



Panchayati Raj Department
Government of Bihar
 Vikash Bhawan, New Secretariat, Patna-800015

E – TENDER NOTICE

7P/Misc-06-04/2025/.....**5737**

Dated : **13.14**.../04/2026.

Notice Inviting Tender (NIT)

E-tender notice for selection of Agency for Implementation and Support of Tally-Based Integrated Financial Management System. The three tier Panchayati Raj Department, Government of Bihar, invites tender from eligible and experienced agencies for the supply, customization, installation, deployment, training and support of a **multi-user Tally Software-based Integrated Financial Management System**. The scope of work includes:-

- Provision of Tally Software (multi-user license)
- Integration with designated server
- Customization and deployment of the FMS solution
- Installation across designated government facilities
- Capacity Building and Training support
- Establishment of a helpdesk with a minimum of 48 personnel
- Ongoing technical support and related services

The solution is to be implemented across the offices of the Panchayati Raj Department and other associated department's facilities within the state. The last date & time of downloading & submission of online bidding document is till **27.04.2026 up to 5:00 PM**. Bid document may be submitted online through <https://eproc2.bihar.gov.in> and may be downloaded from the website <https://state.bihar.gov.in/biharprd/citizenHome.html>.

(Handwritten signature)

(Sunil Kumar Jaiswal)
 District Audit Officer
 Panchayati Raj Department
 Govt. of Bihar
 Vikash Bhawan, New Secretariat,
 Patna – 800 015.

Panchayati Raj Department
Govt. of Bihar
Vikash Bhawan, Nehru Path,
Bailey Road, Patna-800015

e-tender (NIT) Reference No.:-/...../.....(Support for TALLY Software)

Notice Inviting Tender (NIT)

Subject: Selection of Agency for Implementation and Support of Tally-Based Integrated Financial Management System (FMS)

The three tiers Panchayati Raj Department, Government of Bihar, invites sealed tenders from eligible and experienced agencies for the supply, customization, installation, deployment, training and support of a **multi-user Tally Software-based Integrated Financial Management System (FMS)**. The scope of work includes:

- Provision of Tally Software (multi-user license)
- Integration with designated server
- Customization and deployment of the FMS solution
- Installation across designated government facilities
- Capacity building and training support
- Establishment of a helpdesk with a minimum of 48 personnel
- Ongoing technical support and related services

The solution is to be implemented across offices of the Panchayati Raj Department and other associated government facilities within the state.

e-Procurement Mode Only

<https://www.eproc2.bihar.gov.in/BELTRON>

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ACRONYMS

BE	Budgeted Envelope
CAMC	Comprehensive Annual Maintenance Contract
DD	Demand Draft
DPRO	District Panchayati Raj Office
DSC	Digital Signature Certificate
CSV	Comma-Separated Values
EMD	Earnest Money Deposit
EPF	Employee Provident Fund
ERP	Enterprise Resource Planning
ESI	Employee State Insurance
FY	Financial Years
ERP	Enterprise Resource Planning
GoB	Government of Bihar
GoI	Government of India
GST	Goods and Services Tax
FMR	Financial Management Report
FMIS	Financial Management Information System
IT	Information Technology
GVLA	Government and Very Large Accounts
PRD	Panchayati Raj Department
PRI	Panchayati Raj Institution
NIT	Notice Inviting Tender
PSU	Public Sector Units
RE	Resource Envelope
PIP	Programme Implementation Plan
PPP	Public Private Partnership
PS	Performance Security
RoP	Record of Proceedings
RoC	Registrar of Companies
PoA	Power of Attorney
TPF	Tender Processing Fee
UAT	User Acceptance Testing
TSS	Tally Software Services
FMTC	Financial Management Technical Consultancy
FMS	Financial Management System
SLA	Service Level Agreement
SDC	State Data Centre

SECTION- I

NOTICE INVITING TENDERS

1. The Panchayati Raj Department , Bihar , Patna intends to select agency for providing 872 Multiuser Tally licenses software, deploying Tally on designated server, Customization as per need, Financial Management Solution (FMS) & it's Installation & Deployment of the integrated solution, Training & capacity building within the dept users & establishing helpdesk and other related activities of Tally software in Panchayati Raj Department offices up to Gram Panchayat Office in the state working under Panchayati Raj Department. The contract shall be valid for an initial period of 1 (One) year from the date of agreement and may be extended for one or more years based on satisfactory performance of work done by the agency and on same terms and conditions. The Panchayati Raj Department, Bihar, invites bids from eligible business entities, in providing the services as mentioned in this tender document.
2. The contract floated from this tender document with the successful agency/bidder will be signed with the Department.
3. To participate in the e-tendering process, the bidder/agency are required to get themselves registered with Bihar Government Centralized e-Procurement portal, i.e., <https://www.eproc2.bihar.gov.in/BELTRON>, shall contact the helpdesk at the following address, "e-Procurement HELP DESK, 1st Floor, M/22, Bank of India Building, Road No. 25, Shree Krishna Nagar, Patna- 800001, Phone No. 0612 – 2523006, Mob. No 7542028164 (Timings: Every Day from 08:00 AM to 08:00 PM) or may visit the link "Vendor Info" at <https://www.eproc2.bihar.gov.in/BELTRON> and inform this to PRD.

4. Schedule of Events

Sno.	Event Description	Timeline
4.1	Last date & time of submission of the online bidding document	Till 27/04/2026 up to 05:00 PM, on the e-Procurement Portal (https://www.eproc2.bihar.gov.in/BELTRON).
4.2	Pre bid Query	Till 15/04/2026. through e mail id : secy-panchayat-bih@nic.in
4.3	Time, Date of opening of Technical Bid	28/04/2026 at 11.00 am (or as notify on department website), on the e-Procurement Portal (https://www.eproc2.bihar.gov.in/BELTRON)
4.4	Time, Date of opening of Financial Bid	To be inform by e-proc2 Portal (https://www.eproc2.bihar.gov.in/BELTRON)

Note – i) Interested tenderers may obtain further information about this Notice Inviting Tender (NIT) from the office of Panchayati Raj Department, Bihar

ii) No tender will be accepted after closing date and time in any circumstances.

5. Tenderer may also download the tender documents (a complete set of document is available on website) from e-Procurement Portal (<https://www.eproc2.bihar.gov.in/BELTRON>) and submit its tender by using the downloaded document.
6. The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 20,00,000/- (Twenty Lakh Rupees only) deposited through eproc2 only, and refundable (without interest) after successful completion of the contract. Tenders must be accompanied by EMD as mentioned. Micro and Small Enterprises (MSEs) registered with the Ministry of MSME in the state of Bihar are eligible only for EMD Exemption. Tenders without EMD shall be summarily rejected.

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7. Tender Processing Fee (TPF) amount for the sum of Rs. 590/- (Rupees Five Hundred Ninety) to be paid by the agency/bidder through e-Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit / Debit Card) only, on eproc2 portal.
8. The technical and financial bids must be submitted through e-Procurement Portal only (<https://www.eproc2.bihar.gov.in/BELTRON>) on or before the date and time specified in the NIT. The PRD doesn't take any responsibility for the delay / Non Submission of Tender / Non Reconciliation of online Payment caused due to Non availability of Internet Connection, Network Traffic/ Holidays or any other reason."
9. The bidders shall submit their eligibility and qualification details, Certificates as mentioned in the tender document, in the online standard formats given in e-Procurement Portal (<https://www.eproc2.bihar.gov.in/BELTRON>) at the respective stage(s) only.
10. The bidders shall upload the scanned copies of all the legible relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement Portal (<https://www.eproc2.bihar.gov.in/BELTRON>).
11. The Bidding documents shall be submitted in the mode as mentioned below:

(1) Earnest Money Deposit (EMD)	Online Mode
(2) Technical Bid	Online (Cover-Technical Stage)
(3) Financial Bid	Online (Cost Bid Stage)

12. The technical bids will be opened (in e-mode/online) on the date **28/04/2026** (or as notified on department website). In the event of any of the above-mentioned day being declared a holiday/closed day for the Panchayati Raj Department, Bihar, the bids will be opened in the next working day at the scheduled time.
13. The bids must be uploaded (e-mode/online) at the e-Procurement Portal (<https://www.eproc2.bihar.gov.in/BELTRON>).
14. PRD reserves the right to accept or reject any or all tender or change the terms and condition of NIT or cancel the NIT without assigning any reasons at any stage and time.
15. For further enquiry and information, please contact to the following officer(s) during office hours 9:30 AM to 6:00 PM.
16. All further notifications/Corrigendum/Addendum, if any shall be posted on e-Procurement Portal (<https://www.eproc2.bihar.gov.in/BELTRON>) or department web site. It is the duty of the bidder to regularly check the website.

Disclaimer: Please note, in the "Estimated value box" on the e-Procurement Portal (<https://www.eproc2.bihar.gov.in/BELTRON>), "Zero" has been mentioned, by Panchayati Raj Department, Bihar. The actual value of the project depends on the L1 rate decided by this tender and therefore due to this, it has been mentioned "Zero". However, the bidders will be required to do financial estimations on their own and quote the bids based on the terms and conditions mentioned in the tender document.


District Audit Officer
 Panchayati Raj Department, Bihar

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SECTION -II

INSTRUCTIONS TO BIDDER (ITB)**1. General Instructions**

- 1.1 The bidder should prepare and submit its offer as per instructions given in this section.
Instructions / Guidelines for tenders for electronic submission of bids online have been mentioned below for assisting the prospective bidders to participate in e-tendering :-
- 1.2 Registration of Bidders:** To participate in the e-tendering process, the bidder/agency are required to get themselves registered with Bihar Government Centralized e-Procurement Portal, i.e., <https://www.eproc2.bihar.gov.in/BELTRON>, shall contact the helpdesk at the following address, "e-Procurement HELP DESK, 1st Floor, M/22, Bank of India Building, Road No. 25, Shree Krishna Nagar, Patna- 800001, Phone No. 0612 – 2523006, Mob. No 7542028164 (Timings: Every Day from 08:00 AM to 08:00 PM) or may visit the link "Vendor Info" at <https://www.eproc2.bihar.gov.in/BELTRON> and also inform this to PRD. The prospective bidder is required to click on the link for e-Tendering site as given on the PRD web portal.
- 1.3 Digital Signature certificate (DSC):** Each bidder is required to obtain a class-II or Class-III Digital Signature Certificate (DSC).
- 1.4** The bidder can search & download NIT & Tender Documents electronically from computer once he logs on to the e-Procurement Portal <https://www.eproc2.bihar.gov.in/BELTRON> using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- 1.5 Submission of bids:** Bids are to be submitted through online mode to the e-Procurement Portal <https://www.eproc2.bihar.gov.in/BELTRON> at a time for following activities – one while uploading documents for submission of technical bid & the other at the time of submission of Financial bid before the prescribed date & time as mentioned in **Clause 4 of Section-I** in Notice Inviting Tender(NIT) using the Digital Signature Certificate (DSC). The documents will get encrypted (transformed into non-readable formats).
- 1.6** Before preparing the tender and submitting the same to the PRD, the bidder should read and examine all the terms & conditions, instructions, checklist etc. contained in the Tender Documents. Failure to provide required information or to comply with the instructions incorporated in these Tender Documents may result in rejection of tender(s) submitted by bidders.
- 1.7** The tenders submitted only for a portion of the components of the job /service shall not be accepted. (The tenders /bids should be for all components of the job /service.)
- 1.8** The prices quoted shall be firm and inclusive of all the factors like support in upgrading Tally Prime, maintenance of centralized database at designated server for Tally, database management, data transfer and restoration, customization, maintenance, establishment of helpdesk, salaries of the manpower appointed by the agency, training and capacity building of PRD employees across all the 38 districts, all the activities mentioned in scope of work and terms conditions mentioned in this tender document and all other statutory payment related to the project, all applicable taxes and duties, excluding Goods & Service Tax (GST). This shall be quoted in the online mode only. GST (if applicable) will be paid by Panchayati Raj Department, Bihar (PRD) as per the prevailing rates/rules.
- 1.9** The technical bid (technical and financial details of the bidder/agency) shall be submitted till the last date of submission in online mode only. Tenders submitted after the stipulated date & time shall not be considered, and would be summarily rejected.

2. Inspection of Site and Equipment

Interested bidder may access the current software and applications currently being run and managed in PRD and other government office and, where the services are to be rendered during 10.00 AM TO 6.00 PM on all working days till last date of sale of tender as given in the tender schedule. The Panchayati Raj Department, Bihar (PRD) shall not be liable for any expenditure incurred in such inspection or in the preparation of the bid(s).

3. Tendering Expense

The bidder shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its tender including preparation, mailing and submission of its tender and subsequently processing the same. The Panchayati Raj Department, Bihar will, in no case be responsible or liable for any such cost, expenditure etc. regardless of the conduct or outcome of the tendering process.

4. Language of the tender

The tender submitted by the bidder and documents relating to the tender shall be written in the English language. However, the language of any printed literature furnished by the bidder in connection with its tender may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the tender, the English translation shall prevail.

However, if the language of any of the printed document(s) submitted by the bidder is/are in "Hindi" language, then there is no need for providing an English translation of the same document, for interpretation.

5. Amendments to Tender Documents

5.1 At any time prior to the deadline for submission of tenders, the PRD may, for any reason deemed fit by it, modify the Tender Documents by issuing suitable amendment(s) to it.

5.2 Such an amendment will be notified on e-procurement Portal <https://www.eproc2.bihar.gov.in/BELTRON> and the same shall be binding to all prospective Bidders.

5.3 Any bidder who has downloaded the tender document should watch for amendment, if any, issued on the above eproc2urement Portal <https://www.eproc2.bihar.gov.in/BELTRON> /department official website, and the PRD will not issue separate communication to them. The PRD shall not be responsible in any manner if prospective Bidders miss any notifications relating to the NIT concerned placed on mentioned e-procurement Portal <https://www.eproc2.bihar.gov.in/BELTRON>.

6. Clarifications to Tender Documents

6.1 A prospective bidder requiring any clarification regarding terms & conditions, technical specifications etc. given in the Tender Documents may submit written request for clarifications to tender issuing authority by email ID on secy-panchayat-bih@nic.in on or before **dated 15.04.2026**.

6.2 All the prospective bidders will be notified of response to clarifications only through e-Procurement Portal <https://eproc2.bihar.gov.in> or department official website. Any bidder who has downloaded the tender document should watch for clarifications, if any, issued on the above-mentioned website and PRD will not issue separate communication to them.

6.3 The PRD shall not be responsible in any manner if a prospective bidder fails to notice any notifications relating to the present NIT placed on the eProcurement Portal <https://eproc2.bihar.gov.in>.

7. Earnest Money Deposit (EMD)

7.1 The tender shall be accompanied by **Earnest Money Deposit (EMD)** of Rs.20,00,000/- (**Twenty lakh rupees only**) to be deposit through eproc2 portal only.

Note : If the Bidder is registered with Micro and Small Enterprises (MSEs) with the Ministry of MSME in the state of Bihar are eligible only for EMD Exemption.

7.2 The EMD of unsuccessful bidder will be returned to them without any interest, after conclusion of the resultant bid. The EMD of the successful bidder will be returned without any interest after timely furnishing the performance security as per the terms of contract.

7.3 Earnest money is required to protect the PRD against the risk of the Bidder's conduct, which would warrant the forfeiture of the EMD.

7.4 The EMD/ Bid Security shall be forfeited by the PRD hereunder or otherwise, under the following conditions:

7.4.1 If a Bidder submits a non-responsive Bid;

7.4.2 If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice

7.4.3 If a Bidder withdraws its Bid during the period of bid validity as specified in this NIT and as extended by the PRD from time to time;

7.4.4 If any documents evidence will discover to be false.

7.4.4.1 In the case of Selected Bidder, if it fails within the specified time limit to sign the contract.

7.4.4.2 To furnish the performance Securities, before signing the contract agreement, within the period prescribed in the NIT.

8. Preparation of Tender

8.1 The Bidding documents shall be submitted in the mode as mentioned below: -

(1) Technical Bid	Online (Cover-Technical Stage)
(2) Financial Bid	Online (Cover-Cost Bid Stage)

8.2 Bidders are requested not to submit the hard copy of Technical/Financial Bid. In case the hard copy of Technical/financial bid is submitted the tender shall be straight away rejected. Also, uploading of the financial bid in prequalification bid or technical bid will result in rejection of the tender.

8.3 The tender shall be duly signed by the authorized person duly approved by the appropriate authority in terms of **Appendix B**, at the appropriate places as indicated in the tender documents and all other pages of the tender including printed literature, if any shall be initialed by the same person(s) signing the tender. The tender shall not contain any erasure or overwriting, except as necessary to correct any error made by the bidder and, if there is any such correction; the same shall be initialed by the person(s) signing the tender. The entire document being part of tender document should be page numbered. The Authorization Letter shall also be furnished along with the tender, as per the **Appendix B**.

8.4 A person signing (manually or digitally) the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, the PRD shall, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all cost and damages thereof.

8.5 Prices are to be quoted in the financial Bid format in online mode only. The financial bid submitted in any other format will be treated as non-responsive. The bidder will be required to download the financial bid file, from e-tendering portal and quote the prices in prescribed format before uploading it. The bidder shall quote prices in all necessary formats. All editable areas of the financial bid sheet, shall be filled by the bidder. The bidder(s) shall not rename the financial bid files downloaded.

Following required evaluation criteria must be submitted through online mode on eproc2urement Portal <https://www.eproc2.bihar.gov.in/BELTRON> :

- i). Technical Proposal Covering Letter, as per "Appendix A".
- ii). Authorization Letter for signing of proposal/tender in favour of signatory to tender documents as per "Appendix -B".
- iii). Assignments of similar nature, as per "Appendix C"
- iv). Particulars of the bidders, as per "Appendix D"
- v). A duly notarized declaration from the bidder in the format given in the "Appendix-E" to the effect that the firm has neither been declared as defaulter or black-listed or declared ineligible.
- vi). Copy of the authorization letter from "Tally Solutions Pvt. Ltd." certifying the agency/bidder to be as a Tally Partner/Government & Very Large Account (GVLA)partner in Bihar or in any other state in India for participating in this tender as per format mentioned in **Appendix-G**.
- vii). Self-attested copy of
 - i. **For Company/LLP:** certificate of incorporation of the entity under Companies Act 1956/2013.
 - ii. **For Proprietorship:** certificate of registration under Shops and Establishment act.
 - iii. **For Partnership:** Registered Partnership deed
 - iv. **For Society:** Copy of the Registration Certificate issued under Society Act.
- viii). Self-attested copy of CA certified Turnover Certificate along with CA audited Financial statement i.e. Audited Profit & Loss Account along with audited balance sheet and all annexure, as mentioned in the Eligibility criteria along with all Appendix for the last 3 Financial Years (FY) **2022-23, 2023-24 and 2024-25.**
- ix). Self attested copy of the Income Tax Returns (ITR) along with computation of income for three Financial Years (FY) i.e. **2022-23, 2023-24 & 2024-25.**
- x). Self-attested copy of PAN, GST issued by the appropriate authority valid as on date of submission of tender documents must be submitted.
- xi). Self-attested copy of the work order/agreement/experience certificate, ascertaining, the bidders/agency's experience for providing the similar services in public sector (Govt. Depts./ Public Sector Units (PSUs)) in last 5 Financial Years (FY) **2020-21, 2021-22, 2022-23, 2023-24 and 2024-25.**

9. Tender Submission

- 9.1 The Panchayati Raj Department, Bihar will open the tenders at the date and time as indicated in **Section-I Clause 4 of the Notice Inviting Tender (NIT)**. In case the specified date of tender opening falls on / is subsequently declared a holiday or closed day for the Panchayati Raj Department, Bihar, the tenders will be opened in online mode, on the next working day.
- 9.2 Technical evaluation of the Bid will be done on the basis of technical qualification criteria and documents mentioned (TECHNICAL BID) in Mandatory Documents Link present in the eprocurement Portal <https://www.eproc2.bihar.gov.in/BELTRON> failing which the bid will not be considered for technical evaluation.
- 9.3 The technical evaluation shall be done only based on required documents/papers submitted by the bidder on e-Procurement Portal <http://www.eproc2.bihar.gov.in/BELTRON>.
- 9.4 The financial bids of bidders whose Technical bids are found technically responsive and comply with the bid documents will only be considered for financial evaluation.
- 9.4.1 No bidder can place more than one bid in any form.
- 9.4.2 The Bidder has to give a single bid taking into consideration all the conditions as laid down in this tender document.

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SECTION –III

EVALUATION OF TENDERS

1. Scrutiny of Tenders

The tenders will be scrutinized by the selection committee appointed by the PRD to determine whether they are complete and meet the essential and important requirements, conditions and whether the bidder is eligible and qualified as per criteria laid down in the tender documents. The bids, which do not meet the aforesaid requirements are liable to be treated as non-responsive and may be ignored. The decision of the PRD as to whether the bidder is eligible and qualified or not and whether the bid is responsive or not shall be final and binding on the bidders. Financial bids of only those bidders, who qualify on technical bid, will be considered and opened.

2. Infirmary/Non-Conformity

The PRD may waive minor infirmity and/or non-conformity in a tender, provided it does not constitute any material deviation. The decision of the PRD as to whether the deviation is material or not, shall be final and binding on the bidders.

3. Discrepancies in Prices

3.1) If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail.

3.2) If, as per the judgment of the PRD, there is any such arithmetical discrepancy in a tender, the same will be suitably conveyed to the bidder by speed post/e-mail. If the bidder does not agree to the observation of the PRD, the tender is liable to be ignored / rejected.

4. Bidder's capability to perform the contract

The PRD, through the above process of tender scrutiny and evaluation will determine to its satisfaction whether the bidder, whose tender has been determined as the lowest evaluated responsive bidder, is eligible, qualified and capable in all respects to perform the contract satisfactorily. In such conditions, decision of the PRD shall be final and binding on the bidders.

5. Contacting the Panchayati Raj Department, Bihar

5.1) From the time of submission of tender to the time of awarding the contract, if a bidder needs to contact the PRD for any reason relating to its tender, it should do so only in writing.

5.2) In case a bidder attempts to influence the PRD, on the PRD's decision on scrutiny, comparison & evaluation of tenders and awarding the contract, the tender of the bidder shall be liable for rejection and it may also lead to forfeiture of EMD in addition to appropriate administrative and coercive actions being taken against that bidder, as deemed fit by the PRD.

6. Bid Clarification

6.1) To facilitate evaluation of Proposals, the PRD may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Proposal. Notwithstanding anything contained in the NIT, the PRD reserves the right not to take into consideration any such clarifications sought for evaluation of the Proposal.

6.2) At any point in time during the bidding process, if required by the PRD, it is the Bidders' responsibility to provide required evidence of their eligibility as per the terms of the NIT, to the satisfaction of the PRD. If no response is received by this date, the PRD shall evaluate the offer as per available information. The technical evaluation committee in the PRD can verify the facts and figures quoted in the proposal. The PRD reserves the right to conduct detailed due diligence of the information provided by the Bidders for qualification and financial evaluation.

7. Fraud and Corrupt Practices

7.1) The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained herein, the PRD may reject an application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant 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.

7.2) Without prejudice to the rights of the PRD hereinabove, if an Applicant is found by the PRD 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 Selection Process, such Applicant shall not be eligible to participate in any tender or NIT issued by the PRD during a period of 5 (Five) years from the date such Applicant is found by the PRD 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.

7.3) For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

- (a) "**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 PRD who is or has been associated in any manner, directly or indirectly, with the Selection Process.
- (b) "**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.
- (c) "**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.
- (d) "**Undesirable practice**" means (i) establishing contact with any person connected with or employed or engaged by the PRD 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
- (e) "**Restrictive practice**" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

8. Award of Contract

8.1 The PRD reserves the right to accept in part or in full any tender or reject any tender(s) without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder(s).

8.2 The bidder shall within 7 days of issue of the Letter of Intent (LoI), give his acceptance.

- 8.3 The financial bids, of the shortlisted bidder(s), from technical evaluation (matching eligibility criteria), will be opened, and the bidder, who quotes the lowest Price (L1) shall be considered as a selected bidder Please refer "**Appendix-H**" for the information regarding financial bid.
- 8.4 In case, L1 is quoted by multiple bidders, the PRD will select a single agency which has higher annual average turnover, in the last 3 Financial Years (FYs) FY 2021-22, 2022-23, & 2023-24, as evidenced by the audited accounts of the bidder.
- 8.5 The PRD reserves the right at the time of Contract award and/or during validity of contract, to increase or decrease the scope of services without any change in unit price or other terms and conditions.
- 8.6 The PRD will notify the successful bidder(s) in writing by issuing a Letter of Intent (LoI), that its tender has been accepted, briefly indicating there in the essential details like description of services and corresponding prices accepted, subject to the contract agreement to be signed between the parties "*floated from this NIT*" having the terms and conditions etc., therein.
- 8.7 The successful bidder must furnish to the Panchayati Raj Department, Bihar the required Performance Security (PS), before executing the contract/signing of the contract document positively, failing which the EMD will be forfeited, and the award will be cancelled, and bidder will be blacklisted. Relevant details about the performance security have been provided in **Para11** under **Section VI**.
- 8.8 The contract agreement floated from this NIT, between Panchayati Raj Department, Bihar and the selected service provider will be required to be signed within 21 days of the issue of the Letter of Intent (LoI). The stamp duty and registration charges, if any, payable on the Agreement will be borne by the selected service provider.

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SCOPE OF THE WORK

1. Agency will supply & install Tally Prime software with Financial Management System (FMS) & give access of Tally Prime Software across all the required offices of Panchayati Raj Department, Bihar in the state of Bihar. The break-up of the facilities according to the license type is mentioned below for reference:
 - 1.1 Tally Multi user: 872 Licenses
 - 1.2 Tally Installation/re-installation: 8720 Locations
 - 1.3 Financial Management System (FMS)
 - 1.4 Manpower For Help Desk with 48 Persons (Every year manpower requirement to be reviewed)
 - 1.5 FMS with AMC & TSS for Next 2 (two) years (after completion of one year, further extension for next year will be done on the basis of performance).
 - 1.6 Software for Data Hosting at State Data Centre with secured interface. (Interface software for integration of user with the tally software and user management software)

2. The number of units/offices mentioned above is provisional and the numbers may increase or decrease, at the sole discretion of the PRD and they may be relocated/reallocated as per the requirements, at the discretion of the PRD. The PRD shall have the right to increase the no. of PRIs beyond the present number from the date of execution of the contract. In the event of any such increase in the number of units/offices by Panchayati Raj Department, Bihar, the bidder/agency, shall operate and maintain the additional units/offices till the remaining term/duration of the agreement, as part of the existing scope of work and upon the same terms and conditions as specified in the agreement

3. Project Overview

The agency/bidder selected pursuant to this tender shall be responsible for the installation and re-installation of Tally Prime on designated server, including customization, integration, and end-to-end operational and managerial support across the state. This shall encompass software upgrades, maintenance, database management, induction training, refresher training and capacity building, helpdesk establishment, dashboard development, reporting, and all other related activities at designated units/offices. Additionally, subject to requirements, the PRD may procure new Tally software licenses for additional offices within the state, and the selected agency/bidder shall be obligated to provide the corresponding services for such licenses at the rates finalized through this tender.

4. General Requirement & Deliverables

- i). The agency shall be responsible for installation/re-installation Tally Prime on designated server (provided by State Data Centre (SDC) and operate and manage it including its upgradation, customization, maintenance, database management, training & capacity building, establishing helpdesk, database management, dashboard, reporting and other related activities in PRI's offices in the state of Bihar.
- ii). The selected agency would be required to establish 10-seater helpdesk in the office of Panchayati Raj Department, Bihar and 1 resource person in each district DPRO office, within 45 days from the date of signing the contract.
- iii). The selected agency shall conduct one induction training session covering all the officials working on tally from each field office and at least two refresher training programs every year on Tally Prime for all staff and officials of the Panchayati Raj Department across Bihar.
- iv). The selected agency will be responsible for creating the initial heads of expenditures groups/ledger codes along with their opening balance as on 1st of April 2025.

- v). The agency shall facilitate to ensure entry of all the financial transactions in server-based Tally application which are available in Public Financial Management System (PFMS) / CFMS, or any other accounting system which are being used in the government facilities in the state.
- vi). The agency shall be responsible to provide Financial Management Information System (FMIS) and other required reports as per PRD/Government of India norms.
- vii). The agency shall also provide the licenses for Tally Software, in case PRD decides to purchase new Tally Software for additional office. The PRD shall be paying at the rates fixed by the selected bidder/agency, for Tally software (Multi-User) with cloud user management software. Such rates shall be valid during the entire contract period.
- viii). The agency shall co-ordinate with all the concerned staffs/officials at the district level, samiti level and panchayat level offices to ensure the entry of financial transactions on daily basis and upload it on the server based Tally application to mitigate any discrepancy in the financial records available in Tally and the software application (PFMS/CFMS or any financial management tools) used by the PRD and ensure the entry of financial records in Tally server with correct ledger code.
- ix). The agency shall co-ordinate with all the concerned staffs/officials at the district level, samiti level and panchayat level irrespective of authorization.
- x). The agency shall ensure the provision of uploading the voluminous data from MS Excel/MS Access/CSV/Text or any other required compatible format to Tally on server.
- xi). The agency shall ensure the correct data base management in the designated server-based Tally application and develop Dashboard for real-time reporting for PRD and district offices to view and download financial status report for analysis in excel/csv file type format.
- xii). It shall be the responsibility of the agency to ensure the confidentiality of the data available in Tally on designated server (Tally Software) and to prevent/secure any un-authorized access.
- xiii). The selected agency shall be responsible for conducting an annual security audit, without any additional financial liability to the Department.

5. The agency/bidder shall provide but not limited to the following services:

5.1 Share detailed plan of operations for the project

- i). Prepare the detailed list of activities, scope and duration/timeliness of each of the activities proposed in this tender document and share the same with the district in each of the 38 districts and PRD.
- ii). Signoff on detailed project plan, activities, timeliness etc., from concerned stakeholder/user department. The timelines to execute any assignment would be capped by PRD and the service provider, will be required to work as per the schedules finally decided and communicated by PRD.

5.2 Upgrading, Customization, Testing and Implementation along with database management

- i). The PRD shall pay the bidder the rates of Multi User as per L1 rate as mentioned in Appendix H in the tender document.
- ii). Support in Upgrading of the Tally software installed (*if required re-install the software*) to the most recent version released by Tally Solutions Pvt. Limited, in all the Panchayati Raj Department, Bihar offices and other government facilities in the state.
- iii). Manage and maintain the centralized database for Tally Software in PRD as well as on designated server.
- iv). Customize the Tally applications as per the requirement(s) of Panchayati Raj Department, Bihar as amended from time to time, and shall include but not limited to:
 - a) Implementation of Uniform Accounting System through a uniform chart of Accounts, Ledgers and Sub-Ledgers, Sub-cost, cost centers etc, as per requirement by PRD.
 - b) Auto synchronization facility (PRD Panchayat office to "FMS SOLUTION") in Web Application.

- c) Centralized database system, maintenance of data security, data securities matrix/controls.
 - d) Preparation of Dashboards for PRD and DPRO Offices as per requirement from time to time.
 - e) Updation/change of Financial Management Report (FMR) codes of Program Implementation Plan (PIP)/Record of Proceedings (ROP) as advised by PRD or by Panchayati Raj Department, Bihar, from time to time.
 - f) Help in Feeding opening balances, budget allocation, and assistance to all the units for proper running of software during half yearly and year end for closing of accounts and compilation of data.
 - g) Maintain & restore data back-up(s)/software and smooth transition to the application system as required from time to time.
 - h) Customization of the software in such a manner where nobody can alter or delete the transactions irrespective of authorization.
 - i) Customization of the software in such a manner where nobody can enable or disable features and configuration of Tally software. Decision in this regard shall be taken at the PRD level.
 - j) All Scheme implemented by PRD, Bihar
 - k) Auto generate fund reconciliation statement from (PRD) and vice versa.
 - l) FMS report and other required report as per PRD/Govt. of India norms.
 - m) Consolidation and integration of accounts of consolidated trial balance, balance sheet, receipts & payments, schedules to Balance Sheet, and all Compilation of all schedule(s) of statutory audit as per requirement of PRD.
 - n) Full implementation training of default features of Tally Software given by the selected agency/bidder as and when required.
 - o) Facility to Export Voluminous data from MS Excel /MS Access/CSV/Text or any other format to Tally Software, if required by PRD.
 - p) Facility to upload the expenditure invoices during data entry and storing it in the database for futures.
 - q) Access controls must be provided to ensure that the databases are not tampered or modified by the system operators or database administrator.
 - r) Build a complete audit trail of all the transactions with specific user ID and password for auditor (Statutory/Concurrent/Internal/and other person authorized by PRD) for using transaction log reports, so that errors in data, intentional or otherwise, can be traced, throughout the project duration.
 - s) Tally web application connects all branch like Gram Panchayats, Panchayat Samitis & District Panchayat with tally software as per required PRD guidelines.
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- v). Conduct Tally application Unit Testing, Integration Testing, System Testing, Functional Testing and Data Migration (wherever applicable).
 - vi). Conduct User Acceptance Testing (UAT) and further undertake relevant modifications based upon user Feedback.
 - vii). The Agency shall ensure to complete the work as per prescribed timeline as per clause 5.7 of Section-IV
 - viii). The agency shall ensure to remove issues and bugs in the upgraded Tally software(s) as and when they arrive, for its smooth functioning in PRD as a whole.
 - ix). The agency shall ensure the smooth access and working of server-based Tally application for all the users working on the application at the same time, and also the flexibility of working on the same data collaboratively with other users.
 - x). Agency shall ensure that there should not be any difficulties in using the server-based Tally Software by any user across the state during making the entries and downloading the reports at the same time by different users.

5.3 Database Management

- i). The agency shall manage and maintain the centralized database software of Tally application.
- ii). The agency shall ensure Centralized database system, maintenance of data security and data securities matrix/controls.
- iii). The agency shall ensure the updation/change of MIS Report of schemes etc. as advised by PRD from time to time.
- iv). The agency shall maintain & restore data back-up(s)/software and smooth transition to the application system as required from time to time.
- v). The agency shall ensure to maintain daily, monthly and yearly back-up of all the data stored in Tally software, and handover it to PRD on the end on every Quarter.
- vi). Access controls must be provided to ensure that the databases are not tampered or modified by the system operators or database administrator.

5.4 Data Entry

- i). Approximately 300-400 financial transactions/vouchers per scheme per user(s) per year may be captured in Tally Software.
- ii). The concerned staffs/officials at the facilities are primarily responsible for making entry of all the financial transactions in Tally on server for their facility on real time/daily basis. However, agency shall co-ordinate and assist in making entries in Tally on server, in case any support is required.
- iii). In the event that financial entries are not being recorded at any of the facilities due to any reason, it shall be the responsibility of the concerned agencies to inform the DPRO/PRD head quarter in writing.
- iv). The agency shall be responsible for co-ordination and facilitate entry of the updated financial transactions in Tally on server, accounted in each district under Public Financial Management System (PFMS), or any other accounting system being used by the concerned government offices.
- v). The agency shall facilitate the feeding of opening balances and all the financial transactions from 01/04/2025 in Tally on server with the help of concerned accountants/officials of the PRD.

5.5 Audit

The agency/bidder shall build a complete audit trail, if required by PRD, of all the transactions with specific user ID and password for auditor (Statutory/Internal/and other person authorized by PRD) for using transaction log reports, so that vouching of all vouchers could be performed.

5.6 Reporting

- i). The agency shall prepare the online 'Dashboard' as per the requirement for monitoring, reviewing, and downloading the financial data for analysis.
- ii). The agency shall ensure FMIS report and/or other required reports as per PRD norms.

5.7 Timelines

Sl	Particulars	Timeline
1	Establishing the helpdesk (as mentioned) and Installation, Customization, deployment and integration Tally Prime software along with, creation of Groups, Ledgers and Sub-Ledgers, heads of expenditures along with their opening balance as on 1 st of April 2025 in all district and field offices of Panchayati Raj	Within 45 days of Signing of Contract
2	Successfully entry of al legacy data from 01.04.2025 till date of signing of the contract and submission of system generated unit wise Receipt & Payment, Income & Expenditure and Balance Sheet	Within 6 months from the date of Signing of Contract
3	Facilitate entry of all the Financial Transactions/vouchers of particular month by all the users	By 7 th of every succeeding month

5.8 Establishing a helpdesk in State office and each district

- i). The agency/bidder shall be required to establish a 10 (Ten) seater helpdesk in PRD, Patna state office and 1 (one) resource person in each district offices as district tally coordinator which shall be providing assistance to the officials working in Panchayati Raj Department, Bihar offices and other government facilities. However, the sitting arrangement, internet connectivity, with inbound and outbound facility will be provided by the PRD. In case of additional requirement of manpower in helpdesk, agency will provide the manpower at contracted rate.
- ii). The agency/bidder, shall be creating an online application for reporting and management of complaints, which should have all the features, for lodging, management, closure of complaints. The applications should be accessible by the concerned officials in the all the government. The application should generate an MIS report which shall be submitted on monthly basis.
- iii). The help desk shall be providing services during office hours i.e., 10:00 hrs to 18:00 hrs. The help desk shall be able to respond to cases/queries or provide remote side assistance, within a period of 24 hours from the time of lodging of complaint/case at the helpdesk, failing which a penalty of will be charged from the agency as per clause 6(iv) of Section-VI. However, in case of holiday(s) in the government facilities, the agency shall be required to attend the same through remote assistance.
- iv). Conduct induction/refresher training and capacity building exercises during the period of the contract.
- v). Identify and execute training requirements for successful execution of project.
- vi). Creations of necessary documents and User Manuals and Technical Manual for training.
- vii). Support on Training/ Demo on need basis.
- viii). Agency should provide ready to use videos and SOPs customized specially for the use in PRD as a whole.

- 6. The bidder or agency shall be responsible for all the FMS required software. The agency will provide all the required **software to be installed in the SDC server**. The agency will transfer or hand over the software to PRD or mutually agreed agencies or any authorized department after the completion period of the work.
- 7. An indicative list of the minimum staff to be deputed is given in "**Appendix F**". Any deficiency in services due to deficiency in manpower or due to service quality shall be the sole responsibility of the service provider.
- 8. The manpower appointed by the service provider, as per the terms and conditions mentioned in this tender, will be deployed (full time) in PRD, for the entire contract period and under no conditions shall be providing support from remote location(s) unless otherwise required and approved by PRD under exceptional circumstances.
- 9. The manpower deployed by the service provider, shall be working as per the official working hours (minimum 8 hours each working day) of the PRD, however, shall be required to work extra hours over and above mandated working hours and also on Sunday and holidays as per demand of the work



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allocated by PRD. Also, no extra compensation whatsoever shall be paid by the PRD to the service provider.

10. The service provider shall abide by all the guidelines issued by the PRD and statutory bodies. In case of violation the contract could be terminated after providing an opportunity of hearing to the service provider, at one month's notice. Dispute resolution shall be as per **Section VI Terms & Conditions Clause 13**.
11. There shall be no employer employee relationship between the PRD and the personnel to be deployed by the service provider in the contract service. The personnel deployed should report and follow all the instruction and guideline as provided/instructed by PRD and field offices with regards to tally software and its utilities.
12. The bidder or agency shall be responsible to comply with all applicable labour legislation (Compensation, minimum wages, EPF, ESI or any other Act or Legislation, which may govern the nature of the contract and/or being issued by Central or State Government from time to time) in respect of the manpower appointed or hired by the bidder or agency in respect of execution and implementation of the project and shall indemnify and keep indemnified the PRD for any claim, action or demand whatsoever in that regard. It will be the sole responsibility of the Bidder or agency to abide by the provisions of the labour laws /Circulars/acts as to the manpower appointed or hired for performance of this contract.
13. TDS admissible under the laws in force or enforceable by the Central or State Governments shall be deducted at prescribed norms on the payable amount by PRD.
14. The stamp duty & registration charges, if any, on the contract agreement levied by the Govt. (Central or State), or any other statutory body, shall be paid by the bidder/agency as applicable.
15. The PRD will not entertain any dispute between the manpower provided and the concerned agency on any issue(s). In case, of any dispute affecting the performance of the service provider, strict action, as per penalty provisions mentioned in the tender or the consequential action under the terms of the agreement, whatever it may be will be taken against the agency.
16. The selected agency will have to observe ethical behavior and standards with the manpower provided by the service provider in the PRD. The PRD will have a right to hold an enquiry, and act to take appropriate action with respect to this aspect.
17. At the end of the contract period, the manpower appointed by the agency, will be required to share all the data and materials, software(s) used or developed by them during the course of the contract, reports available with them to the concerned officials in PRD.

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ELIGIBILITY CRITERIA

- 1) This invitation is open to all organization registered under Companies Act, 1956/2013 or Proprietorship registered under Shops and Establishment or Partnership firm registered under Indian Partnership Act, 1932 or Society registered under Indian Society Act. Act who fulfill the eligibility & qualification criteria specified hereunder. **(Any form of Consortium is not allowed)**
- 2) The eligibility criteria and Supporting Documents to be submitted by the bidders are as follows: -

S No.	Eligibility criteria for Bidders	Mandatory Documents
(I)	The Bidder should be an established entity under Companies Act, 1956/2013 or Proprietorship registered under Shops and Establishment Act or partnership registered under Indian Partnership Act, 1932 or Society registered under Indian Society Act	<ul style="list-style-type: none"> (a) For Company: Copy of the certificate of incorporation issued by the Registrar of Companies (RoC) under Companies Act 1956/2013. (b) For Proprietorship: Copy of the Registration Certificate issued under Shops and Establishment Act. (c) For Partnership: Registered Partnership deed as per the provisions under Indian Partnership Act, 1932 (d) Society: Copy of the Registration Certificate issued under Society Act.
(II)	The bidder must have annual average turnover of Rs. 3 Crore in last three financial years (FY 2022-23, FY 2023-24) & FY 2024-25) as evidenced by the audited accounts of the bidder.	1) Self-attested copy of CA certified Turnover Certificate along with CA audited financial statement i.e. Audited Profit & Loss Account, audited balance sheet and all annexure, as mentioned in the Eligibility criteria along with all Appendix for the last 3 financial years 2022-23, 2023-24 & 2024-25.
(III)	The bidder must provide self attested scanned copies for (i) PAN Card, (ii) income tax returns of three Financial Years i.e. FY : 2022-2023, 2023-24 & 2024-25 and (iii) GST Registration Certificate.	Self-attested copies of <ul style="list-style-type: none"> 1) PAN Card 2) GST Registration Certificate 3) Copy of Income Tax Return filed and submitted by the bidder for three financial years (FY 2022-23, 2023-24, & 2024-25)
(IV)	The bidder shall be a Tally Government & Very Large Account (GVLA) partner in the state of Bihar or in any other state in India. (Certified by Tally Solutions Pvt. Ltd.)	Copy of the authorization letter by Tally Solutions Pvt. Ltd., certifying them to be Tally Government & Very Large Account (GVLA) partner in Bihar or in any other state in India for participating in this tender as per format mentioned in Appendix G . The certificate should be valid for the period of the contract.

S No.	Eligibility criteria for Bidders	Mandatory Documents
(V)	<p>The bidder should have experience of installation of Tally software/ Tally Maintenance / Tally licenses Renewal work along with implementation of FMTC / FMS / SLA solution for more than 500 licenses in any 3 years in the last 5 financial years (FY : 2020-21, 2021-22, 2022-23, 2023-24, 2024-25) out of which 100 licenses in Government Sectors.</p>	<p>Copy of work order(s)/agreement/experience certificate(s) from the Government (State/Central) or Public Sector Units (PSUs). As per Appendix C</p>
	<p>i). The bidder must not be Blacklisted /banned /convicted by any court of law for any criminal or civil offences/ declared ineligible by any entity of any State Government or Govt. of India or any local Self-Government body or public sector undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason, as on date of submission (upload) of online bidding document.</p> <p>ii). The bidder shall declare all ongoing litigations; it is involved in with any Government Agency / State / Central Department / PSU.</p>	<p>Affidavit sworn before Public Notary / Executive Magistrate as per "Appendix E".</p>

- 3.1 The Technical proposals of all the bidders fulfilling the above eligibility criteria, and basic requirements (i.e. timely submission/ bid security etc.), will qualify for the next stage of Financial Bid evaluation.
- 3.2 To facilitate evaluation of bids, the PRD may, at its sole discretion, seek clarifications in writing from any bidder regarding its bid submitted. Such clarification(s) shall be provided within the time specified by the PRD for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.
- 3.3 If any bidder does not provide clarifications sought within the prescribed time, the PRD may proceed to evaluate the bid by construing the particulars requiring clarification to the best of its understanding, and the bidder shall be barred from subsequently questioning such interpretation of the PRD.
- 3.4 Clarification sought shall be related to the documents already submitted by the bidder and merely for a purpose of clarifying the doubts related to submitted documents.

TERMS AND CONDITIONS

1. Use of contract documents and information

- i. The Service Provider shall not, without the PRD's prior written consent, disclose the contract or any provision thereof or any information furnished by or on behalf of the PRD in connection there with, to any person other than the person(s) employed by the Service Provider in the performance of the contract emanating from this Tender Document. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for the purposes of such performance for this contract.
- ii. Further, the Service Provider shall not, without the PRD's prior written consent, make use of any document or information mentioned in sub-clause 1.i above except for the sole purpose of performing this contract.
- iii. Except the contract issued to the Service Provider, each and every other document mentioned in sub-clause 1.i above shall remain the property of the PRD and, if advised by the PRD, all copies of all such documents shall be returned to the PRD on completion of the Service Provider's performance and obligations under this contract.

2. Intellectual Property Rights

The Service Provider shall, at all times, indemnify and keep indemnified the PRD, free of cost, against all claims which may arise in respect of goods & services to be provided by the Service Provider under the contract for infringement of any intellectual property rights or any other right protected by patent, registration of designs or trademarks. In the event of any such claim in respect of alleged breach of patent, registered designs, trademarks etc. being made against the PRD, and the PRD shall notify the Service Provider of the same and the Service Provider shall, at his own expenses take care of the same for settlement without any liability to the PRD.

3. Insurance

- i. The Service Provider shall be responsible for insuring its IT equipment and manpower, etc. for accident, theft, damage, burglary etc.
- ii. The PRD shall not be responsible for damages of any kind or for any mishap/injury/accident caused to any personnel/property of the bidder while performing duty in the PRD. All liabilities, legal or monetary, arising in that eventuality shall be borne by firm/ agency.

4. Project Duration

- i. The Project will be awarded for one year, and may be extended up to three more years, based on satisfactory performance of work done by the agency and on same terms and conditions. Extension can't be claimed as a matter of right.
- ii. The Service Provider will be obliged to establish, manage and operate the Project in accordance with the provisions of the Contract Agreement and terms and conditions therein, failing which the service provider will be liable for consequential action in terms of the contract and even this will lead to its termination also.

5. Payment Terms

- a. Payment for services of Appendix-H shall be made as per the below mention condition:

SI	Milestone	Payment
1	On submission of invoice with valid license serial numbers of Tally Prime Software along with the Authentication Certificate for No. of License purchased / installed / certified by Tally Solutions Pvt. Ltd. on their Letter Head. (certificates by the concern district offices need to be submit or certified by the State Level Committee Members)	50% of the contract value of A (1) of Appendix-H
2	On Successfully installation, Customization, deployment & integration of Prime software in all district and field offices of Panchayati Raj along with, creation of Groups, Ledgers and Sub-Ledgers, heads of expenditures. (certificates by the concern district offices need to be submit or certified by the State Level Committee Members)	40% of the contract value of A (1) of Appendix-H
3	On Successfully entry of all legacy data from 01.04.2025 till date of signing of the contract.	10% of the contract value of A (1) of Appendix-H

- b. The FMS including the help desk Employees payment will be made on quarterly basis on the basis of their working days, to the agency by the PRD, against the invoices (as prescribed under GST Act) raised for the services provided. The agency shall submit the proof of deposit and filing of EPF & ESI of the respective quarter along with bill. FMS Team payment for 1st 3 months will be done on quarterly basis. Thereafter, payments will be processed on a monthly basis.
- c. The service provider will raise its invoices (as prescribed under GST Act) on completion of services during the quarter and the invoices must be submitted to Panchayati Raj Department, Bihar, Bihar (PRD) till 7th of the next quarter duly accompanied by evidences of services provided. The payment will be subject to TDS as per Income Tax Rules/GST Act (If applicable) and other statutory deductions as per applicable laws.
- d. Payment for the services related to districts will be paid by PRD or concerned districts (as notified).
- e. The payments will be made through PFMS/CFMS or any other mode as directed by PRD by 20th of the month of next quarter, after necessary verifications & deducting penalties (if any), by PRD or concerned districts (as notified).
- f. There will be no interest or damages payable by PRD for delay in payment to the agency.

6. Performance Review, Incentives & Penalty provisions.

- i. Agency performance would be evaluated based upon identified Key Performance Indicators (KPIs) listed below. The parameters will be used to assess the performance of the Service Provider and penalty will be applied as and when required, upon commissioning of the services.
- ii. The Panchayati Raj Department, Bihar, reserves the right to periodically seek feedback from district-level offices regarding the quality of services rendered and the conduct of personnel



deployed under this assignment. In the event that consistent adverse feedback or unsatisfactory performance reports are received from the concerned districts, the Department may issue a show-cause notice. Based on the response received or the continued unsatisfactory performance, the Department reserves the right to terminate the assignment at any stage, without prejudice to any other rights available under the contract.

- iii. Besides other consequential action, the penalties would be imposed for each occurrence as per details mentioned in the sub- identified Key Performance Indicators (KPIs) listed below.
- iv. If the agency fails to perform the service as per the performance indicators mentioned above, the penalty would be imposed accordingly for each occurrence. However, the maximum penalty will not exceed more than 10% of (A2) contract value. In case of exceptional circumstances, the penalty may be deducted from the performance security.

Clauses	Penalty	
1) Failure in providing assistance within 24 hours of lodging a complaint or query	Rs 200 per day of delay	
2) Delay in establishment of helpdesk	Rs.200 per helpdesk/per day of delay	
3) Failure in providing monthly reports in the desired formats by 7 th of every succeeding month	Deduction of Rs.1,000/-per week of delay	
Failure to enter all legacy data from 01.04.2025 till the date of signing the contract and submission of system generated unit wise Receipt & Payment, Income & Expenditure and Balance Sheet within 6 months from date of signing the contract. The penalty clause will be applied to that one unit (GP/BP/ZP) where tally entry has not been made under specified timeline. The maximum penalty will not be exceeded 10% on (A2) value.	Delay upto 1 Week beyond 6 months.	2% of the amount of A(2) of Appendix-H
	Delay upto 2 Week beyond 6 months.	4% of the amount of A(2) of Appendix-H
	Delay upto 3 Week beyond 6 months.	6% of the amount of A(2) of Appendix-H
	Delay upto 4 Week beyond 6 months.	8% of the amount of A(2) of Appendix-H
	Delay upto 5 Week beyond 6 months.	10% of the amount of A(2) of Appendix-H

- v. Further before imposing penalty the agency will be given an opportunity to being heard by PRD. However not as a matter of right. The Secretary, PRD has a right to wave of penalty also after giving suitable opportunity of being heard before them.
- vi. The above service level indicators are minimum and it is obligatory for service provider to provide efficient service delivery to all the stakeholders as per the good industry practices / applicable statutory guidelines.

7. Signing of the contract

The contract agreement between PRD and the selected agency/bidder should be executed within 21 days of the issue of the Letter of Intent (LoI). Non-fulfillment of this condition, will result in cancellation of the award and forfeiture of the EMD with consequential action if so desire.

8. Start of the services

- i). If the service provider fails to appoint the manpower, establish the helpdesk in PRD offices and complete the service as mentioned in the tender document "Section-IV Clause 5.7", the penalty as per clause 6(iv) of Section-VI above may be imposed. The Penalty so imposed may be deducted from the Performance Security submitted by the Service Provider or as decided by the PRD.
- ii). However, this may be extended, beyond 45 days, if the delay deployment of manpower in PRD, is due to genuine reasons and there is no negligence on the part of the agency, the PRD shall consider the matter on submission of written application by the agency and shall pass appropriate order regarding reducing /waiving the penalty.
- iii). If service provider fails to implement the entire services as mentioned in "Section-VI Clause 5 (a) (1 & 2) Table", beyond 45 days due to lapses on its own part of the agency, the contract may be terminated in whole or in part and suitable action against agency may be taken including forfeiture of performance security.

9. Sub Contracts

Sub-letting/Sub-contracting of the contract would not be allowed under any circumstances and contract may be terminated in case the service provider sublets or sub-contracts its liabilities/responsibilities/obligation to other. Penal action may also be taken against the service provider.

10. Modification to Contract

The contract when executed by the parties shall constitute the entire contract between the parties in connection with the jobs / services and shall be binding upon the parties. Modification, if any, to the contract shall be in writing and with the consent of the parties.

11. Performance Security

- i. The successful bidder shall have to furnish a performance security in the shape of a Bank Guarantee issued by a Scheduled Bank in the favour Panchayati Raj Department, Bihar for an amount equals to 5% of the total value of the contract for the entire project duration. The Bank Guarantee shall be as per Performa at "Appendix-I" and remain valid for a period which is one year beyond the date of expiry of the contract. The performance security should be submitted before signing the agreement.
- ii. If the firm / contractor violates any of the terms and conditions of contract or committed any breach of contract, the Performance Security shall be liable for forfeiture, wholly or partly, as decided by the PRD and the contract may also be cancelled/terminated and necessary action as deemed fit will be taken.
- iii. The PRD will release the Performance Security without any interest to the selected bidder / agency on successful completion of contractual obligations.

12. Tax Deduction at Source

Income tax and statutory deduction shall be made at the prescribed rates from the bidder's bills under the prevailing law(s).

13. Termination of Contract

- i. Any bidder found to be involved in fraudulent practices (misrepresentation or omission of facts or suppression/hiding of facts or disclosure of incomplete facts), in order 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 debar/blacklisting of the bidder, including the forfeiture of concerned EMD (Bid Security) and/or Performance Security also.
- ii. The PRD, without prejudice to any other contractual rights and remedies available to it, may, by written notice of default sent to the Service Provider, terminate the contract in whole or in part, if the Service Provider fails to perform services as specified in the present contract read with the terms of the contract agreement or any other contractual obligations within the time period specified in the contract or for any breach of the contract, the performance security may be forfeited and other suitable action may also be taken against the service provider, including the blacklisting of the agency.
- iii. In the event the PRD terminates the contract in whole or in part, the PRD may carry out risk purchase of services similar to those cancelled, with such terms and conditions and in such manner as it deems fit and the Service Provider shall be liable to the PRD for the extra expenditure, if any, incurred by the PRD for arranging such services.
- iv. Unless otherwise instructed by the PRD, the Service Provider shall continue to perform the contract to the extent not terminated.

14. Termination for Insolvency

If the Service Provider becomes bankrupt or otherwise insolvent, it will inform to the PRD with the 30 days written notice to terminate the contract. The PRD reserves the right to terminate, without any compensation, whatsoever, to the Service Provider, and PRD may forfeit the performance security.

15. Termination by Mutual Consent

In the event the PRD & Service Provider mutually agrees to terminate the contract for any appropriate reason whatsoever it may be, either party shall give 30 days written notice to the other party and after the consent of both parties agreement may be terminated.

16. Force Majeure

- i. Notwithstanding the provisions contained in clauses 9 and 10 the Service Provider shall not be liable for imposition of any such sanction so long the delay and/or failure of the Service Provider in fulfilling its obligations under the contract is the result of an event of Force Majeure.
- ii. For purposes of this clause, Force Majeure means an event beyond the control of the Service Provider and not involving the Service Provider'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.

- iii. If a Force Majeure situation arises, the Service Provider shall promptly notify the PRD in writing of such conditions and the cause thereof within twenty-one days of occurrence of such event. Unless otherwise directed by the PRD in writing, the Agency shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side.
- v. In case due to a Force Majeure event the PRD is unable to fulfil its contractual commitment and responsibility, the PRD will notify the Service Provider accordingly and subsequent actions taken on similar lines described in above sub-paragraphs

17 Notices

Notice, if any, relating to the contract given by one party to the other, shall be sent in writing or by e-mail or facsimile or post. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract.

18 Resolution of disputes

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

19 Applicable Law

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

20 Third Party Assessment

The PRD, at its own cost, may conduct third party assessment of services rendered and conduct of Agency during project period. The Agency will be informed about such assessment. The PRD may take action on the basis of findings of third party assessment. Third party assessment may be done on yearly basis or as & when felt necessary by PRD.

21 Confidentiality

The Consultants, and the Personnel shall not, either during the term or within two (3) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract or the Employer's business or operations without the prior written consent of the Employer

22 Removal and/or Replacement of Personnel

- i. Once approved by the Employer no changes shall be made in the Key Personnel's. If, for any reason beyond the reasonable control of the Consultants, it becomes necessary to replace any

of the key Personnel, the Consultants shall forthwith provide as a replacement a person of equivalent or better qualifications only after prior approval of the department.

- ii. If the department finds that any of the key Personnel has committed serious misconduct or has been charged with having committed a criminal action, or (ii) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Consultants shall, at the office written request specifying the grounds therefore, forthwith provide as a replacement of the person with qualifications and experience as per this RFP. Any such replacement shall be at risk & cost of the consultant

23 Items to be provided :-

PRD will be responsible to provide to the bidder:

23.1.1 Office space (for day-to-day working);

23.1.2 Data (Chart of Account) for FMS will be provided by the PRD

23.1.3 Access to all books, registers, and records during office hours with the permission of DPRO.

23.1.4 All Hardware related to Hosting at server will be provided by State Data Centre.

Bidder will be responsible for the followings :-

23.1.5 IT Peripherals and its consumables required for day-to-day functioning of work.



District Audit Officer
Panchayati Raj Department, Bihar



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TECHNICAL PROPOSAL COVERING LETTER

[On the Letter head of the Bidder]

Date:

To
The District Audit Officer,
Panchayati Raj Department, Bihar,
Patna.

Re: Inviting Tender for selection of agency for providing Tally Software Multi user, integrated Financial Management System, designated software for hosting, Customization, Installation & Deployment of the solution along with support for training & capacity building, establishing helpdesk with 48 Person and other related activities of Tally software with Financial Management System (FMS) in government facilities, Panchayati Raj Department offices and other government facilities working under Panchayati Raj Department in the State.

Dear Sir / Madam,

We, the undersigned, offer to provide Tally Software Multi user, integrated Financial Management System, designated software for hosting, Customization, Installation & Deployment of the solution and support for training & capacity building, establishing helpdesk with 48 Person and other related activities of Tally prime software with Financial Management System (FMS) in government facilities, Panchayati Raj department district offices and other government facilities working under Panchayati Raj Department in the state, in accordance with your Request for Proposal vide Ref Nodated We are hereby submitting our Proposal for the same.

We are submitting our proposal in our own individual capacity without entering any association / as a Joint Venture. We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our proposal is binding upon us and subject to the modifications resulting from project specific contract and contract negotiations.

We hereby acknowledge that the PRD reserves the right to cancel the selection process at any stage and is under no obligation to accept any proposal or select any agency. We further understand that PRD may reject our bid without assigning any reason and without incurring any liability whatsoever. Accordingly, we unconditionally waive any right to contest or challenge such decisions on any ground

We shall make available to PRD any additional information it may find necessary or require supplementing or authenticate the proposal.

We certify that in the last eight years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.

We declare that:

- a. We have examined and have no reservations to the tender Documents, including any Addendum issued by PRD;
- b. We have not directly or indirectly or through an executive engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any tender or request for proposal issued by or any contract entered into with PRD or any other public-sector enterprise or any government, Central or State; and
- c. 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.
- d. We declare that We/any member of the company, are/is not a member of a/any other company applying for selection.
- e. We certify that in regard that we have not been convicted by a court of law.
- f. We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by PRD and / or the Government of Bihar in connection with the selection of agency or in connection with the selection process itself in respect of the abovementioned project.
- g. We agree and understand that the proposal is subject to the provisions of the tender document. In no case, I/We shall have any claim or right of whatsoever nature if the assignment is not awarded to me/us or our proposal is not opened.
- h. We agree to keep this offer valid for 120 days from the proposal due date specified in tender.
- i. A Power of Attorney (PoA) in favor of the authorized signatory to sign and submit this Proposal and documents is also attached herewith.
- j. In the event of my/our being selected, I/We agree to enter into a contract for the project awarded to us by the PRD.
- k. We agree and undertake to abide by all the terms and conditions of the tender Document. In witness thereof, I/we submit this proposal under and in accordance with the terms of the tender document.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:



AUTHORIZATION LETTER FOR SIGNING OF PROPOSAL

(On Non – judicial stamp paper of Rs.1000/- attested by notary public)
POWER OF ATTORNEY

Know all men by these present, we _____ (name and address of the registered office of the Single Entity) do hereby constitute, appoint and authorize Mr. / Ms. _____ R/o _____ (name and address of residence) who is presently employed with us and holding the position of _____ as our authorized representative, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to the bid of the firm/ organization, _____ for "to provide Tally Software Multi user, integrated Financial Management System, designated software for hosting, Customization, Installation & Deployment of the solution and support for training & capacity building, establishing helpdesk with 38 Person at districts level and 10 at State level along with other related activities of Tally software with Financial Management System (FMS) in Panchayati Raj department and district offices and other government facilities working under Panchayati Raj Department in the state" (the "Project"), including signing and submission of all documents and providing information / responses Panchayati Raj department (PRD), representing us in all matters in connection with our bid for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us. Dated this the day of20...

For
(Name, Designation and address)

Accepted
..... (Signature)
(Name, title and address of the Attorney)

Date:

Note:

- (i) The mode of execution of the Power of Attorney (PoA) should be in accordance with the procedure , if any, laid down, by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- (ii) In case, an authorized director of the bidder/agency signs the bid, a certified copy of the appropriate resolution/document conveying such authority may be enclosed in lieu of the Power of Attorney (PoA).

ASSIGNMENT OF SIMILAR NATURE SUCCESSFULLY COMPLETED

We <Mention the name of the organization>, registered as Company/Partnership Firm/Society/Proprietorship Firm having our registered office at <Mention the address of the registered office> fulfilling the requisite experience of installation of Tally software(s) along with implementation of FMTTC / FMS / SLA solution for more than 500 licenses in any 3 years in the last 5 financial years (FY : 2020-21, 2021-22, 2022-23, 2023-24, 2024-25) out of which 100 licenses in Government Sector. We have submitted documents on e-procurement for details of experiences mentioned below.

Sr. No.	Assignment contract No & date	Description of work services provided	Date of commencement	Date of completion	Project duration	Full Address of the organization with Phone No. where assignment done
1						
2						
3						
4						
5						
6						

We certify that all the above details are correct in my knowledge and further confirm that we are aware that our application for the captioned scope of work defined in this tender document would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the contract period, and the amounts paid till date shall stand forfeited without further intimation.

Dated this.....Day of....., 2026.

Signature:

For and on behalf of Messrs _____

Name & Address of the Service Provider:

M

PARTICULARS OF THE BIDDER'S ORGANISATION

(To be submitted by all tenderers / bidders)

- 1. Name :
- 2. Registered Address :
- 3. Phone :
- 4. E-Mail id :
- 5. Address of the office of Services Provider :
- 6. Details of key employees :

Sl. no.	Name	Designation	Contact No. & Email ID
(1)			
(2)			
(3)			

- 7. Registration. Nos.
 - (a) GST
 - (b) PAN No.

8. Brief write-up about the Proprietorship firm / company. (use extra sheet if necessary)

Signature of Bidders

Date:

Place:

Name

Office Seal

DECLARATION BY BIDDER

Format for Affidavit certifying that Entity/Promoter(s)/Director(s)/Proprietor/Members of Entity are not Blacklisted (On a Stamp Paper of INR 100)

Affidavit

I, M/s....., (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s)/director(s)/Proprietor are not blacklisted/barred/convicted by any court of law for any criminal or civil offences/declared ineligible by Panchayati Raj Department, Bihar(PRD)/District Office (DO) or any other entity of GoB or any entity of state government or Govt. of India, or any local self-government body or public undertaking in India for participating in future/any bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reasons, as on date of submission(upload) of online bidding document.

And that we are hereby, declaring all ongoing litigations where our promoter(s)/director(s)/Proprietor are involved in with any government agency/state/central department/PSU, and as mentioned below:

- 1.
- 2.
- 3.
- 4.

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection/debar/ blacklisting in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the contract period and the amounts paid till date shall stand forfeited without further intimation.

Dated this..... Day of....., 2026.

Name of the Bidder/agency.....

Signature of the Authorized Person:.....

Name of the Authorized Person:.....

Designation of the Authorized Person:.....

m

STAFFING

1. It is proposed to have the minimum staff-pattern for the agency/bidder "to provide Tally Software Multi user, integrated Financial Management System, designated software for hosting, Customization, Installation & Deployment of the solution and support for training & capacity building, establishing helpdesk with 48 Person and other related activities of Tally software with Financial Management System (FMS) in government facilities, Panchayati Raj department offices and other government facilities working under Panchayati Raj Department in the state".

Manpower (Which will be stationed in the offices)	Qualification	Experience
Tally Operator at districts level (38 Nos)	B.Com	At least 3 Year Experience in accounts and Data Entry
Head Office (10 Nos)	C.A (one) CA Inter Qualified (9)	CA with at least 5 years experience (should not hold COP) CA Inter with at least 3 years exp.

2. The bids are to be submitted considering the no. of required manpower as above.
3. It will be the responsibility of the service provider to hire required manpower with sufficient exposure in Tally software.
4. The PRD Head office shall be staffed with nine personnel holding either CA intermediate qualification or an MBA in Finance, each possessing a minimum of three years of post-qualification experience. Additionally, one Chartered Accountant with at least five years of post-qualification experience shall be appointed.
5. In future, if any new software/ utilities are introduced and any new system is required to be introduced as per the requirement of Panchayati Raj Department, Bihar, then there will be responsibility of the service provider to accomplish the task accordingly.
6. The Bidder shall ensure compliance with Minimum Wages Act (as applicable in Bihar), EPF Act, ESI Act and any other applicable labour legislation. Documentary proof of EPF / ESI deposit must be submitted along with the invoices.



AUTHORIZATION LETTER

The Bidder shall require the Manufacturer to fill in this form in accordance with the instructions indicated. This letter for authorization should be on the letterhead of the manufacturer and should be signed by a person with a proper authority to sign the documents that are binding on the manufacturer. The Bidder shall include in its bid Reference No: **e-tender (NIT) Reference No.:-** for providing support for installation, customization, integration, training & capacity building, establishing helpdesk and other related activities (as per NIT) of Tally software in Panchayati Raj, Bihar offices and other government facilities working under Panchayati Raj Department, Bihar, in the state.

To be submitted On OEM Letter Head with stamped and duly signed with Authorize person contact details

Ref No:

Date:

To
The District Audit Officer
Panchayati Raj Department, Bihar, Bihar
Vikash Bhawan
Baily Road Patna-15

WHEREAS

We, who are the official manufacturer's of Tally Prime Software, having our registered Head Office at, do hereby authorize.....<Mention the name of the agency/bidder>, our Tally Government & Very Large Account (GVLA) Partner to submit the bid.

With Thanks

Name:

Title:

Tally Solutions Pvt. Ltd. (Authorised Signatory.)

Dated on:..... day of

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INSTRUCTION FOR FINANCIAL BID

1. Prices are to be quoted in the Financial Bid format in online mode only. The financial bid submitted in any other format will be treated as non-responsive. The bidder will be required to download the financial bid file, from e-tendering portal and quote the prices in prescribed format before uploading it.
2. The Bidder/Agency shall have to quote for every under given items in the Financial Bid Format. If the bidder doesn't quote for any other given item in the Financial Bid format, then his proposal will be disqualified.
3. An indicative format of the financial bid (available on eproc2.bihar.gov.in/BELTRON) is given below:

A. Tally Prime Software License with Financial Management System

Sr. No.	Particulars	Unit	Rate	Total Contract Amount
A1				
1	Tally Prime Multi User License, installation, Customization, deployment, integration with Tally Prime Application (FMS Solution in Tally Software in State /All District offices / All Samitis / All Panchayats)	872 Nos	(Rate per Unit)	(Total Amount for 872 License)
2	Interface Software with 1 (one) year support for Data Hosting at State Data Centre along with secured interface. (Integration of user with the tally software and user management software) with OTP based authentication for login of all users.			(Lumpsum)
A2				
3	FMS with induction & refresher training (min 1 per year) along with handholding support, problem fixing for all location for one year (48 Person Help Desk Including Tally Support) along with Financial Management System help desk personnel qualification must be strictly followed as per Appendix-F "staffing" table and as per applicable provisions of Bihar Govt.			(Rate per Annum)
A3				
4	Applicaion security audit by govt. recognised / empanelled agency and SSL Certifcte.			(Lumpsum)
Total Contract Cost (A):				
In Words:				

B. Tally Prime Software License Renewal

Sr. No.	Particulars	Unit	Rate	Amount
1	Renewal Charges of Tally prime Multi User License software (for next 1 yrs)	872 Nos	(Rate per Unit)	(Total Amount for 872 License renewal for 1 years)
2	Renewal Charges of Interface Software with support for Data Hosting at State Data Centre along with secured interface. (Integration of user with the tally software and user management software for next 1 year)			(Lumpsum)
3	Renewal of Applicaion security audit by govt. recognised / empanelled agency and SSL Certificate.			(Lumpsum)
			Total (B):	
			In Words:	
Grand Total Amount (C=A+B)				
				In Words:

- The total Contract value will be Total of table A only i.e. which included Tally Prime Multi User License, installation, Customization, deployment, integration with Tally Prime Application and Financial Management System, helpdesk personnel, handholding support along with induction and refresher training.
- For Comparing the L1 price of technical qualified bidder, the Grand total Cost (C) will be taken for comparison.
- The bidder, who quotes the lowest (L1) price shall be considered as a selected bidder for installation/re-installation of Tally, Customization as per need, Financial Management Solution (FMS) & Deployment of the integrated solution, induction, refresher Training & capacity building within the dept users & establishing helpdesk and other related activities of Tally software in Panchayati Raj Department and field offices in the state working under Panchayati Raj Department.
- The above quoted prices shall be firm and inclusive of all the factors like Installation of Licensed Tally Prime, its renewal of annual subscription(s) (if contract extended) for entire period, customization, integration, maintenance, database management, data transfer and restoration, establishment of helpdesk, salaries of the manpower appointed by the agency, induction, refresher Training (Min 2 per year) and capacity building of state officials across all 38 districts in the state, all the activities mentioned in scope of work and terms & conditions mentioned in this tender document and all other statutory payments related to the project, all applicable taxes and duties, excluding Goods & Services Tax (GST). This shall be quoted in the online mode only. GST (if applicable) will be paid by Panchayati Raj Department (PRD) as per the prevailing rates/rules.
- Financial Management System help desk personnel qualification must be strictly as per as per Appendix-F "staffing" table.
- The price quoted in Table A(2) shall be treated as an annual amount and shall be paid proportionately on a quarterly basis, calculated according to the actual number of working days of the helpdesk staff during the respective quarter.
- Renewal Charges will be paid only after the renewal of the software (if department required).
- There shall be no price escalation applicable for the entire contract period.

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12. The financial bid has to be submitted in "online mode" only, and as per the terms and conditions mentioned in the tender document.
 13. This is just an indicative format of the financial bid, to be used for information purpose ONLY. Actual financial bid format is available on <https://eproc2.bihar.gov.in> and has to be submitted online through the e-procurement portal only. Any submissions in hard copy will lead to rejection of the submitted bid.

Terms & Conditions:

- There will be no hidden cost apart from the cost mentioned in the financial bid
- Any other cost which is not mentioned in the financial bid must be mentioned in the notes

- ii. Any breach or non-compliance by the bidder with any of the terms and conditions of any contracts/credit arrangement, present or future, between the bidder and the bank.
- 5. The Bank also agrees that the PRD at its option, shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against agency and not withstanding any security or other guarantee that PRD may have in relation to the bidder's liabilities.
- 6. The Bank shall not be released of its obligations under these presents by reasons of any act of omission or commission on the part of the PRD or any other indulgence shown by PRD or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.
- 7. This guarantee shall be governed by the laws of India and only the courts of Patna shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Date: This the Day of 2026.

Witness 1:

Name:

(Signature)

Witness 2:

Name:

(Signature)

M