



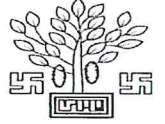
Bihar State Panchayat Resource Institute
बिहार राज्य पंचायत संसाधन संस्था

Panchayati Raj Department, Government of Bihar

4th floor, New Secretariate, Vikas Bhawan, Patna-800015, Tel: 0612-2219175

Email:- info.bgsys@bihar.gov.in, Website: www.bgsys.bihar.gov.in &

<https://state.bihar.gov.in/biharprd/CitizenHome.html>



Request for Proposal (RFP)

For

AI Based Dashboard along with Chatbot Solution Providers

For Panchayati Raj Department, Government of Bihar.

E-Bid Reference:

Issued by:

**Bihar State Panchayat Resource Institute,
Panchayati Raj Department (PRD), Government of Bihar**

Contact Us:

**New Secretariat, Vikas Bhawan,
Patna – 800015, Tel: 0612-2219175**

<https://state.bihar.gov.in/biharPRD/CitizenHome.html>

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Ref. No.: SPRC/PROC/M&E/1172/2025/1275

Date: 05/05/2025

Inviting Request for Proposal (RFP)

Inviting open online E-Tender "For Selection of an Agency for "AI Based Dashboard along with Chatbot Solution Providers for BSPRI, Panchayati Raj Department, Government of Bihar". Bids must be submitted in both Online and Offline mode.

The detailed terms and conditions for qualification of the bidders for submission of bids are indicated in the Bidding Documents which can be downloaded from PRD website: <https://state.bihar.gov.in/biharprd/CitizenHome.html>, BGSYS website: bgsys.bihar.gov.in & upload in e-proc portal www.eproc2.bihar.gov.in Interested agencies are requested to submit their proposals along with supporting documents and non-refundable tender fees of Rs 5,000/- (Rs five thousand Only), Processing fee Rs 590/- only and EMD Rs. 10,00,000/- in online mode only (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) on or before, 17/06/2025, by 03:00 PM.

The hard copies of all uploaded documents (technical only) must be submitted in the prescribed format, in sealed envelopes duly signed by authorized signatory & separately labeled as: 'For Selection of an Agency for AI-Based Dashboard along with Chatbot Solution Providers for BSPRI, Panchayati Raj Department, Government.

(CEO cum Project Director)
BSPRI, Panchayati Raj Department

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SECTION – I: INVITATION TO RFP

1.1 RFP Notice

This document is for “RFP for Design, Development, Implementation, Hosting and Maintenance of On-premise AI model for NLP & Voice based Dynamic Dashboard” to BSPRI, Panchayati Raj Department, Government of Bihar.

The bidder shall be responsible for providing all types of services and updates as mentioned in this document & Scope of Work.

The bidder, who intends to participate in this bid, is required to follow the below mentioned stages:

- Pre-Bid Conference
- Technical & Financial Bid Submission
- Opening of Technical Proposal
- Evaluation of Technical Proposal
- Presentation & Proof of Concept (PoC) / Solution Demo on proposed Solution, Approach & Methodology
- Opening of Financial bids of all qualified bidders
- Incomplete/conditional proposals will be treated as non-responsive and will be rejected.
- The bids must be submitted through the prescribed format explained in this document.
- BSPRI , Panchayati Raj Department reserves the right to reject any or all the proposals in whole or part without assigning any reasons.
- This RFP document is not transferable.
- Financial bids of only those bidders who qualify based on evaluation of technical bids will be opened

1.2 Datasheet

Sl. No.	Description	Date/details
1.	Tender document fee	Tender fee of Rs. 5,000/- and processing fee of Rs.590/- The fees will have to be paid online through https://eproc2.bihar.gov.in portal
2.	Earnest Money Deposit (EMD)	Rs. 10,00,000 to be paid online mode only through https://eproc2.bihar.gov.in portal.
3.	Issue of tender document on the e-tender Portal / Department's Website	08 of May 2025
4.	Receipt of the Pre-Bid Queries	16 May 2025 at 02:00 PM through email only (email: info.bgsys@bihar.gov.in)
5.	Pre-Bid Meeting	16 May 2025 at 03:00 PM
6.	Online Proposal Submission Due Date	17 June 2025 at 03:00 PM
7.	Opening of Technical Proposal (online)	17 June 2025 at 04:00 PM
8.	Technical Presentation date	To be notify - technically qualified bidder on Prequalification Criteria.

Sl. No.	Description	Date/details
9.	Opening of Financial Proposal	To be intimated later - technically responsive bidder only.
10.	Issue of LoA	7 days from the opening of Financial Proposal
11.	Signing of Agreement	30 days from the issue of LoA

Note:

- BSPRI, Panchayati Raj Department reserves the right to change any schedule of bidding process. Please visit website <https://eproc2.bihar.gov.in/EPKV2Web/> and BSPRI website mentioned in the document regularly for the same.
- Proposals must be received not later than time, date and venue as mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this selection process.
- The mode of submission of bid is only through sealed and in the format prescribed.
- Any future Corrigenda/Information shall be posted only on the websites <https://eproc2.bihar.gov.in/EPKV2Web/> and <https://state.bihar.gov.in/biharBSPRI/CitizenHome.html>.
- Rejected / disqualified bidders would only be intimated post final selection of successful bidder/ completion of Bid process.
- The bidder must carry an authorization letter to attend any meeting at BSPRI.

SECTION – II: INSTRUCTION TO THE BIDDERS

2.1 Definitions

- 2.1.1. "Applicable Law" means the laws and any other instruments having force of law in India from time to time.
- 2.1.2. "Proposal/bid" means proposal submitted by bidders in response to the RFP issued by BSPRI, Panchayati Raj Department for selection of Service Provider.
- 2.1.3. "Competent Authority" means the Director, Panchayati Raj Department.
- 2.1.4. "Committee" means committee formed by the BSPRI, Panchayati Raj Department for the purposes of processing and evaluation of this bid
- 2.1.5. "Contract Value" means the price payable to the selected firm/company under the Contract for the complete and proper performance of its contractual obligations.
- 2.1.6. "Service Provider" / "Agency" means any private or public entity, which will provide the services to Panchayati Raj Department under the contract.
- 2.1.7. "Contract" means the Contract signed by the parties along with the entire documentation as specified in the RFP
- 2.1.8. "Day" means Working day. A period of 24 hours running from midnight to midnight and the calendar day applicable to India
- 2.1.9. "Effective date" means the date from which the contract comes into force and effect.
- 2.1.10. "Government" means State Government of Bihar.
- 2.1.11. "BSPRI" means Panchayati Raj Department, Government of Bihar.

- 2.1.12. "BSPRI" means Bihar State Panchayat Resource Institute
- 2.1.13. RFP for Selection of agency for providing Digital Campaigning services across Assembly and Parliamentary constituencies prescribed.
- 2.1.14. "Intellectual Property Rights" means any and all copyright, moral rights, trademark, patent and other intellectual and proprietary rights, title and interest, world-wide, whether vested, contingent or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create, derivative works form, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter computer memory or otherwise use any portion or copy in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.
- 2.1.15. "Services" means the work to be performed by the agency pursuant to the selection by BSPRI and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by BSPRI.

2.2 Introduction

- 2.1 Panchayati Raj is being implemented in Bihar State with unambiguous policy and intention to see that community at large may participate in strengthening Panchayati raj and in the development journey of government.
- 2.2 In pursuance of the provisions made in the 73rd Constitution (Amendment) Act, 1992, the Bihar Panchayat Raj Act, 2006 has been enacted, which provides for establishment of Gram Panchayat at village level, Panchayat Samiti at Block level and Zila Parishad at District level. At present, 8053 Gram Panchayats, 533 Panchayat Samitis and 38 Zila Parishads are functional in the State. Gram Panchayats are divided into wards, which are approximately 1.15 lacs in number. In addition to establishment of three-tier Panchayats, a Gram Katchahri has also been established at each Gram Panchayat for dispensation of justice at the doorsteps of rural populace.
- 2.3 The Government of Bihar, as part of its vision of decentralization, is committed to endow the Panchayats with such powers and authority as may be necessary to enable them to function as vibrant units of local self-government and be converted into empowered, inclusive, transparent and accountable entities.
- 2.4 Apart from providing reservation to members of Scheduled Castes, Scheduled Tribes and Backward Classes in seats of members and chairpersons of three-tier Panchayats and Gram Katchahry, fifty percent horizontal reservation has been provided to women belonging to both reserved and general categories. To usher in decentralization at the grassroots level, along with provision of Gram Sabha at the Gram Panchayat level, Ward Sabha has been created at each Ward level under the chairmanship of the Ward Member. The Ward Sabha, through Ward Implementation and Management Committee, implements several important schemes of public importance assigned to the Ward by the Gram Panchayat. Vigilance committees have also been formed at each ward level to keep close watch on

qualitative implementation of schemes and render appropriate counsel to the ward/Panchayat. Panchayats at the different levels have been entrusted with the responsibility of carrying out important functions and duties with regard to various subjects described in the Eleventh Schedule of the Constitution. For the purpose of hand holding and ease in working, the Panchayati Raj Department, Government of Bihar, from time to time, issues advisory and necessary directions with respect to Standard Operating Procedures to Panchayats.

2.5 The Department has the responsibility to implement Special Centrally Sponsored Schemes. In order to effectively pursue the mandate, the Department maintains regular coordination with the Government of India in the Ministry of Panchayati Raj, Planning Commission, State Finance and Planning Departments for the release of funds under various schemes. The Panchayati Raj Institutions are also fully involved in the planning, execution the monitoring of schemes at the field level. The Chief Executive Officers at Zila Parishads coordinate and implement the Panchayati Raj Department scheme up to the district level. At the Block Level – BPRO and other staff also help to execute the schemes. The Panchayati Raj Institutions – Gram Panchayats, Panchayat Samiti and Zila Parishad have a substantial role in the formulation and implementation of the various scheme.

2.6 Vision

BSPRI, The Government of Bihar, as part of its vision of decentralization, is committed to endow the Panchayats with such powers and authority as may be necessary to enable them to function as vibrant units of local self-government and be converted into empowered, inclusive, transparent and accountable entities.

3. Eligibility Criteria - Prequalification Criteria

The bidder(s) who satisfy the following qualification criteria shall be eligible to participate in the bid process. Offers received from the bidder(s) who do not fulfill all or any of the following qualification criteria are liable to be rejected.

SL. No	Basic Condition	Eligibility Criteria	Supporting Documents to be Submitted
1	Legal Entity	The bidder should be registered entity in India under Indian Companies Act 2013 Bidder should have completed at least 5 years in India as on bid submission date.	The copy of certificate of Incorporation issued by the registrar of the Companies or relevant document.
2	Company Documents	The Bidder should have all applicable Registration certificates viz., Company Registration certificates including GST, card, PF, ESI (if applicable)	1. Copy of PAN Card 2. Copy of GST Registration Certificate
3	Blacklisting	Bidder should not be blacklisted by any Central / State Government / PSU as of date of submission of this bid.	Self-certified letter by the authorized signatory
4	Turnover	The Bidder should have average annual turnover of minimum Rs 05 Crores for the last three financial years (2021-22, 2022-23 & 2023-24)	The complete set of audited Financial Statements for financial years 2021-22, 2022-23 & 2023-24 to be submitted.
5	Project Experience	Must have experience in at least three IT/ITES project in government/PSU in the last 5 years	a. Copy of Work Order. b. Copies of Completion/ proof of completion/ Proof of Go- Live / Satisfactory certificates issued by the clients
6	Manpower	The Bidder should have at least 50 technical manpower on its payroll.	Self- declaration from the HR Head should be submitted.
7	Certifications	The Bidder should have the following certificates: (1) ISO 90001 Certificate (2) CMMi Level 3 or above	Copy of valid certificates.

Once appointed with BSPRI, the service provider must define guidelines with regards to message flow, infrastructures, data security, analytics, and ownership of the processes. A dedicated team must be appointed by the service provider to BSPRI for technical and administrative support.

2.7 Documents Comprising Bid Proposal

The response submitted by the bidder shall comprise the following documents:

- Tender Fee of Rs. 5,000/- in online mode only through <https://eproc2.bihar.gov.in> portal.
- EMD of Rs.10,00,000/- in online mode only through <https://eproc2.bihar.gov.in> portal.
- Bid Proposal form
- General Information
- Financial Capability with supporting documents
- Relevant Experience with supporting documents
- Self-Declaration
- All relevant Certification
- Proposal document containing a brief about the organization, its expertise and documentary evidence.
- Financial Proposal

2.8 Proposed Products and Services

All the products, infrastructure and content created throughout this exercise will be regarded as property of BSPRI, Panchayati Raj Department. The legal and virtual ownership of the product, infrastructure and content cannot be transferred to any other legal entity. The Agency must ensure the legal right submission and transfer of all such property.

Project Profile

The Bihar Panchayati Raj Department is responsible for managing decentralized governance at the grassroots level, ensuring the efficient delivery of services across villages and local bodies. The department currently utilizes multiple systems for tracking various aspects of rural development, governance, and service delivery.

However, the lack of integration between these systems creates data silos, hindering the department's ability to make data-driven decisions effectively. To address this challenge, there is a growing need for an AI-enabled dashboard that can seamlessly gather and analyze data from these disparate systems.

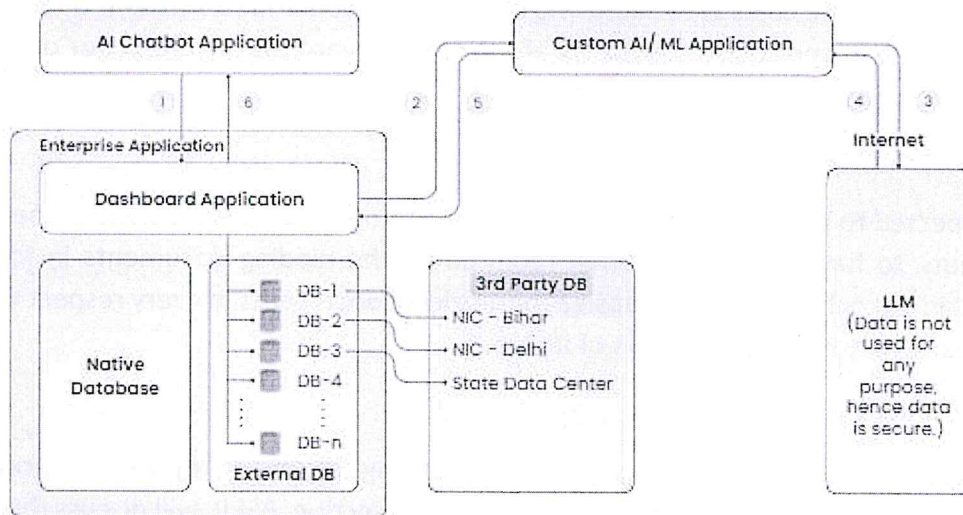
Such a dashboard would offer real-time insights, enhance transparency, streamline operations, and improve the overall governance by enabling the department to respond proactively to emerging issues.

Below are some of the systems being used by the department or the systems that are under development stage:

- ePanchayat
- eGramSwaraj
- e-Panchayat HRMS
- BSPRI Nischay Soft
- Inspection (Mobile App)
- Training Information Management System (TIMS)
- ZP-PS-GP (Zila Parishad - Panchayat Samiti - Gram Panchayat)

Objectives of AI/ML based Project:

The AI Enabled Dashboard Project for Panchayati Raj Bihar seeks to revolutionize the management and delivery of services at the grassroots level by integrating advanced technologies into the governance framework. This initiative is aligned with the vision of the Government of Bihar to leverage digital tools for enhancing efficiency, transparency, and accountability in local governance.



The primary objectives of the AI Enabled Dashboard Project are as follows:

- **Centralized Data Management:** The dashboard will serve as a centralized platform for real-time data collection, analysis, and reporting, providing a comprehensive view of the performance and progress of various development initiatives across the state.
- **Enhanced Decision-Making:** By utilizing data analytics and artificial intelligence, the dashboard will facilitate informed decision-making, enabling stakeholders to identify trends, monitor key performance indicators, and make data-driven decisions.
- **Improved Service Delivery:** The AI dashboard aims to streamline the process of service delivery by providing timely information and notifications to stakeholders, thus ensuring that services reach the intended beneficiaries efficiently.
- **Empowerment through Transparency:** By offering a user-friendly interface and real-time access to data, the dashboard will promote transparency in the functioning of Panchayati Raj institutions, fostering trust and engagement among local communities.
- **Integration with Existing Systems:** The project will integrate with existing databases and systems, such as ePanchayat-Bihar and other government portals, to ensure seamless information exchange and enhance the overall functionality of governance.
- **Capacity Building:** The implementation of the AI Enabled Dashboard will also include

capacity-building initiatives for stakeholders, ensuring that they are equipped with the necessary skills to utilize the dashboard effectively for reporting, monitoring, and decision-making.

2.9 Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and BSPRI will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

2.10 Content of Bidding Document

The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents in format or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

2.11 Pre-Bid Meeting

A prospective Bidder requiring any clarification of the bidding documents may seek clarifications of his/her queries submitted on or before date mentioned in section. BSPRI will discuss the queries received from the interested bidders in the pre-bid meeting and respond the clarifications by uploading on the website, if deemed necessary. No further clarification whatsoever will be entertained after the pre-bid meeting date.

The bidders are hereby advised to send their queries as per the following format preferably in Excel File, (before the pre-bid meeting):

Bidders Request for Clarification			
Name of the Organization		Name & Position of the Official requesting clarification	Address of the Organization with Phone & Email
Sl. No	Bidding Document Reference	Content of RFP Requiring Clarification	Any Specific Information Required
1			
2			
3			
4			

2.12 Amendment to RFP

- At any time prior to the deadline for submission of bids, BSPRI may, for any reason, whether on its own initiative or in response to a clarification request by a prospective bidder, modify the

bidding documents.

All prospective bidders who have received the bidding documents will be notified of the amendment through website and such amendments will be binding on them.

- To allow prospective bidders reasonable time to consider the amendments while preparing their bids, BSPRI at its discretion, may extend the deadline for the submission of bids.

2.13 Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and BSPRI shall be in English language only. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For the purpose of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

2.14 Bid Security and Earnest Money Deposit

- The Bidder shall furnish, as part of the Bid, amount of Rs. 5,000/- (Rupees Five Thousand only) & Processing fee of Rs. 590/- which is non-refundable in online mode only.
- Unsuccessful Bidder's Bid processing fee will not be refunded.
- The Bidder will have to submit a EMD of Rs. 10,00,000/- (Rupees Ten Lakhs Only) which is refundable in online mode only.
- The Bid security may be forfeited at the discretion of Panchayati Raj Department, on account of one or more of the following reasons if:
 - a. The Bidder withdraws their Bid during the period of Bid validity.
 - b. Bidder does not respond to requests for work orders
 - c. Bidder fails to deliver the work order, as per the agreed terms.
 - d. Bidder is found to be involved in fraudulent and corrupt practices

2.15 Bid Form

The Bid Form is available in this document. Please feel free to furnish any extra details in a white paper, along with the Bid Document, In case the Bid document format is limiting your portfolio.

2.16 Bid Price and Currency

- The Bidder shall indicate prices for each product/service of theirs in the prescribed format
- The prices indicated must include Taxes, or any other cost that might be a component of the price
- The rates must be calculated beforehand.
- A detailed pricing is preferred
- The Price quoted must include all the licensed software cost, that might be required to

run the product/service

- All the prices should be mentioned in Indian Rupees Only

2.17 Validity of Proposal

- Proposals shall remain valid for a period of 180 days (one hundred and eighty days) after the date of selection prescribed in the RFP.
- In exceptional circumstances, BSPRI may solicit the Agency's consent for extension of period of validity.
- Any request to forfeit the proposal shall be made in written format.
- Bid evaluation will be based on the bid prices and technical bid without taking into consideration the above corrections.

2.18 Preparation of Proposal

- The proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall not be valid.
- The proposal shall be typed or written in indelible ink (if required) and shall be initialed on all pages by authorized representative of the bidder to bind the bidder to the contract. The authorization shall be indicated by Board Resolution/ Power of Attorney and shall accompany the proposal in addition to the identification; the covering letter shall indicate the name and address of the bidder to enable the proposal to be returned in case it is declared late pursuant, and for matching purposes.
- The information submitted must be definitive and specific. Vague terms, incomplete information, counteroffers, and 'uncalled for' correspondence shall not be entertained. Alteration / Rewording/ Deletion / Correction of any part in the Tender Document are not permitted. If found in any bid proposal, bid may be liable to be rejected without prior intimation to the bidder.
- Bidder is required to submit the complete proposal along with required forms. The proposal shall be exactly according to the presented formats. The technical response should be concise. Any response not as per the specified format may be liable to be rejected. No marketing literature pertaining to the bidder should be enclosed along with the proposal. If enclosed, it may be treated as disqualification.
- The bidder is expected to examine carefully all instructions, forms, terms and specifications in the Tender document. Failure to furnish all information required in the Tender Document or submission of a proposal not substantially responsive to the Tender Document in every respect will be at the bidder's risk and shall result in rejection of the proposal.

2.19 Submission of Proposal

- Bids and RFP documents along with all the detailed pricing must be submitted with the required processing fees and documents.
- Any personal contact via email, phone or text to any BSPRI members or employees intended

to influence the selection process, will result in cancellation of the bid.

2.20 Opening of Bids by BSPRI

The Bids/Proposals shall be opened only after the due date and further process shall be communicated by the official email/communication channel of the shortlisted agencies.

2.21 Clarification of Financial Proposals

During evaluation of Proposals, BSPRI may, at its discretion, ask the Bidder for a clarification of its bid. BSPRI may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

2.22 Preliminary Examination

- BSPRI will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- Prior to the detailed evaluation, BSPRI will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation.
- Deviations from or objections or reservations to critical provisions such as those concerning performance security, Warranty, Applicable law and Taxes and duties will have deemed to be material deviations. BSPRI determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- If a Bid is not substantially responsive, it will be rejected by BSPRI and may not subsequently be made responsive by the Bidder by correction of the non- conformity.
- Conditional bids are liable to be rejected.

2.23 Consortium &Sub-Contracting

Consortium and sub-contracting is not allowed for this engagement. The bidding agency has to be a single entity duly registered under the applicable laws of country.

2.24 Performance Bank Guarantee (PBG)

All incidental charges what so ever such as premium; commissions etc. with respect to the Performance Bank Guarantee (PBG) shall be borne by the selected agency. The PBG may be discharged / returned by BSPRI upon being satisfied that there has been due performance of the obligations of the bidder under the work order. However, no interest shall be payable on the security deposit or the performance bank guarantee. The bidder shall submit PBG within 15 days from the issue of work order. The PBG should remain **valid through out the contract period** from

the date of issue of work order. The PBG will be Rs 5,00,000 (Rupees Five Lakh only).

The selected agency shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the work order. In case the selected agency fails to submit PBG within the time stipulated, BSPRI at its discretion may cancel the work order placed on the selected agency without giving any notice. BSPRI shall invoke the PBG in case the selected agency fails to discharge their work order obligations during the period.

SECTION – III: EVALUATION PROCESS

BSPRI will constitute a committee (Proposal /Bid Evaluation Committee) to evaluate the responses of the Bidders. The Purchase Committee constituted by BSPRI shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence within a reasonable time provided to it, may lead to the Bidder's Proposal being declared invalid.

The decision of the Purchase Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Purchase Committee. The Purchase Committee may ask for meetings with the Bidders to seek clarifications on their proposals.

The Purchase Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

3.1. Proposal Evaluation

Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the infirmities detailed below:

- Submitted in manner not conforming with the manner specified in the RFP document
- Submitted without appropriate EMD as prescribed herein
- Containing subjective/incomplete information
- Submitted without the documents requested in the checklist
- Non-compliant with any of the clauses stipulated in the RFP
- Having lesser than the prescribed validity period.
- Submitted without the Processing fee

Pre-qualification Evaluation:

First the Pre-Qualification Proposal Documents will be reviewed/evaluated and only those

bidders who qualify the minimum requirements will be eligible for technical evaluation.
The following documents are to be provided for Prequalification evaluation.

- Covering Letter- Annexure 1
- Details of the Applicant /agency (Certified by a Chartered Accountant) - Annexure 2:
- Declaration regarding clean track record - Annexure 3

Technical Evaluation Criteria

1. BSPRI shall evaluate the “Technical Proposal” only for the bidders who meet the pre-qualifications / eligibility requirements.
2. BSPRI will review the technical bids of the short-listed bidders to determine whether the technical bids are as per the requirements laid down. Bids that are not in accordance with the requirements are liable to be disqualified at BSPRI’s discretion.
3. Each Technical Proposal will be evaluated and assigned a score out of a maximum of 100 marks. Only those bidders who secure an overall technical score of 70% or more, and a minimum of 70% in Part IV – Technical Presentation cum Proof of Concept (PoC), will be considered for further selection.
4. All costs associated with implementing the PoC shall be borne by the bidder.
5. The technical evaluation criteria are detailed below and are divided into four (4) parts.

S. No	Criteria	Max Score	Scoring method
i	Financial Standing – Average turn over in the last three financial years Financial Year (2021-22, 2022-23 & 2023-24)	15	Turnover 05-08 Crores –7 marks Turnover 08-10 Crores –10 marks More than 10 Crores –15 marks
ii	IT/ ITES Project Experience in the last five years in Government / PSU The scoring will be done as per marks indicated here for projects.	30	Number of Projects = 3 projects: 15 marks + 5 marks for every additional project maximum 30 marks Valid work orders/ contract agreements to be submitted

iii	<p>Manpower on role with digital, creative design capabilities</p> <ul style="list-style-type: none"> Between 50 - 100 Personnel - 5 marks Between 100 – 150 personnel - 10 marks Above 150 personnel - 15 marks 	15	Certificate from the HR Head / Authorized Signatory of the Agency along with the list of personnel (Name, Age, Gender, Qualification & Experience)
iv	Technical Presentation cum proof of concept (PoC)	40	<p>Presentation cover (10 marks):</p> <p>Parameters:</p> <ul style="list-style-type: none"> Understanding of the Requirement Approach and methodology Resource availability /selection plan with timeline Deployment plan with Timelines, Risks and Mitigation Measures <p>Proof of concepts (30 marks):</p> <ul style="list-style-type: none"> The bidder must implement and provide a Proof of concept (PoC) based on specific requirement shared during the technical evaluation stage. The PoC must be delivered within one week from the date of receipt of these requirements. Failure to implement the PoC within the specified timeline and to the satisfaction of the department will result in the disqualification of the bid.
Total		100	Each bidder will have to secure a minimum of 70 marks overall and a minimum of 28 marks in part iv i.e., Technical Presentation cum PoC to qualify for the financial round.

Note 1: If any of the criteria information is not deducible from the submitted documents, marks will not be awarded, though Tender Evaluation Committee can ask for clarifications on their own discretion.

Note 2: Costs associated for implementing the PoC is to be borne by the bidder.

Technical Presentation:

Technical presentation evaluated for 10 marks should cover the following:

1. Understanding of the Requirement
2. Approach and Methodology
3. Resource availability/selection plan with Timeline
4. Unique IT enabled assessment and sourcing solution
5. Risks and Mitigation Measures

Bidder's Experience format – Please attach required documentary evidence as mentioned in the RFP for each of the assignment i.e., Work Order and, Indicating the number and type of resources recruited à Completion Certificates from the Client/Certificate of Completion (Certified by the Statutory Auditor)/ Phase Completion Certificate from the Client and Annual Statement of the Client (In case of Client is a Government Entity then No Annual Statement Required). In addition, please provide details as per format below

List of Projects

S. No.	Name of Project	No. of Employees Allocated	Client type Govt./Others
1			
2			
3			
4			

3.2. Evaluation of Financial Bid:

- a. Bidders meeting the technical evaluation criteria will be eligible to participate in financial bid opening process. The date and time of Financial Bid evaluation will be informed to all technically qualified Bidders
- b. The bid price will include taxes and levies at the time of submission. The commercial bid (Bid price) should be in INR only.
- c. Any conditional bids would be rejected
- d. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
- e. The bidder submitting the lowest financial bid will be awarded the contract.

3.3. Selection Method

The Bidder with lowest financial bid will be declared as the successful bidder.

3.4. Period of Contract

The period of contract with the successful Bidders may be further extended for periods of one (01) Year at a time, on mutually agreed Terms and Conditions. All the data and ownership of products will be with BSPRI.

3.5. Authorized Signatory

A Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal.

3.6. Signing of Contract

For award of the contract the successful bidder has to submit a performance bank guarantee (PBG) of Rs.5,00,000 (INR Five Lakhs). All the data and ownership of products will be with BSPRI.

3.7. Confidentiality

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of BSPRI, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

3.8. Legal Jurisdiction

Any legal dispute, that might arise, shall be subjected to the jurisdiction of Patna High Court Only

3.9. Indemnity

In the event of a third-party claim of intellectual property infringement, Bidder may, at its sole option

- Obtain for Customer the right to continue using the Services,
- Modify the services so that the services are non-infringing
- Replace the services with a functionally equivalent, non-infringing service, or
- BSPRI may so notify the vendor and terminate such infringing Services at will.

The vendor shall indemnify the BSPRI and user departments against all third-party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied items

and related services or any part thereof. Panchayati Raj Department stand indemnified from any claims that the vendor's manpower may opt to have towards the discharge of their duties in the fulfillment of the work orders.

3.10. Force Majeure

The selected agency shall not be liable for forfeiture of its contract security, Liquidated Damages, or termination for default if and to the extents that 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 agency and not involving the Agency's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Agency shall promptly notify the authorized representative of BSPRI in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of BSPRI in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

3.11. Right to terminate the process

Panchayati Raj Department, reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of control, without thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the grounds for such action.

Panchayati Raj Department makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone.

In case of any due negligence or willful misconduct is found in any of the work orders or mutual processes, Panchayati Raj Department has every right to act against the concerned vendor.

In case the agency is found to be involved in violation of content advisory guidelines, Digital property vandalism, any lawful acquiring of content or digital property or in engagement with any outsider entity sharing/ compromising the data owned by Panchayati Raj Department has every right to act against the concerned vendor.

3.12. Resolution of Disputes

- BSPRI and the Agency/Bidder shall make every effort to resolve amicably by direct and the selected Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with any word order, delivery or quality issue.
- If any dispute of any kind whatsoever arises between BSPRI and the Agency in connection with

or arising out of the work order or any documentation, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, the parties shall seek to resolve any such dispute or difference by mutual consultation.

- If the parties fail to resolve such a dispute or difference by mutual consultation an appeal may be filed to the Director, Panchayati Raj Department.
- If still unresolved then either of the parties can approach the High Court of Bihar.

3.13. Termination

- **Termination for Default:** BSPRI may, without prejudice to any other remedy for breach of contract, by written 30 days' notice of default sent to the concerned agency, terminate the Contract in whole or part. If an agency fails to deliver any or all the services within the period(s) or with the required performance, specified in the Contract, or within any extension thereof granted by Panchayati Raj Department pursuant to conditions of contract clause or if the agency fails to perform any other obligation(s) under the Contract.
- **Termination for Insolvency:** Panchayati Raj Department may at any time terminate the Contract by giving a written notice of at least 30 days to the agency/bidder if the agency/bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the agency, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to BSPRI. If the contract is terminated, the Supplier shall be entitled to receive: the outstanding balance of the Contract value of the Services performed up to the effective date of such termination.
- **Termination for Convenience:** BSPRI by 30 days' written notice sent to the agency may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for BSPRI's convenience, the extent to which performance of the agency under the Contract is terminated, and the date upon which such termination becomes effective. However, any undisputed payment to the invoices of the task accomplished by the agency would be paid by Panchayati Raj Department.

3.14. Consequences of Termination

- a. Panchayati Raj Department shall have the right to carry out the unexecuted portion of work either by itself or through selecting another Agency.
- b. In the event of termination of this Contract, Panchayati Raj Department shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity which the Selected Agency shall be obliged to comply with.
- c. In the event that the termination of the Contract / Work Order is due to the expiry of the

Terms of this Work Order, a decision not to grant any (further) extension by BSPRI, or where the termination is prior to the expiry of the stipulated term due to the occurrence of any event of default on the part of the Selected Agency, the Selected Agency herein shall be obliged to provide all such assistance to the successor or any other person as may be required by Panchayati Raj Department.

- d. Where the termination of the Contract / Work Order is prior to its stipulated term on account of a default on the part of the Selected Agency or due to the fact that the survival of the Selected Agency as an independent corporate entity is threatened/ has ceased, BSPRI shall pay the Selected Agency for that part of the Services which have been authorized by BSPRI and satisfactorily performed by the Selected Agency up to the date of termination. Without prejudice any other rights, BSPRI may retain such amounts from the payment due and payable by BSPRI to the Selected Agency as may be required to offset any losses caused to BSPRI as a result of any act / omissions of the Selected Agency.
- e. BSPRI may take possession of the works and all deliverables of the Selected Agency and use or employ the same for completion of the work or employ any other Selected Agency or other person or persons to complete the works. The Selected Agency shall not in any way object or interrupt or do any act, matter or thing to prevent or hinder such actions, other selected Agencies or other persons employed for completing and finishing or using such deliverables.
- f. When the Contract/ Work Order is terminated by BSPRI for all or any of the reasons mentioned above, the Selected Agency shall not have any right to claim compensation on account of such termination.
- g. When the Contract/ Work Order is terminated by BSPRI for all or any of the reasons mentioned above, all the social media handles created or managed by the client will become the property of BSPRI.

SECTION – IV: SCOPE OF WORK

The System Integrator (SI) is expected to deliver a scalable platform for Panchayati Raj Bihar that solves present and future challenges. The platform will serve as a centralized reporting, monitoring, and analytics system, facilitating decisions and actions across multiple departments. The scope of work includes the following:

- Deployment of the platform that supports AI powered document search, graphical insights and dashboard visualization using data from multiple sources like PostgreSQL and MYSQL etc.
- Integration of the proposed system with different applications of the department.
- Design, development and implementation of AI Based Insights Visualization and Document Search with Dashboards.
- Hosting of the proposed system in Bihar State Data Centre (SDC) or infra provided by the department.
- Provide maintenance and warranty support for a period of 3 years from the date of Go-Live.
- Hand holding training to the end-users and systems personnel.
- Security audit certificate from CERT-IN Gol empanelled agencies.

Key Deliverables

Deliverables of the Bidder

The deliverables of the project at the minimum include but not limited to the following:

- Detailed Requirement Gathering: Conduct thorough requirement gathering from different departments for AI-based insights, document search capabilities, and dashboard functionalities.
- Platform Supply: Provide a scalable, cloud-based platform that supports AI-powered document search, graphical insights, and dashboard visualization using data from multiple sources like PostgreSQL and MySQL databases.
- Deployment and Cloud Services: Deploy the application and provision necessary cloud services to enable seamless operation of AI-based document search, data analytics, and visualization capabilities.
- Integration with Existing Systems: Integrate the platform with databases from systems such as ePanchayat-Bihar, BSPRInischaysoft.bih.nic.in, eGramSwaraj, eGram Kachari Bihar, HRMS, and others, ensuring full compatibility.
- Development of Dashboards and AI-Enabled Chatbot: Develop the required AI-powered dashboards, visualization tools, and document search features tailored to Panchayati Raj Bihar's needs and an AI-enabled chatbot that responds to user queries, generates graphical views, and provides data insights.

- AI Services:

- Data Labelling and Annotation: High-quality training data requires accurate labelling and annotation. The services shall include:
 - Data categorization and tagging
 - Entity recognition and annotation
 - Analysis and labelling
- Data Clean-up: Ensuring data quality is crucial for effective model training. The data clean-up services include:
 - Data preprocessing (e.g., tokenization, normalization)
 - Handling missing or duplicate data
 - Data validation and verification - depending on dataset size and complexity
- Data Injection: Data injection involves integrating new data into the existing model. The services shall include:
 - Data formatting and preparation
 - Model retraining or fine-tuning
 - Data validation and testing
- Configuration: Proper configuration ensures optimal model performance. The services shall include:
 - Hyperparameter tuning
 - Model optimization
 - Environment setup and testing
- Custom Development and Integration: Custom development may be necessary to integrate the LLaMA/OpenAI/BERT/Falcon model with existing systems or meet specific requirements. The services shall include:
 - API development and integration
 - Custom software development
 - System integration and testing
- Prompt Engineering: Effective prompt engineering ensures optimal model performance. The bidder shall provide services such as:
 - Prompt design and testing
 - Prompt optimization
 - Prompt validation and refinement
- Testing – Prompting & Data: Thorough testing ensures model reliability and accuracy. The services shall include:
 - Test data preparation
 - Model testing and evaluation
 - Test result analysis and reporting
- Adhoc Requests: Additional adhoc requests may arise during the project. The bidder shall separately bill the same to BSPRI based on the required effort.

- Maintenance & Upgrades: Ongoing maintenance and upgrades to ensure the model remains accurate and secure.
- Solution Maintenance: Provide maintenance and support for the solution for a period of 3 years, with the option to extend by two years based on need.
- Training and Go-Live: Offer training and facilitate the go-live process for all personnel using the proposed AI-enabled dashboard and search solution, either online or offline, as required.

Key Deliverables of BSPRI

- The Department of Panchayati Raj shall provide the required SMS and Email gateway to send any messages to the users or OTP for authorization purpose.
- BSPRI will provide the required IT infrastructure in the state data centre to host the application including Chatbot.
- The department shall be responsible for providing APIs and required permissions to access the data from the existing systems.
- In case if the APIs are not available, direct database access to the platform as external DB shall be provided by the department.
- LLM (AI) Enterprise cloud Service subscription, as required, will be provided by BSPRI. However, If open source LLM model is recommended, bidder to deploy LLM in GPU infra provided by BSPRI in state data center.

Software Requirements

Key Features

- Configurable Data Integration Layer: A UI-driven integration layer that connects various databases and portals.
- Advanced Reporting and Analytics: The system should analyse and combine data from multiple sources to produce real-time reports.
- Schedules and Automations: Capability to schedule and automate reports and alerts based on predefined triggers.
- Rule-Based Alerting System: Configurable alert mechanisms that notify users of key events or data thresholds.
- Widget-Based Dashboarding System: A customizable dashboard with widgets like charts, graphs, maps, etc., to visualize data.
- GIS Capabilities: Map-based visualizations and location-based reporting.

- **Access and Rights Management:** Role-based access control to ensure secure and customizable data access for different user groups.

- **AI Chatbot:**
 - An AI-enabled chatbot integrated into the dashboard, should be capable of responding to user prompts in real-time. Shall leverage historical data and real-time information to provide actionable recommendations, helping users understand trends, performance gaps, and areas of improvement within the project
 - The chatbot should be able to fetch data from various connected databases and generate reports or graphical views (charts, graphs, maps) based on user requests.
 - Natural language processing (NLP) capabilities to understand user queries and provide accurate responses related to performance, financials, or administrative tasks.
 - Self-learning capabilities to improve responses over time based on user interaction patterns.
 - **Cloud-Based Platform:** Compatible with cloud service providers and designed for high availability and disaster recovery setups.
 - Shall allow conversational prompting to let users interact with the system using NLP. Users should be able to type and the system should be capable to understand follow-up questions from earlier ones, making it easier to use.
 - The AI system shall have capabilities of anomalies detection, forecasting and prediction based on the historic data in the systems.
 - **Integration database:** Integration with both PostgreSQL and MySQL databases for seamless data retrieval and visualization.

Core Platform Features

The AI-enabled dashboard for the Panchayati Raj department in Bihar will serve as a powerful, centralized tool for real-time data analysis, reporting, decision-making, and communication. The platform will integrate data from multiple sources and use AI to enhance user experience, automate tasks, and deliver insightful analytics. Below are the detailed core platform features:

- **AI Chatbot Integration**

- **Natural Language Processing (NLP):** The system shall feature an AI chatbot capable of understanding user queries in both English and Hindi, allowing for easy interaction with the system. This chatbot should interpret user commands, such as "Show village-level reports for July" or "Fetch the number of Panchayat meetings held last year," and respond with appropriate data visualizations or insights.

- **Interactive Data Retrieval:** Users should be able to interact with the chatbot to retrieve reports, graphs, and dashboard views without having to manually search for them. The chatbot can be used to generate summaries, highlight trends, and assist with complex queries, improving the ease of use for non-technical users.
- **User Support:** The AI chatbot shall also function as a support agent, guiding users through system navigation, answering questions about platform features, and providing troubleshooting help.
- **Centralized Dashboard**
 - **Single Interface:** The dashboard shall provide a unified interface where users can access data from multiple integrated databases and portals (ePanchayat-Bihar, BSPRInischaysoft.bih.nic.in, eGramSwaraj, etc.). It ensures a comprehensive view of all Panchayati Raj activities, from financial reports to progress tracking of rural development schemes.
 - **Real-time Data Visualization:** The platform will offer real-time graphs, charts, and data tables that visualize key metrics such as fund utilization, project status, panchayat-level progress, meeting records, and compliance indicators. These visualizations will be dynamically updated based on live data feeds.
 - **Customizable Views:** Users can personalize their dashboard by choosing the specific metrics and data visualizations they want to see, which ensures that each user's dashboard is tailored to their role and responsibilities.
- **Data Integration from Multiple Portals**
 - **Seamless Data Aggregation:** The platform will integrate with several existing portals and systems like ePanchayat, BSPRInischaysoft.bih.nic.in, eGramSwaraj, eGram Kachari Bihar, and other databases using APIs and ETL (Extract, Transform, Load) tools. This ensures that data from different sources is consolidated in one place for unified analysis and reporting.
 - **Real-time Syncing:** Data from various systems will be synced in real-time, ensuring that users always have access to the latest information. For example, fund disbursement data from ePanchayat can be directly linked to project progress data from BSPRInischaysoft.bih.nic.in.
 - **Data Normalization:** To ensure consistency and accuracy, the platform will normalize data from different sources, standardizing formats such as dates, figures, and terms for easy cross-comparison and aggregation.
- **Automated Reporting**
 - **Predefined Reports:** The system will feature a suite of predefined reports that cover key areas such as financial management, project progress, compliance tracking, fund utilization,

and resource allocation. These reports can be generated with a single click, streamlining routine reporting tasks.

- **Custom Report Builder:** For users needing specific or ad-hoc reports, the platform will offer a custom report builder. Users can select data fields, apply filters, and design reports with custom formatting and visualizations. This allows for maximum flexibility in data analysis.
- **Automated Report Generation & Scheduling:** Reports can be scheduled to run automatically at specified intervals (e.g., daily, weekly, monthly), ensuring that key stakeholders receive timely updates on key metrics without manual intervention.

- **Real-Time Alerts and Notifications**

- **Customizable Alerts:** Users can set up alerts based on specific conditions or triggers, such as delays in project completion, exceeding budget thresholds, or compliance deadlines. These alerts will be delivered via email, SMS, or directly through the dashboard interface.
- **Incident Reporting:** Any critical issues or incidents (e.g., a failure in system integration, significant delays in project implementation) will trigger real-time notifications, ensuring swift action can be taken.
- **Compliance Tracking:** The system will send alerts when statutory reporting or compliance deadlines approach, helping users stay on track with regulatory requirements.

- **Form Builder & Workflow Capabilities**

- **Form Builder:** The system will provide a WYSIWYG drag-and-drop form builder equipped with industry-standard UI components, enabling the creation of both basic and advanced forms.
- **Workflow Builder:** The system will facilitate the creation, management, and execution of defined and structured processes. These structured processes comprise predetermined activities arranged in a specific sequence, incorporating control mechanisms such as business rules, escalations, and delegations.
- **Business Rules:** The system will include a rules engine framework for executing logical validations and performing data manipulations. It will also support the creation of custom rules, enabling users to develop tailored rule expressions and functions.

- **Security & Compliance**

- **User Access Management:** The platform will feature robust role-based access control, ensuring that users only have access to data and features relevant to their roles. For example, village-level officers may only see data related to their Panchayat, while state-level officers will have access to all districts.

- **Data Encryption:** All data will be encrypted, both at rest and in transit, to ensure security and compliance with data protection regulations. This will also meet the CERT-IN (Indian Computer Emergency Response Team) guidelines for cybersecurity.
- **Audit Trails:** The system will log all actions performed within the dashboard, providing an audit trail for accountability. This ensures that any changes to data or reports can be traced back to individual users.
- **Multi-factor Authentication (MFA):** To further enhance security, MFA will be implemented for accessing sensitive data and reports, ensuring that only authorized personnel can perform critical tasks.

- **Data Export and Sharing**

- **Easy Data Export:** Users will be able to export reports, data tables, and visualizations into various formats (e.g., Excel, PDF) for easy sharing with external stakeholders or for offline analysis.
- **API Access:** The system will provide APIs that allow third-party applications to access data from the dashboard. This will enable seamless integration with other software solutions used by the Panchayati Raj department or external partners.

Technical Requirement

- **System Security**

- **Unauthorized Access Prevention:**
 - Implement robust authentication mechanisms (e.g., multi-factor authentication) to prevent unauthorized access to databases.
 - Log all database transactions to maintain a complete history of data interactions.
- **Application Security:**
 - Limit access to application software screens, data elements, and contents of data elements based on user roles and permissions.
- **Database Level Security:** Establish granular security policies at the database level, ensuring that only authorized personnel can access or modify sensitive data.
- **Application Level Security:** Ensure that application-level security is enforced, including access to modules, features, and data.
- **Functionality Access Control:** Implement security features that control access down to individual functionalities, such as buttons for add, update, delete, and view actions.
- **Data Hierarchy Security:** Design security features that respect data hierarchy, ensuring users can only access data relevant to their roles and responsibilities.

- **Processing and Remote Access**

- **Data Duplication Prevention:** Implement checks and constraints to prevent duplication of data entries across the system.
- **Multi-User Environment:** Ensure the system can operate efficiently in a multi-user environment, employing record locking mechanisms to maintain data integrity during concurrent access.
- **Simultaneous Processing:** Enable simultaneous processing for most functions to enhance system efficiency and user experience.
- **Edit Controls:** Provide edit controls to prevent the processing of incomplete or incorrect data, along with programmatic flow controls to ensure data is processed in the correct sequence.
- **Interactive Data Entry:** Allow end-users to enter and manipulate data in an online interactive mode, with real-time feedback on data entry.
- **Interconnectivity:** Ensure both hardware and software are capable of interconnecting through existing network infrastructure to facilitate data sharing and communication.

- **Access Control Features**

- **Role-Based Authorization:** Implement role-based authorization mechanisms for approval processes and escalation procedures to ensure appropriate oversight.
- **Role-Based Access Control:** Ensure that role-based access control is in place, allowing different access levels based on user roles (e.g., Admin, Officer, User).
- **Administrator-Level Access Control:** Provide the ability to assign access control at the Administrator level, allowing for centralized management of user permissions.

- **User Interface**

- **Consistent Look and Feel:** Ensure the application maintains a consistent look and feel across all software applications to enhance user familiarity and ease of use.
- **Logical Navigation Flow:** Design a consistent and logical navigation flow with tool-tip information provided wherever relevant to assist users.
- **Standard GUI Features:** Utilize standard GUI features such as drop-down menus, dialog boxes, and toolbar buttons for intuitive user interactions.
- **Data Format Consistency:** Maintain consistent data formats throughout application windows to reduce user confusion and improve data entry accuracy.

- **Responsive Controls:** Ensure that controls on the page respond properly to the Tab order for accessibility and efficient navigation.
- **Useful Information and Messages:** Information and error messages must be useful, accurate, and correctly spelled to ensure clarity and professionalism.
- **Minimized Unnecessary Warnings:** Ensure that unnecessary warnings do not appear, reducing user frustration and improving overall experience.
- **Database and Replication**
 - **Integrated Database:** Utilize an integrated database that transcends functional areas to provide a holistic view of operations.
 - **Centralized Database:** Employ a centralized database system to streamline data management and ensure consistent data access across the organization.
- **General Reporting**
 - **Comprehensive Reporting Facilities:** All modules must include comprehensive reporting facilities with standard reports that confirm best practices and benchmarks of related functional areas.
 - **Dynamic and Interactive Reporting:** Provide dynamic and interactive reporting features, allowing end-users to select filter conditions at runtime for customized reports.
 - **Report Headers/Footers:** Each report header/footer must include at minimum the title, date, and relevant metadata for clarity.
 - **Browser-Based Reporting:** Enable reports to be run in a browser-based environment for ease of access and use.
 - **Data Export Capabilities:** Facilitate seamless export of data into Microsoft Excel or CSV formats for further analysis and extended reporting capabilities.
 - **Sorting and Selection Criteria:** Support multiple sorting options and extensive selection criteria for detailed data analysis.
 - **Details/Summarized Reports:** Provide both detailed and summarized reports, including cross-analysis of each module and sub-module of the solution.
 - **Category Totals and Grand Totals:** Each report must include category totals and grand total figures wherever applicable/specified.
 - **Report Printing:** Enable users to print reports at any stage before final closing to facilitate documentation and record-keeping.

- **Business Intelligence and Analytical Reporting:** Incorporate business intelligence features for advanced analytical reporting and insights.

- **Modularity**

- **Modular Design:** The system must be designed to be modular, allowing for independent updates and maintenance of individual components.
- **Integration of New Components:** Ensure that new application components can be integrated with the system to accommodate phased implementation and leverage new technological advances.
- **Expansion Capability:** Once implemented, the system must be able to expand easily to include new capabilities without negatively impacting previously implemented functionality.

Integration Requirements

Objective: Centralize data from multiple systems used by Panchayati Raj Bihar and make it accessible for AI-powered document search and insights visualization.

- **Core Requirements:**

1. **Integration with Existing Systems:-** The dashboard will pull data from various existing systems and portals used by Panchayati Raj Bihar:
 - **ePanchayat-Bihar:** Data related to local governance activities, panchayat members, and development projects.
 - **BSPRInischaysoft.bih.nic.in:** Scheme-specific data for projects like the Chief Minister's Seven Resolves for good governance.
 - **eGramSwaraj:** Data on panchayat budgets, financial transactions, and scheme progress.
 - **eGram Kachari Bihar:** Panchayat judicial data and resolutions.
 - **HRMS:** Human resources data related to employees (attendance, leave records, payroll, etc.).
 - **Inspection Mobile App:** Inspection reports and feedback from field officers related to schemes and infrastructure projects.
 - **Training Information Management System (TIMS):** Data on training programs conducted for panchayat members and staff.
 - **ZP-PS-GP (Zila Parishad - Panchayat Samiti - Gram Panchayat):** Financial and operational data at different administrative levels.
 - **Banking API:** For capturing transaction data related to financial transactions of panchayats, including scheme fund disbursement and utilization.

- **Other systems:** The selected agency shall integrate other applications that are deployed by the department in the future.

2. Database Integration

The dashboard will seamlessly integrate with the following databases:

- PostgreSQL: Used by certain portals like eGramSwaraj, TIMS, and ZP-PS-GP.
- MySQL: Used by portals like ePanchayat-Bihar, HRMS, and others.

• Software Selection

- The platform should provide a ready-to-deploy base pack, including core AI-powered search and visualization features with a UI-driven interface.
- The solution must support database connections, APIs, and file-based integrations to connect with existing portals and systems.
- Provide role-based access management for secure report generation, document search, and dashboard access.
- The platform must allow the creation of AI-driven reports and dashboards using standard languages like SQL.
- The system must ensure data security and allow further customization and scalability.

Mandatory Functional and Technical Specifications

The Bidder shall ensure compliance to below mentioned mandatory Functional and Technical Specifications any bidder not complying with the specifications shall be liable for rejection.

S. No	Category	Specification	Bidder's response (Yes/No)
1	General Requirement	The proposed system should provide visual UI editors	
2	General Requirement	The proposed system must support business data model designer, user interface builder, business logic and workflow services either through drag & drop or through pick and select without writing any line of code	
3	General Requirement	The proposed system must provide visibility into the real-time operational status of services through dashboards	
4	General Requirement	The proposed system must provide the ability to create dashboards to help authorities to track key KPIs for applications and services.	

5	General Requirement	The proposed system must provide communications and notifications via email, SMS, and WhatsApp.	
6	General Requirement	The proposed system must support web interfaces, rich mobile (iOS and Android natively), and APIs (RESTful) and continuous experience.	
7	General Requirement	The proposed system shall have an in-built visual designer tool with built-in activities to implement complex business flow and rules.	
8	General Requirement	The proposed system should have inbuilt workflow designer through drag & drop or pick and select functionality and should support all sequential, parallel, and conditional designing capabilities.	
9	General Requirement	The design environment should allow for on-the-fly GUI construction which includes but not limited to predefined responsive layouts, elements and transitions.	
10	General Requirement	The proposed system should be cloud independent and deployable on premise.	
11	General Requirement	The system should have dashboard capabilities to create by admin and share as public dashboard and also individual users shall be able to create their own customized dashboards	
12	General Requirement	The solution should provide IDE to write code (java script / similar) by professional developers	
13	General Requirement	The proposed system should also provide the capability to build AI-enabled apps with a variety of connectors that should support cognitive services, machine learning and conversational experiences (like chatbot, whatsapp etc.)	
14	General Requirement	The proposed system should be OS independent to host	
15	Functional Requirements	The proposed system should support integration capabilities with DMS tools such as sharepoint to store and manage all file attachments with versioning	
16	Functional Requirements	The proposed system should support multi-lingual functionality both as input and output.	

17	AI/ML Capability	The proposed system must include an AI-powered Chatbot. Chatbot should be enabled for English & Hindi	
18	AI/ML Capability	The AI chatbot should connect with data base to understand the data structure.	

19	AI/ML Capability	The AI Chatbot must support user prompts and provide relevant responses based on the given input.	
20	AI/ML Capability	The AI Chatbot should display data in visual formats (e.g., charts) when prompts require data visualization.	
21	AI/ML Capability	For user prompts, the AI Chatbot must be capable of deriving insights from the retrieved data. Chatbot must be voice enabled for asking a query.	
22	AI/ML Capability	If no data is available for a given prompt, the AI Chatbot should suggest the required fields to the user to understand the gap in data to generate a response.	
23	AI/ML Capability	The AI Chatbot must be able to recommend prompts to users to help them get started.	
24	AI/ML Capability	The AI Chatbot should suggest additional prompts or queries related to the user's input in addition to providing the answer.	
25	AI/ML Capability	The AI Chatbot should offer an option to query previous prompts.	
26	AI/ML Capability	The AI Chatbot must be able to retrieve answers from pre-uploaded documents based on user prompts.	
27	AI/ML Capability	For prompts related to task creation, the AI Chatbot must provide an option to create tasks directly from the interface.	
28	AI/ML Capability	The AI Chatbot must have access to the internet for required operations.	
29	AI/ML Capability	The AI Chatbot must connect to and access existing database servers to retrieve information.	
30	AI/ML Capability	Document Insights: The proposed systems shall deliver the response directly based on the prompt given, along with the documents it came from & location in the documents	
31	AI/ML Capability	Recommended prompts: The Chatbot shall recommend relevant prompts to users based on their previous interactions or specific data contexts.	
32	AI/ML Capability	Outliers Detection: The feature should be able to automatically detect irregularities or outliers in the data through NLP prompts.	

33	AI/ML Capability	Predictions based on Historic data in the system: should be able to leverage historical data stored in the system to provide insights and forecasts.	
34	Database	The proposed system should have in-built (out of box) compatibility between database and UI to perform all CRUD operations at few clicks	
35	Database	The proposed system should have inbuilt database management	
36	Database	The proposed system database should support all ACID compliances	
37	Database	The proposed system should be flexible to choose the database such as PostgreSQL, MSSQL, Oracle, MySQL	
38	Database	The proposed system should have easy and simple option to create tables and fields.	
39	Database	The proposed system should have Entity Relation builder for data integrity	
40	Database	The proposed system should provide capability to create CRUD operations without writing SQL	
41	Database	The proposed system should have inbuilt database index management options to optimize the performance	
42	Database	The proposed system should have Data Source builder to fetch data from multiple entities to re-use the combine / aggregated data	
43	Database	The proposed system should have option to write SQL queries for effective use of RDBMS native features	
44	Database	The proposed system should generate ER diagram	
45	Database	The proposed system should be to connect with external databases apart from native database databases such as PostgreSQL, Oracle, MSSQL, MySQL to perform direct CRUD operations on legacy system databases.	
46	Database	The platform must maintain user type in its database tables, and the AI Chatbot should retrieve user information from the internal database without needing external systems.	

47	Enterprise Features	The built-in IAM should support integration with SSO providers such as Azure, Okta, Auth0, Google SSO using OpenID and SAML standards	
48	Enterprise Features	The proposed system should have configurable IP whitelisting to a defined network range.	
49	Enterprise Features	The proposed system should expire the session after certain idle time and it should be configurable by administrator	
50	Enterprise Features	The proposed system should provide branding options to white-label and it must be configurable by administrator	
51	Enterprise Features	The proposed system should provide option to configure email and SMS provider details to be used while triggering emails and SMS from the solution and it must be configurable by administrator	
52	Enterprise Features	The proposed system should support RTL (right to left) capabilities	
53	Enterprise Features	The proposed system should have in-built themes to choose or fully customizable by administrator	
54	Enterprise Features	The proposed system should have configurable MFA options at organization and user level	
55	Enterprise Features	The The proposed system should be designed to host on Load Balancer with HA architecture	
56	Enterprise Features	The proposed system should have Payment Gateway options to integrate in apps	
57	Forms / Views	The proposed system should support WYSWYG drag-n-drop form builder with industry required UI components such as text, number, date, check box, radio, file attachments, dropdown/list, grid and special controls such as location, QR code, e-signature, autogenerate, button and visual controls such as image, line, label, paragraph, rich-text	
58	Forms / Views	The proposed system should have in-built controls with simple click options to configure UI elements to fetch data from database and represent on the form.	

59	Forms / Views	The proposed system should support UI framework to create forms with customizable options such as color, text, font size, etc.,	
60	Forms / Views	The proposed system should support UI framework to show the form in multiple variations such as all fields in one page easy to scroll up/down (or) categorize the fields into multiple sections / tabs to organize the fields for better UI/UX	
61	Forms / Views	The proposed system should support UI framework to create views on the data with configurable actions to perform various business functions.	
62	Workflow Engine	Should support to call internal applications, reports, notifications, 3rd party integrations by mapping required data attributes.	
63	Rule Engine	The system should allow custom rules to develop custom rule expressions and functions.	
64	Rule Engine	The proposed system should have rules engine framework to perform logical validations and data manipulation in apps	
65	Notification Engine	The Solution should allow for notifying an authorized user if activities are not completed in the predefined time (KPIs, Escalation, etc.)	
66	Notification Engine	The system must allow users to be informed of various situations in the progress of their transactions via various techniques including but not limited to: SMS, Email, System Notifications	
67	Notification Engine	The notification services must be accessible from all systems and services of the proposed solution	
68	Notification Engine	Email notifications must have the possibility of having attachments	
69	Notification Engine	The solution must be able to integrate with Cloud SMS Services and should be used to send SMS messages to individual's mobile device.	
70	Notification Engine	The proposed system should support option to schedule notifications	

71	Integrations	The system should allow the integration with other external systems through OData/REST API's	
72	Integrations	The system should have capability to create and publish API to expose restricted data to consume by 3rd party systems	
73	Integrations	The system should have capability to create and publish a webhook to consume by 3rd party system to inject data to the solution database	
74	Integrations	The system should support automatic data-sync periodically from 3rd party API	
75	Report Builder	The system should support to create various visual reports such as tabular, pivot, gantt, various chart/graphical reports and printable document reports	
76	Report Builder	The system should support export capabilities such as Excel, CSV, PDF and similar for all reports	
77	Report Builder	Should be able to schedule reports to generate periodically based on pre-defined conditions and to trigger via email as an attachment	
78	Report Builder	Should be able to re-use the reports inside dashboards for visualization	
79	Report Builder	Should be able to restrict the report access to user(s) and/or role(s)	
80	Report Builder	Should be able to define data-access on the reports to logged-in user(s)	
81	Report Builder	The system should support to create customizable reports	
82	Report Builder	The system should support NLP Reports to generate reports by end-users as per the business use-cases and operational needs.	
83	Report Builder	The system should support to create and generate analytical reports	
84	Report Builder	The system should support option to define pre-defined implicit filters by citizen developers and option to override / apply more filters by users needs.	
85	Sandbox / DevOps	The system should have in-built DevOps for CI/CD throughout ALM	

86	Sandbox / DevOps	The system should provide sandbox capabilities to perform development > testing > deploy activities	
87	Sandbox / DevOps	The system should provide option to work on multiple change requests in parallel instead of sequential	
88	Sandbox / DevOps	The system must support collaboration to work by multiple citizen developers	
89	Sandbox / DevOps	The system must support option to select the changes and deploy to QA, UAT, Production at a click	
90	Sandbox / DevOps	The system must support to rollback the deployment	
91	Security	The system must encrypt data-at-rest and data-in-transit.	
92	Security	The system should be built with enterprise-grade security against several vulnerabilities and attacks	
93	Security	The system must work on SSL	
94	Security	The solution must support strong authentication with role-based access, Multi factor authentication.	
95	Security	The proposed system should have information security system in place. Hence, the system should be ISO/IEC 27001 certified and compiled	
96	Security	The system should support identity access management	
97	Security	The built-in IAM should support integration with LDAP or Microsoft AD protocols	
98	Security	All the IAM details shall be encrypted and stored in the solution	
99	Security	The system should provide control to administrator and citizen developers to limit the access of apps, reports, and dashboards to the granularity of field level to view / edit permissions	
100	Security	The system should provide audit trail of user activities	

101	Security	Token and Keys to access API's should be controlled thru IAM within the proposed system.	
102	Security	The system should have inbuilt option to configure data-access to authorized roles to limit the data access	
103	Security	The system should have option to enable / disable MFA such as Captcha or OTP at app level for increased security	
104	Security	The system must be built on modern technologies / latest versions with scope to scale and support evolving technologies and increased security	

Project Timelines

S.No.	Activity Description	Deliverables	Duration
1.	Signing of Contract	Signed Agreement	
2.	Delivery of license for AI model for NLP & Voice based dynamic dashboard	Delivery of License certificate on the name of DoPR	T1=T0+7 days
3.	Deployment of dynamic dashboard system in testing environment and Integration of all the data sets/databases identified in the scope of work with the model	Submission of Deployment & Integration confirmation letter with details of testing URL	T2=T1+15 days
4.	Implementation of Data labelling and creation of data descriptions with possible iterations for all the data sets/databases identified in the scope of work	Submission of status letter with specific activity completion.	T3=T2+25 days
5.	Implementation of Prompt tuning for precision of the model	Submission of status letter with specific activity completion.	T4=T3+20 days
6.	UAT Signoff	Signoff letter from DoPR	T5=T4+15 days
7.	Deployment of dynamic dashboard system in production environment (Bihar SDC).	Deployment completion certificate/letter	T6=T5+7 days
8.	Training and Handholding	Training completion certificate/letter	T7=T6+15 days
9.	Rollout & Go-Live	Go-Live Certificate	T8=T7+7 days
10.	Application Support and Maintenance	NA	T9=T8+36 months

SECTION – V: Payment schedule & Business Environment

S. No.	Activity Description	Deliverables	% of Payment
1.	Delivery of license for AI model for NLP & Voice based dynamic dashboard	Delivery of License certificate on the name of DoPR	30% of S.No 1,2 and 3 of BoQ
2.	Deployment of dynamic dashboard system in testing environment and Integration of all the data sets/databases identified in the scope of work with the model	Submission of Deployment & Integration confirmation letter with details of testing URL	10% of S.No 1,2 and 3 of BoQ
3.	Implementation of Data labelling and creation of data descriptions with possible iterations for all the data sets/databases identified in the scope of work	Submission of status letter with specific activity completion.	10% of S.No 1,2 and 3 of BoQ
4.	Implementation of Prompt tuning for precision of the model	Submission of status letter with specific activity completion.	10% of S.No 1,2 and 3 of BoQ
5.	UAT Signoff	Signoff letter from DoPR	20% of S.No 1,2 and 3 of BoQ
6.	Deployment of dynamic dashboard system in production environment (Bihar SDC).	Deployment completion certificate/letter	5% of S.No 1,2 and 3 of BoQ
7.	Training and Handholding	Training completion certificate/letter	5% of S.No 1,2 and 3 of BoQ
8.	Rollout & Go-Live	Go-Live Certificate	10% of S.No 1,2 and 3 of BoQ
9.	Application Support and Maintenance	NA	Paid Quarterly basis (equal Quarters) for S.No 4 & 5.

5.1 PENALTY

1. The selected agency shall perform its obligations in a professional manner. In case of delay in execution of the assigned work by the agency, BSPRI may impose a penalty of 0.5% of the project value per week or part here of delay (subject to maximum of 10%). If the delay is beyond stipulated time, then BSPRI may annul the work order and shall be free to get it done from other agencies at the risk and cost of the appointed agencies. BSPRI may debar and blacklist the agencies for applying in future also.

2. If any of the services performed by the agencies fail to conform to the specifications of the assigned project or in the event of failure of the project due to indifferent (such as inadequate interactions with BSPRI), negligent (such as quality of deliverables not up to the mark), non-supportive attitude (such as non-engagement of adequate resources in the prescribed time frame), of the agencies and BSPRI decides to abort the contract / work order because of such failure, then a sum up to 10% of the value of the contract/ work order may be recovered from the agencies. This shall be without prejudice to other remedies available under law and this agreement with BSPRI.

5.2 Review and Monitoring of Agency's Work

Any invoice raised for payment from BSPRI must undergo a review for the quality and compliance of work. The Agency's work will be monitored by designated authority as decided by BSPRI. The authority shall regularly review and monitor the performance of the Agency. The Agency is also required to submit the weekly progress and achievements in connection to the Milestones as mentioned in Work Orders.

The BSPRI will carry out the quarterly monitoring and performance review of Agencies against the monthly formulated reports submitted by the agencies.

5.3 Work Orders

The work order is an agreement between BSPRI and a selected agency during the implementation phase. Work Order defines the responsibility of the Agency in ensuring the performance of the given project by giving the expected outcome of BSPRI.

The Agency shall be responsible for management of all the systems as per the Work Order during the business hours of the department i.e., from 9AM to 7PM for all the working days. BSPRI is open for use case implementation of relative and subjective milestones, provided regular review will be done and the agency must provide a full-time consultant to work with BSPRI during the time of the implementation of the work order.

5.4 Details of Application Fee

The Applicant has to submit their application by paying Rs. 5,000/- (Rupees Five Thousand Only Non-refundable) Online through Eproc2 site as tender fee.

The Bottom left of the outer cover should carry the full name, address, telephone no's, e-mail ID etc. of the agency submitting the Proposal.

The application should be addressed to:

The Director,
Panchayati Raj Department,
Government of Bihar
New Secretariat Vikas Bhawan, Patna-800015

Submission of Applications:

Last date for submission of Application on or before 17-05-2025, by 03:00 PM.

BID SUBMISSION PROCEDURE

SUB: Appointment of Service Provider for Design, Development, Implementation, Hosting and Maintenance of On-premise AI model for NLP & Voice based Dynamic Dashboard

Ref:

1. The bids shall be **accepted only in two bid system** consisting of **Technical Bid** and **Financial Bid**.
One large envelope super scribed "**Bid for Appointment of Service Provider for Design, Development, Implementation, Hosting and Maintenance of On-premise AI model for NLP & Voice based Dynamic Dashboard for BSPRI**"
must contain separate sealed envelopes for the Technical Bid and the Financial Bid.
2. The large envelope should indicate the following clearly:
Name of the company
Name / Contact Number /Email ID of the authorized signatory
Address of the company
3. **The large envelope should contain the following three separate envelopes** bearing the following superscripting:
 - I. **Non-Refundable tender fee** : Rs. 5,000/- by online mode only (non- refundable).
 - II. **Technical Bid:** All other documents go in this envelope.
 - III. **Financial Proposal**
4. The applicants should submit their completed bids within the stipulated time to the following address either by Speed Post/ Registered Post / Courier or by hand:
The Director, Panchayati Raj Department, Government of Bihar,
New secretariat, Vikas Bhawan
Patna-800015

Cover Letter- Annexure 1

(To be submitted on letter head by the applicant)

To
The Director
Panchayati Raj Department
New Secretariat, Vikas Bhawan,
Patna-800015.

Date:

Sir,

SUB: Appointment of Service Provider for Design, Development, Implementation, Hosting and Maintenance of On-premise AI model for NLP & Voice based Dynamic Dashboard

1. With reference to notice of RFP No. dated , I/We, having examined all relevant documents and understood their contents, hereby submit our Proposal for Appointment of Service Provider for Design, Development, Implementation, Hosting and Maintenance of On-premise AI model for NLP & Voice based Dynamic Dashboard.
2. I/We acknowledge that the BSPRI will be relying on the information provided in the Proposal and the documents accompanying the Proposal to BSPRI, and we certify that all information provided in the Proposal and in the Appendices are true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.
3. This statement is made for the express purpose of appointment as the agency for the aforesaid Project.
4. I/We shall make available to the BSPRI any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
5. I/We declare that:
 - We have examined and have no reservations to the documents, including any Addendum issued by the Authority.
 - Our Team at BSPRI do not have any conflict of interest as mentioned in the Document.
 - We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice in respect of any tender or request for proposal issued by or any agreement entered into with Authority or any other public sector enterprise or any government, Central or State; and
 - We have taken steps to ensure that in conformity with the provisions of this proposal, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice.

9. We understand that you may cancel the selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the agency, without incurring any liability to the Applicants in accordance with the document.
6. We further certify that regarding matters relating to security and integrity of the country, we have not been charge-sheeted or convicted by any agency of the Government or by a Court of Law for any offence committed by us or by any of our Associates.
7. We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority (and/or the Government of India) in connection with the selection of agency or in connection with the Selection Process itself in respect of the above-mentioned Project.
8. We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall I/we have any claim or right of whatsoever nature if the Consultancy for the Project is not awarded to me/us or our proposal is not opened or rejected.
9. We agree to keep this offer valid for 180 days from the proposal due date specified in the proposal
10. In the event of my/our firm / agency being selected, I/we agree and undertake to provide the services in accordance with the provisions.
11. We have studied proposal and all other documents carefully, we understand that we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of Consultancy.
12. We agree and undertake to abide by all the terms and conditions of the Document. In witness thereof, we submit this Proposal under and in accordance with the terms of the Document.

Yours faithfully,

(Signature, name and designation
of the authorized signatory)

(Name and seal of
the Applicant)

Annexure 2:**Details of the Applicant /agency (Certified by a Chartered Accountant) -**

S. No	Particulars	Details	Supporting Submitted
1.	Name of the Agency/ Firm		
2.	Address		
3.	Name of the Proprietor/ Partners/ Directors		
4	Services Offered and Proposal Reference		
5.	Date of Establishment		
6.	PAN No.		
7.	GSTN No.		
8.	Bank account details Account holder name: Name of the bank Branch: IFCS code: Account Number:		
9.	No. of years in similar service		
10.	No. of branches/ offices (if any) & their addresses		

11.	Technical staff (Number)		
	Other Staff (Number)		
	Other details if any		
12.	Details of key personnel to be assigned who will work on BSPRI, Project with age, qualification, experience (in years), notable skills and achievements		
13.	Financial Position: Turnover (Rs. in Crore) each year 2019-20, 2020-21, 2021-22		

13. List of Govt. Departments/ agencies serviced:

S. No.	Name of the Client	2019-20	2020-21	2021-22

14. List of enclosures:

Place/Date

(Authorized Signatory)

Name :

Designation:

Company Seal

Dated:

To
The Director,
Panchayati Raj Department
New secretariat,
Vikas Bhawan, Patna-800015

Dear Sir,

Ref : Appointment of Service Provider for Design, Development, Implementation, Hosting and Maintenance of On-premise AI model for NLP & Voice based Dynamic Dashboard

We have carefully gone through the Terms & Conditions contained in the RFP document No regarding "Appointment of Service Provider for Design, Development, Implementation, Hosting and Maintenance of On-premise AI model for NLP & Voice based Dynamic Dashboard.

We hereby declare that my company has not been debarred /blacklisted by any Central/ State Government/ Public Sector Undertaking/ Semi Government organizations in India. We further certify that I am competent officer in my company to make this declaration.

In accordance with the above we would like to declare that:

- We have not been found guilty of offences under criminal laws or under any criminal proceedings in India that may have an impact of affecting or compromising the delivery of services as required under this assignment.
- We are not blacklisted by any Central/ State Government/ Public Sector Undertaking/ Semi Government organizations in India.
- The information provided in the application is true and no false representation has been made.

Yours faithfully,

(Signature of the Bidder)

Name:

Date:

Business Address:

Place:

Financial Proposal**Annexure IV****Subject: Financial Bid for RFP No.....**

We, the undersigned on behalf of (Name of Firm) offer for "Design, Development, Implementation, Hosting and Maintenance of On-premise AI model for NLP & Voice based Dynamic Dashboard" in accordance with your Tender document. Our Financial Bid against the Scope for as well as details defined in the tender document is as mentioned below: -

a) Financial bid format:

S.No	Description	Unit	Qty.	Unit Rate	Amount
1.	Design, Development, implementation and deployment of on-premise AI model for NLP & Voice based dynamic dashboard for BSPRI department data across multiple systems/databases. Upto 250 Users (3-4 users per district).	Nos.	1		
2.	Onetime Integration with existing systems/databases to extract data as required.	Lumpsum	1		
3.	Training of all AD level officers from all districts at one place or online as deemed fit by the department.	Days	5		
4.	Annual Maintenance Cost for the system deployed.	Years	3		
5.	Onsite Support one person regular shift at BSPRI HQ as per the working calendar of Govt. of Bihar.	Years	3		
Sub-Total					
GST @18%					
Grand Total					

Authorized Signatory [In full and initials] Name and Title of Signatory
Name and address of the firm

Check List for submission of Application

S. No.	Enclosures	Status (Submitted/ Not Submitted)	Comments, if any
1.	Covering Letter (Annexure 1)		
2.	Details of applicant (Annexure 2)		
3	Declaration (annexure 3)		
4.	Details of Fee		
5	Agency turnover for last 3 years		
6	Technical Presentation		
7	Financial bid - annexure 4		