

**GOVERNMENT OF BIHAR**  
**PANCHAYATI RAJ DEPARTMENT**  
Vikas Bhavan, New Secretariat, Bailey Road, Patna – 800 001

**CORRIGENDUM NO. 01**

To

**Request for Proposal (RFP) for Procurement of CUG Mobile SIM Cards (3,082 Nos.)**

RFP No. CUG/PRD/BIHAR/01/2026 | Published on 09-04-2026

Corrigendum No. : 01  
Corrigendum Date : 30-04-2026  
RFP No. : CUG/PRD/BIHAR/01/2026  
Issued by : Director, Panchayati Raj Department, Bihar, Patna  
Pre-Bid Meeting held on : 16-04-2026 at 04:00 PM  
Last Date for Bid Submission : 15-05-2026 at 05:00 PM (Revised)

**1. PREAMBLE**

This Corrigendum No. 01 is issued by the Panchayati Raj Department, Government of Bihar (hereinafter referred to as "the Department") in reference to the Request for Proposal (RFP) No. CUG/PRD/BIHAR/01/2026 dated 08-04-2026, issued for the Procurement of CUG Mobile SIM Cards (3,082 Nos.) for deployment in Panchayat offices across Bihar.

A Pre-Bid Meeting was held on 16-04-2026 at 04:00 PM at Panchayati Raj Department, Vikas Bhavan, New Secretariat, Bailey Road, Patna. Pre-bid queries were received from interested bidders, including Reliance Jio Infocomm Limited and Vodafone India. The Department has duly examined all pre-bid queries received within the stipulated timeline. This Corrigendum incorporates the Department's official replies to those queries, along with amendments/clarifications to the RFP as deemed appropriate.

This Corrigendum shall be deemed to form an integral part of the original RFP document. All provisions of the original RFP not amended herein shall remain in full force and effect. In case of any conflict between this Corrigendum and the original RFP, this Corrigendum shall prevail.



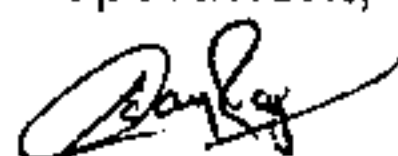
## 2. AMENDMENTS AND CLARIFICATIONS TO RFP

The following table sets out the official replies, clarifications, and amendments to the RFP clauses arising from the pre-bid queries received:

S N	Agency Name	RFP Page No.	RFP Clause Reference	Existing Clause / Content	Query / Clarification Sought	Department's Reply	Remarks
1	Reliance Jio Infocomm Limited	7	Clause 19(d)	The service provider must provide a dedicated well trained technical staff/team to facilitate services along with tracking system to department.	As per our understanding technical staff/team should be available offsite in local office of Vendor, who shall provide the necessary support for services as and when required by department.	The clarification is partially accepted. The dedicated technical staff/team of the service provider may be stationed at the vendor's local/regional office in Bihar; however, they must be available for on-site support within a reasonable response time as and when directed by the Department. The tracking system must remain fully operational and accessible to the Department at all times. The vendor shall provide contact details of the designated support personnel to the Department in their technical bid.	Clause 19(d) stands as-is; clarification issued.
2	Reliance Jio Infocomm Limited	9	Annexure-A, Clause (a)	Supply of exclusive data services SIM cards (3082 Nos.) on receipt of purchase order from the Department. The SIMs will be delivered at places(s)/location(s) as agreed upon mentioned address.	GPS Tracking services as requested in the tender are offered through a separate company. Request to allow billing from 2 separate entities (Group Companies); however, the consolidated L1 amount shall remain as per the final L1 rate contract.	The request is not accepted. The Department shall enter into a single contract with the L1 bidder, who shall be solely responsible for all deliverables including GPS tracking services as specified in the RFP. Billing from multiple entities is not permissible. The vendor may internally arrange sub-services within its group, but the Department's contract, payments, and accountability shall rest with the bidding entity alone. Under any circumstances no deviation from this condition is permitted.	No change in RFP. Single-entity contract mandatory.

3	Reliance Jio Infocomm Limited	9	Annexure-A, Clause (d)	To ensure that the SIMs supplied to the department support SMS, voice calls, national roaming, internet services and GPS tracking system (other than what they are intended for).	1. Please elaborate the purpose of the GPS tracking system (other than what they are intended for). 2. Please confirm whether a separate application-based tracking is required.	The phrase 'other than what they are intended for' signifies that the SIM cards should support GPS-based location tracking of field functionaries (Panchayat Sachivs) in addition to their primary telecom functions (voice, SMS, data). The Department requires that GPS tracking of devices/personnel be supported through the SIM. A separate application-based tracking solution may also be required; the vendor must confirm capability and provide details in the technical bid. Specific implementation modalities shall be finalized at the time of contract execution.	Clause stands; clarification issued for bidder's guidance.
4	Reliance Jio Infocomm Limited	9	Annexure-A, Clause (d)	GPS tracking system — user consent requirements under IT Act, 2000.	User Consent is required as per the Information Technology Act, 2000. Please confirm that the Department will take ownership of same and provide written consent to be shared with ISP.	The Department acknowledges this requirement. It is clarified that the Panchayati Raj Department, Government of Bihar shall be responsible for obtaining necessary user consents from the concerned employees/panchayat functionaries as required under the applicable provisions of the Information Technology Act, 2000 and related regulations. The Department shall provide the service provider with requisite documentation/authorization in this regard at the time of deployment. Bidders may proceed on this basis.	Department to provide written consent. No change in RFP.

5	Reliance Jio Infocomm Limited	N/A	Annexure-A, Clause (b) / General	Mobile Number Portability (MNP) — Clause 19(a): If required, the service provider will have to PORT the CUG numbers currently active in the Department to their own company service without any cost.	Please clarify from which service provider is MNP required, or whether the Department will procure fresh connections from the L1 vendor.	It is clarified that the Department presently has no active CUG numbers for Panchayat Sachivs. If the L1 vendor's service is not satisfactory i.e frequent call drops, prolonged service unavailability, slow internet connectivity etc. persists in any particular region, the Department reserves the rights to port the respective SIM / number to service provider of its choice at no additional cost to the Department, in accordance with TRAI MNP regulations.	Clause 19(a) stands. MNP at no cost to Department.
6	Reliance Jio Infocomm Limited	6	Clause 13(d) — Evaluation of Price / Award	The successful bidder shall be required to enter into a contract with the Department within 15 days of award of the tender.	Request for 21 days for contract execution. Also, kindly provide draft contract copy in advance if possible.	The request for extension of contract execution timeline from 15 days to 21 days is not accepted. The timeline of 15 days as stipulated in Clause 13(d) of the RFP shall remain unchanged. Bidders are advised to ensure internal preparedness for timely execution. Regarding the request for a draft contract, the Department notes the same; however, the final contract shall be based on the bidder's offer document, RFP terms, and outcomes of negotiation/clarification as per Clause 13(e). Bidders are advised to study the RFP document carefully in this regard.	Clause 13(d) stands. 15-day timeline unchanged.



7	Reliance Jio Infocomm Limited	6	Clause 15 — Services	All product updates, upgrades & patches shall be provided by the Bidder/Vendor free of cost.	Request modification to: 'Services pre-defined in RFP/Corrigendum needs to be provided by Vendor during the Contract Period.'	The request for modification of Clause 15(b) is not accepted. The clause is intended to ensure that the Department receives the best available service without incurring additional costs during the contract period. All updates, upgrades, and patches related to the services/systems provided under this contract shall be provided by the vendor at no additional cost. This clause is in the interest of the Department and shall remain as stated in the RFP.	Clause 15(b) stands unchanged.
8	Reliance Jio Infocomm Limited	7	Clause 19(c) — Other Terms & Conditions	During the agreement period, if there is any significant reduction in tariff rate in market, the service provider will be bound to negotiate for a new tariff rate.	This clause is a show-stopper for participation. Request deletion as bidding is aimed at price discovery and the vendor can offer services on a Fixed Commercial Contract only.	The request for deletion of Clause 19(c) is not accepted. This clause is incorporated to safeguard the Department's interest in view of dynamic telecom tariff trends. The intent is not to unilaterally revise tariffs but to provide for a mechanism for good-faith renegotiation in the event of a material and significant market-wide reduction in tariff rates. 'Significant reduction' shall be interpreted as a reduction of 25% or more in comparable market rates. Bidders are advised to factor this clause into their commercial proposals and participate accordingly.	Clause 19(c) stands. Clarification on threshold issued.

9	Reliance Jio Infocomm Limited	Additional	Payment Terms (Not mentioned in RFP)	Not mentioned in RFP.	No payment term mentioned in the RFP. Standard payment term is Monthly in Arrears with 30 days credit post completion of the month. If the Department fails to pay within credit period, the Service Provider reserves the right to temporarily suspend services. Late payment penalty may be levied.	The Department acknowledges that payment terms were not explicitly stated in the RFP. It is hereby clarified that payment shall be made on a monthly basis in arrears upon submission of a valid invoice by the service provider, after verification and certification of services rendered by the concerned officer of the Department, in this case the respective DPRO's of the district. Payment shall ordinarily be processed within 30 days of receipt of a duly verified invoice. Services shall not be suspended during the pendency of any payment dispute. No unilateral late payment penalty shall be applicable on the Department. Any payment dispute shall be resolved through the dispute resolution mechanism as per applicable Government of Bihar procurement norms.	Clarification issued. Payment terms to be incorporated in contract.
10	Reliance Jio Infocomm Limited	7	Clause 18 — Default in Service and Penalty / Termination	Department reserves the right to terminate the agreement and forfeit performance security in case of default.	Request that termination be permitted only in cases of proven default or breach of duty by the seller. In event of termination without cause, a penalty should be levied on the Department.	The request is partially noted. The Department clarifies that termination of contract shall be exercised only under the conditions specified in Clause 18 of the RFP (i.e., failure to perform services for a long period, deviation of services, or violation of terms and conditions). Forfeiture of Performance Bank Guarantee shall apply only in cases of substantiated default. However, the suggestion to levy a penalty on the Department for termination without cause is not	Clause 18 stands. Clarification on applicability issued.

						accepted, as the Department retains the right to cancel the contract in public interest in accordance with applicable Government procurement rules. The vendor's remedy in such cases shall be limited to payment for services actually rendered up to the date of termination.	
11	Reliance Jio Infocomm Limited	Additional	Dispute Resolution (Not mentioned in RFP)	Not mentioned in RFP.	Request addition of a Dispute Resolution clause. Suggested modes: conciliation, negotiation, mediation, or arbitration. Preferred jurisdiction: Mumbai, Maharashtra.	The suggestion to include a Dispute Resolution clause is noted. It is clarified that any disputes arising out of or in connection with this contract shall be resolved in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (as amended). The arbitral proceedings shall be conducted in Patna, Bihar, as this is a Government of Bihar contract and the jurisdiction shall vest with the competent courts in Patna, Bihar. The request for jurisdiction in Mumbai, Maharashtra is not accepted. A Dispute Resolution clause shall be suitably incorporated in the final contract agreement.	Dispute Resolution clause to be added in contract. Jurisdiction: Patna, Bihar.
12	Reliance Jio Infocomm Limited	Additional	Limitation of Liability (Not mentioned in RFP)	Not mentioned in RFP.	Request inclusion of a Limitation of Liability clause specifying that maximum liability of the vendor shall be capped at 5% of the Total Contract Value (TCV).	The request for inclusion of a Limitation of Liability clause capping vendor liability at 5% of Total Contract Value is not accepted. The Department notes that in Government procurement contracts, the vendor is expected to fulfill all obligations as per the contract terms without limitation. The Performance Bank Guarantee of	No change. PBG of Rs. 5 Lakh remains the security mechanism.

						Rs. 5,00,000/- (Five Lakhs) as stipulated in Clause 9 of the RFP acts as a financial security mechanism. No additional liability cap clause shall be introduced in the RFP or the contract. The RFP terms remain unchanged in this regard.	
13	Vodafone India	6	Clause 13 — Evaluation of Price and Award of Bid, Point G	Upon notification of award to the L1, L2.. (if any) bidder(s), the department will promptly notify the award of contract to the successful bidder. The EMD of each unsuccessful bidder will be discharged and returned.	Please confirm if the bid will be awarded to more than one bidder and if so, what will be the ratio.	It is clarified that the contract shall be awarded to a single L1 bidder only, i.e., the bidder quoting the lowest evaluated price who meets all eligibility and technical qualification criteria as stipulated in the RFP. The reference to 'L1, L2.. (if any)' in the clause pertains to the order of evaluation and notification, not to simultaneous award to multiple bidders. The Department does not intend to split the contract or award to multiple vendors. The RFP clause stands as stated.	Single L1 award. No split contract. Clause stands.
14	Vodafone India	6	Clause 15 — Services, Sub-clause (b)	b. All product updates, upgrades & patches shall be provided by the Bidder/Vendor free of cost.	Since the scope of this bid is only for mobility connections, this clause is not applicable.	The contention that this clause is not applicable is not accepted. The Department clarifies that Clause 15(b) is applicable to all system/software/application tools, tracking systems, and any other technology-related deliverables forming part of the scope of work under this RFP, including those related to mobility/SIM management platforms. All such updates, upgrades, and patches shall be provided free of cost to the Department during the contract period. The clause remains unchanged.	Clause 15(b) stands unchanged. Applicable to all technology components.

15	Vodafone India	6	Clause 15 — Services, Sub-clause (c)	c. The selected Bidder shall support the product or specified hardware/software during the period of Contract as specified in Scope of work in this RFP.	Since the scope of this bid is only for mobility connections, this clause is not applicable.	The request to treat this clause as inapplicable is not accepted. Clause 15(c) is applicable to the extent of any hardware, software, or application platform that forms part of the vendor's service delivery mechanism, including SIM management portals, GPS tracking platforms, and related tools. The vendor shall ensure full technical support for all such components throughout the contract period. The clause remains unchanged.	Clause 15(c) stands unchanged.
16	Vodafone India	9	Annexure-A — Scope of Work, Point F	Periodical up-gradation of the hardware, software and application as is considered necessary.	Since the scope of this bid is only for mobility connections, this clause is not applicable.	The claim that this clause is inapplicable is not accepted. The Department reiterates that the scope of the RFP encompasses end-to-end CUG mobile SIM services, which includes associated software, applications, and platforms used for service management, tracking, and reporting. Periodical up-gradation of all such components as deemed necessary shall be the responsibility of the service provider at no additional cost to the Department. Annexure-A, Point F remains unchanged.	Annexure -A, Point F stands unchanged.
17	Vodafone India	9	Annexure-A — Scope of Work, Point I	Ensure adequacy of Bandwidth and provision for appropriate scalability of switching services.	Requesting the customer to please elaborate on what is 'scalability of switching services'.	It is clarified that 'scalability of switching services' refers to the service provider's technical capability and network infrastructure to accommodate an increase in the number of active CUG SIM cards, data usage, and associated voice/SMS traffic	Clarification issued. Clause stands as-is.

						during the contract period, without degradation in quality of service. The vendor must ensure that any future expansion of the CUG pool (as directed by the Department) can be absorbed seamlessly within the existing contract framework. The clause stands as stated in Annexure-A.	
18	Vodafone India	7	Clause 18 — Default in Service and Penalty, Sub-clause (a)	a. If the Vendor/Service provider fails to perform services for a short period of time within the agreement period(s) specified in the Contract, Department has right to deduct in produced bill as penalty.	Requesting the customer to please share what will be the penalty calculation for short-period failure.	The Department notes the query. The penalty for short-period failure of service shall be calculated on a pro-rata basis, i.e., deduction from the monthly bill shall be proportional to the duration of service downtime as a percentage of the total billing period for the affected SIM(s). Specific SLA parameters and corresponding penalty slabs shall be detailed in the corrigendum.	Pro-rata deduction applicable. Corrigendum to be issued.
19	Vodafone India	7	Clause 18 — Default in Service and Penalty, Sub-clause (b)	b. If the Vendor/Service provider fails to deliver and perform any Services for a long period of time within the agreement period(s) specified in the Contract, Department has right to deduct in produced bill as well as terminate the Contract.	Requesting the customer to please share what will be the penalty calculation for long-period failure.	It is clarified that 'long period' of failure shall be construed as continuous, unresolved service disruption extending beyond 15 (fifteen) days for the majority of SIM cards procured under this contract. In such an event, the Department reserves the right to both deduct applicable amounts from the pending bills on a pro-rata basis and initiate termination proceedings as per the contract. Specific thresholds and escalation timelines shall be incorporated into the Service Level Agreement (SLA) to be made part of the corrigendum.	Clarification issued. 15-day threshold for 'long period'. SLA in corrigendum.

20	Vodafone India	4	Clause 8 — Earnest Money Deposit (EMD)	<p>i. EMD is required to protect the department against the risk of bidder's conduct.</p> <p>ii. The bidder shall furnish EMD of Rs. 1,00,000 (One Lakh).</p> <p>iii. EMD of unsuccessful bidders shall be returned within 2 weeks.</p> <p>iv. No interest payable on EMD.</p>	EMD should be refundable for successful bidders too. No clarity on this in the said clause.	<p>The query is noted. It is hereby clarified that the EMD of the successful (L1) bidder shall be retained by the Department until the submission of the Performance Bank Guarantee (PBG) as stipulated in Clause 9 of the RFP. Upon receipt of a satisfactory PBG, the EMD of the successful bidder shall also be refunded/discharged. The EMD of unsuccessful bidders shall be returned within 2 weeks of bid finalization as already stated in Clause 8(iii). No interest shall be payable on EMD in any case. A suitable clarification to this effect shall be incorporated in the corrigendum.</p>	EMD of L1 refunded upon PBG submission. Corrigendum to be issued.
21	Vodafone India	4	Clause 9 — Performance Bank Guarantee (PBG)	Performance Bank Guarantee of Rs. 5,00,000 (Five Lakh) with validity from agreement date to 6 months beyond agreement close, to be submitted by finally selected bidder.	Performance Bank Guarantee is not required for mobility services. Clause should be removed.	<p>The request for removal of the Performance Bank Guarantee (PBG) clause is not accepted. The PBG is a standard financial security mechanism mandated under Government of Bihar procurement norms to protect the Department's interest against non-performance or breach of contract by the selected vendor. It is applicable irrespective of the nature of services, including mobility/telecom services. The PBG of Rs. 5,00,000/- (Five Lakh) as stipulated in Clause 9 of the RFP shall remain a mandatory requirement and the clause stands unchanged.</p>	Clause 9 stands unchanged. PBG mandatory.

22	Vodafone India	7	Clause 18 — Default in Service and Penalty (All sub-clauses a, b, c, d)	<p>a. Short-period failure: deduction from bill.</p> <p>b. Long-period failure: deduction + termination.</p> <p>c. Deviation/violation: immediate termination + PBG forfeiture + blacklisting.</p> <p>d. Vendor to handover all documents upon termination.</p>	<p>Clauses are very vague and not applicable for mobility services as such. Please ask to remove clauses. Or, ask for what are the delivery timelines and SLA requirements — cannot bid with such a clause.</p>	<p>The request to remove Clause 18 is not accepted. These clauses are standard contractual safeguards incorporated under Government of Bihar procurement regulations and are applicable to all categories of services including mobility/telecom services. The Department acknowledges that specific SLA parameters and delivery timelines have not been detailed in the RFP at this stage; these shall be comprehensively defined in the Service Level Agreement (SLA) to be annexed to the RFP as a corrigendum. Bidders may consider indicative SLA norms as per TRAI regulations and standard telecom industry practices while preparing their bids. Clause 18 stands as stated in the RFP.</p>	<p>Clause 18 stands. SLA details to be defined in corrigendum, as per TRAI norms. Corrigendum to be issued.</p>
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### 3. FORMAL AMENDMENTS TO RFP — NEW CLAUSES INTRODUCED

The following new clauses are hereby introduced into the RFP and shall be read as part of the RFP document:

#### 3.1 Payment Terms (New Clause — Clause 19A)

- (a) Payment shall be made on a monthly basis in arrears upon submission of a valid invoice (within 7 days of billing cycle completion) by the service provider, after verification and certification of services rendered by the concerned District Panchayati Raj Officer (DPRO).
- (b) Billing period to raise the invoice will be from 1st to last day of each calendar month.
- (c) Each DPRO shall function as an independent Drawing & Disbursing Authority (DDA) for the purpose of bill verification and payment.
- (d) No centralized payment shall be made at the State Headquarters level.
- (e) The rates quoted by the Service Provider shall be inclusive of all applicable charges, including voice, data, SMS, roaming, taxes, duties, levies, tracking facility and statutory obligations.

(f) Payment shall ordinarily be processed within 30 (thirty) days of receipt of a duly verified invoice by the concerned officer.

(g) Services shall not be suspended during the pendency of any payment dispute. The service provider must continue to provide uninterrupted services during any billing or payment dispute.

(h) No unilateral late payment penalty shall be applicable on the Department. Any payment dispute shall be resolved through the Dispute Resolution mechanism as per applicable Government of Bihar procurement norms.

(i) Invoices shall be submitted to the respective DPRO office in physical or electronically via official email along with:

1. Certified list of active CUG SIMs
2. Usage summary / plan-wise details
3. GST-compliant tax invoice
4. Any SLA compliance report (if applicable)

(j) Applicable statutory deductions such as **TDS / GST TDS** shall be made as per Government norms, if applicable.

(k) Any penalties arising out of SLA breach shall be deducted from the monthly invoice.

(l) In case of reduction in market tariff rates (if 25% or more) during the contract period, the Service Provider and the Department shall renegotiate the offer rates. and the same shall be mutually agreed and implemented within 30 days.

### **3.2 EMD Refund for Successful Bidder (Amendment to Clause 8)**

Clause 8 of the RFP is hereby amended to add the following sub-clause (v): "The EMD of the successful (L1) bidder shall be retained by the Department until receipt of a satisfactory Performance Bank Guarantee (PBG) as per Clause 9 of the RFP. Upon submission and acceptance of the PBG, the EMD of the successful bidder shall be refunded/discharged without interest."

### **3.3 Dispute Resolution (New Clause — Clause 19B)**

(a) Any disputes arising out of or in connection with the contract shall first be attempted to be resolved amicably through negotiation between authorized representatives of both parties.

(b) In the event amicable resolution is not achieved within 30 (thirty) days of written notice, the dispute shall be referred to arbitration under the Arbitration and Conciliation Act, 1996 (as amended from time to time).

(c) Arbitral proceedings shall be conducted in Patna, Bihar. The jurisdiction shall vest with the competent courts in Patna, Bihar.

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**ANNEXURE-I TO CORRIGENDUM NO. 01**  
**SERVICE LEVEL AGREEMENT (SLA) PARAMETERS**

The following SLA parameters shall govern the performance obligations of the Service Provider and the corresponding penalty/consequence framework under the contract. These parameters shall be read as part of Clause 18 of the RFP and the final contract agreement. Additional SLA norms as per TRAI regulations applicable to telecom service providers shall also apply concurrently.

Sl. No.	Service Parameter	SLA Benchmark	Measurement Basis	Penalty
1	Network Availability	Minimum 98% uptime	Monthly	1% bill deduction per 1% shortfall
2	SIM Activation	Within 24 hours	Per request	₹50 per SIM per day delay
3	SIM Replacement (Defective)	Within 48 hours	Per case	₹100 per SIM per day delay
4	Complaint Resolution (Minor)	Within 4 hours	Ticket basis	₹200 per instance
5	Complaint Resolution (Major)	Within 24 hours	Ticket basis	₹1,000 per instance
6	Call Drop Rate	≤ 2%	Monthly audit	2% deduction of bill
7	Data Speed	As per 4G/5G norms	Random testing	Warning → penalty of 2% deduction of bill after repeated failure
8	Helpdesk Availability	24x7	Continuous	₹5,000 per month
9	DND Compliance	100%	Audit	₹100 per SIM violation
10	Billing Accuracy	100%	Invoice audit	2% deduction
11	Dedicated Account Manager	Mandatory	Deployment	₹10,000 per month

**General SLA Conditions:**

- (a) Service uptime shall be measured on a per-SIM, per-month basis. The Department or its authorized representative (DPRO) shall maintain records of downtime for penalty computation purposes.
- (b) Force majeure events such as natural calamities, war, strikes, or government restrictions or any other force majeure conditions as defined under applicable law shall not be counted as downtime for SLA purposes.
- (c) The service provider shall submit a monthly performance/uptime report to the Department within 7 working days of the close of each calendar month. Failure to submit reports shall attract a delay in payment processing. Payment shall not be processed without submission of the report.
- (d) The SLA parameters set out above are minimum standards. The vendor is encouraged to exceed these benchmarks. The Department reserves the right to revise SLA parameters through mutual agreement during the contract period in accordance with evolving service requirements.
- (e) Escalation Matrix

Level	Authority	Response Time
Level 1	Customer Support / Helpdesk	Immediate
Level 2	Nodal Officer	Within 4 hours
Level 3	Circle/State Head	Within 24 hours

*[Handwritten signatures]*

(f) The Department reserves the right to terminate the contract if SLA breach continues for three consecutive months, OR More than five major SLA violations occur in a quarter. In such cases, the Performance Bank Guarantee may be forfeited.

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#### 4. BINDING NATURE OF THIS CORRIGENDUM

This Corrigendum No. 01 shall be read in conjunction with the original RFP No. CUG/PRD/BIHAR/01/2026 dated 08-04-2026 and shall form an integral part thereof. All clauses of the original RFP not expressly modified or amended herein shall remain unchanged and in full force.

All interested bidders are advised to take note of the amendments/clarifications set out herein and factor the same into their bid proposals. Bidders who have already downloaded the RFP document must download this Corrigendum from the Department's official website: <https://state.bihar.gov.in/prd/CitizenHome.html>.

**The last date and time for submission of bids is revised and shall be : 15-05-2026 at 05:00 PM.**

*Asi*  
*30/04/26*

(NAVIN KUMAR SINGH)  
DIRECTOR

PANCHAYATI RAJ DEPARTMENT  
GOVERNMENT OF BIHAR, PATNA

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