 90%;
- e) Can handle 1000 calls concurrently.
- g) Call Handling Quality (will be evaluated monthly) using sample through voice logger for each Agent > = 90 % of Agents with “A” grade and the rest 10 % of Agents with “B” grade – grading will be as per BSNL requirements
- h) And will be done by the contractor / call center manager.
- i) Penalties will be levied as detailed below:
- j) Penalty = (Affected down hours) x (Rate per up hour)

Requirement of Manpower Resources

The manpower requirement will be as below-

S. No	Position Details	Qualification & Experience	Nos	Period	Location of Deployment
1	Project Coordinator	Education: Full Time MCA/B.Tech/B.E. from a reputed institute Total Experience: At least 3 years in IT domain should have more than 2 years of experience of handling such large projects as a project manager Languages known (Read, Write and Speak): Hindi, English Excellent writing, communication, time management and multi-tasking skills	1	3 years	Patna with travelling throughout Bihar
2	Project Manager Cum Software Expert	Education: MCA/B.Tech/B.E. from a reputed institute Total Experience: At least 3 years in IT domain should have more than 2years of experience of handling such large projects as a project manager Languages known (Read, Write and Speak): Hindi, English Excellent writing, communication, time management and multi-tasking skills	1	3 Years	Patna with Extensively travelling throughout Bihar

3	App Developer	Education MCA/B.Tech /B.E. from a reputed institute Total Experience: At least 3 years in App Development should have more than 2years of experience of handling such large projects as a project manager Languages known (Read, Write and Speak): Hindi, English Excellent writing, communication, time management and multi-tasking skills	1	3 Years	Patna
4	System Administrator	Qualification: B. E. / B Tech. (Computer Science/IT) / MCA / MS (IT) from recognized institute, Full time Experience: Minimum 3 years of LAN/WAN Administration	1	3 Years	Patna
8	IT Assistant	Qualification: Graduate preferably BCA /B tech/MCA /B.Sc. IT with very good Computer Skills	4	3 years	Based At the HO and Districts

The Manpower can be increased as per the requirement on the basis of the cost proposed in the financial proposal

Note: CVs of all the Key personnel (S.No. 1 to 6) to be submitted in annexure-A (All bids comprising key personnel's CVs not having minimum criteria would be disqualified)

The selected agency shall not change the Key personnel whose CVs have been given in the proposal in case of any change which is beyond the control of the company and is inevitable, the same will require prior written intimation and consent of the department. Any change, without permission of the department, in the personnel so deployed initially shall be liable to a penalty of 1 month of remuneration of that resource and shall extend to each such change thereafter.

SLA (Service Level Agreement)

The purpose of this Service Level Agreement is to clearly define the levels of service which shall be provided by the Service Provider to the DST office for the duration of this contract.

Category of SLA

This Service Level Agreement document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Service Provider shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the Provider shall be reviewed by Department that shall:

- Regularly check performance of the Service Provider against this SLA
- Review of statistics related to rectification of outstanding faults and agreed changes
- The tools to measure the operational service levels and reports of the Software will be provided by the department.

The SLA is to be observed in a phased manner. The SLA has been logically segregated in the following categories:



- c. Deployment SLA - SLA is applicable as per the scope for development, deployment.
- d. Operational SLA – SLA applicable after the acceptance of the Software and the entire support period of the project.

Liquidated Damages & Operational SLAs

Liquidated damages

In instances of delay by the Service provider, against the timelines specified in the Implementation timelines specified above, the Department will be entitled to charge 0.1% of contract value for delay of every month or part thereof, subject to a cap of 1% of the contract value.

Performance Parameter	Expected Performance	Measurement Methodology	Penalty
Website and app up time (Daily app up time shall be at least 90%)	>=90%	Server uptime should be present by service provider on demand	Resolution time as measured from the time the issue is raised by user/department
Response Time of the app pages	>=2sec	The response time should be maintained by service provider and on demand should out up a report	Nil
Work around resolution time for app related issues	a. <= 24 hrs. of resolution time in case of any functional issues b. <= 72 hrs. for any complains obtained from the users regarding functionality on	Resolution time as measured from the time the issue is raised by user/Department appointed IT personnel/admin etc.	Nil




CURRICULUM VITAE (CV)

Position Title and No.	
Name of Expert	
Date of Birth	
Country of Citizenship/Residence	

Education:

University/Institute	Degree/Diploma	Year Joined	Year Completed

Employment record relevant to the assignment:

Period	Employing organization and your title/position. Contact information for references	Country	Summary of activities performed relevant to the Assignment

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work):

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant's Team of Experts	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks

Expert's contact information:

Email:

Phone:

Certification:




I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client.

Name of Expert

Signature

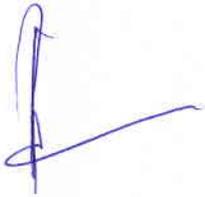
Date

{DD/MM/YY}

Name of authorized
Representative of the Consultant
(The same who signs the proposal)

Signature

Date



ANNEXURE-I

TECHNICAL BID COVERING LETTER

To _____

Date: _____

**The Project Director,
Bihar Livestock Development Agency
P.O- Bihar Veterinary College, Patna
Patna - 800014, Bihar.**

Ref: _____

Subject _____

Dear Sir

We, the undersigned, hereby offer to render the services to The Project Director, Bihar Livestock Development Agency, P.O- Bihar Veterinary College, Patna - 800014, Bihar (India) with the requirements defined in the Request for Proposal (RFP) dated [specify date], and all of its annexure, as well as the Terms and Conditions:

We have attached all the documentary evidence as specified and asked in the tender and we confirm that all information provided are true to best of my knowledge and any manipulation found at any stage would lead to disqualification of my bid at any stage.

**For and on Behalf of
Authorized Signatory**



FORMAT FOR PRICE BREAKUP

RFP Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Name:

Designation:

Phone/Mobile No:

E-mail:

Telephone No(s):

Fax No.:

1. **Subject: Price bid for Designing, Developing and implementation of Website, Web based MIS management system and Android Application based Scheme Monitoring & Financial CRM Management System, Software Services (AMC & Development) and IVR based Call centre"**

Sir,

We, the undersigned Bidders, hereby propose to provide the price breakup as under:

Sl. No.	Item Description	Quantity	Rate Per Unit	Total Price
1	Design, Develop and implement a New Website, Web & 2 Android Application Based Financial CRM Management System.			
	1. Cloud Server Charge (monthly)			
	2. SMS For notification (10 Lakh)			
	3. Voice call for notification (5 Lakh)			
	4. Payment gateway integration			
2	AMC Support for Website/CRM /application and customer care for running online software applications (one year after post warranty)			
3	Customer Care Management Supply, Installation, Operation, maintenance & IVR with 3-Agent Call Center" for non-android users"			
Total				
GST				
Grand Total				
Total Cost in Figures :				
Total Cost in Words :				

Note: The bidders should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

Reproduced/ re-word-processed formats or Tenderers/Bidders own formats for the price bids will disqualify the Bid. However, the Tenderers / bidder can reproduce exactly the same format for clarity in filling due to shortage of space.

2. Bid Pricing

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders as stated in bidding document.

3. Bid Price

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in attached with our proposal as part of the Financial Bid.

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

Thanking you,

Yours faithfully,

(Signature)

Name and Designation

Seal :-

Date :-

Place :-

Business Address:-

