



## Bihar State Panchayat Resource Institute

बिहार राज्य पंचायत संसाधन संस्था

Panchayati Raj Department, Government of Bihar

4<sup>th</sup> Floor, Secretariat, Vikas Bhawan, Patna – 800015 Tel: 0612-2219175

Email:- [info.bgsys@bihar.gov.in](mailto:info.bgsys@bihar.gov.in), Website: [www.bgsys.bihar.gov.in](http://www.bgsys.bihar.gov.in) &

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



Ref: BGSYS/Admin & HR/F-PSB/1135/2024/..1537

Date: 28/08/2025

### OPEN E-TENDER NOTICE

BSPRI invites open E-Tender for the "Online RFP through e-proc portal "For selection of an agency to Supply Desktops, Printers with Scanners and UPS in 2,171 Panchayat Sarkar Bhawans/Gram Kachahri across Bihar State." Bids must be submitted in both online and offline mode.

- Online Submission: Upload the complete bid documents on the e-procurement portal <https://eproc2.bihar.gov.in>.
- Offline Submission: A hard copy of the complete Technical Bid, duly signed by the authorized signatory, must be submitted to the BSPRI Office, 4th floor, New Secretariat, Vikas Bhawan, Patna- 800015, by the due date and time.

Last date & Time for submission: On or before 11:00 AM on 03.10.2025, the complete bidding document can be downloaded from the following websites:

- <https://eproc2.bihar.gov.in>,
- <https://state.bihar.gov.in/biharprd/CitizenHome.html>
- [www.bgsys.bihar.gov.in](http://www.bgsys.bihar.gov.in).

**Note:** Bids submitted only in online or only in offline mode shall be summarily rejected. Submission in both modes is mandatory.

(CEO cum Project Director)

BSPRI, Panchayati Raj Department, Bihar



**Bihar State Panchayat Resource Institute**

**बिहार राज्य पंचायत संसाधन संस्था**

Panchayati Raj Department, Government of Bihar

BSPRI, 4th Floor, New Secretariat, 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>



(451)

## **Request for Proposal (RFP)**

**For selection of an agency to Supply Desktops, Printers with Scanners and UPS in  
2,171 Panchayat Sarkar Bhawans/Gram Kachahri across Bihar State.**

Tender Reference No:

BGSYS/Admin & HR/F-PSB/1135/2024/.....<sup>1537</sup>

Date: 29/08/2025

**Contact Us,**

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

4th Floor, New Secretariat, Vikas Bhawan, Patna – 800015. During office Hours from 09:30 A.M.  
to 6:00 P.M. (Monday to Friday) Contact no: 0612- 2219175 Email: info.bgsys@bihar.gov.in

## 1. Schedule for Invitation of RFP

PARTICULARS	DETAILS
Name of Assignment	Online RFP through e-proc portal for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state.
Name of the Department & Address	Bihar State Panchayat Resource Institute (BSPRI), Panchayati Raj Department, Government of Bihar, 4th Floor, New Secretariat, Vikas Bhawan, Patna – 800015
Online Availability of RFP documents	May be downloaded from the Website <a href="https://state.bihar.gov.in/biharprd/CitizenHome.html">https://state.bihar.gov.in/biharprd/CitizenHome.html</a> & <a href="http://www.bgsys.bihar.gov.in/">www.bgsys.bihar.gov.in/</a> and submission through online <a href="https://eproc2.bihar.gov.in/">https://eproc2.bihar.gov.in/</a>
Last Date & time of submission of RFPs	03/10/2025 till 11.00 AM
Date & time for pre-bid meeting	10/09/2025 at 11:00 AM for Prebid: authorization letter must be carried
Date & time of opening of Technical Bid	03/10/2025 till 03.00 PM
Date & time of opening of Financial Bid	To be notified later to only technically responsive bidder.
Delivery and installation	30 Days from signing of the agreement at panchayat levels.
Mode of submission of RFPs	Through electronic mode at <a href="https://eproc2.bihar.gov.in/">https://eproc2.bihar.gov.in/</a> , and by submitting a hard copy of all documents related to the technical bid. Both submissions are mandatory.
RFP Downloading Place	<a href="https://state.bihar.gov.in/biharprd/CitizenHome.html">https://state.bihar.gov.in/biharprd/CitizenHome.html</a> & <a href="http://www.bgsys.bihar.gov.in/">www.bgsys.bihar.gov.in/</a> and submission through online <a href="https://eproc2.bihar.gov.in/">https://eproc2.bihar.gov.in/</a>
Validity of the Bid	The Bid shall be valid for a period of 90 days from the last date of submission of RFP
RFP submission address & Contact No.	<b>Project Director Cum CEO</b> <b>Bihar State Panchayat Resource Institute (BSPRI, Panchayati Raj Department, Bihar</b> 4th Floor, New Secretariat, Vikas Bhawan, Patna – 800015. During office Hours from 09:30 A.M. to 6:00 P.M. (Monday to Friday) Contact no: 0612- 2219175 Email: <a href="mailto:info.bgsys@bihar.gov.in">info.bgsys@bihar.gov.in</a>
Tender Cost and Tender Processing fee online mode only	Tender Cost: Rs. 5000/- and Tender Processing fee: Rs.590/-
Bid Security (EMD) online mode only	Rs. 35,00,000/- (Rupees thirty-five lakh). This shall be returned to unsuccessful bidder after completion or rejection of bidding process. Bidders registered as <b>Micro or Small-Scale Units</b> seeking exemption from payment of EMD must submit a valid ' <b>UDYAM Registration Certificate</b> ' clearly indicating the relevant nature of work, along with the annexure page details. If the nature of work does not match the scope of the assignment, the bidder may be disqualified from the bidding process.
Performance Security	5% of the Contract Value (defect liability period + 60 Days)



## 2. INSTRUCTION TO BIDDERS

### General Provisions

#### *Definitions*

"Guidelines" means the policies of the BSPRI set forth in this RFP.

"Client/Society" means Bihar State Panchayat Resource Institute (BSPRI), Department of Panchayati Raj, Government of Bihar that signs the Contract for the Services with the selected Agency.

"Agency/bidder" means a legally established firm or an entity that may provide or provides the Services to the Client under the Contract.

"Contract" means a legally binding written agreement signed between the Client and the Agency and includes all the attached documents listed.

"Data Sheet" means detailed instruction to the Agency (ITA) for preparation of the RFP.

"Government" means the government of the Client's State.

"ITA" mean the Instructions to Agency that provides the information needed to prepare their Bids.

"Bid" means the Technical Bid and the Financial Bid of the Agency in response to the RFP.

"RFP" means the Request for Proposal to be prepared by the Client for the selection of Agency.

"Services" means the work to be performed by the Agency pursuant to the Contract.

"TORs" means the Terms of Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Agency, and expected results and deliverables of the assignment.

The Client named in the **Data Sheet** intends to select an Agency, in accordance with the method of selection specified in the **Data Sheet**.

#### **1. Introduction**

The Agencies are invited to submit a Technical Bid and a Financial Bid, as specified in the **Data Sheet**, for services required for the assignment named in the **Data Sheet**. The Bid will be the basis for negotiating and ultimately signing the Contract with the selected Agency.

The Client will timely provide, at no cost to the Agency, the inputs, relevant project data, and reports required for the preparation of the Agency's Bid as specified in the Data Sheet.

**2. Conflict of Interest**

2.1 The Agency is required to provide professional, objective, and impartial advice, at all times holding the Client's interest paramount, strictly avoiding conflicts with other assignments or its own corporate interests and acting without any consideration for future work.

2.2 The Agency has an obligation to disclose to the Client any situation of actual or potential conflict that impacts its capacity to serve the best interest of its client. Failure to disclose such situations may lead to the disqualification of the Agency or the termination of its Contract.

**3. Unfair Advantage**

Selection of the Agency would be strictly in accordance to the ToR.

**4. Corrupt and Fraudulent Practices**

The Client requires compliance with its policy in regard to corrupt and fraudulent practices as set forth by the BSPRI.

In further pursuance of this policy, Agency shall permit the Client to inspect all accounts, records, and other documents relating to the submission of the Bid and contract performance (in case of an award), and to have them audited by auditors appointed by the Client.

**Preparation of Bids**

**5. General Considerations**

In preparing the Bid, the Agency is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Bid.

**6. Cost of Tender**

the Agency shall bear all costs associated with the preparation and submission of its Bid, and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client is not bound to accept any Bid and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Agency.

**DEPOSIT OF EARNEST MONEY**

RFP must be accompanied with an earnest money of **Rs. 35,00,000/-** (Rupees thirty-five lakh only) failing which the Bid will be rejected and Technical Bid will not be opened.

The Earnest Money should be deposited by online through eproc2 portal only of Rs. 35,00,000/- (Rupees thirty-five lakh only).

The bidder shall submit the EMD, tender cost, and tender processing fee online. Failure to submit any of these shall result in rejection of the bid.

- 7. Language** The Bid, as well as all correspondence and documents relating to the Bid exchanged between the Agency and the Client shall be written in the English language.
- 8. Documents Comprising the Bid** The Bid shall comprise the documents and forms listed in the **Data Sheet**.
- 9. Only One Bid** The Agency shall submit **only one Bid**. If the Agency submits or participates in more than one Bid, all such Bids shall be disqualified and rejected.
- 10. Bid Validity** **The Data Sheet** indicates the period during which the Agency's Bid must remain valid after the Bid submission deadline. During this period, the Agency shall maintain its original Bid without any change, including the proposed rates and the total price
- 11. Sub-Contracting** The Agency shall not be entitled to subcontract the assignment without the prior written consent of the Client.
- 12. Technical Bid Format and Content** The Technical Bid shall not include any financial information. A Technical Bid containing material financial information shall be declared non-responsive.
- 13. Financial Bid** The Financial Bid shall be submitted online only as per **Annexure "C"**
- 14. Taxes** The Agency is responsible for meeting all tax liabilities arising out of the Contract.

**Submission, Opening and Evaluation**

- 15. Submission, Sealing, and Marking of Bids** 15 .1 In addition to the electronic mode the Agency shall submit a signed and complete technical Bid comprising the documents and forms in hard copy also. The submission will be accepted by **Registered/ Speed Post/ Courier/by Hand**. Late proposals will not be considered for evaluation unless the dateline is extended.

An authorized representative of the Agency shall sign the Technical Bid and the Financial Bid.

Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Bid.

The Technical Bid shall be placed inside a sealed envelope superscripted **"TECHNICAL BID"** online RFP through e-proc portal for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state as part of the BIHAR STATE PANCHAYAT RESOURCE INSTITUTE, Bihar, Patna and address of the Agency. The Technical Bid should have the information as required in **"Technical Bid Format"** along with the required documents.

- 16 15.2 Similarly, the Financial Bid must be submitted online only. It should contain the information as specified in the 'Financial Bid Format as per annexure C' and must be uploaded in the prescribed format under the BOQ section of the eProc2 portal.



Separate sealed envelopes containing the copy of receipt for submission of **EMD, Tender processing fee, Tender cost and Technical bid** shall be placed into one envelope and sealed. This envelope shall be superscripted "**Online RFP through e-proc portal for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state.**" and submitted to the **Project Director cum CEO, Bihar State Panchayat Resource Institute (BSPRI), 4th Floor, New Secretariat, Vikas Bhawan, Patna – 800015** with the name, address, and contact of the Agency. However, the documents received after the due date and time will be summarily rejected.

If the envelopes and packages with the Bid are not sealed and marked as required, the Client will assume no responsibility for the misplacement, loss, or premature opening of the Bid.

The Bid or its modifications must be sent to the address indicated in the **Data Sheet** and received by the Client no later than the deadline indicated in the **Data Sheet**, or any extension to this deadline. Any Bid or its modification received by the Client after the deadline shall be declared late and rejected, and promptly returned unopened.

#### 16. Confidentiality

From the time the Bids are opened to the time the Contract is awarded, the Agency should not contact the Client on any matter related to its Technical and/or Financial Bid. Information relating to the evaluation of Bids and award recommendations shall not be disclosed to the Agencies who submitted the Bids or to any other party not officially concerned with the process, until the publication of the Contract award information.

Any attempt by shortlisted Agencies or anyone on behalf of the Agency to influence improperly the Client in the evaluation of the Bids or Contract award decisions may result in the rejection of its Bid.

Notwithstanding the above provisions, from the time of the Bids' opening to the time of Contract award publication, if the Agency wishes to contact the Client on any matter related to the selection process, it should do so only in writing.

#### 17. Opening of Technical Bids

The Client's evaluation committee shall conduct the opening of the Technical Bids and evaluate the criteria in the presence of the Agencies' authorized representatives who choose to attend. **The Agencies which qualify the technical evaluation shall be considered for opening of Financial Bid.**

The opening date, time and the address are stated in the **Data Sheet**.

The evaluators of the Technical Bids shall have no access to the Financial Bids until the technical evaluation is concluded.

#### 18. Bids Evaluation

The Agency is not permitted to alter or modify its Bid in any way after the Bid submission deadline. While evaluating the Bids, the Client will conduct the evaluation of the Technical and Financial Bids.

<b>19. Evaluation of Technical Bids</b>	The Client shall evaluate the Technical Bids on the basis of their responsiveness to the <b>format for Technical Bid</b> . A Bid shall be rejected at this stage if it does not respond to the aspects of the Technical Bid format
<b>20. Opening of Financial Bids</b>	The Financial Bids shall be opened online through eproc2 portal by the Client in the presence of the representatives of those Agencies whose Bids have qualified technical round and who choose to attend. These Financial Bids shall be then opened, and the total prices read aloud and recorded.
<b>21. Correction of Errors</b>	<p>21.1 No corrections are to be made to the Financial Bid.</p> <p>21.2 A contract form is included in the RFP, the Agency is deemed to have included all prices in the Financial Bid, and so neither arithmetical corrections nor price adjustments shall be made. <b>The total price specified in the Financial Bid shall be considered as the offered price.</b></p>
<b>22. Taxes</b>	The Client's evaluation of the Agency's Financial Bid shall exclude taxes and duties in the state in accordance with the instructions in the <b>Data Sheet</b> .
<b>23. Single Currency</b>	For the evaluation purposes, prices shall be considered in single currency INR.
<b>24 Least Cost Selection</b>	The firm will be selected based on <b>Least Cost Selection method (L1)</b> as per Bihar Financial Rules
<b>Negotiations and Award</b>	
<b>25. Technical negotiations</b>	The negotiations include discussions of the Terms of Reference (TOR), the proposed methodology, the Client's inputs, the special conditions of the Contract, and finalizing the "Description of Services" part of the Contract. These discussions shall not substantially alter the original scope of services under the TOR or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.
<b>26. Financial negotiations</b>	The negotiations include the clarification of the Agency's tax liability in the Client's State and how it should be reflected in the Contract.
<b>27. Award of Contract</b>	<p>After completing the negotiations, contract would be signed by the agency respectively with the BSPRI, Bihar for the purpose of <b>supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state</b>. Such contracts will be signed, and the award information shall be published as per the instructions in the <b>Data Sheet</b>; and promptly notify the other shortlisted Agencies.</p> <p>The Agency is expected to commence the assignment on the date and at the location as specified in the contract signed between the agency and the BSPRI, as the case may be.</p>





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Online RFP through e-proc portal for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state.

### 3. Data Sheet

General	
1	<b>Place:</b> Patna, Bihar
2	<b>Name of the Client:</b> Bihar State Panchayat Resource Institute (BSPRI), Panchayati Raj Department, Government of Bihar <b>Method of selection:</b> Least Cost Selection (L1) as per Bihar Financial Rules
3	<b>Financial Bid to be submitted together with Technical Bid:</b> Yes, in eproc2 portal (Hard copy of technical bid should be submitted in both online and offline mode). <b>The name of the assignment is</b> Online RFP through e-proc2 portal (Powered by Beltron) for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state for Bihar State Panchayat Resource Institute (BSPRI), Panchayati Raj Department, Government of Bihar.
4	<b>The Client will provide:</b> All relevant information and guidelines related to BSPRI, if needed.
Preparation of Bids	
1	Bids shall be submitted in English language
2	The Bid shall comprise the following in one Envelope: EMD, Bid processing fee and Cost of Tender fee along with technical bid
3	Bids must remain valid for: 90 Days after the Bid submission deadline.
4	Clarifications may be requested – clarification must be submitted before Prebid meeting (10/09/2025 before 11:00 AM.) The contact information for requesting clarifications is: Project Director Cum CEO, Bihar State Panchayat Resource Institute (BSPRI), Panchayati Raj Department, Government of Bihar, 4th Floor, New Secretariat, Vikas Bhawan, Patna – 800015
Submission, Opening and Evaluation	
1	The Agencies shall submit their Bids electronically through eproc2 Portal (Technical and Financial) and also submit technical bid offline.
2	The Agency must submit:  (a) Technical Bid: one (1) (b) Financial Bid: one (1)
3	The Bids must be submitted not later than: Date: [03/10/2025] Time: up to 11.00 AM The technical Bid submission address is: Project Director Cum CEO, Bihar State Panchayat Resource Institute (BSPRI), Panchayati Raj Department, Government of Bihar, 4th Floor, New Secretariat, Vikas Bhawan, Patna – 800015

4	<p>The opening of Technical Bid shall take place at:  <b>Date:</b> [03/10/2025] <b>Time:</b> 03:00 PM</p> <p>Date &amp; Time of opening of Financial Bid will be intimated later.</p>
5	<p><b>Email ID and contact details</b>  Tender &amp; Prebid Related email ID: <a href="mailto:info.bgsys@bihar.gov.in">info.bgsys@bihar.gov.in</a>  and Contact Details: 0612- 2219175 (if not able to contact kindly visit BSPRI, 4th Floor, New Secretariat, Vikas Bhawan, Patna – 800015). During office Hours from 09:30 A.M. to 6:00 P.M. (Monday to Friday)</p> <p><b>For eproc2 related:</b> Email Id: <a href="mailto:eproc2support@bihar.gov.in">eproc2support@bihar.gov.in</a> Toll Free Number: 1800 572 6571 (Working Hours: 8AM to 7PM (All days in week except Sunday and few selected state holidays) - eProc 2.0 Help Desk Address: : For support related to e-tendering process - mjunction services limited RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar.</p>
6	<p>For the purpose of the evaluation, the Client will exclude: GST, or any other taxes levied on the contract's invoices; and (b) If a Contract is awarded, at Contract negotiations, all such taxes will be discussed, finalized (using the itemized list as a guidance but not limiting to it) and added to the Contract amount as a separate line, also indicating which taxes shall be paid by the <b>Agency</b> and which taxes are withheld and paid by the Client on behalf of the Agency</p>
7	<p>Corrigendum/ Addendum/ amendments if any, will be published on the website <a href="https://state.bihar.gov.in/biharprd/CitizenHome.html">https://state.bihar.gov.in/biharprd/CitizenHome.html</a>, <a href="http://www.bgsys.bihar.gov.in/">www.bgsys.bihar.gov.in/</a> &amp; <a href="https://www.eproc2.bihar.gov.in">https://www.eproc2.bihar.gov.in</a> itself. All such corrigendum/ addendum/ amendments shall be binding on all the bidders. The bidders are also advised to visit the aforementioned website on regular basis for checking of corrigendum/ addendum/ amendments, if any.</p>
8	<p>All bidders intending to participate in the pre-bid/technical opening/ financial opening meeting must ensure that their representatives carry a valid authorization letter issued on the company's official letterhead, duly signed and sealed by the authorized signatory. Without this, entry to the pre-bid/technical opening/ financial opening meeting may be restricted.</p>
<b>Negotiations and Award</b>	
1	<p><b>Address for Communication:</b>  <b>Project Director Cum CEO,</b>  Bihar State Panchayat Resource Institute (BSPRI),  Panchayati Raj Department, Government of Bihar,  4th Floor, New Secretariat, Vikas Bhawan, Patna – 800015</p>
2	<p><b>The publication of the contract award information following the completion of the contract negotiations and contract signing will be done as following:</b>  The publication will be done within [7 days] after the contract signing.</p>

#### 4. Key Eligibility Criteria

Agencies meeting all the following eligibility criteria shall qualify for the opening of the financial bid. Failure to submit any of the required verifiable documents shall lead to disqualification.

S.no	Qualification Criteria of bidder	Document/Information to be provided	Compliance (Yes/no)
1.	The bidder should be an established entity registered for supply of IT/ITES/IT Services/Information technology products business in India under the Company's Act 1956/2013, or Partnership Act 1932, or Limited Liability Partnership Act 2008 and should be 5 years old entity.	Copies of the certificate of Incorporation, issued by the Registrar of Companies (Roc) under the Companies 1956/2013 along with copies of the Memorandum of Association (MoA) and Articles of Association (AoA)  For Partnership Firm Copy of Partnership deed under the partnership Act 1932.  For Limited Liability Partnership (LLP) firm- Copy of the Certificate of Incorporation issued by the registrar of Firms Firm under the Limited Liability Partnership Act 2008.	
2.	Registered with the GST and Income Tax Department Should have been operating for the last three years (FY 2022-23, 2023-24,2024-25).	(b) Valid documentary proof for: GST Identification number (GSTIN), Income Tax registration/PAN number Up to date GST Return Income Tax returns for last three financial years.	
3.	The Bidder should have average annual turnover of at least INR 12 Cr. in last three years (FY 2022-23, 2023-24,2024-25).	Audited financial statements for the last three financial years and Certificate from the Statutory Auditor/CA.	
4.	The Bidder should have positive Net-worth - (FY 2022-23, 2023-24,2024-25)	Audited financial statements and Net worth certificates from CA	



S.no	Qualification Criteria of bidder	Document/Information to be provided	Compliance (Yes/no)
5.	<p>Bidder/OEM (Themselves or through their resellers) should have experience of similar work in last three years (FY 2022-23, 2023-24,2024-25)</p> <p>One Single order value of greater than INR 10 Crore.</p> <p>OR</p> <p>Two Order value of greater than INR 7.5 Crore each</p> <p>OR</p> <p>Three Order value of greater than INR 05 crore Each</p> <p>Similar Work shall mean "supply, of Desktop/Printer to any State/ Central Govt./ PSUs in India</p>	Work Order/Completion Certificate/Agreement required	
6.	<p>Bidder/OEM (Themselves or through their resellers) should have experience of similar work in last three years (FY 2022-23, 2023-24,2024-25).</p> <p>One Single order Quantity of greater than 1500 nos.</p> <p>OR</p> <p>Two Order Quantity of greater than 1000 nos.</p> <p>OR</p> <p>Three Order Quantity of greater than 750 nos.</p> <p>Similar Work shall mean "supply, of Desktop/Printer with any State/ central Govt./ PSUs/ Government societies in India.</p>	Work Order/Completion Certificate/Agreement required	
7.	Bidder/OEM should have an ISO 9001:2015, ISO/IEC 27001:2013 or latest. The certifications should be valid on the date of bid submission	Copy of valid certificate	
8.	The Bidder/OEM should not have ever been blacklisted for corrupt or fraudulent practices by any of the State/ Central Government/PSU/ Govt society. in the last 3 years preceding the date of submission of the bid.	A self-certification letter, undertaking to this effect on the company's letterhead, signed by the company's authorized signatory, along with an affidavit on Rs. 1000/- stamp paper for this purpose	
9.	Bidder must be authorized by respective OEMs	The bidder must submit bid-specific Manufacturer Authorization Forms (MAFs) issued by the respective OEMs for the Computer, Printer, and UPS, dated on or after the publication date of	

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Online RFP through e-proc portal for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state.

S.no	Qualification Criteria of bidder	Document/Information to be provided	Compliance (Yes/no)
		the bid.	
10.	Certificate as per specification	The agency must provide certificates/documents as specified in the item specification section of the RFP. The bidder shall also submit an affidavit on Rs.1,000/- stamp paper, certifying that the supplied materials fully comply with all specifications mentioned in Table-A, Table-B, and Table-C	
11.	OEM Criteria mentioned in Specification section	Supportive documents to be submitted	



## 5. Terms of Reference

**Online RFP through e-proc portal for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state.**

### 1. Objectives of the Assignment:

The Government of Bihar (GoB) aims to strengthen the Panchayati Raj Institutions as units of self-governance with a capability of planning, implementing and monitoring developmental schemes, promoting community participation, generating employment opportunities and providing justice at doorsteps. Department of Panchayat Raj (DoPR) looks after matter of Panchayat Raj Institution (hereinafter referred to as PRI) across all districts of Bihar. The vision of DoPR is to achieve decentralized and participatory governance through PRIs. The mission of DoPR is empowerment, enablement, transparency and accountability of PRIs to ensure inclusive development with social justice and efficient delivery of services. Panchayats are constitutionally mandated to prepare plans for economic development and social justice. DoPR has been working with stakeholders to institutionalize local sustainable development goals (hereinafter referred as LSDGs) planning and implementation with approach of convergence of available resources at grassroots.

As strengthening institution for Capacity Building and Training, SPRC at state level and DPRC at 38 District are established as part of Bihar State Panchayat Resource Institute (BSPRI), a registered society under Department of Panchayati Raj.

State Panchayat Resource Centre (SPRC) and District Panchayat Resource Centre (DPRC) function under the overall supervision, guidance and control of the Project Director-Cum-CEO of the Society (BSPRI) who also serves as the Director, Department of Panchayati Raj (DoPR). State Panchayat Resource Centre (SPRC) function as nodal authority for providing training at State level, research and other similar activities for Bihar and on similar line District Panchayat Resource Centre (DPRC) provides training at district and block level.

The objective of this assignment is to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state, to facilitate following activities:

- RTPS (Right to Public Service): - <https://serviceonline.bihar.gov.in/>  
A citizen-centric portal for availing government services transparently within a stipulated time.
- E-gram Swaraj – <https://egramswaraj.gov.in/>  
A digital platform for planning, budgeting, accounting, and monitoring of Panchayati Raj Institutions and MoPR.
- E-panchayat – <https://epanchayat.bih.nic.in/>  
A Mission Mode Project aimed at automating and strengthening Panchayati Raj governance through ICT, developed for the Panchayati Raj Department, Bihar.
- E-gram Kachahari Portal - <https://egramkachari.bihar.gov.in/>  
An online system for managing and tracking Gram Kachahari (village court) cases and proceedings.
- Meri Panchayat – <https://meripanchayat.gov.in/>  
The Meri Panchayat web application is designed to provide a unified digital governance platform for rural areas, catering to residents, functionaries, and stakeholders of the Panchayati Raj Institution system.



- Nirnay Portal – <https://meetingonline.gov.in/>  
A decision-tracking portal for monitoring official orders and resolutions at the Panchayat level. It deals with Gram Sabha Meetings.
- National Panchayat Award – <https://panchayataward.gov.in/>  
A recognition initiative by MoPR to honor best-performing Panchayats across various categories.
- eGS Integrated GeM – <https://gem.gov.in/>  
An integration of eGramSwaraj with Government eMarketplace for transparent procurement by Panchayats.
- PDP (Panchayat Development Plan):- <https://gpdp.nic.in/>  
Panchayat Development Plan outlines annual development goals and activities at the Gram Panchayat level.
- LGD (Local Government Directory):- <https://lgdirectory.gov.in/>  
Local Government Directory assigns unique codes to all administrative units for standardized governance data.
- HRMS – Human Resource Management System  
Human Resource Management System digitally manages employee records, transfers, and service-related data.
- Panchayat Sarkar Bhawan (PSB):-  
A dedicated building established at the Gram Panchayat level for official and citizen-centric activities.
- Solar Streetlight –  
An eco-friendly rural lighting solution powered by solar energy to ensure village safety and sustainability. Bihar's flagship Mukhyamantri Gramin Solar Street Light Yojana is driving sustainable development in Bihar's villages.
- TMP (Training Management Portal): – <https://trainingonline.gov.in/>  
Training Management Portal facilitates the planning, execution, and monitoring of training programs for Panchayat functionaries.
- Google Sheet Update as When required –  
A collaborative tool by Google used for real-time data entry and tracking, updated as needed.

## 2. Scope of work:

The scope of work includes the supply and delivery, in a fully functional plug-and-play condition & maintain during warrantee period, of Desktops, Printers with Scanners, and UPS units to Panchayat-level locations for 2,171 Panchayat Sarkar Bhawans/Gram Kachahris across Bihar State.

The delivery shall be made on a FOR (Free on Road) basis at the respective panchayats (A detailed list of Panchayats shall be shared by BSPRI upon finalization of the bid/award of contract).

The selected agency shall be responsible for the following:

- **Supply and Delivery:** The agency shall supply brand-new, original, and unused Desktops, Printers with Scanners, and UPS units, strictly as per the technical specifications mentioned in Table-A, Table-B, and Table-C of this RFP, and deliver them at the district level in a fully functional, plug-and-play condition.

- **Installation and Operationalization:** The agency shall ensure installation, configuration, and demonstration of all supplied equipment at the Panchayat Sarkar Bhawan/Gram Kachahri at panchayat level. All devices must be made fully operational at the designated locations to the satisfaction of the concerned authorities.
- **Insurance:** The bidder shall be solely responsible for comprehensive transit insurance of all equipment until their final delivery, installation, and handover at the designated site (panchayat level).
- **OEM Warranty and Support:** The solution must have **comprehensive onsite warranty and OEM support as per condition mentioned in Annexure A, B & C** from the date of Installation. The warranty must be visible on the OEM's website against each product's serial number.
- **Product Authenticity:** All products supplied must be **original, brand new, and unused**. The supply of **refurbished, counterfeit, or used equipment** will result in **immediate disqualification, termination of the contract, and initiation of legal action**.
- **Service Level Agreement (SLA):** The agency shall maintain post-installation support and service standards as per the following SLA:
  - **Response Time:** Within 24 hours of complaint logging.
  - **Resolution Time:** Within 72 hours of complaint logging.
  - Failure to adhere to the SLA timelines shall attract penalties as specified under the penalty clause.

All work shall be carried out in accordance with the timelines, standards, and conditions laid down in the RFP. BSPRI reserves the right to inspect, verify, and reject any item that fails to meet the quality or specification standards.

**Delivery shall be made at the respective Panchayats in a fully functional, plug-and-play condition. Detailed delivery schedules and locations shall be provided at the time of finalization of the bid.**

### 3. Ownership:

All information collected by the Agency will be used only for the purpose of delivering the scope specified in the TOR. No part of the information shall be used for any other purpose without the prior explicit consent of the BSPRI, Bihar. All materials and data collected during the contract period shall be the property of the BSPRI, Bihar.

### 4. Reporting

The Agency will report to the Project Director-cum-CEO, BSPRI.

The Project Director-cum-CEO will be the overall decision-making authority.

### 5. Duration of the Contract:

The period of this contract shall be for three years from the date of Installation. On site warranty for 3 years for the quoted model should be provided.

### 6. List of items to be supplied:

S.no	Item/Description	Unit	Qty	The delivery shall be made at the Panchayat level across Bihar State, ensuring that all equipment is provided in a fully functional, plug-and-play condition.
1	Desktop (Specification as per RFP)	Nos.	2171	
2	Printer with scanner (Specification as per RFP)	Nos.	2171	
3	UPS (Specification as per RFP)	Nos.	2171	

### Technical Specifications

Table-A

Desktop Specification		
Component	Desktop Specification	Compliance (Yes/No)
Processor	Intel Core i5 (14th Gen or above) or AMD Ryzen 5 latest Version	
Motherboard	Intel chipset Compatible motherboard with minimum 2 RAM slots, integrated audio, HDMI/VGA, and LAN support/ AMD pro or latest version	
RAM	8 GB DDR5 (expandable up to 64 GB) with 2 DIMM slots	
Storage	512 GB SSD (NVMe preferred)	
Display Monitor	19.5"- 21.5" Full HD LED Monitor, resolution 1920x1080, TCO certified (Same make as Desktop OEM)	
Cabinet	Mid Tower Cabinet with SMPS (minimum 400W)	
Graphics	Integrated Graphics (Intel UHD / AMD Radeon Vega) or higher	
Networking	Integrated 10/100/1000 Mbps LAN port, Wi-Fi optional	
Ports	Minimum 4 x USB (incl. 2 USB 3.0), HDMI/VGA, 3.5 mm Audio In/Out	
Operating System	OEM factory pre install Microsoft Window 11 with latest service pack (OEM License)	
Input Devices	USB Keyboard and Optical USB Mouse	
Audio	Integrated HD Audio, internal speaker optional	
Office	Pre-installed MS office	



### Warranty, Certification and OEM Criteria of Desktop

Component	Specification	Compliance (Yes/No)
Certification	EPEAT India Gold Registered, Energy Star, UL, CE, FCC, Windows 11 Certified, TCO for Monitor, Ubuntu Certified	
Warranty	Three Years onsite OEM Comprehensive Warranty. OEM Warranty should be visible in the OEM website in respect to each product serial number. OEM must provide Service support toll free phone number and email ID.	
Authorization	Digital Sign Bid Specific MAF to be issued by the OEM to their participating authorized reseller, the same must be submitted by the bidder.	
OEM Turnover	The turnover of the manufacturer (OEM) of Desktop /Servers should be minimum average of rupees 1000 Cr. (One Thousand Crores) per annum during the last three financial years (FY: FY:2021-22, 2022-23, 2023-24). - Extracts from the audited Balance sheet an Profit & Loss, "Or" Certificate from the statutory auditor/CA certificate Mentioning UDIN.	
OEM Experience	OEM's experience of more than 10 years in the manufacturing of Desktop PCs/Servers/Thin Clients - OEM Declaration of experience (On OEMs. Letter Head) and supporting document related with existence of OEM	
OEM non-blacklisting	OEM Should not be Blacklisted/Debarred from Govt. /Public sector Undertaking in the last 5 years across India. - Self-declaration No Blacklisting undertaking (On OEM's letter head)	
OEM service center	<b>OEM must have service center in Bihar. - Undertaking to this effect should have submitted</b>	
OEM confirmation	The OEM shall certify that spares, updates, and patches for the quoted products will be available for a minimum period of five (5) years from the date of supply. A certificate from the OEM confirming these details must be submitted.	
OEM Diagnostic	Online Hardware diagnostic tool from the same Original Equipment Manufacturer (OEM) as the Desktop Hardware	
OEM GST	The OEM should have valid GST returns – Provide copy of GSTR-9 for FY 2023-24.	
Keyboard	USB Wired Keyboard Same make as Desktop	
Mouse	USB Optical Wired Mouse Same Make as Desktop	
Security & Manageability	Unified End-Point Management should be provided with the Desktop supplied for better management through a central console with below features – 1) UEM should be able to remotely lock device or specific application and delete data from the device in case of a theft 2) UEM should be able to monitor and track device IP location 3) UEM should be able to Whitelist all applications and URL desired for Department use and blacklist balance 4) UEM should be able to Whitelist URL and blacklist other on Microsoft edge browser 5) User should not be able to delete/remove the UEM from the device 6) Hosting of UEM should be done on cloud 7) UEM should come with a License period of 3 Year 8) UEM should be able to block USB ports	

Table -B

Printer with scanner Specification

Component	Black s White All-in-One Laser Printer Specification	Compliance (Yes/No)
Type	Monochrome Laser All-in-One (Print, Scan, Copy)	
Functions	Print, Scan, Copy	
Printing Technology	Laser	
Print Speed	Minimum 20-30 pages per minute (A4, Black C White) or better	
Print Resolution	600 × 600 dpi or higher	
Scanner Type	Flatbed Scanner with CIS sensor	
Scan Resolution	Minimum 600 × 1200 dpi	
Copy Speed	Same as print speed or slightly lower	
First Print Out Time	Less than 10 seconds (Black)	
Paper Support	A4, A5, Letter, Legal	
Paper Tray Capacity	At least 100 sheets (Input Tray)	
Connectivity	USB 2.0 (Wi-Fi optional if within budget)	
Monthly Duty Cycle	Recommended: 1,000 to 5,000 pages/month	
Toner Cartridge	Pre-installed starter toner (≥500 pages yield), refillable or replaceable	
Operating System	Compatible with Windows, Linux, MacOS	
Power Requirement	220–240V, 50/60 Hz	

Warranty, Certification and OEM Criteria of Printer

Component	Specification	Compliance
Warranty	Minimum 3 Years On-site / Carry-in Warranty	
Authorization	Ink Sign Bid Specific MAF to be issued by the OEM to their participating authorized reseller, the same must be submitted by the bidder.	
OEM Criteria	Minimum Turnover should be 500 cr and minimum 10 years presence in India. Supportive documents to be submitted.	
OEM service center	<b>OEM must have service center in Bihar. - Undertaking to this effect should have submitted</b>	
OEM confirmation	The OEM shall certify that spares, updates, and patches for the quoted products will be available for a minimum period of five (5) years from the date of supply. A certificate from the OEM confirming these details must be submitted.	

Table -C

UPS Specification

Component	Specification	Compliance
UPS	600VA	
Authorization	Ink Sign Bid Specific MAF to be issued by the OEM to their participating authorized reseller, the same must be submitted by the bidder.	
OEM Criteria	Minimum Turnover should be 100 cr. Supportive documents to be submitted.	
OEM service center	<b>OEM must have service center in Bihar. - Undertaking to this effect should have submitted</b>	



**7. Selection of the Agency:**

The selection of agency through an open competitive bidding process. A two-stage selection process will be adopted in evaluating the Proposals. In the first stage, a technical evaluation will be carried out. In the second stage, financial evaluation will be carried out.

**8. Mode of Release of Payment to Agency:**

The payments to the Agency shall be made 100% against delivery of material at consignee location, which have been finally approved by the competent authority of BSPRI in accordance with the provisions of this RFP.

- a) The payment shall be released on the basis of submission of relevant invoices, delivery challans, and installation reports duly accepted by the competent authority. Payment shall be made only after successful delivery, installation, and inspection of the supplied items, and upon approval by the competent authority. The decision of the competent authority in this regard shall be final and binding.
- b) The GST would be paid at the prevalent rates on actual.
- c) All payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the applicable Acts & Laws.
- d) No Interest shall be paid on delayed payments.
- e) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected proposer in India, the BSPRI shall use its best efforts to enable the successful/ selected proposer to benefit from any such tax savings to the maximum allowable extent.

**9. Submission of Proposals**

**Both online and offline modes of proposal submission will be accepted. Failure to submit the proposal in either mode (online or offline) may result in rejection, and the proposal will not be evaluated further.** The hard copy of the uploaded technical proposal must be submitted to BSPRI, Panchayati Raj Department, Government of Bihar, 4th Floor, Vikas Bhawan, Bailey Road, Patna 800015, by the date mentioned above, along with duly signed pages of the proposal and the requisite documents.

**1). Technical Bid:**

- a) Proposal Submission Form **Annexure-A**
- b) Scanned copy of GST Registration Number.
- c) Scanned copy of Turnover Certificate, Audited Annual Report & Balance Sheets for last 3 financial years.
- d) Experience certificate in the form of work orders / agreements / completion certificates.
- e) Bidder has to submit Document fee, Tender Processing fee and EMD in online mode by e-proc portal, on or before the last date and time of bid submission. Scanned copy of the document fee, Tender Processing fee and EMD shall be submitted with the technical proposal.
- f) Compliances of all specification and Certificate mentioned in specification section.
- g) OEM criteria.
- h) Another document mentioned in eligibility criteria.



## 2) Financial Bid

Financial Bid is to be submitted in prescribed format. The fee quoted in the financial bid should be expressed **inclusive of applicable taxes and material shall deliver on FOR destination basis (Free for installation, any labour charges and freight)**. While submitting the Financial Proposal, the firm shall ensure the following:

Prices payable to the Bidder as stated in the Contract **shall remain fixed during** the period of the contract if not stated otherwise. However, in the event of any increase/decrease in Government taxes/duties as applicable at the time of delivery, the prices shall be adjusted accordingly at the time of payment.

## 10. Terms and Conditions

- a) Failure to comply with requirements spelt out in validity of the bid shall make the Proposal liable to be rejected.
- b) If a firm/organization or any of its member(s) make(s) an averment regarding his or their qualification, experience, or other particulars and it turns out to be false, or his commitment regarding availability for the Project is not fulfilled at any stage after signing of the Letter of Acceptance, all the members of the organization shall be debarred for any future assignments of the BSPRI, Panchayati Raj Department.
- c) In case it is found the evaluation or at any time before issue of the Letter of Acceptance (LOA) that one or more of the eligibility conditions have not been met by the agency or the Team has made material misrepresentation or has given any materially incorrect or false information, the agency shall be disqualified forthwith if not yet appointed. If the agency has already been issued the LOA the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated by a communication in writing by the BSPRI, Panchayati Raj Department, Govt. of Bihar, without the BSPRI, Panchayati Raj Department, Government of Bihar being liable to any manner whatsoever to the supplier.
- d) The technical Proposal shall not include any financial information relating to the Financial Proposal.
- e) The BSPRI, Panchayati Raj Department, Government of Bihar reserves the right to verify all statements, information, and documents submitted by the Applicant in response to the RFP. Failure of the BSPRI, Panchayati Raj Department to undertake such verification shall not relieve the agency of its obligations or liabilities hereunder nor will it affect any rights of the BSPRI, Panchayati Raj Department, Government of Bihar there under.
- f) Technical Bids will be opened at **BSPRI, Panchayati Raj Department, Govt. of Bihar, State Panchayat Resource Centre (SPRC), 4<sup>th</sup> floor, New Secretariat, Vikas Bhawan, Patna-800015**. The bidder will be at liberty to be present either in person or through an authorized representative at the time of opening of Technical Bid with Bid Acknowledgement Receipt. All representatives of bidders must carry an authorization letter to attend the meeting.
- g) Financial Bid of only those bidders shall be opened, whose Technical Bids/Proposals are found to be suitable in the technical evaluation. The date of financial bid opening will be intimated to the shortlisted bidders.

## 11. Evaluation of Bids

Prior to evaluation of Proposals, BSPRI, Panchayati Raj Department will determine whether each proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if:

- a) It is received in the specified format.
- b) It is received by the due date including any extension thereof.
- c) It contains all the information (complete in all respects) as requested in the RFP.
- d) It has submitted Earnest Money Deposit (EMD) tender processing and tender fees online mode as mentioned above.
- e) It is not non-responsive in terms hereof.

BSPRI, Panchayati Raj Department, Government of Bihar reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution, or withdrawal shall be entertained by the BSPRI, Panchayati Raj Department, Government of Bihar in respect of such Proposals. The eligibility criteria must be met; if a bidder fails to meet the eligibility criteria, their bid may be rejected and declared non-responsive, and it will not proceed to further evaluation.

If the bidder fails to meet the eligibility criteria, they may be disqualified, and their financial proposal may not be opened

#### Bid Evaluation

The bid evaluation process comprises of the following two steps:

Step I – Technical Qualification – Eligibility Criteria (As mentioned in RFP)

Step II – Financial evaluation (L1 Based on sum of both Desktop, Printer with scanner & UPS).

#### 12. Financial bid evaluation

Bidders who meet and qualify the technical evaluation will be eligible for opening of financial bids.

#### 13. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Patna only

#### 14. General terms & Conditions

- i) Bidder should read these conditions carefully and comply strictly while sending their bids. The Bidder shall be deemed to have carefully examined the conditions of the services to be rendered. If the Bidder has any doubts as to the meaning of any portion of these conditions, he shall, before submitting the Bid and signing the contract refer the same to the BSPRI and get clarifications.

#### 15. Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

#### 16. Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the Bihar State.

#### 17. Selected bidder's Responsibilities

The selected agency shall deliver scope of work in accordance with the provisions of bidding document and/ or contract.

#### 18. Penalty Clause for Delay and Non-Performance

- a) **Time is of the essence** of this contract. The delivery, installation, and commissioning of all equipment (Desktops, Printers with Scanners, and UPS) at the designated locations must be completed strictly within the specified timelines as per RFP.
- b) In case of **delay in delivery or installation**, attributable solely to the agency, the following **penalty structure** shall be applicable:
  1. A penalty of **1% of the total contract value** shall be levied for every week of delay or part thereof.
  2. The maximum penalty shall be **limited to 10% of the total contract value**.
- c) If the delay exceeds **10 weeks** or if the **maximum penalty of 10%** has been reached, the client (BSPRI) reserves the right to:
  1. **Terminate the contract and forfeit the Performance Security,**
  2. **Engage another (L2/L3) agency** for the remaining work at the risk and cost of the defaulting agency,
  3. **Blacklist** the agency from future tenders for a specified period as decided by BSPRI.



- d) The penalty amount, if applicable, shall be deducted from the bills raised by the agency or from the performance security deposit.
- e) This penalty shall be **in addition to any other rights** or remedies available to BSPRI under the contract or prevailing laws.
- f) The balance, if any, shall be demanded from the selected agency and when recovery is not possible, the BSPRI shall take recourse to law in force.
- g) **Timely Servicing/rectification of defects during the warranty period:**  
After being notified of the defects/service requirement during the warranty period, the Bidder / OEM has to complete the required Service/Rectification within time line defined in RFP (Scope of work). If the Bidder fails to ensure completion of service/rectification within the defined time limit, a penalty of 1% of the Unit Price of the product shall be charged as a penalty for each week of delay from the Bidder. Bidder can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security.

#### 19. Confidential Information

The RFP contains information proprietary to BSPRI. BSPRI requires the recipients of this RFP to maintain its contents in the same confidence as their own confidential information and refrain from reproducing it in whole or in part without the written permission of BSPRI. BSPRI will not return the bids/responses to the RFP received. The information provided by the bidder(s) will be held in confidence and will be used for the sole purpose of evaluation of bids.

##### Notices

- a) Any notice or other document which may be given by either Party under this Agreement or under the SLA shall be given in writing in person or by pre-paid recorded delivery post, email or by hand.
- b) In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below:

To,

The CEO cum PROJECT DIRECTOR,  
Bihar State Panchayat Resource Institute,  
4<sup>th</sup> Floor, New Secretariat, Vikas Bhawan, Patna-800015

In relation to a notice given under the MSA / SLA, a Party shall specify the Parties' address for service of notices, any such notice to be copied to the Parties at the addresses set out in this Clause.

Any such notice or other document shall be deemed to have been given to the other Party (or, if relevant, its relevant associated company) when delivered (if delivered in person) if delivered between the hours of 9.00 am and 5.00 pm at the address of the other Party set forth above or if sent by fax, provided the copy fax is accompanied by a confirmation of transmission, or on the next working day thereafter if delivered outside such hours, and 7 days from the date of posting (if by letter).

Either Party to this Agreement or to the SLA may change its address, telephone number, facsimile number and nominated contact for notification purposes by giving the other reasonable prior written notice of the new information and its effective date.

#### 20. Resolution of disputes

- a. Any dispute or difference or claim arising out of or in relation to this Agreement, will be settled by reaching a mutual understanding between the parties.
- b. If the dispute is not settled as per clause mentioned above, the decision of Project Director Cum CEO, BSPRI, PRD, GoB shall be final.



- c. If any further dispute arises between the parties thereupon, the same will be settled as per the extant law of land through the competent court of law under the territorial jurisdiction of the Patna only.

## 21. Future Procurement and Variation in Quantity Clause

### 1. Applicability of L1 Rates

The L1 rates finalized under this RFP shall remain valid and applicable for a period of three (3) years from the date of Installation. BSPRI reserves the right to procure the same items at these rates for any future requirements during this validity period. BSPRI will utilize the finalized L1 rates for any future procurement of the specified items in Panchayats, DPRCs, SPRC, BPRCs, or any other location within the State of Bihar. In case the quoted model is declared End of Life (EOL), the bidder shall supply the successor/rollover model, duly certified by the respective OEM, at the same L1 rate.

### 2. Variation in Quantity

BSPRI may increase or decrease the quantity of any item maximum by 20% based on its actual requirements during the contract period. The selected bidder shall be bound to supply the revised quantity at the finalized L1 rates without any additional financial implication.

### 3. Supply Locations

BSPRI may, at its discretion, direct the supply and installation of the items not only to Panchayat Sarkar Bhawans but also to SPRC, DPRCs, BPRCs, or any other location within the State of Bihar as required.

### 4. Binding Obligation

The selected bidder shall honor all such supply orders at the finalized L1 rate, ensuring delivery, installation, and commissioning within the timelines stipulated for the scope of work. Failure to comply may attract penalties, forfeiture of performance security, and/or blacklisting as per the provisions of this RFP/Contract.

## 22. Performance Security

The successful bidder will have to furnish a performance security in the shape of a Bank Guarantee issued by a Nationalized/Scheduled Indian Bank in favor of Bihar State Panchayat Resource Institute (BSPRI) for an amount equivalent to **05 (five) %** of the agreement value. The Bank guarantee shall be remained valid for a period, which is **sixty (60) days** beyond the date of expiry of warranty period. The performance security should be submitted before signing the agreement.

If the supplier violates any of the terms and conditions of agreement, the Performance Security shall be liable for forfeiture, wholly or partly, and the agreement may also be cancelled.

The Performance Security will be released without any interest to the supplier on successful completion of all obligations under the agreement.

## 23. Termination of Agreement

Any bidder found to be involved in fraudulent practices (misrepresentation or omission of facts or suppression/hiding of facts or disclosure of incomplete facts), to secure eligibility to the bidding

process during the submission of bid or after release of Letter of Intent (LoI) or agreement formalization, shall be liable for punitive action amounting to debarment of the bidder and forfeiture of EMD (Bid Security) or Performance Security (as applicable).

BSPRI without prejudice to any other rights and remedies available to it, may, by prior written notice of default sent to the supplier, terminate the agreement in whole or in part, if the supplier fails to perform the supply as specified in the signed agreement read with the terms of the agreement or any other obligations within the time period specified in the agreement or for any breach of the agreement, the performance security may be forfeited and other suitable legal action may also be taken against the supplier.

Unless otherwise instructed BSPRI, the supplier shall continue to supply to the extent agreement not terminated.

#### **24. Termination for Insolvency**

If the supplier becomes bankrupt or otherwise insolvent, it will inform to the BSPRI within 30 days' written notice to terminate the agreement. The BSPRI reserves the right to terminate, without any compensation, whatsoever, to the supplier, and BSPRI may also forfeit the performance security.

#### **25. Termination by Mutual Consent**

In the event, BSPRI and the supplier mutually agrees to terminate the agreement, either party shall give 30 days' prior written notice to the other party and after the consent of both parties, the agreement may be terminated without any Legal or Financial Obligation on any Party to the agreement.

#### **26. Force Majeure**

- a) Notwithstanding the provisions contained in the bidding document, the supplier shall not be liable for imposition of any such sanction so long the delay and/or failure of the supplier in fulfilling its obligations under the agreement is due to an event of Force Majeure declared by the appropriate government.
- b) For purposes of this clause, Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and which is not foreseeable and not brought about at the instance of, the party claiming to be affected by such event and which has caused the non-performance or delay in performance. Such events may include and will not be limited to wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management, and freight embargoes as notified by appropriate government.
- c) If a Force Majeure situation arises, the supplier shall promptly notify the BSPRI in writing of such conditions and the cause thereof within twenty-one days of occurrence of such event. Unless otherwise directed by the BSPRI in writing, the supplier shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- d) In case due to a Force Majeure event, BSPRI is unable to fulfil its commitment under the agreement and responsibility, BRLPS will notify the supplier accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.



## 27. Fraud and Corrupt Practices

- a) The Agency and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the Evaluation Process. Notwithstanding anything to the contrary contained herein, the BSPRI may reject a bid without being liable in any manner whatsoever to the bidder, if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice in the Selection Process.
- b) Without prejudice to the rights of the BSPRI here-in-above, if a bidder is found by the BSPRI to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Evaluation Process and failure to complete the assignment under the agreement, such bidder shall not be eligible to participate in any tender issued by the BSPRI for a maximum period of 3 (Three) years from the date such bidder is found by the BSPRI to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- c) For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

**"Corrupt practice"** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Selection Process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly, or indirectly, any official of the BRLPS who is or has been associated in any manner, directly or indirectly, with the Selection Process.

**"Fraudulent practice"** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Selection Process.

**"Coercive practice"** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Selection Process.

**"Undesirable practice"** means (i) establishing contact with any person connected with or employed or engaged by the BRLPS with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest, and

**"Restrictive practice"** means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

  
28/08/25  
CEO cum Project Director  
(BSPRI, Panchayati Raj Department)



**Annexure - A**  
**Proposal Submission Form**

[Location, Date]

To

Project Director-cum-CEO,  
Bihar State Panchayat Resource Institute (BSPRI),  
Panchayati Raj Department, Government of Bihar,  
4th Floor, New Secretariat, Vikas Bhawan, Patna – 800015

**Sub: Submission of proposal for RFP through e-proc portal for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state.**

Dear Sir,

With reference to your RFP Document dated: \_\_/\_\_/2025, we, having examined all relevant documents and understood their contents, hereby submit our Technical Proposal for online **RFP through e-proc portal for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state.** The Proposal is unconditional and unqualified.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate in accordance with the RFP. Our Proposal is binding upon us, subject only to the modifications resulting from technical discussions in accordance with the RFP.

We understand you are not bound to accept any Proposal you receive. Further:

1. We acknowledge that Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the agency, and we certify that all information provided in the Proposal and in the supporting documents is 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.
2. This statement is made for the express purpose of appointment as the agency for the aforesaid Project.
3. We shall make available to Authority any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
4. We acknowledge the right of Authority to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. We certify that in the last 3 years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial Authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project or contract by any public Authority nor have had any contract terminated by any public Authority for breach on our part.
6. We declare that:
  - a. We have examined and have no reservations to the RFP, including any Addendum issued by the Client;
  - b. We do not have any conflict of interest in accordance with the terms of the RFP;
  - c. 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, as defined in the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with Client or any other public sector enterprise or any

government, Central or State; and

- d. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
7. 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.
8. We certify that in regard to matters other than security and integrity of the country, we or any of our affiliates have not been convicted by a court of law or indicted or adverse orders passed by a regulatory Authority which would cast a doubt on our ability to undertake the assignment which relates to a grave offence that outrages the moral sense of the community.
9. We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a court of law for any offence committed by us or by any of our affiliates. We further certify that we have not been barred by the central government, any State government, a statutory body or any public sector undertaking, as the case may be, from participating in any project or bid, and that any such bar, if any, does not subsist as on the date of this RFP.
10. We further certify that no investigation by a regulatory Authority is pending either against us or against our affiliates or against our director or any of our managers/employees.
11. 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 Authority in connection with the selection of agency or in connection with the selection process itself in respect of the above-mentioned Project.
12. We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall we have any claim or right of whatsoever nature if the assignment is not awarded to us or our proposal is not opened or rejected.
13. In the event of our agency being selected as the L1 Bidder, we agree to enter into a Contract
14. In accordance with the contain prescribed in the RFP. We agree not to seek any changes in the aforesaid form and agree to abide by the same.
15. We have studied the RFP and all other documents carefully. We understand that except to the extent as expressly set forth in the Contract, we shall have no claim, right or title arising out of any documents or information provided to us by Client or in respect of any matter arising out of or concerning or relating to the selection process including the award of consultancy.
16. we understand, the Financial Proposal is being submitted online only, whereas the Technical Proposal is being submitted in both online and offline modes.
17. We agree and undertake to abide by all the terms and conditions of the RFP document.
18. We acknowledge that the Authority, in its capacity as the Client, has invited RFPs from prospective bidders to participate in the bidding process.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: Name and Title of Signatory:

Name of Firm: Address:

(Name and seal of the Applicant)





**Annexure - B**  
**Format for Technical Bid**

SI No	Particulars	Details			Required Document	Page No.
1	The bidder should be an established entity registered for supply of IT/ITES/IT Services/Information technology products business in India under the Company's Act 1956/2013, or Partnership Act 1932, or Limited Liability Partnership Act 2008 and should be 5 years old entity.	Yes/no			<p>Copies of the certificate of Incorporation, issued by the Registrar of Companies (Roc) under the Companies 1956/2013 along with copies of the Memorandum of Association (MoA) and Articles of Association (AoA)</p> <p>For Partnership Firm Copy of Partnership deed under the partnership Act 1932.</p> <p>For Limited Liability Partnership (LLP) firm- Copy of the Certificate of Incorporation issued by the registrar of Firms Firm under the Limited Liability Partnership Act 2008.</p>	
2	Annual turnover in each of the last three Financial Years	2022-23	2023-24	2024-25	Audited financial statement for last three Financial Years.	
3	The Bidder should have positive Net-worth.	2022-23	2023-24	2024-25	Audited financial statement for last three Financial Years.	
4	Bidder/OEM (Themselves or through their resellers) should have experience of similar work in last three years (FY 2022-23, 2023-24,2024-25).	Work order/contract letter			[Separate table containing list of projects with details to be attached and Copy of Work orders/Contract/MoU along with successful work completion/working certificate to be Attached]	
5	Bidder/OEM should have an ISO 9001:2015, ISO/IEC 27001:2013 or latest. The certifications should be valid on the date of bid submission				Copy of valid certificate	
6	The Bidder should not have ever been blacklisted for corrupt or fraudulent practices by any of the State/ Central Government/PSU. in the last 3 years preceding the date of submission of the bid.				A self-certification letter, undertaking to this effect on the company's letterhead, signed by the company's authorized signatory, along with an affidavit on Rs. 1000/- stamp paper for this purpose	
7	Bidder must be authorized by respective OEMs				The bidder must submit bid-specific ink signed Manufacturer Authorization Forms (MAFs) issued by the respective OEMs for the Computer, Printer, and UPS, dated on or after the	



Online RFP through e-proc portal for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state.

			publication date of the bid.	
8	Certificate as per specification		The agency must provide certificates/documents as specified in the item specification section of the RFP. The bidder shall also submit an affidavit on Rs.1,000/- stamp paper, certifying that the supplied materials fully comply with all specifications mentioned in Table-A, Table-B, and Table-C	
9	OEM Criteria mentioned in Specification section		Supportive documents to be submitted	
10	<i>Bid Security (EMD)</i> <i>Bid processing fee</i> <i>Bid cost</i>	<i>Yes/No</i>	<i>Copy of online paid chalan</i>	
11	<b>Firm should have:</b> a. Registered with the GSTN authorities and Income Tax Department Should have been operating for the last three years (FY 2022-23, 2023-24, 2024-25).	<i>Yes/No</i>	Valid documentary proof for: GST Identification number (GSTIN) Income Tax registration/PAN number Up to date GST Return Income Tax returns for last three financial years	

Signature of authorized Person of Agency with Seal .....

Name of the authorized Person .....

Business Address: .....

Place: .....

Date: .....



**Annexure - C**  
**Format for Financial Bid**

To:

CEO cum Project Director  
BSPRI, Panchayati raj Department, Govt. of Bihar  
4<sup>th</sup> Floor, New secretariate (Vikas Bhawan), Patna

Sir,

I/We hereby submitting our best price online **through e-proc portal for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state**, within the time specified and in accordance with instructions as per Conditions of the RFP. The rates are quoted in the prescribed format

We submit herewith the Financial Bid for the assignment proposed by BSPRI

**SUMMARY OF COSTS**

S.no	Item/Description	Unit	Qty	Unit Price (INR)	Tax Amount (INR)	Total Amount with Taxes (INR)
1	Desktop (Specification as per RFP)	Nos.	2171			
2	Printer with scanner (Specification as per RFP)	Nos.	2171			
3	UPS (Specification as per RFP)	Nos.	2171			
4	Grand total amount (L1 selected based on this amount only)					
5	Grand Total Amount in Words:					

**Terms & Conditions**

1. The above quoted fee includes **transportation at Panchayat level, all duties, levies, insurance, taxes, and installation.**
2. NIL value quoted against any item shall lead to rejection of the bid.
3. The payment for the aforesaid quoted value shall be made in accordance with the Payment Terms.
4. The rate must be inclusive of delivery cost at FOR destination basis **(at Panchayat level across Bihar).**
5. The agency shall quote its best rate. **The selection of the agency and L1 (lowest bidder) will be based on the "L1 rate (the total sum of items) mentioned in Point 4 and Point 5 Grand Total Amount (L1 selected based on this amount only) and Grand Total Amount in Words".**
6. BSPRI will utilize the finalized L1 rates for any future procurement of the specified items in Panchayats, DPRCs, SPRC, BPRCs, or any other location during the validity of the RFP (i.e., three years). In case the quoted model is declared End of Life (EOL), the bidder shall supply the successor/rollover model, duly certified by the respective OEM, at the same L1 rate.
7. The quantity of items **may vary by up to ±20%** as per the requirements of BSPRI. The selected bidder shall be bound to supply the revised quantity at the finalized L1 rates to the specified locations within the stipulated timelines.
8. Delivery timeline for the contract must be within 30 days from the date of signing of the Agreement.

9. **Failure of L1 Bidder to Perform:** In the event that the L1 bidder fails to perform the contractual obligations within the stipulated timelines, BSPRI reserves the right to:
- a) Forfeit the Performance Bank Guarantee (PBG) submitted by the L1 bidder;
  - b) Blacklist the L1 bidder from future tenders for an appropriate period as decided by BSPRI; and
  - c) Award the contract to the next lowest eligible bidder (L2/L3), at the finalized L1 rate, to ensure continuity of supply.

Authorized Signature {In full and initials with Seal}:

Name and Title of Signatory:

Name of Bidder (Firm/ Company's name):

In the capacity of:

Address:

Contact information (phone and e-mail):

Date & Time: \_\_\_\_\_

Place: \_\_\_\_\_





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Online RFP through e-proc portal for selection of an agency to supply Desktop, Printer with scanner and UPS in 2171 Panchayat Sarkar Bhawan/Gram kachahri across Bihar state.

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**Annexure –D**

**Declaration for Forfeiture of EMD/ Performance Security**

To

Project Director-cum-CEO,  
Bihar State Panchayat Resource Institute (BSPRI),  
Panchayati Raj Department, Government of Bihar,  
4th Floor, New Secretariat, Vikas Bhawan, Patna – 800015

**Dear Sir/ Madam,**

We hereby declare that neither we nor any of our partners is indicted by any court of law. If contrary to it is proved, the EMD/Performance Security shall be forfeited.

**Yours sincerely,**

**Authorized Signature:**

**Name and Title of Signatory: Name  
of Agency:**

**In the capacity of:**

**Address:**

**Contact information (phone and e-mail):**



Annexure –E

PRE-BID QUERY FORMAT

To,  
The CEO cum Project Director  
Bihar State Panchayat Resource Center (BSPRI)  
Panchayati Raj Department, Government of Bihar,  
4th floor, New Secretariate, Vikas Bhawan, Patna-800015

Subject: Submission of Pre-Bid Query for RFP.....

#	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder
1					
2					
3					

1. Page Number – Page Number of this RFP as reflected at the bottom.
2. Section No. – Example– ‘8’ and not ‘Section 8’
3. Section Name – Example – Scope of Work (Should be the same as provided in the RFP)

**Note–**

1. The queries preferably are to be submitted in the format. The bidders should ensure that they enter correct details in the format. In case of any inappropriate details being mentioned the purchaser shall not be responsible for the same and such queries may be discarded from providing any response.
2. The bidders to ensure that no cell merging (in excel) is done by them while preparing the query.
3. The bidders to ensure that each of the query submitted by them is unique and no duplicate query is submitted by them because of copy-paste. It is expected by the bidder to carry out its own due- diligence before submitting the queries.
4. Bidders are expected to do a thorough check of the queries and ensure the completeness of the queries and spelling checks etc. before submitting the same to BSPRI.
5. The queries must be submitted in the following format in an editable file (Word or Excel only); otherwise, they may not be entertained by BSPRI. Queries should be sent via email to: [info.bgsys@bihar.gov.in](mailto:info.bgsys@bihar.gov.in).
6. BSPRI shall receive and respond to Pre-Bid queries of prospective bidders as per the scheduled date and time as mentioned in the above Table of Tender Schedule. The bidders are requested to send their consolidated queries to the e-mail address, as specifically mentioned in the above, only once and further queries sent by the bidders may not be entertained.
7. BSPRI will host a physical Pre-Bid meeting as per the scheduled date and time as mentioned in the above table of Tender Schedule in this RFP.
8. BSPRI may incorporate any changes in the RFP based on acceptable suggestions received in pre-bid queries. The decision of BSPRI regarding acceptability or rejection of any suggestion or modification requested, shall be final in this regard and shall not be called upon to question under any circumstances. The response to the queries shall be conveyed by way of hosting amendments/ clarifications on the websites given in Data sheet and no bidders/participant would be intimated individually about the responses of BSPRI.

Authorized Signatory Name:  
Authorized Signature:  
Title of Signatory:  
Name of Firm:  
Address:

End of the Statement





**Bihar State Panchayat Resource Institute**

बिहार राज्य पंचायत संसाधन संस्था

Panchayati Raj Department, Government of Bihar

4<sup>th</sup> Floor, New Secretariat, 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>

Reference: BGYSY/Admin & HR/F-PSB/1135/2024/1538

Date: 28/08/2025

From,

Prashanth Kumar CH, IAS  
CEO cum Project Director

To,

The Director,  
Information & Public Relation Department,  
Soochna Bhawan,  
Govt. of Bihar, Patna

**Subject: Request for publication of "E-Tender Notice" for "Selection of an agency to Supply Desktops, Printers with Scanners and UPS in 2,171 Panchayat Sarkar Bhawans/Gram Kachahri across Bihar State" in widely circulated national daily published Newspaper as per NCB norms.**

Dear Sir,

With respect to the subject mention, you are kindly request to ensure Publication of the aforementioned "E-Tender Notice" in the prominent widely circulated national daily Newspaper as per NCB norms. The soft copy of the tender notice is being upload in your IPRD website: <http://www.prdbihar.gov.in/>.

Enclosure: - Soft copy of the RFP uploaded in IPRD web portal.

Prashanth Kumar CH  
(CEO cum Project Director)

Reference: BGYSY/Admin & HR/F-PSB/1135/2024/1538

Date: 28/08/2025

Copy to: -

IT Manager-PRD for uploading of the RFP to PRD website.



Telephonic call for reference

BGYSY

Prashanth Kumar CH  
(CEO cum Project Director)