



REQUEST FOR PROPOSAL (RFP)
FOR
PROCUREMENT OF CUG MOBILE SIM CARDS (3,082 Nos.)
BY
PANCHAYATI RAJ DEPARTMENT, GOVERNMENT OF BIHAR

RFP NO. CUG/PRD/BIHAR/01/2026

Panchayati Raj Department,
Government of Bihar
Vikas Bhavan, New Secretariat, Bailey Road, Patna-800001

1. INVITATION TO BID :

- i. Panchayati Raj Department, Government of Bihar Request for Proposal (RFP) has been issued by the Department on for procurement of CUG mobile SIM cards (3,082 Nos.) to be deployed in various offices in panchayat level of Bihar for the period of 3 years.
- ii. In order to meet the services requirements, the department proposes to invite tenders from eligible vendors as per details/scope of work mentioned in Annexure-A of this RFP document.
- iii. Bidder shall mean any entity who meets the eligibility criteria given in Annexure-B of this RFP and willing to provide the services as required in this bidding document.
- iv. Bidder shall mean any entity who meets the technical criteria given in Annexure-C.
- v. Address for submission of bids, contact details including e-mail address for sending communications are given in this RFP document.
- vi. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.
- vii. Interested bidders are advised to go through the entire document before submission of bids to avoid any chance of elimination. The eligible bidders desirous of providing services to department are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at department's discretion. This RFP seeks proposal from bidders who have the necessary experience capability & expertise to provide the proposed services adhering to department's requirements outlined in this RFP.

2. DISCLAIMER :

- i. This RFP is not an offer by Panchayati Raj Department, Government of Bihar, but an invitation to receive responses from the eligible bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of Panchayati Raj Department, Government of Bihar with the selected bidders.
- ii. The purpose of this RFP is to provide the bidder(s) with information to assist preparation of their bid proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. Department may in its absolute discretion, without being under any obligation to update, amend or supplement the information in this RFP.
- iii. The issue of this RFP does not imply that the department is bound to select a bidder or to appoint the selected bidder for the project, and the department

reserves the right to reject all or any of the bidders or bids without assigning any reason whatsoever.

3. DEFINITIONS :

In this connection, the following terms shall be interpreted as indicated below:

- i. "The Department" 'means the Panchayati Raj Department, Government of Bihar.
- ii. "Bidder/Service Provider/System Integrator" means an eligible entity/firm submitting the bid in response to this RFP.
- iii. "Bid" means the written reply or submission of response to this RFP.
- iv. "The Contract" means the agreement entered into between the department and the vendor/service provider, as recorded in the Contract Form signed by the parties, including all attachments and all documents incorporated.
- v. "Vendor/Service Provider" is the successful bidder found eligible as per eligibility criteria set out in this RFP, whose technical bid has been accepted and who has emerged as L1 bidder as per the selection criteria set out in the RFP.
- vi. "The Contract Price/Project Cost" means the price payable to the vendor under the contract for the full and proper performance.
- vii. "Services" means all services, scope of work and deliverables to be provided by a bidder as described in the RFP.
- viii. Annual Maintenance Contract (AMC) - It would be the annual cost of maintenance/upkeep/updating of product or specified network and software will be borne by service provider.

4. SCOPE OF WORK :

As given in Annexure-A of this document.

5. ELIGIBILITY AND TECHNICAL CRITERIA :

Bid is open to all bidders who meet the eligibility and technical criteria as given in Annexure-B & Annexure-C of this document. The Bidder has to submit the documents pertaining to eligibility criteria as mentioned in this RFP document.

6. COST OF BID DOCUMENT :

The participating bidders shall bear all the costs associated with or relating to the preparation and submission of their bids. The department shall not be liable in any other costs or other expenses incurred by a bidder regardless of the conduct or outcome of the bidding process.

7. CLARIFICATION AND AMENDMENTS ON RFP/PRE-BID MEETING :

- i. Bidder requiring any clarification of the bidding document may notify the department in writing strictly at the address/by e-mail given in this document within the date/time mentioned in the schedule of events.

- ii. A pre-bid meeting will be held on the date and time specified in the schedule of events which may be attended by the authorized representatives of the bidders.
- iii. DEPARTMENT reserves the right to amend, revoke or reissue the RFP, at any time prior to the deadline for submission of bids. The interested parties/bidders are advised to check the department's website regularly till the date of submission of bid document.
- iv. No request for change in eligibility/technical terms and conditions, which has been mentioned in the RFP.
- v. Queries received after the scheduled date and time will not be responded/acted upon.

8. EARNEST MONEY DEPOSIT (EMD) :

- i. EMD is required to protect the department against the risk of bidder's conduct.
- ii. The bidder shall furnish EMD for the amount of Rs. 1,00,000.00 (One lakh) in the form of a Demand Draft/Fixed deposit/Bank Guarantee, pledge in name of "Secretary, Panchayati Raj Department, Bihar, Patna" payable at Patna.
- iii. The EMD of the unsuccessful bidders shall be returned within 2 weeks from the date of bid final.
- iv. No interest is payable on EMD.

9. PERFORMANCE BANK GUARANTEE [PBG] :

Performance Bank Guarantee [PBG] of the amount Rs. 5,00,000.00 (Five lakh) only with validity period from the date agreement signed to 6 (six) months advance from the date of agreement close, in a standard format is to be issued by any Nationalized Bank, submitted by the finally selected bidder within the specified time of receipt of formal communication. Purchase order will be released only after receipt of the Performance Bank Guarantee.

The PBG is required to protect the interest of the bank against the risk of non-performance of the successful bidder in respect of successful implementation of the project. In addition to other penal action if the supplier fails to perform the services as per terms and conditions of contract, it will lead to termination of the contract and the performance security amount will be forfeited.

10. BID PREPARATION AND SUBMISSION :

1. The bid is to be submitted in two separate envelopes. One of the envelope is to be prominently marked as 'Technical Proposal for providing in response to the RFP No.- CUG/PRD/BIHAR-This envelope should contain following 01-2026 dated documents and properly sealed.
 - (a) Bid covering letter/Bid form on the lines of Annexure-D on bidder's letter head.

- (b) Earnest Money Deposit (EMD) as specified in this document.
 - (c) Specific response with supporting documents in respect of eligibility criteria as mentioned in Annexure-B and technical eligibility criteria on the lines of Annexure-C.
 - (d) A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the bid document.
2. A second sealed envelope prominently marked as Indicative Price Proposal for evaluation of price in response to the RFP No. CUG/PRD/BIHAR-01-2026 dated 08-04-2026 contain only indicative price Bid strictly. This envelope should The Indicative Price must include all the price components mentioned prices are to be quoted in Indian Rupees only in form of digit and words signed by the competent authority of the service provider enclosed in financial bid envelop.

11. DEADLINE FOR SUBMISSION OF BIDS :

- a. Bids must be received by the department at the address specified and by the date and time mentioned in the "Schedule of Events".
- b. In case the department extends the scheduled date of submission of bid document, the bids shall be submitted by the time and date rescheduled.
- c. Any bid received after the deadline for submission of bids prescribed, will be rejected and returned unopened to the bidder.

12. OPENING OF TECHNICAL BIDS :

- a. All the technical bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the schedule of events of this document. The technical bids will be opened in the presence of representatives of the bidders. However, bids may be opened even in the absence of representatives of one or more of the bidders.
- b. In the first stage, only technical bid will be opened and evaluated proposals of such bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria/specifications/eligibility.
- c. During evaluation and comparison of bids, the department may, at its discretion ask the bidders for clarification on the bids received. After opening of the technical bids and preliminary evaluation, some or all the bidders may be asked to make presentations on service proposed to be offered by them.

13. EVALUATION OF PRICE AND AWARD OF BID :

- a. The envelope containing the financial bids of only those bidders, who are short-listed after technical evaluation, would be opened.
- b. The financial bid will be opened in presence of service provider/representative of service provider on schedule date and time. The

financial bid will be open if the bidders remain absent on schedule date and time.

- c. Department will notify successful bidder in writing by letter /email that bid has been accepted.
- d. The successful bidder shall be required to enter into a contract with the Department, within 15 days of award of the tender.
- e. The contract/ agreement will be based on bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications of all necessary documents, licenses, certifications etc
- f. The department reserves the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract.
- g. Upon notification of award to the L1, L2.. (if any) bidder(s), the department will promptly notify the award of contract to the successful bidder. The EMD of each unsuccessful bidder will be discharged and returned.

14. DEPARTMENT'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS :

The Department reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or any obligation to inform the affected Bidder.

15. SERVICES :

- a. Bidder should ensure that the quality and standard of delivering the services, adhere to stipulated timelines.
- b. All product updates, upgrades & patches shall be provided by the Bidder/Vendor free of cost.
- c. The selected Bidder shall support the product or specified hardware/software during the period of Contract as specified in Scope of work in this RFP.
- d. Availability of technical and well-trained staff/team to support normal operation, monitoring, technical issue at the locations as and when required by the Department.

16. RIGHT TO VERIFICATION :

The Department reserves the right to verify any or all of the statements made by the bidder in the tender document and to inspect the bidder's facility, if necessary, to establish to its satisfaction about the bidder's capacity/capabilities to perform the job.

17. VALIDITY OF AGREEMENT :

The Agreement will be valid for three years and extendable by two more years on mutual consent of both the parties. The Department reserves the right to terminate the Agreement as per the terms of RFP.

18. DEFAULT IN SERVICE AND PENALTY :

- a. If the Vendor/ Service provider fails to perform services for a short period of time within the agreement period(s) specified in the Contract, Department has right to deduct in produced bill as penalty.
- b. If the Vendor/Service provider fails to deliver and perform any Services for long period of time within the agreement period(s) specified in the Contract. Department has right to deduct in produced bill as well as terminate the Contract.
- c. If the Vendor / Service provider goes to any deviation of services or violation of terms and condition within the agreement period(s) specified in the contract, Department has right to terminate contract immediately as well as the performance security amount will also be forfeited and vendor/service provider will be blacklisted.
- d. If the contract is terminated under any termination clause, the vendor shall handover all documents/ Department's data or any other relevant information to the Department in timely.

19. OTHER TERMS AND CONDITION :

- a. If required the service provider will have to PORT the CUG numbers of currently active in Department to their own company service without any cost.
- b. The service provider will raise a bill/invoice for the services provided of all the CUG SIM without any additional / hidden charge as per contract.
- c. During the agreement period, if there is any significant reduction in tariff rate in market then in such case service provider will bound to negotiate for the new tariff rate.
- d. The service provider must provide a dedicated well trained technical staff/team to facilitate services along with tracking system to department.
- e. The bidder may collect information regarding Bid from the Department or official website- <https://statebihar.gov.in/prd/CitizenHome.html>

SCHEDULE OF EVENTS		
SI No	Particulars	Remarks
1	Contact details of issuing department (Designation, Email address for sending any kind of correspondence regarding this RFP)	Director, Panchayati Raj Department, Bihar, Patna Vikash Bhavan, New Secretariat, Bailey Road, Patna-800015. Email address: secy-panchayat-bih@nic.in
2	Bid publication date	09-04-2026 at 05:00 PM
3	Bid receiving date	09-04-2026 from 05:00 PM
4	Pre-Bid meeting date	16-04-2026 at 04:00 PM
5	Last date and time for Bid submission	30-04-2026 at 05:00 PM
6	Date and Time of opening of Technical Bid	04-05-2026 at 03:00 PM
7	Opening of Financial Bid	To be announced later
8	Earnest Money Deposit	Rs. 1,00,000.00 (One Lakh) Only
9	Performance Guarantee	Rs. 5,00,000.00 (Five lakh) Only
10	Delivery schedule/ Timeline	15 Days from the date of execution of contract.
11	Delivery locations	All District Panchayat Raj Officer's Offices, Bihar.

Scope of Work

Standard services to be delivered under this agreement is supply of exclusive data SIM cards and the responsibilities are illustratively listed below but are not limited to the following. -

- a) Supply of exclusive data services SIM cards (3082 Nos.) on receipt of purchase order from the Department. The SIMs will be delivered at place(s) /location(s) as agreed upon mentioned address.
- b) If required the service provider will have to PORT the CUG numbers of currently active in Department to their own company service without any cost.
- c) Activation / deactivation of specific SIM cards. The information will be conveyed by department's partner (service providers).
- d) To ensure that the SIMs supplied to the department under this procurement support SMS, voice calls, national roaming, internet services and GPS tracking system (other than what they are intended for).
- e) Availability of required speed and coverage of network.
- f) Periodical up-gradation of the hardware, software and application as is considered necessary.
- g) Replacement of defective SIMs at no cost to Department.
- h) Helplines / identified executives for trouble shooting in case of issues reported by Department's service providers.
- i) Ensure adequacy of Bandwidth and provision for appropriate scalability of switching services.
- j) Customer service, dispute management, grievance redressal and regulatory guideline.
- k) Reporting to the Department on system performance with reasons wherever deficiency has been observed.
- l) No outsourcing for supply of SIM is permitted.
- m) Department should have the right to conduct surprise check of vendor's activities in respect of the services.
- n) No promotional or marketing SMS/call should be received on CUG number. DND service should be activated forever on all CUG numbers

Bidder's Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Commercial:

SNo	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
01	The Bidder must be an Indian firm/company/ organization registered under applicable Act in India.		Copy of the Partnership deed/Bye Certificate Law/of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of registered office.
02	The Bidder must have an average turnover of minimum Rs. 100.00 crores during last three financial years (FY 2024-25, 2023-24 & 2022-23).		Copy of the CA audited Balance Sheet for preceding three years for the entity.
03	The Bidder should have operating profit in at least 02 out of last 03 financial years.		Copy of the CA audited balance sheets along with profit and loss statement corresponding for years along with the Auditor's notes to the financial statement.
04	Bidder should have experience of at least 3 years in providing the similar type of work/services for minimum 500 CUG SIM with at least two Govt./Semi Govt./PSU/Pvt. Organization.		Reference letters from clients only.
05	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects. (Start and End Date of the Project to be mentioned) in the past (At least 02 client references are required)		1. 2. 3.

06	Past/present litigations, disputes during last 3 years, if any (Adverse litigations could result in disqualification, at the sole discretion of the Department)		Brief details litigations, disputes, if any are to be given on Company's letter head.
07	Bidders should not have been blacklisted for deficiency in service by any Govt. Sector Department or agency during the last 05 years.		Bidder should specifically confirm on their letter head in this regard.
08	Bidder must submit EMD of amount of Rs. 1,00,000.00 (One lakh) only in form of DD/FD/BG pledge in name of Department.		of Earnest money deposit of in form of DD/FD/BG.
09	Service provider must submit an updated certificate/ documents issued by of Deptt. Telecommunication GOI/ TRAI or self-declaration on company letter head regarding network coverage of 4G/5G at <u>all panchayats in Bihar.</u>		Copy of Certificates/Documents

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder.

Signature

Seal of Company

As per actual requirements of the RFP the above clauses may be suitably modified/deleted and /or new clauses may be added.

TECHNICAL QUALIFICATION CRITERIA

Mandatory Technical Evaluation Matrix is to be submitted

Sr. No	Required Functionalities / Features	
1	Service provider must have GST registration certificate and PAN card	Mandatory
2	Service provider must ensure 4G and 5G (preferably 5G) connection with unlimited calling on any network with 100 SMS per day along with 30 GB of minimum data per month.	Mandatory
3	The service provider must have experience of similar type of work/service for minimum 500 nos. sim cards in any minimum 02 Govt./Semi Govt./PSU/Pvt. Organization in last 3 years.	Mandatory
4	The service provider must submit an update certificate/documents issued by Dept. of Telecommunication, Govt. of India/TRAI or self-declaration on company letter head regarding network coverage of 4G/5G in all Panchayats in Bihar.	Mandatory
5	Capability to activate / deactivate SIM (3082 Nos.) on specific instructions of the Department or its authorized entity.	Mandatory
6	Availability of Technical Team for normal operations, monitoring and trouble shooting	Mandatory

Note: Technical evaluation Metric should also be attached here.

Signature and Seal of Company

BID FORM (TECHNICAL BID)

[On Company's letter head]

(to be included in Technical Bid Envelope)

To.

Date: _____

Dear Sir,

Ref: RFP No CUG/PRD/BIHAR-01-2026 **dated** _____

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications/revisions, if any, furnished by the department and we offer to provide services detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the commercial bid through auction to be conducted by the department's authorized service provider, on the date advised to us.

1. While submitting this Bid, we certify that.

- The undersigned is authorized to sign on behalf of the Vendor and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP.
- Indicative prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The indicative prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
- The rate quoted in the indicative price bids are as per the RFP and subsequent pre-bid clarifications/modifications/revisions furnished by the department, without any exception.

2. If our offer is accepted, we undertake to complete the formalities for providing Services within the period specified in this document.

3. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Department, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

4. We certify that we have not made any changes in our submitted bid documents the contents of the RFP with its amendments/clarifications provided by the Department.

5. We understand that you are not bound to accept the lowest or any Bid and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.

6. If our Bid is accepted, we undertake to execute at our cost, when called upon by the Department to do so, as prescribed in contract form and we shall be responsible for the due performance of the contract.

7 We hereby undertake and agree to abide by all the terms and conditions stipulated by the Department in the RFP document.

Dated thisday of.....20

(Signature)

Name

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

Seal of the company.

PRE-BID QUERY FORMAT

(To be provide strictly in Excel format)

Vendor Name	SI. No	RFP Page No	RFP Clause No.	Clause Existing	Query/Suggestions

बिहार सरकार
पंचायती राज विभाग, बिहार, पटना

दिनांक : .. .

ऑफ लाइन द्वि लिफाफा पद्धति से
-:अल्पकालीन निविदा विज्ञापन:-

पंचायती राज विभाग, बिहार, पटना के अन्तर्गत राज्य के सभी जिलों/प्रखंडों के पंचायतों में कार्यरत् पंचायत सचिवों को विभागीय योजनाओं के प्रभावकारी कार्यान्वयन, सुगम पर्यवेक्षण एवं अनुश्रवण व्यवस्था के सुदृढीकरण के प्रयोजनार्थ CUG संचार हेतु लगभग 3,082 Corporate Postpaid Mobile SIM की सुविधा उपलब्ध कराये जाने के क्रम में विभिन्न इच्छुक कम्पनी/सर्विस प्रोवाइडर से निर्धारित शर्तों एवं विभागीय website : <https://state-bihar-gov-in/prd/CitizenHome.html> के Tender Section पर उपलब्ध Detailed General & Technical Qualification Criteria के अनुरूप अल्पकालीन निविदा आमंत्रित की जाती है।

कार्य/सेवा का विवरण :-

क्र	कार्य का नाम	विभाग	कार्यालय का नाम	अग्रघन की राशि	जमानत की राशि/वैधता (रूपये में)	कार्य की अवधि
1	पंचायती राज विभाग, बिहार, पटना के अन्तर्गत राज्य के सभी जिलों/प्रखंडों पंचायतों में कार्यरत् पंचायत सचिवों को विभागीय योजनाओं के प्रभावकारी कार्यान्वयन, सुगम पर्यवेक्षण एवं अनुश्रवण व्यवस्था के सुदृढीकरण के प्रयोजनार्थ CUG संचार हेतु लगभग 3,082 Corporate Postpaid Mobile SIM की सुविधा उपलब्ध कराये जाने हेतु।	पंचायती राज विभाग	पंचायती राज विभाग, विकास भवन, बेली रोड, बिहार, पटना।	₹1,00,000.00 (एक लाख)	₹5,00,000.00 (पाँच लाख) अनुबंध समाप्त होने के पश्चात 06 माह तक वैध रहना अनिवार्य।	प्रथम 03 वर्ष तत्पश्चात सेवा संतोषप्रद रहने पर आपसी सहमति से अतिरिक्त 02 वर्ष के लिए विस्तारित।

विज्ञापनदाता का पदनाम एवं पता

: निदेशक, पंचायती राज विभाग, बिहार, पटना।

पंचायती विकास भवन, बेली रोड, पटना।

निविदा प्रकाशन की तिथि

: 09.04.2026 (बृहस्पतीवार) के अपराहन् 05.00 बजे।

निविदा प्राप्ति की तिथि

: 09.04.2026 से 30.04.2026 तक (21 दिन)।

प्री-बिड मीटिंग की तिथि एवं समय

: 16.04.2026 को अपराह्न 04:00 बजे।

निविदा प्राप्ति की अंतिम तिथि एवं समय

: 30.04.2026 को अपराह्न 05:00 बजे तक।

तकनीकी निविदा खोलने की तिथि एवं समय

: 04.05.2026 को अपराह्न 03:00 बजे।

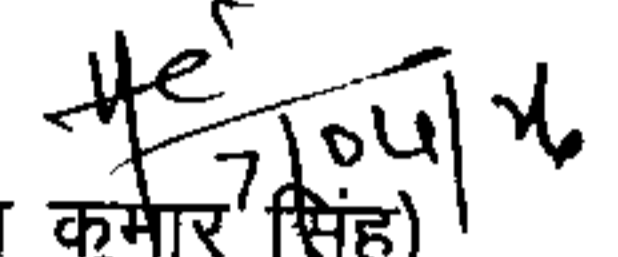
वित्तीय निविदा खोलने की तिथि एवं समय

: सूचित किया जायेगा।

निविदा समर्पित करने का स्थान

: विभागीय प्राप्ति शाखा, कमरा संख्या 121, पंचायती
राज विभाग, विकास भवन (नया सचिवालय), बेली
रोड, पटना में।

विभाग द्वारा निर्धारित की गई तकनीकी एवं वित्तीय निविदा तथा अन्य शर्तों से संबंधित
विस्तृत जानकारी विभागीय वेबसाइट यथा— <https://state-bihar-gov-in/prd/CitizenHome.html>
से प्राप्त की जा सकती है।


(नवीन कुमार सिंह)

निदेशक,

पंचायती राज विभाग, बिहार, पटना।