REQUEST FOR PROPOSAL (RFP)

Selection of vendor for Design, Supply, Implementation and Support of e-Registration solution for Department of Prohibition, Excise and Registration

Tender No: e-Registration Project/Registration/2022/01
Dated: 22/09/2022

Department of Prohibition, Excise and Registration
Government of Bihar

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1 Introduction

1. The Department of Prohibition, Excise and Registration, Govt. of Bihar invites bids from eligible agencies for the Design, Supply, Implementation, Operation, Maintenance and Management of e-Registration project for the Department of Prohibition, Excise and Registration, Bihar.
2. All proposals submitted in response to the RFP document must be accompanied by an EMD of Rs 30,00,000 (Rupees Thirty Lakhs Only) in the form of Bank Guarantee in favor of **Excise Commissioner Cum I.G. Registration**, **Account Number – 922020004238912, Branch Name – AXIS Bank Limited RajaBazar**, payable at Patna. Bids submitted without adequate EMD will be liable for rejection.
3. The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

2 Schedule of Bid Process

SL#	Information	Details
1.	RFP No. and Date of availability	e-Registration Project/Registration/2022/01, Available for download from 22 Sep 2022 4:00 PM onwards till 15 Oct 2022, 4:00 PM
2.	Last date for submission of written queries for clarifications	27 Sep 2022, 5:00 pm Email: excise-bih@nic.in
3.	Date of pre-bid conference	28 Sep 2022, 4:00 pm at Conference Room, Department of Prohibition, Excise and Registration, Vikash Bhawan, New Secretariat, Patna – 800 015 **Zoom Details:** Join Zoom Meeting https://us06web.zoom.us/j/83505040260?pwd=K1FHNWJwRCtCckk2VjRMeWV6VEFtQT09 Meeting ID: 835 0504 0260 Passcode: 931353
4.	Release of response to clarifications	4 Oct 2022, 5:00 PM
5.	Last date of submission of bid	15 Oct 2022, 4:00 PM
6.	Opening of Technical Bids	15 Oct 2022, 4:30 PM
7	Opening of Financial Bids	To be intimated
7.	Contact person for queries	Manoj Kumar Sanjay AIG, Registration email: excise-bih@nic.in

3 Background Information

a) Bihar having an agrarian economy, possession of land poses a very important dimension in the social fabric. Registration of properties including land is crucial as it gives legitimacy to deeds. The Prohibition, Excise & Registration Department functions as a trusted record keeper for the citizens of Bihar by registering various documents related to transfer of property, incorporation of society and Firms etc. System for Computerized Registration (SCORE) was introduced in all the registration offices across the state of Bihar from 2005 onwards to computerize the registration process as a conscious effort to introduce transparency and reduce scope for malpractices. In SCORE, the data pertaining to deeds are captured in databases including photos and fingerprints and the entire content of the registered deeds are captured through scanner via centralized web based application using oracle database.

b) BISCORE is the State level society to monitor & co-ordinate 38 district level societies for all the districts in Bihar which is responsible for the computerization & digitalization process of the department. It undertakes all the ICT related interventions to ensure efficient citizen centric service delivery and is the driving force behind implementation & replication of SCORE in all registry offices of Bihar. The computerized registration has been implemented in all Registration offices located in 38 districts of Bihar. On an average District Registry Office(DRO) registers, 100-150 documents per day whereas a Sub-Registry Office(SRO) registers 30-80 documents per day. The Department has computerized all registration offices in the State since the year 2005 and onwards (post-computerization). In the computerized process the data pertaining to deeds are captured in databases including photos and fingerprints through a software called System for Computerized Registration (SCORE). The entire content of the registered deeds are captured online via centralized application.

4 Key Objectives of this project:-

- Provide hassle free and faster citizen centric service delivery and decreasing footfall of citizens at Prohibition, Excise & Registration department's Offices.
- Facilitating continual and real-time availability of information and data on property registration,
- stamp duty calculation & fee collection.
- Enhancing efficiency and effectiveness by reducing redundant data entry, automating complex calculations and easy generation of demand notices & challans.
- Easy retrieval of data and generation of various MIS reports to support decision making.

5 Scope of work:-

5.1 Application Development, Customization and Implementation

- Development of the Project Implementation plan
- System Due diligence and submission of detailed report
- Business requirement gathering and process study
- Design, Supply, Installation, Configuration & Customization of Software Related solution for

- Prohibition, Excise & Registration Department as per requirements outlined in scope of work
- Application Testing
- Quality Review, reporting and approval
- Integration with 3rd party applications
- Project and Product Documentation.
- Application ATP (Acceptance Test Procedure)
- Detailed Post Implementation documents for each and every modules and sub-modules to be prepared and submitted to the client. Approval of the same from the client to be taken.
- Developing and designing of Operational Handbook for each and all modules and submodules.
- Patch and update management.

5.2 Data Migration from existing Stamp Duty and Registration application

5.3 Training and Capacity building

5.4 Operation and Maintenance

- Application support including modifications and integration with future systems
- Bugs / Fixes Management
- To resolve all technical issues pertaining to operation of e-Registration application along with other applications (such as e-Stamping, Treasury Portal, other online services and various online payment systems) to which it has been integrated.
- Software Change and Version Control
- User Support and Annual Maintenance of the application
- Application monitoring and Compliance to SLA
- Database administration
- User administration
- Warranty and Annual Maintenance Contract

5.5 Manpower: -

- The vendor shall provide requisite resources with appropriate qualification & experience for the satisfactory performance of services.
- To exercise requisite control & supervision on its personnel and to make reasonable efforts in providing replacement of personnel, whenever required.
- To provide helpdesk support for all the application and hardware for satisfactory operations at the Registration Offices.

5.6 MIS Report: -

- To provide monthly, quarterly, and yearly MIS for transaction and revenue related reports such as Stamp Duty, Registration Fee etc. to the Department.
- Easy retrieval of data and generation of various MIS reports to support decision making

5.7 Helpdesk services

6. Existing system Implementation:

The following IT systems are implemented and currently being used for the registration and e-stamp activities;

SCORE is the existing system for Computerized Registration, application is hosted at Bihar State Data Center.

a. Existing Server Details

S. No.	Item Name	Configuration	Qty
1.	Application Server	64 GB RAM, 500 GB Storage	2
2.	Database Server	128 GB RAM , 8TB Storage -1 128 GB RAM , 6 TB Storage -1 64 GB RAM , 10 TB Storage -1	3
3.	Web server	64 GB RAM, 500 GB Storage-1 64 GB RAM , 1.2 TB Storage - 1	2

b. Existing Database Details

S. No.	Item Name	Version
1.	Registration Database	Oracle 11g

c. Existing Application Details

S. No.	Item Name	Version
1.	e-Score	Dot net 4.5

d. Application User Details (Registration & Stamp Department)

S. No.	User / User Type	Number

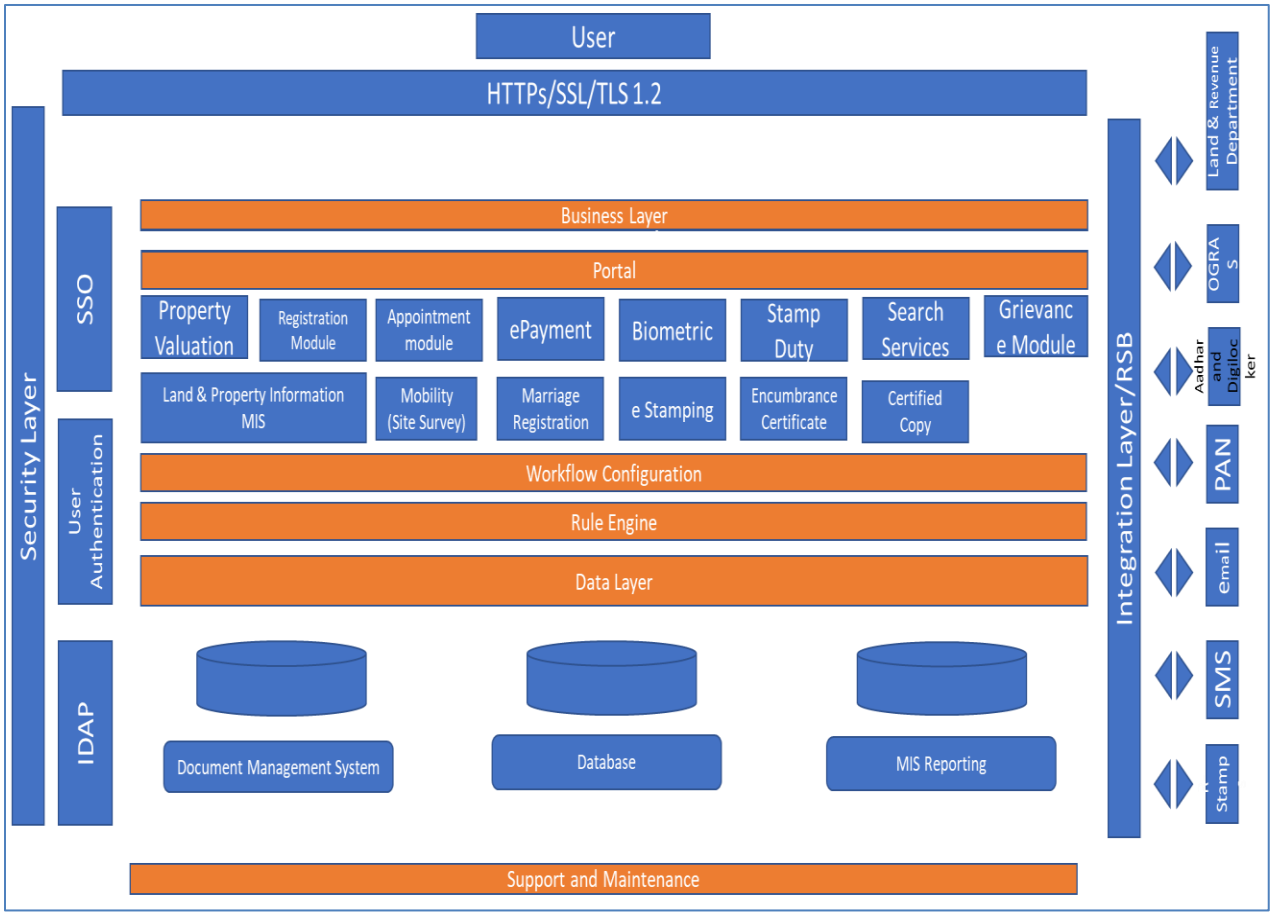
1.	IG	1
2.	Additional IG	1
3.	District Registrar/Sub-Registrar	For all 126 Registry/Sub-Registry offices
4.	Others (like Assistant etc)	As per the site

7 Key Features of e-registration solution:

- Centralized and Web based Application Software encompassing all kinds of deeds
- Market Value Configuration & Automated Property Valuation
- Facility of auto calculation of the applicable fee and stamp duty as per the valuation of the property
- Maintain all records in Digital, compressed and encrypted form in a central repository
- SMS Intimation to stakeholders
- Making appointment online post successful payment of the stamp duty
- Auto generation of model deed as per the pre-defined template
- Allows user to download the final signed approval certificate from the online portal.
- Integration with third party applications like O-grass, e-stamping, Land Revenue, Aadhar, PAN Database and other suggested applications by the Department.
- Online issuance of Encumbrance Certificate (EC) and Certified Copy (CC)
- Online issuance of e-stamp certificate
- Online registration of Partnership firm and Society Registration
- Online authentication with Aadhar (UIDAI) and PAN database
- Online marriage registration under special Marriage Act
- Payment Gateway Integration with through Ograss Portal
- Capture of Digital Photo and Biometric Fingerprints of the parties
- Integration with Digilocker for downloading Central Help Desk & Call Management System
- Registration of Marriage under Special Marriage Act.
- Development of mobile application for site inspection to verify property and land during inspection
- System shall manage Grievance module for handling grievances of the citizen

8 Solution Architecture

Below is an indicative envisaged solution architecture of the registration application which depicts the different vertical and horizontal components of the Registration system.



8.1 The 'Business' Layer

The Business layer encapsulates all presentation logics required to serve the users to access the system. This layer intercepts all client http requests initiated from the client layer, controls access to business services, constructs the response and delivers the http response back to the client. All business processing for the proposed application software will be centralized in this layer.

Broadly, different modules suggested in the solution can be these can be categorized as –

#	Modules	Functionality
1	Portal	Common portal for all stakeholders
2	Registration Module	Manage the document registration process
3	Property Valuation	Provide property valuation based on the different parameters and information entered by the citizen

4	Appointment Module	Provide citizens to schedule an appointment of registry office
5	Grievance Module	Address the grievance of the stakeholders, discrepancy found in assessment & levy of stamp duty & registration fee
6	Stamp Duty module	Calculate and provide the stamp duty and other fees to the citizen
7	Rules Engine	Configure workflows and Rules
8	ePayment	Provide different payment methods and receipt of payment to the citizen, and manage refund of excess fee paid by the citizen
9	e-stamping	E-stamping module to provide e-stamping facility to the citizens
10	Marriage Module	The e-registration system shall provide service related to marriage registration under Special Marriage Act both in online & across the counter
11	Encumbrance Module	Online issuance of Encumbrance certificate
12	Certified Copy	Online issuance of Certified Copy
#	**Modules**	**Functionality**
10	MIS Reporting	Reporting Capability
11	Document Management system	Document Archival

8.2 **The 'Security' Layer**

This section details about security layer that focuses on confidentiality, integrity and availability of services to users. The security services will cover the user profile management, authentication and authorization aspects of security control. The service will authenticate users and allows access to other features of the envisaged application for which the user is entitled to.

- Provision for central user repository that will store the user identity data and integration with LDAP for user account management and authentication. Single Sign on for all modules to better tracking.
- Authorization of system users should be enforced by access control mechanism based on roles, approval hierarchy, user groups etc.
- Capturing every transaction, with a date and time and User ID for audit purposes
- All public contents should be made available to all users, citizens without authentication.
- System to be reviewed regularly for Application Vulnerability Assessment

8.3 The 'Data' Layer

This layer is linked with databases, content repository and reporting database. All business transactions, user details will be stored in this.

- This will be relational database (RDBMS).

- Database security will allow for privileged access to access database.
- Audit trail will be maintained for any change in database structure or records.
- There will be separate reporting database for business intelligence (BI) reports and analytics purposes
- Document Management System : The document management system will act as content repository for all registration related data. Document management system will help to
    - Create digital content repository instead of paper-based document file
    - Create Hierarchical, clear, and predefined structures for all registration data
    - Centralized view of all elements of a business process
    - Controllable access rights to be used by multiple users
    - Information viewed is always current
    - Faster and more reliable access to archived documents
    - Seamless process documentation
    - Archiving in accordance with audit requirements

8.4 The 'Integration' Layer

All interfacing with external systems such as payment, mail, SMS gateway and other third party system will take place through this layer. The following integration points could be considered

- Payment gateway of the authorized banks or via OGRAS to enable authorized users make financial transactions for services availed by them. This should support a unified interface to integrate with all Payment Service Providers using web services over secured protocols. Multiple Payment gateways are suggested and Also, Provision for UPI(Unified payment Interface)
- Email gateway for alerts and notification of any event in registration process
- SMS Gateway, for alerts and notification of any event in registration process
- Third Party System: Integration with third party system such as e-stamping, PAN, CFMS, Digilocker,e-stamping Land and Revenue department application and other suggested applications as proposed by the Department.

8.5 Operational Services

- Application infrastructure monitoring components like EMS, Audit trail services, DR and Back Up monitoring
- Exception ,error handling and logging services : A robust and reliable application error handling mechanism should be part of the basic infrastructure which will handle normal situation as well as unexpected application error. Error detection, error handling, propagation of error information and error logging capabilities will be considered to make the application robust. Logger will be used to log the system debug activities, errors and exceptions with different severity level. All errors would be logged with error code, error level and error message along with timestamp.
- Monitoring services: This service will provide administration, management and monitoring functionality for networks, system software and applications, links to internet etc

9 Deployment Architecture

The deployment of the application is planned be at the SDC at the time of publication of this tender; it is to be noted if the need arise the Department may provide an alternate place/cloud/site for deployment of the envisaged solution. The selected bidder at no additional cost; shall aid the deployment of the application at the identified site by the department at the start of the project.

The solution design and deployment architecture will ensure that the application can be deployed in a centralized environment offering system High Availability and failover and it must be accessible from all popular internet browsers.

Architecture to be developed as per below to ensure availability requirements

a) Load Balanced across two or more Web Server avoiding single point of failure

b) Deployment of multiple application instances in the BC and DR production site. It is to be highlighted that State Data Centre (SDC), currently run by Department of IT / BSEDC will provide core network, security and storage infrastructure for hosting the application

Software Related solution for Prohibition, Excise & Registration Department hosted in the State Data Centre shall be made available to all DSRO/SRO through intranet and Citizen through Internet. The SDC will also facilitate in the Server Management and Monitoring Services.

Some of the Key considerations for designing the deployment architecture based on the non-functional requirement of the architecture are given below:-

a) Scalability: The system must support scalability to provide continuous growth to meet the requirements and demand. A scalable system is one that can handle increasing numbers of requests without adversely affecting the response time and throughput of the system. A scalable e-Registration System or related infrastructure shall easily be expanded or upgraded on demand as per the requirement of the Department.

b) Availability: The infrastructure must provide adequate redundancy to ensure high availability of the e-registration applications. Designing for availability assumes that systems will fail, and therefore the systems are configured to mask and recover from component or server failures with minimum application outage.

c) Interoperability: The entire system / subsystem should be interoperable, in order to support information flow and integration. Operating systems and storage technologies from several suppliers shall interact well with each other. System shall be able to support the open standards based solutions such as XML, XBRL, LDAP, SOA, etc. where information/data can be ported to any system, whenever desired.

d) Security: The vendor shall provide end-to-end security blanket to protect Integrated Excise Management System applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) and internal (through intranet) hackers. shall use SSL/VPN technologies to have secured communication between Applications and its end users. Well defined access control to maintain application level security: Role based access, appropriate authentication mechanism and denial of access through unauthorized channels

e) Manageability: The system to be designed in an efficient way to ensure an easy maintenance. Ease of configuration, ongoing monitoring, and failure detection that are vital to the goals of scalability, availability, and security. Solution shall be easy to manage with standard and supported tools.
The solution shall lend itself to work closely with Support Desk systems and provide simplified means for user management, logging, and tracking.

10 Functional Requirements

Functional Requirements for Software Related solution for Prohibition, Excise & Registration Dept.

Modules	Functionality
Rules & Workflow configuration	The system shall allow an authorized user to view the workflow history of a record
Rules & Workflow configuration	The system shall retain a revision history for business rule and workflow changes in the system including author, type, IP Address, date and time of change(s).
Rules & Workflow configuration	The system will have the ability to set an effective date for a business rule orworkflow change.
Rules & Workflow configuration	The system will have the ability to set an expiration date for a business rule or workflow change.
Rules & Workflow configuration	The system shall have the ability to associate workflow tasks to a role in the system according to business rules configurable in the system.
Rules & Workflow configuration	The system shall provide the ability to perform automatic approval when transactions meet defined criteria (e.g., some certificates can be issued automatically via the online portal once payment is made).
Rules & Workflow configuration	The system shall support configurable alerts (e.g., visual indicators displayed in thesystem) that are triggered according to business rules (e.g., record turns red on the screen to indicate a workflow task's duration has exceeded a predefined threshold).
Rules & Workflow configuration	The system shall support the capability to flag a property or user record (manually or automatically according to business rules), and send mandatory notifications to identified department Staff alerting them when a plan and/or development/permitting application has been submitted for review.
Rules & Workflow configuration	The system shall provide configurable escalation capabilities (e.g., if a workflow task's duration has exceeded a predefined threshold, the system will execute a predefined action, such as generation of a Review Task for a Supervisor).
Rules & Workflow configuration	The system shall have the ability to send email and sms notifications to internal andexternal users.
Rules & Workflow configuration	The system shall allow super users/admin to configure user notification settings (e.g., would like to receive an email when a status update occurs on their application).
Rules & Workflow configuration	The system shall be able to send out one communication multiple ways (e.g., bothemail and SMSs).
Rules & Workflow configuration	The system shall have the ability to send out mass emails according to business rules.

Modules	Functionality
Rules & Workflow configuration	The system shall support the batch generation of communications for mail & SMSs
Rules & Workflow configuration	The system shall be able to trackthe date and time communications were sent from the system (email, mailings, faxes, etc.) automatically.
Appointment Module	The system shall be able to allow customers to request an appointment via thecustomer portal for land/property registration and Society/Firm registration
Appointment Module	The system shall be able to allow customers to request preferred dates/times (notguaranteed) for an appointment via the customer portal.
Appointment Module	The system shall be able to maintain an appointment calendars that govern the available timeslots for meetings according to business rules.
Appointment Module	The system shall have the capability to route a request for an appointment submitted via the online portal to the designated staff member configured in the system according to business rules for review, confirmation, and scheduling.
Appointment Module	The system shall have the ability to schedule an appointment automaticallyaccording to business rules (e.g., next available date).
Appointment Module	The system shall have the ability to re-schedule an event on the appointmentcalendar.
Appointment Module	The system shall have the ability to cancel an event on an appointment calendar.
Appointment Module	The system shall be able to prompt Staff to capture a reason(s) for the change in an appointment and new dates/times, if applicable.
Appointment Module	The system shall have the ability to designate the attendees for the meeting, along with their contact information to assist in generating communications, distributingmeeting invitations, and other related information.
Appointment Module	The system shall have the ability to select attendees for an appointment from contacts already entered into the system (e.g., contacts already associated with a project, application, or other record type related to the meeting).
Appointment Module	The system shall have the capability to configure Working Days for an appointmentcalendar.
Appointment Module	The system shall have the capability to configure Timeslots and Durations for anappointment calendar.
Appointment Module	The system shall have the capability to configure Holidays and Non-Working Daysfor an appointment calendar.
Appointment Module	The system shall have the capability to configure the Number of Events (e.g.,meetings) per Working Day for an appointment calendar.

Appointment Module	The system shall have the capability to automatically notify attendees with updates related to the workflow of the appointment (e.g., scheduled dates, schedule changesto the meeting).
Appointment Module	The system shall allow staff to capture information about the appointment (system date/time held, meeting notes, attendees, etc.).
Appointment Module	The system shall support a meeting to be automatically required by the Systemaccording to business rules (e.g. pre-construction appointment).
Appointment Module	The system shall be able to associate any documents that were presented at theappointment with the meeting record.
Appointment Module	The system shall have the ability to charge a fee for a meeting according to businessrules for that meeting type
RegistrationModule	Filling e-Requisition Form : • The applicant shall fill in the e-requisition form with applicant details such as - Applicant name, applicant status, address, state, thana, district, Pin,email id, proposed transaction(sale, gift, partition, bond, release settlement

Modules	Functionality
	etc.), property to be transacted(land with or without structure), expecteddate of presentation of deed, other information as necessary • The system shall have the functionality to preview the form beforesubmission • The system shall send an SMS and email notification on successfulcompletion of form filling • The system shall register the mobile number of the applicant and send anOTP for verification
RegistrationModule	Presentation of deed : • The system shall have provision to select date of presentation of deed • The system shall have provision to select venue(Office or Private residence) for presentation of deed • The system shall send an email and SMS notification on confirmation"
RegistrationModule	Photo, Finger print & Signature capture : • The system shall record of the deed photo, fingerprint and signature of the applicant in case the deed is presented at office • The system shall record the thumb impression and signature in case deed ispresented at residence

RegistrationModule	Digital signing of deed : • The system shall record the deed after it is digitally signed by the registeringofficer using a Class II digital certificate
RegistrationModule	Delivery of deed : • The deed be deemed registered on the system once the delivery of deed iscompleted • The system shall send an email and SMS notification on successfulcompletion • The system shall allow the users to search a deed by using the unique deednumber
RegistrationModule	The system shall have the ability to provision for an online module on eDeed. The eDeed functionality shall be developed, at a later stage when the new system has stabilized and is performing smoothly. The objective of eDeed will be move towardscomplete automation from a cut-off date when the entire deed data will be stored online and updated dynamically. This eDeed will be authenticated by means of a Digital Signature Certificate of the Registering Officer. Later on, this system generated eDeed can be shared to other authorized Government agencies in Read- Only view for eVerification purpose. All eDeeds tocapture a precursor and successor deed no for maintaining a chain in the system.
Firm & SocietyRegistration	The system should facilitate the users to register their firm and society as perprovisions of Society registration Act,1860, Bihar Societies Registration Rules, 2018 and other related Acts and Rules.
Firm & SocietyRegistration	The system should create login for the users and capture presentant detail including area of operation.
Firm & Society Registration	The system should capture all members details including the required supporteddocuments uploaded by the users.
Firm & SocietyRegistration	The system should show payment calculation and based on the calculation, thepayment should be facilitated along with generation of receipt.
Firm & Society Registration	The system should facilitate transfer of documents in a work flow based approach through all entitled officers & members of department (covering from Assistant -> AIG -> DIG-> IG) for their comments & appropriate action. The below mentioned steps gives an illustrative view of the workflow: Step-1 Citizens create login to Society Registration page and fill presentant detail and choose Area of operation i.e. Bihar or India.

Modules	Functionality
	Step-2 Provide all members detail one by one, then enclosed all required documents. Step-3 Then, payment calculation is performed and base on the calculation, the payment option is enabled thereby leading to generation of receipt after successful payment. Step-4 Then, Assistant downloads the document, verifies the document, comments online and forwards to AIG. Step-5 Then AIG downloads the document, verifies the document, comments online and forwards to DIG. Step-6 Then DIG downloads the document, verifies the document, comments online and forwards to IG. Step-7 Then IG downloads the document, verifies the document, comments onlineand based on the comment by different officers and documents IG either approves or rejects the registration. Then a SMS is sent for approval or rejection Step-8 If IG Approves then certificate is generated with an option to download and print.
Firm & Society Registration	The system should have the provision for SMS for approval/rejection. Upon approval by the IG, the system should have the provision of creating , downloading & printing of the certificate.
Firm & SocietyRegistration	The system should implement status notification using sms and mail along with Appointment time to citizen with Department via SMS/e-Mail for signing on documents.
Firm & Society Registration	All the functionalities of the existing application for Firm & Society registrationshould be provisioned in the application along with improved capabilities.
Firm & SocietyRegistration	The existing provisions of amendment for firm & societies should be implementedin the system.
Site Survey	The system shall have the capability to configure and manage multiple inspectiontypes.
Site Survey	The system shall support the execution of multiple inspection types, with varying business rules, workflow, state and local codes, and requirements configurable in the system.
Site Survey	The system shall have the ability to designate required inspections for a projectaccording to various business rules (e.g., application type, work type, filing type).
Site Survey	The system shall provide the capability to assign a predefined weight score (rating criteria – low, medium or high) to inspection types based on the inspection type, project type, or other relevant predefined application information that can inform inspection scheduling and assignment business rules.

Site Survey	The system shall support workflow for inspections that occur during the application process that are pre-inspections and post-inspections.
Site Survey	The system shall have the ability to designate the skill set(s) required for the assigned inspector for that inspection type.
Site Survey	The system shall have the ability to categorize inspection types by department.
Site Survey	The system shall have the ability to categorize inspection types by permit type(s).
Site Survey	The system shall be able to enforce business rules regarding who can schedule an inspection for a project by inspection type (e.g., may not be the applicant, but a designee).
Site Survey	The system shall provide the capability to present inspection details where theApplicant can view the history and status of inspections via the customer portal.
Site Survey	The system shall allow coordination between departments to facilitate joint inspections (e.g., allow for inspectors from different departments to be assigned to the same inspection).
Site Survey	The system shall have an interface to capture the details of Structure, Valuation, Position, Compliance to Statutory Norms and GIS co-ordinates mapping process aspart of back office creation, and as part of creating an inspection record in the field.
Site Survey	The system shall have the ability to display only the inspection types relevant to theuser's department when creating and scheduling a new inspection.

Modules	Functionality
Site Survey	The system shall have the capability to display only the inspection types that theproject is eligible for according to pre-defined business rules.
Site Survey	The system shall allow an inspection to be manually created in the System by staff.
Site Survey	The system will support the pre-population of an inspection record with any information already provided as part of the inspection request, or as part of the project record.
Site Survey	The system shall be able to automatically schedule an inspection according tobusiness rules (e.g., next available day for an electrical inspection).
Site Survey	The system shall have the ability to route an inspection request submitted throughthe online portal to designated personnel for approval and assignment.
Site Survey	The system shall have the ability for staff to log an inspection request received viatelephone.
Site Survey	The system shall have the ability to enforce business rules governing manual orautomatic creation of inspections.

Site Survey	The system shall be able to enforce Scheduling Rules (number of inspections perday, availability of inspectors, holidays).
Site Survey	The system shall allow for supervisor override of workflow related to creating an inspection (e.g., allow an exception for an inspection to be scheduled even though there are outstanding fees on an account).
Site Survey	The system shall allow for the rescheduling of an inspection.
Site Survey	The system shall allow for the cancellation of an inspection.
Site Survey	The system shall allow for supporting documentation to be uploaded to theinspection record.
Site Survey	The system shall be able to capture detailed instructions about the location of theinspection, such as a gate code.
Site Survey	The system shall have the ability to request a "first available" inspection.
Site Survey	The system shall display available dates/times according to business rules (e.g., inspector availability).
Site Survey	The system shall provide a template, configurable by inspection type, to enter theinspection request information.
Site Survey	The system shall allow the applicant to upload supporting documentation related tothe inspection request.
Site Survey	The system shall allow the inspection request to be canceled or rescheduled by the customer through the online portal according to pre-defined business rules.
Site Survey	The system shall have the capability to display estimated inspector arrival time viathe online portal based on the inspector's planned route captured in the system.
Site Survey	The system shall have the capability to display estimated inspector arrival time via the online portal based on the inspector's real time progress in completing their inspection route via route optimization technology using permissible third API.
Site Survey	The system shall have the capability to display estimated inspector arrival via the online portal based on data input by the inspector intothe system.
Site Survey	The system shall have the ability to publish inspection results via the online portal according to business rules (e.g., post in real-time as inspection is completed).
Site Survey	The system shall allow a user to view the inspection history for his or her project(s).
Site Survey	The system shall have the ability toautomatically notify applicant of key statuses via text message (e.g., inspection passed).
Site Survey	The system shall have the ability to include a link in the text message sent to a customer (e.g., hyperlink to view the full inspection report).
Site Survey	The system shall be able to schedule an inspection for a day without having tospecifythe time of an inspection.
Site Survey	The system shall have the ability to automatically schedule inspection for a specific day but allow specific time to be established later in the process.

Modules	Functionality
Site Survey	The system shall be able to automatically track the due date for an inspection to be conducted based on business rules (e.g., based on permit start date).
Site Survey	The system shall allow the inspector the ability to view parties (e.g., designated point of contact and their contact information) associated with the application/project.
Site Survey	The system shall allow an inspector to create a new inspection from the field using their mobile app.
Site Survey	The inspector shall be able to take pictures with his or her mobile device and savethem to the inspection record in real time.
Site Survey	The system shall allow the inspector to provide notes regarding the picture(s).
Site Survey	The system shall allow the inspector to place notes on a picture.
Site Survey	The system shall have the ability to capture electronic signature using the mobile device out in the field.
Site Survey	The system shall have the ability to allow a customer to sign a document usingelectronic signature via the mobile device out in the field.
Site Survey	The system shall prompt the inspector to capture the results of the inspection using a configurable checklist by inspection type.
Site Survey	The system shall prompt the inspector to capture the results of the inspection byindicating a result code for the inspection (e.g., passed).
Site Survey	The system shall provide a template for the inspector to capture the inspectionresults using the mobile device.
Site Survey	The system shall allow an inspector to select from a list of standard disposition and rejection codes for an inspection type(s).
Site Survey	The system shall allow an inspector toselect from a list of standard sets of comments and conditions for an inspection type(s).
Site Survey	The system shall allow an inspector to select from a list of standardobjection/infraction and violation types.
Site Survey	The system shall allow the inspector to enter in comments/notations about theinspection.
Site Survey	The system shall allow an inspector to provide instructions for corrections, feedback, and recommendations including ability to create a "punch list", which are items that need to be corrected for the following visit and/or to reach approval/compliance.
Site Survey	The system shall be able to prompt an inspector to address customer compliancewith any applicants associated with the location as part of their inspection.
Site Survey	The system shall have the ability to issue and print inspection documentation onsite (i.e., inspection report, violation notification).
Site Survey	The system shall have the ability for the inspector to email the inspection report to the customer.

Site Survey	The inspector must be able to indicate if he or she was unable to complete theinspection and indicate the reason(s) (i.e. no show, wrong location).
Site Survey	The system must be able to automatically generate a fee according to business rulesif the inspection could not be performed due to predefined reasons that warrant a penalty.
Site Survey	The system shall support the capability to queue the inspection for review and assignment by designated personnel (e.g., supervisor) prior to assigning and/or scheduling the inspection.
Site Survey	The system shall allow the manual assignment of an inspection to an inspector.
Site Survey	The system shall have the capability to alert the user if an assignment conflicts withpre-defined business rules, such as inspection type per inspector, or workload maximums.
Site Survey	The system shall have the ability to automatically assign an inspection to aninspector according to business rules.
Site Survey	The system shall have the ability to reassign inspections.

Modules	Functionality
Site Survey	The system shall be able to maintain the skillset for an inspector to assist inscheduling/assignment of inspections.
Site Survey	The system shall allow inspectors to view on their mobile device a list of inspections assigned to them according to configurable criteria.
Site Survey	The system shall allow the creation of a new inspection from a mobile unit.
Site Survey	The system shall have the ability to send system messages to field staff via mobileunits.
Site Survey	The system shall provide an ability to transmit data in a bidirectional fashion from the field based on predefined intervals.
Stamp & Fee Duty Collection	Calculation of stamp duty : • The system shall record the details entered by an applicant requesting to assess property value • The system shall calculate a property value using the estimation tool used for estimating property value based on the data provided by user taking into account the transaction type (Sale, Gift Partition, Bond etc.), the local bodyand market value. • The system shall provide a list of all fees currently due with the online application prior to submission. • The system shall have the ability to indicate estimated cost based on information provided by the applicant, including but not limited to: Type, Size or other calculated data • The system shall be able to automatically assess and charge a fee to a recordaccording to business rules configured in the system. • The system will allow the Customer to review and confirm the transaction prior to submitting for processing.

Stamp & Fee Duty Collection	The system shall have the ability to indicate estimated cost based on information provided by the applicant, including but not limited to: Type, Size or other calculated data.
Stamp & Fee Duty Collection	The system shall be able to automatically assess and charge a fee to a recordaccording to business rules configured in the system.
Stamp & Fee Duty Collection	Payment of Stamp duty : • The system shall support payment online (through 3rd party ,OGRAS, e-stamping module) • The system shall have the ability to submit detailed payment information to the department of revenue financial system • The system shall have the ability to generate receipts based on payments. • The system shall have the ability to collect and process partial payment of one fee, configured based on business rules and department needs (e.g., only pay a percentage of a fee due). • The system shall allow a System Administrator to easily maintain fees and distributions through a user interface in the system that does not require indepth technical knowledge to configure. • The System shall be able to calculate annual cost increases, penalties and interest according to configured business rules. • The system shall have the capability to generate a receipt of payment that the applicant can print or download from the online portal.
Stamp & Fee Duty Collection	The system shall have the ability to submit detailed payment information to the department of revenue financial system, including but not limited to: Internal OrderNumber, GL account number, Total Amount, Tender Type, Related Record ID, Applicant Information.
Stamp & Fee Duty Collection	The system shall have the ability to generate receipts based on payments.
Stamp & Fee Duty Collection	The system shall support partial payment of total fees due, configured based on business rules and department needs (e.g., only pay a subset of the fees due on an application or project).

Modules	Functionality
Stamp & Fee Duty Collection	The system shall have the ability to collect and process partial payment of one fee, configured based on business rules and department needs (e.g., only pay a percentage of a fee due).
Stamp & Fee Duty Collection	The system shall allow a System Administrator to easily maintain fees and distributions through a user interface in the system that does not require in depth technical knowledge to configure.
Stamp & Fee Duty Collection	The System should be able to calculate annual cost increases, penalties and interestaccording to configured business rules.
Stamp & Fee Duty Collection	The system shall have the capability to generate a receipt of payment that theapplicant can print or download from the online portal.

Stamp & Fee Duty Collection	Refund of Stamp Duty : • The system shall have the capability to allow a customer to request a refundfor a previous payment, according to business rules. • The system shall have the capability to determine if transaction is eligiblefor refund according to predefined business rules. • The system shall require the customer to provide detailed information for the refund request, including but not limited to the following: Transaction,Desired Amount, Reason, Recipient Information.
Stamp & Fee Duty Collection	The system shall require the customer to provide detailed information for the refund request, including but not limited to the following: Transaction, Desired Amount, Reason, Recipient Information.
Stamp & Fee Duty Collection	The system shall have the capability to determine if transaction is eligible for refund according to predefined business rules.
Stamp & Fee Duty Collection	The system shall have the ability to allow a user to request an exemption from fees (e.g., reduced fees) online via a configurable template that captures the request information.
Stamp & Fee Duty Collection	The system shall be able toroute a request for a fee exemption to staff for processing according to configurable workflow and business rules.
Stamp & Fee Duty Collection	The system shall provide a list of all fees currently due with the online applicationprior to submission.
Stamp & Fee Duty Collection	The system will allow the Customer to review and confirm the transaction prior tosubmitting for processing.
E-stamping module	The system shall provide a Registration form and Log in access page to the Operator/s at each counters for accessing the e-stamping application.
E-stamping module	The system shall allow the operator to enter the payment and other details into the system as provided by the citizens at the counters.
E-stamping module	The system shall be to provide secured electronic way to generate e-stamp certificate. The e-stamp certificate should have unique identification number, barcode .
E-stamping module	The stamp certificate generated by the system should have Unique Identification Number (UIN) which should not be repeated.
E-stamping module	The system should be able to generate a tamper-proof certificate through encryption of important identification content of the stamp certificate. Optical watermarking in the certificate shall eliminate the possibility of duplication of the stamp certificate
E-stamping module	The system shall generate online Management Information System (MIS) reports for the government to keep track of the e-stamp certificates generated at each counters.
E-stamping module	The system shall be able to verify the authenticity of the e-stamp certificate. The citizen shall fill in the required details like State, UIN, Stamp Duty type, Certificate issued date etc and can verify the certificate based on the parameters mentioned herein.

E-stamping module	The SI shall provide alternative method of "Scan Barcode" to verify the e-stamp certificate.
E-stamping module	There should be provision in the system for the rectification of data entry errors as per the e-stamping rules.
E-stamping module	The SI shall be fully responsible for the confidentiality of the passwords associated with the user account and user ID assigned to access the e-stamping module.
E-stamping module	The SI shall be responsible for the security and confidentiality of data and all other information for every transaction.
Encumbrance module	The system shall provide registration form and Log in access to the applicants and authorities (Sub-Registrar/Registrars) for accessing the Encumbrance application.
Encumbrance module	The system shall provide the functionality to fill in the application form required for Encumbrance Certificate (EC). The system shall allow applications to download the form and attach the necessary documents along with the form. The form shall have property related details like Plot No, Owner details , Boundary details etc
Encumbrance module	Automated calculation of fees for the EC as per the number of years. Online and offline provision of fee payment with linkages through requisite payment gateways.
Encumbrance module	The system shall be able to provide acknowledgement number post successful payment of the stamp duty.
Encumbrance module	The system shall be able to generate EC in the designed format .
Encumbrance module	The system shall allow citizens to track the progress of their EC application in the portal.
Encumbrance module	The system shall send notifications (SMS, Email) to the citizen about the status of their application.
Marriage Registration Module	The system shall provide an interface to apply for Marriage registration by submitting relevant documents along with fees. There should be Online and offline provision of fee payment with linkages through requisite payment gateways.
Marriage Registration Module	The system shall send automated notifications to the applicants about the status of their marriage application.
Marriage Registration Module	The system shall allow applicant to download the marriage registration certificate at their convenience.

Certified Copy	This system will provide an online interface to the citizen and to the Office Users respectively to enter the Certified Copy documents details in the application and initiate the workflow of the CC approval process. The process will automate the starting of the certified copy search till approval & issuance of the certified copy.
Certified Copy	Automated calculation of fees for the Certified Copies to be issues to citizen. Online and offline mechanism for the payment of stamp fee
Certified Copy	The system shall be able to generate receipt / acknowledgement post successful payment of the stamp fee by the applicant.
Certified Copy	The system shall be able to send notifications (SMS, E-mail) to the applicant about the status of the application.
Portal	The system shall provide a robust online portal capable of processing all onlineapplication types as per mentioned in Bihar Instrument Act and their associated workflow and business rules.
Portal	The system shall have the ability to configure all necessary application content (data entry fields, help text, submittal requirements, etc.) on all screens in the system.
Portal	The system shall be able to clearly indicate which fields were completed by aCustomer and which fields were completed by Staff in the System.
Portal	The system shall clearly indicate which fields must be completed before the user can advance to the next screen.
Portal	The system shall have the ability to enforce the OTP based mobile numberregistration prior to specific transactions being performed online.
Portal	The system shall have the capability to allow specific transactions to be performedby sending OTPto registered mobile number.
Portal	The system shall allow users to search data in the system that has been flagged as displayable to the public via the customer portal without any mobile number basedOTP verification..
Portal	The system shall allow users to view information related to departmental news and other updates that are posted to the customer portal without being logged in (e.g. a news ribbon or bulletin board.)
Portal	The system shall provide external links to Frequently Asked Questions (FAQ) pagesthat the customer can select without being logged in.

Modules	Functionality
Portal	The system shall provide "Contact Us" links with strong captcha authentication so that the user can select to submit an electronic message to Agency staff without being logged in.
Portal	The system shall provide a standard template for submitting a "Contact Us" request to assist support in the categorization and routing of these messages to relevant Agency staff.
Portal	The system shall provide robust query options for non-logged in users to search

	publicly available information stored in the system
Portal	The system shall provide an option for users to search for and view application specific information by sending OTP to registered mobile number. (i.e. application status, transection history, application comments).
Portal	The system shall return relevant data that matches search criteria entered by theuser via the online portal (additional searching and reporting requirements are included in the General Tab).
Portal	The system shall provide appropriate online help features (chat, email, phonecontact information) at all points in the application lifecycle.
Portal	The system shall allow the user to indicate the location of their project, includingaddress.
Portal	The system shall notify the applicant if the information entered does not return anyresults for services, or if the specifics of the project exceed the complexity the wizard can handle, and provide information on how to contact Intake Staff for furtherassistance.
Portal	The system shall provide a mechanism for the user to submit a request to Agency staff for manual handling if the information entered does not return any results for services, or if the specifics of the project exceed the complexity the wizard can handle.
Portal	The system shall provide a structured template for a user to submit a request forAgency assistance (e.g., prompt the user to log in or enter contact information).
Portal	The system may provide a hyperlink to the user that directs them to a department webpage, FAQ page, or other external site that provides detailed information regarding their query.
Portal	The system shall pre-populate the launched application form with any information entered into the Select a Service wizard that also appears on the application form (e.g., project location).
Portal	The system shall prompt the user to log in to the system when initiating theapplication process.
Workflow & User Management	The system shall be able to provide an overview of the steps in the application process for the recommended application type, such as submission requirements, departments involved, expected timelines, and associated fees.
Workflow & User Management	The system shall be able tonotify the user that pre-application assistance is available or recommended as an option for the application type that has been recommended.

Workflow & User Management	The system shall allow the user to advance or return to various pages in the wizard tool to explore different decision tree paths (e.g., be able to go back to a previous page and select a different answer, which triggers a different series of questions).
Workflow & User Management	The system shall allow a user to proceed directly to the application submission process without using the wizard (e.g., in nocase shall the structured process hinder an advanced user to directly and quickly interact with the Agency).

Modules	Functionality
Workflow & User Management	The system shall be able to track trends related tocustomer inquiries (e.g., commonquestions that could be used to inform the information posted online, track activity on a particular parcel, track questions asked and responses provided to help ensure consistency in Agency responses, etc.).
Workflow & User Management	The system shall provide website analytics, which allow the Agency to trackcustomer behavior on the customer portal.
Workflow & User Management	The system shall provide an ability to track searches performed by the users on the customer portal to track trends.
Workflow & User Management	The system shall support the online intake of requests for pre-application assistance from registered users of the customer portal.
Workflow & User Management	The system shall provide a structured configurable template (including an option to upload documents) for a user to submit a request for pre-application assistance that contains all the information needed for Staff to understand the proposed project andevaluate the request for the meeting.
Workflow &User Management	The system shall allow users to select a preferred (not guaranteed) date and timeonline for the pre-application meeting using the calendar to view available timeslots.
Workflow & User Management	The system shall provide a checklist/FAQ's to the user to assist in determining if theuser is ready to schedule a pre-application meeting or to notify them of prerequisites for the meeting.
Workflow & User Management	The system shall allow staff to manually log a request for pre-application in thesystem.
Workflow & User Management	The system shall trackall activity related toapplication assistance (communications sent, meeting dates and attendees, notes from the meeting, associated documents).
Workflow & User Management	The System shall be able to send a notification to designated Staff that an application has been submitted if the user submits a formal application package before the pre-application meeting has occurred, allowing Staff to review the application and determine whether to continue to hold the pre-

	application meeting, and to coordinate with the Applicant.
Workflow & User Management	The system shall allow OTP based mobile number registration to register a customer.
Workflow & User Management	The system shall have the ability for a customer to access account -related information online via their user account.
Workflow & User Management	The system shall have the ability to maintain user information, including but not limited to; Name (First, Last, Middle, Suffix), Mailing & Billing Addresses, PhoneNumber(s), Identification Numbers (e.g. driving license or PAN etc.).
Workflow & User Management	The system shall have the ability for the user to modify his or her account details, including changes to existing licenses, applications, contact information, etc. based upon business rules (e.g., Agency can define what can be changed and when).
Workflow & User Management	The system shall have the ability to maintain all related information associated with the individual's account (application status, account history, recent transactions, etc.) online for the customer to access / view.
Workflow & User Management	The system shall have the ability to automatically approve user accounts.

Modules	Functionality
Workflow & User Management	The system shall provide password management (i.e. issue temporary passwords, change passwords).
Workflow & User Management	The system should provide an option to allow the user to request a forgotten password, or provide other options online for the user to change their password without support needed from Agency personnel.
Workflow &User Management	The system shall provide the ability to prompt the user to set up any securityquestions/answers to assist with authentication.
Workflow & User Management	The system should allow a designated System Administrator(s) to initiate a change to a Customer's username or password.
Workflow & User Management	The system shall have the ability to have the user accept usage terms and conditions.
Workflow & User Management	The system shall provide the reason(s) for denial of the creation of the account, and provide detailed information for the applicant to resolve the issue (e.g.,

	"Duplicateaccount already exists. Did you forget your password?").
Workflow & User Management	The system shall have the ability to prompt a user to respond toa series of questionsto guide an applicant through the application process.
Workflow & User Management	The system shall dynamically respond to information entered by the Applicant according to pre-defined configuration in the System (e.g., fields on the applicationmay expand or be disabled depending on selections made or data entered by the Applicant).
Workflow & User Management	The system shall have the capability to allow applicants to submit applicationsonline through the customer portal
Workflow &User Management	The system shall have the ability toconfigure all necessary application content (data entry fields, help text, submittal requirements, etc.) in the online forms by application type.
Workflow & User Management	The system shall have the ability to configure the submission requirements for eachapplication type (e.g., supporting documentation that must be submitted).
Workflow & User Management	The system shall have the ability to configure required and optional fields on theonline application forms.
Workflow & User Management	The system shall alert the applicant to complete any required missing data inmandatory fields and/or if required documentation has not been uploaded.
Workflow & User Management	The system shall prevent submission of the application until all prerequisites forsubmission are met according to the criteria configured for that application type.
Workflow & User Management	The system shall allow the user to select to populate information into the online application form based on preexisting data in the system associated with that user account (i.e., contact information, previously entered project information, previously associated locations, previous contacts, etc.).
Workflow & User Management	The system shall support the configuration of the numbering scheme for IDgeneration according to the department's preference.
Workflow & User Management	The System shall support the generation of a permanent ID number for a draftapplication, which would be maintained as the permanent ID" upon submission.

Modules	Functionality
Workflow & User Management	The system shall have the ability for user to save incomplete/un-submittedapplications (e.g., "draft").

Workflow & User Management	The system shall prompt the user to save their application if the user attempts tonavigate away from the application form.
Workflow &User Management	The system shall have the ability to automatically save the application at defined intervals to prevent loss of data if the user loses connectivity or otherwise navigates away from the application form.
Workflow & User Management	The system shall have the ability to allow an incomplete application to be retainedfor a designated time period.
Workflow & User Management	The system shall be able to automatically send a notification to the user that theapplication is going to expire due to inactivity
Workflow & User Management	The system shall perform a check for completeness prior to submittal of the application (e.g., ensure all mandatory fields, document types, and any other required data has been provided by the user) and notify the user of any issues that must be resolved.
Workflow &User Management	The system shall have the ability for the user to designate a point of contact(s) foran application other than the applicant and provide associated contact information and their project role.
Workflow &User Management	The system shall have the ability to associate multiple contacts with an application (e.g., contractors) other than the applicant who shall be able to log in to the system, view related information, and perform authorized transactions.
Workflow & User Management	The system shall allow documentation (including plans) to be uploaded as part ofan application.
Workflow & User Management	The system shall require supporting documentation to be uploaded for selected application types (e.g., documents, plans).
Workflow & User Management	The system shall have the ability to define specific categories of plans (e.g., plan types) to be submitted / required for particular application types that an applicant must provide during submission.
Workflow & User Management	The system shall provide detailed online instructions and guidelines for plan submissions, including acceptable formats, level of detail, content requirements, sample scope of work, and sample for plan types to be submitted as help text/instructions on the application form.
Workflow &User Management	The system shall be able to conduct an automated compliance check prior tosubmission of the application for compliance with Agency business rules and policies for the application type the user is submitting.
Workflow & User Management	The system shall notify the user of any issues that have been identified as a result ofthe compliance check (e.g., any required next steps or actions that must be taken by the Applicant, prior to submission).

Workflow & User Management	The system may prevent application submission according to any business rules configured by the Agency in the System that are based on the outcome of the compliance check.
Workflow & User Management	The system shall be configured to prompt the applicant to contact the appropriateAgency if a potential compliance issue is detected.
Workflow & User Management	The system shall be configured to provide configurable messaging to the Applicant based on the compliance issue type detected by the System.

Modules	Functionality
Workflow & User Management	The system should allow the user to review the application before final submission,with the option to drill-down and/or modify each section of the application as needed.
Workflow & User Management	The system shall allow a user to view the status of all transactions associated withthe account via the online portal.
Workflow & User Management	The system shall allow a user to view the history of all past transactions associatedwith the account via the online portal.
Workflow & User Management	The system shall be able to view all detailed history and information related to alltransactions or projects with the Agency, past and present, and on an ongoing basis.
Workflow & User Management	The system shall display relevant application information to the applicant about active applications/projects, including but not limited to the following: Pending application list, Application ageing metrics (e.g., date of submission, days in current review phase, etc.), Remaining steps to completion.
Workflow &User Management	The system shall allow or prevent the modification of an existing applicationaccording to business rules and user authorization
Workflow & User Management	The system shall allow or prevent the modification of an existing applicationthrough the customer portal according to business rules and user authorization.
Workflow & User Management	The system shall allow or prevent the modification of an existing application by staff according to business rules and user authorization (e.g., customer requests modification in person and staff processes).
Workflow &User Management	The system shall allow a user to edit various data fields and previous selections madeon an application form that has previously been submitted.
Grievance Module	Registration of Grievance : • System shall allow the user to register themselves in the system System shall ask for the mobile number and email id of user mandatorily

Grievance Module	Raising of Grievance: • System shall ask the user the service for which grievance is raised • System shall allow the user to enter details of the grievance being raisedSystem shall assign a unique grievance id for grievance being raised
Grievance Module	Assignment of Grievance : • System shall send all the grievances to an assigning officer • System shall allow the assigning officer to assign grievance to concerned officer
Grievance Module	Responding of Grievance : • System shall allow the assigned officer to respond to the grievance assigned to the officer • System shall allow the officer to ask for additional information from the user for a grievance • System shall allow the user to respond to the additional information asked by an officer • System shall forward the response from officer to the user" •
Grievance Module	Tracking of Grievance : • System shall send an email and SMS notification on response of a grievance

Modules	Functionality
	• System shall allow tracking of a grievance based on the unique ID of therequest •
Grievance Module	Reopening of Grievance : • System shall allow the user to reopen a grievance after receiving a responsefor a grievance
Grievance Module	Dashboard and Analysis : • System shall generate a report and dashboard on the grievances raised in the system based on the number of grievance, type of grievance, response time etc.
Technical	The system shall be a web-based application with logical and physical separation ofthe presentation, business logic, and data layers.
Technical	The system shall provide a configurable and extensible data model and user interface.
Technical	The system shall be capable of two factor authentication - OTP based sms and mail
Technical	The system shall utilize a relational database management system (RDBMS)

Technical	The system shall fully operate on State Data Center
Technical	The system shall have the ability to support a 99.95% availability — excluding planned maintenance.
Technical	The system shall be able to support 1000 concurrent staff users who will perform ad-hoc real-time reports, land registration, inspection related activities
Technical	The solution functionality and associated business rules shall be configured and re-configured (through tools that do not require "code" modifications).
Technical	The screens shall be highly re-configurable, providing the ability to reposition and rename field labels, remove or "turn-off" unused fields, maintain data, and allow the addition of custom-defined fields based on user security profiles.
Technical	The system shall provide the ability to configure and manage business and data validation rules.
Technical	The system configuration shall be manageable through a graphical user interface.
Technical	The system shall support biometric authentication for department login and during applicant's document registration process
Technical	The system shall have the capability to manage the end-to-end submission andprocessing of an application as defined in the functional requirements.
Technical	The system shall provide a public portal for customers tosubmit, manage, and track their applications.
Technical	The system shall support and enforce configurable data validation rules and conditions to ensure data integrity consistency throughout the application process.
Technical	The system shall provide workflow-based metrics to be used in Key Performance Indicators.
Technical	The system shall provide configurable dashboards that can display Key Performance Indicators.
Technical	The system shall provide form/instructions in Hindiand English wherever it will berequired
Technical	The system shall provide the ability to transfer large files via email (up to 10MB total).

Modules	Functionality
Technical	The customer web portal shall support multiple access authorization levels fordifferent users, user groups, or roles. Such as, anonymous users, read-only users, and advanced online users who have increased privileges to data.
Technical	The customer web portal shall provide and support RESTful web services.

Technical	Sensitive data is not passed in unsecured form fields or query strings.
Technical	The system shall allow the customer to configure their view and save theirpreferences.
Technical	The customer web portal shall integrate information from multiple content sources into a unified, intuitive user interface.
Technical	The customer web portal shall support robust search capabilities to locate information or data records quickly.
Technical	The customer web portal shall be developed with the latest web design techniquesand development technologies.
Technical	The customer web portal shall provide consistent site navigation.
Technical	The customer web portal shall be fully integrated with the Land information system
Security	The systems shall be TLS 1.2 and HTTPS
Security	The system shall require user authentication before the user can access certain business functions. The system shall allow staff and customers the ability toperform certain business functions, including but not limited to: review statuses, comments,schedule inspections, view inspections results, etc., without logging into the system. This shall be configurable by Prohibition, Excise & Registration department through security permissions.
Security	The System must support SSO
Security	The system shall provide minimal error information in the event of authentication failure (e.g., “login fail” instead of “user not found” or “password incorrect”).
Security	The system shall provide a protective measure to prevent, detect, and log unauthorized attempts to access the system (e.g., # of invalid login attempts). Accounts shall be "locked" after (5) failed login attempts. The password reset should be handled via "forgot password links." Failed login attempts must be logged including source IP Address information.
Security	The system shall support different policy and procedures for handling login issues (e.g., automatically inform the customer to reset the password after a certain number of incorrect attempts).
Security	The system shall log all errors that include severity, date/time, error description, and error codes.
Security	The system shall not store any private or sensitive data in the error logs (e.g.,passwords).

Security	The system shall provide configurable audit logging on transactions and activities auser may perform.
Security	The system shall, at a minimum, include the following attributes for each audit log record: IP address, user account ID, date/time stamp, event source, device/browserinformation, the outcome of an event (success or failure), and any other supplemental information related to the event.

Modules	Functionality
Security	The system shall support user profiles that allow users to configure and save theirsystem preferences to their user profile (e.g., user information, notification preferences, screen/table views, etc.).
Security	The system shall allow an administrator to disable a user account.
Security	The system shall have the ability to display the last date and time the user loggedonto the system.
Security	The system shall support role-based access control (RBAC) in managing userpermissions.
Security	The system shall provide granular access control to different types of data records based on the following permissions: Read Write Modify Delete
Security	System's should be able to interface with a secure FTP (sFTP) or DMS site to transfer files.
Reporting	The system shall support scheduled reports that are sent to specific users or usergroups. Reports to support multiple formats including PDFs, Excel, etc.
Reporting	The system shall support configurable dashboards that may be used to display analytics (including geospatial data) for different users or user groups (e.g., customer, fieldstaff, etc.).
Reporting	The system shall provide built-in, ad-hoc reporting capabilities.
BiometricCapture	The system shall be able to register Fingerprints of the presenter, claimant, executants, identifier and witnesses. When the citizen details are initially entered by the Data Entry Operator, the digital signatures and the thumb impression of the citizen will alsobe captured. The fingerprints and the digital signatures will then be

	printed on the registered document and will also be stored in the database for records and future reference.
Property valuation	The system shall record the details entered by an applicant requesting to assess property value. The details shall be as follow District, Thana, Local Body, Road, Premise Number, Ward number, Jurisdiction, Plot no, proposed land use, nature of land, area, material detail about the location of the land and assess the value based on the estimation tool.
Property valuation	The system shall help users of the system to evaluate any piece of property (immovable property) by entering relevant details about the property enquired. The valuation rates will be available in the system as per benchmarkvaluation standards set by the government.
Property valuation	System should have the ability to modify the value of Plot, agricultural land orbuilding by selecting its respecting District, Registration Office, Tehsil, village, Plot

Modules	Functionality
Property valuation	In case market value cannot be calculated from system due to insufficient information in masters or any new scenario a defined market value option is provided to enter the Bench Mark value in the system by Registering officers.
Property valuation	System should be able to charge registration and stamp duty fee according to themarket value
Property valuation	The system shall record the all the market value assessment in the database
Biometric	Registration of an employee integration of record on system : • System shall have ability to import data from the external biometric deviceinto the software
Biometric	Attendance Monitoring : • System shall have built in holiday calendar • System shall be able to calculate working hours of each employee based on the login and log out details in the biometric device • System shall be able toidentify half day work and full day work based on the • working hours of each employee • System shall allow employees to check their attendance record online • System shall allow approving authority to accept / reject attendance record • online providing reasons for the same • System shall reconcile attendance record with the leave record of theemployee System shall allow manual modification of attendance record by authorizedpersonnel

Biometric	Report and Dashboard Analysis : • System shall maintain log of any changes made to the attendance record • System shall prepare a report on the attendance of all the employees • System shall have ability to highlight any discrepancy found whilereconciling attendance record and leave record
Document Management system	System should have the ability to manage scanned files likes Registered documents, ID proof details, etc. in the system for viewing and retrieval. The scanned copy of the document will be saved with reference to the corresponding Deed no. in a folder on the server. The reference path with respect to the server will be stored in the database. In order to associate the scanned document with the data entry of the same document, a "Browse" button will be provided in the application, which will upload the scanned copy from the system for legacy data entry. The DMS should beon a separate server.
Document Management system	• The system shall support for application based rights

Modules	Functionality
Document Management system	The system shall support system privileges like Create/Delete Users, Define indexesetc.
Document Management system	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database
Document Management system	The system shall support provide support for HTTPs/SSL for secured data transferand session timeouts.
Document Management system	The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance. Reminders and Alarms
Document Management system	The system shall be able tokeep track of the status, the date/time the jobs are started and ended, the creation and archival date of the documents.
Document Management system	The system shall support inbuilt Imaging capabilities and shall support complete and automatic integration of every step of the approval workflow with the underlying DMS for the purpose of document retrieving and processing. There shall be no need for integrating individual steps of a workflow to DMS separately.
Document Management system	The system shall be Unicode compliant for supporting Hindi and English languages and shall also provide localization kits for localizing the User Interface in particularlanguage

MIS	The system should manage all the reports that will be generated from the system, formats of which will be provided by the DSR. Fixed formats for the reports (number to be finalized during SRS phase) will be designed during the design phase of the project in consultation with concerned officials. There will be provision for doing search of documents processed given a date range etc.
MIS	The system should allow search by multiple parameters along with sorting and filtering facility on the data set generated through the search process
MIS	The system should also provide a dashboard with descriptive charts to capture various reporting requirements at lower, middle and upper management of the Department. The types and number of charts with drill down features to be definedduring SRS preparation.

11 Data Migration

The System Integrator shall perform the **data migration from existing e-Score 4.1 to proposed system**. The Data Migration to be performed by the System Integrator shall be preceded by an appropriate Data Migration strategy & methodology, prepared by System Integrator and approved by Prohibition, Excise & Registration Department. Though Prohibition, Excise & Registration Department is required to provide formal approval for the Data migration strategy, it is the ultimate responsibility of System Integrator to ensure that all the data sets which are required for operationalization of the agreed user requirements are migrated and validated. Any corrections identified by Prohibition, Excise & Registration Department or any external agency, during Data Quality Assessment and Review, in the data migrated by System Integrator, shall be addressed by System Integrator at no additional cost to Prohibition, Excise & Registration Dept. Data digitization activity will not be part of the scope of work. In case of any error found in the existing data the selected bidder needs to raise the error with the level of seriousness to the Prohibition, Excise & Registration Department and the department will get it resolved by the existing vendor in a time bound manner. All the data including the PDFfiles will be required to be migrated by the System Integrator.

At a high-level, data migration will consist of the following activities:

- Conduct Data migration study and submission of data migration report
- Define all the specifications that are needed to populate the data into the new system
- Prepare uniform codification of all data sets
- Develop the data migration templates/ Forms/ Format and facilitate the migration of legacy data elements into the new system.
- Profiling the data present in the legacy systems to identify what data is available and/or needs transformation
- Extracting the required data from the legacy system
- Transforming the extracted data to the form/format as required
- Cleansing the transformed data of any inconsistencies and errors
- Loading the cleansed data into the proposed system

Sample information that needs to be captured in the data migration templates are:-

- **Deed Information**: Filling Date and time, DSRO code, instrument name, Registration year, Type of deed (major), minor, Presentat Name (Eng & Hindi), Sex, Age, Address, contact no, email id, father's name, profession, deed category, Executant detail, book no, Stamp purchase date, Stamp execution date, amount, total page, bank ref. no, date, bank code, stamp duty, Reg. & other fee, LLR & Process fee, service charge, sale of party detail, Property detail, Payment calculation, identifier detail etc.
- **Fee Structure**: Token No, Deed No, Registration Year, Float Total Area, Float Land Cost, Float Stamp Paid, Float Stamp Duty, Float Add Stamp Duty, Fee A1, DSRO Code etc.
- **Property Detail**: Token no, deed no, registration year, book no, circle code, Thana code, land cost, ward no, holding no, Khata no, plot no, Tauji no, flat no, house no, property type, lease type, lease month, MVR value, unit, land cost, etc.
- **Identifier Detail:** Name of identifier, Age, sex, profession, ID proof, ID no, ID issuance date, father/Husband Name, Postal Address, etc.
- **User Detail (departmental user)**: Name, DSRO code, Contact number, Role, email, user-id, password etc.
- **Firm registration detail:** Name of firm, Postal Address, Address of HQ, State, established date, Partnership deed year, Authorized Person name, Registered Office, Partner detail (Name, sex, Address, date of joining etc.), payment, etc.
- **Society registration detail:** Name of firm, Postal Address, Address of HQ, State, established date, Partnership deed year, Authorized Person name & Designation, Registered Office, Member detail (Name, Member Type, sex, Address, date of joining etc.), AIMS, etc.

12 Compliance Requirement

The services delivered must facilitate compliance with all its acts, regulations, guidelines and policies, as detailed below. Compliance standards and guidelines provide further useful information to determine the compliance requirements of the solution as well as the scope and complexity of the business workflow and functional requirements that must be implemented. Also, Selected bidder must ensure solution has continued compliance through requirement updates based on the applicable regulatory and policy requirements.

- The Indian Stamp (Bihar Amendment) Act, 1988
- The Registration (Bihar Amendment) Act, 1991
- The Indian Stamp (Bihar Amendment) Act, 1991
- MVR Rules, 2006
- Deed Writer's Licensing Rules 1996
- Special Marriage Act, 1954.
- Bihar Special Marriage Rules, 1955.
- Bihar Special Marriage (Amendment) Rules 2001
- The Registration and other related Laws (Amendment) Act, 2001
- Bihar Registration Clerk Cadre Rules, 2004
- Bihar Stamp Rules 2004
- Bihar Registration Service Rules 2008
- Bihar Registration Rules 2008

- Bihar Stamp (Amendment) Rules, 2008.
- Registration (Bihar Amendment) Act, 2010
- The Bihar Stamp (Amendment) Rules, 2015.
- The Bihar E-court Fees (Implementation by Agency) Rules 2018.
- The Bihar Societies Registration Rules, 2018,
- The Bihar Registration (Amendment) Rules, 2018
- The following IT development and security standards
    - OWASP (Open Web Application Security Project) Top 10 Application Security Risks-2010.
    - ISO / IEC 27001 Information Security Management System Requirements.
    - Guidelines for Indian Government Website (GIGW) compliance.
    - IT Act 2000 with amendments 2008 etc.

13 Indicative Bill of Material

As part of preparing the final bill of material, the selected bidder will be required to list all components required for this project. The bill of material proposed by the selected bidder will be approved by Prohibition, Excise & Registration Department for its supply and installation and bill of material should be included in Technical Proposal. The System Integrator shall be responsible for end-to-end implementation and shall quote and provide/supply any items not included in the bill of material but required for commissioning of the application and meet the requirements of the RFP/Contract. Prohibition, Excise & Registration Department shall not pay for any of the items not quoted in the bid but are required for successful completion of the project. However, the same has to be supplied by the System Integrator without any additional fees. The bill of materials given below is indicative only and for guidance purpose. Bidders may modify the suggested BoM based on the proposed application and to meet the requirements of the SLA.

Indicative List of Bill of Material for e-Registration System:

- The Core IT Infrastructure for deployment of application shall be provided by the Department
- Bidders may modify the suggested BoM based on the proposed application and to meet the requirements of the SLA.

    - Design, Development/Customization, Deployment & Integration of the proposed solutions (With Source Code)
    - Data Migration
    - Training
    - Manpower till Go-live
    - Manpower for O&M for 5 years post Go-Live

#	BOM	Make and Model (To be provided by the bidder)	Qty to be provided by the bidder as per the solution proposed by the SI

1	Software licenses		
2	Any other hardware/software/component required to implement the solution		

Notes to Minimum Bill of Material-

1. The bidder must assess the requirements on their own and propose the items, hardware, software, licenses, services, etc. to meet the requirements of the RFP and SLA. Any items not offered as part of the software BoM of the bid but required for successful implementation and O&M of the project, shall be supplied by the SI free of cost to Prohibition, Excise & Registration Department, Govt. of Bihar.

2. Bidder must quote appropriate number of licenses with their type and cost separately against each lineitem requiring licenses for use. In case license cost is NIL then it should be shown and marked as NIL.

3. In case the licenses are not shown and quoted separately for any line item and any additional licenses are required for the reason whatsoever during the tenure of the project, the successful bidder shall have to supply them free of cost to Prohibition, Excise & Registration Department, Govt. of Bihar.

4. Software and Licenses:-

- The complete bill of materials of the software and applications proposed
- The details of intellectual property ownership of all distinct elements of the software
- The licensing agreements for each of the software elements or applications, the draft copies of the licensing agreements with details of usage conditions.
- The AMC conditions for all the software applications proposed
- The above details will be for all the software including if there are any, owned by the SI
- If there are third party OEM software, applications, declarations by the respective OEMs, as per theformats provided in annexure

14 Manpower Deployment

The bidder is to propose the most optimum team for design, development, operation, maintenance and management of project in all the 126 registry/sub-registry offices of the state. The bidder should deploy skilled resources with relevant experience and expertise to manage project in an efficient manner and establish proper team structure to monitor and control the project. The selected SI shall deploy manpower of requisite qualification and experience as per the table given below.

#	Role	Qualification	Experience	Responsibility	Qty
1	Project Manager	BE/MCA /MBA or equivalent with specialization in e-Governance projects with PMP / Prince2	15 years (with ability to steer the project ab initio) relevant experience in	Project and Program Management, Government Technology Transformations, Managing and Leading testing and quality	1

		Certification	project management	assurance activities, Client and Business Co-ordinations, Enterprise wide architecture solutions	
2	Proposed Domain Expert/Business Analyst	B.E./B.Tech./MCA/MBA with certification inBusiness Analysis like CBAP is preferred	10 year of relevant experience in business analysis	Business Analysis, Business Process Reengineering, Project Management, e-Governance Specialist, Project requirement, gathering and analysis, Process design for application development	1
3	Solution Architect	B.Tech/B.E/MCA/M.Tech/ MSC(IT) in Computer Science/IT with TOGAF certification is preferred	10 years of total work experience in one or multiple IT areas of infrastructure and cloud development, engineering & software architecture design, DevOps, Project & Product Management	Solution Architecture, Application & Data Layer Architecture, High & Low Level Design, Assessment & design of services, processes, service delivery mechanism, System Performance Tuning & Administration	1
4	Senior Application Developer	B.Tech/B.E/MCA/M.Tech in Computer Science or ITand Internationally recognized OEM certification in a Leading Testing Tool;	10 years of experience in software development	Project requirement gathering and analysis, Feasibility Analysis, Architecture Design, DB Design, Development, Documentation and Unit Testing	1
4	Application Developer	B.Tech/B.E/MCA/M.Tech and Internationally recognized OEM certification in a Leading Testing Tool;	At least 5 years of experience in software development	Design, Development, Documentation and Unit Testing	2
5	Lead Tester	B.Tech/B.E/MCA/M.Tech and Internationally recognized OEM	At least 7 years of relevant	Project requirement gathering and analysis, Feasibility Analysis,	2

		certification in a Leading Testing Tool;	experience in softwaretesting	Automation Testing, Quality Control and Quality Assurance, Automation framework design, Database validation, Defect tracking	
6	DB Administrator	BE/MCA or equivalent with specialization in computers	At least 7 years of experience in database administration	Controlling, maintenance, coordinating, and operation of database management system	2
7	System Administrator	B.Tech/B.E/MCA with certification like CCNA or equivalent	At least 7 years of relevant experience in system administration	Network Management, Storage Management, Issue Management System, Help/Service Desk Monitoring & Management, DC Monitoring & Management	1
8	Operation and Support team	BCA/BSc. Computer Science	At least 5 years of relevant operational support experience	Training and Admin support,Rollout of new versions, updating in SRS & associated technical documents and databases, Help desk support with escalation matrix for registration of complaints & resolution etc	10

Initial Composition; Full Time Obligation; Continuity of Personnel

- SI shall ensure that each member of the Key Personnel devotes substantial working time to perform the services to which that person has been assigned as per the proposal.
- SI shall use commercially reasonable efforts to ensure it retains the services of its Key Personnel, including provisioning of competitive compensation, benefits and other conditions to its Key Personnel so as to incentivize them to remain in SI's employment.
- SI shall not make any changes to the composition of the Key Personnel and not require or request any member of the Key Personnel to cease or reduce his or her involvement in the provision of the Services during the Term (or agree to any request other than from Department of Excise and Prohibition, Bihar that would have the same effect):
    1. Unless that person resigns, is terminated for cause, dies, is long-term disabled, is on permitted mandatory leave under Applicable Law or retires; or

2. Without Department of Excise and Prohibition, Bihar's prior written consent

- SI shall promptly notify Department of Excise and Prohibition, Bihar of its intention to re-hire any member of the Key Personnel who had resigned from Implementation Agency (SI) in the previous 12-month period. Department of Excise and Prohibition, Bihar shall have the right to request that any member of the Key Personnel who resigns and is re-hired by SI within 12 months of the resignation date be re-assigned to the provision of the Services.
- Ensure that effective Remote management features exist in the designed solution.

Evaluations

i. SI shall carry out an evaluation of the performance of each member of the Key Personnel in connection with the Services at least once in each Contract Year. SI shall provide reasonable written notice to Department of Excise and Prohibition, Bihar of the date of each evaluation of each member of the Key Personnel and Department of Excise and Prohibition, Bihar shall be entitled to provide SI with input for each such evaluation.

ii. SI shall promptly provide the results of each evaluation to Department of Excise and Prohibition, Bihar, subject to Applicable Law

Replacement

i. In case the resource has resigned then the bidder has to inform within one week of such resignation.

ii. In case Department does not authorise replacement of a resource, suitable penalty shall be levied against each replacement case by case basis on a rate mutually agreed at the time of contract signing.

iii. SI shall promptly initiate a search for a replacement and use commercially reasonable efforts (including the expenditure of reasonable sums, such as to engage the services of a recruiting firm) to ensure that the role of any member of the Key Personnel is not vacant for any longer than 30 days, subject to reasonable extensions requested by SI of Department of Excise and Prohibition, Bihar.

iv. Before assigning any replacement member of the Key Personnel to the provision of the Services, SI shall provide Department of Excise and Prohibition, Bihar with:

- A resume, curriculum vitae and any other information about the candidate that is reasonably requested by Department of Excise and Prohibition, Bihar; and
- An opportunity to interview the candidate.

v. The bidder has to provide replacement resource who score at least the same marks as the resource proposed originally on the same evaluation parameters defined in this RFP document. Once this is confirmation, the Department of Excise and Prohibition, Government of Bihar shall conduct an interview of the candidate and notify SI within ten days after its interview (or if Department of Excise and Prohibition, Government of Bihar does not request an interview within ten working days after SI has provided the information, then it would be deemed as accepted).

vi. If Department of Excise and Prohibition, Government of Bihar does object to the appointment, SI shall not assign the individual to that position and shall seek an alternative candidate in accordance with this Section.

vii. The bidder has to ensure at least 4 weeks of overlap period in such replacements.

15 Scope of service for Operation and Maintenance

a. Application functional support services – for five years from Go-Live of complete solution
b. The SI needs to provide operational and maintenance support of all the modules, whenever they are completed and installed.
c. During the operational and maintenance support, the SI must

- Propose a Post Implementation Team (PIT).
- The said PIT team must ensure that all necessary measures are taken for the smooth implementation of the System
- The team must ensure that all necessary know-how is transferred to the e-Registration system support team in such a manner so as to make for a smooth transition. Performance metrics for the above transition will need to be agreed between the SI and the Department to ensure successful conclusion of this stage.
- The SI must also establish the helpdesk for the users to contact in case of any e-registrations system problems

d. Ensuring that the system is available as per the prescribed SLAs. The I should install/develop his/her own tools for monitoring the SLAs.
e. Warranty support
f. Re-installations, in the event of system crash/failures.
g. Develop Standard Operating Procedures (SOPs)
h. Over all monitoring and management of the systems implemented for the e-Registration System Project
i. Product Upgrades
j. Ensure overall security of the solution including installation and management of Antivirus solution for protection of systems implemented for the project, application of updates/ patches etc. The antivirus patches and updates to be applied from time to time, after appropriate testing of the patches in the staging area.
k. Backup of operating system, database and application as per stipulated policies.
l. Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
m. Reactive maintenance that is intended to troubleshoot the system with sufficient teams positioned at key places
n. Performance tuning of the system as may be needed to comply with SLA requirements on a continuous basis.

o. Escalation and co-ordination with other partners for problem resolution wherever required.
p. System administration tasks such as creating and managing users, taking backups etc.
q. Whenever a component has to be replaced because of technical, functional, manufacturing or any other problem, it shall be replaced with a component of the same make and configuration.
r. In case the component of same make and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration specifically approved by Department.
s. Produce and maintain system audit logs on the system for a period agreed in the agreement. On expiry of the said period, the audit logs should be archived and stored off- site.

16 Help Desk Services

The help desk service will serve as a single point of contact for all incidents and service requests. The service will also provide mechanism for escalation / closure of incidents for the user departments. The Help desk services would be for Infrastructure Facility Management and Application support across all stakeholders. The activities shall include

- Establish Contact Centre (Helpdesk) at the State Head Quarter (at Patna, with a toll free number)with system based service request monitoring. The Helpdesk shall act as a SPOC (Single Point of Contact) for all the Security and Application related issues reported by the government departments or any other related stakeholders. Project Management Unit (PMU) established by the State shall monitor each issue Service Request and the resolution timelines for such Service requests.
- Helpdesk support should be available between 8:00 am – 7:00 pm everyday expect National Holidays as notified by the Government of Bihar.
- The support to the department users may be at Helpdesk or Departments located locally i.e. Patna.
- Training related to Software Related solution for Prohibition, Excise & Registration Department to departments, whenever required.
- Provide MIS to Prohibition, Excise & Registration Department / PMU as per requirement, if any.
- Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the application related issues
- Help deskservice is required in two languages – Hindiand English
- Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following:
    - Specific E-Mail account
    - Telephone
    - Seating arrangement and electricity will be provided by the Prohibition, Excise & Registration Department. SI needs to provision to convert the telephone line into multiple lines as required and also provision for the software/hardware required for the same.
- Implement a call logging system in line with the severity levels as defined. The Help deskshall log user and assign an incident/ call ID number.
- Creation of knowledge base on frequently asked questions to assist users in resolving basic issues themselves
- Track each incident / call to resolution
- Provide feedback to callers

- Analyse the call statistics
- Continuous monitoring of the application in coordination at the SDC, Prohibition, Excise & Registration Department / PMU to ensure application availability.
- Monitoring should be done with the help of SDC EMS monitoring tools and system logs/counters and therefore the reports and alerts can be auto-generated.
- Escalate the calls, to the appropriate levels, if necessary, as per the escalation matrix.
- Analyse the incident / call statistics and provide monthly reports including but not limited to:
    - Type of incidents / calls logged
    - Incidents / calls resolved
    - Incidents / calls open
    - Root Cause analysis For frequently occurring incidents
- A "Problem Management Record" or "PMR" should be designed and developed to document service outages.
- Concerned Authority of Prohibition, Excise & Registration Department should be updated with complete and accurate system status.
- Notification should be given to Prohibition, Excise & Registration Dept.'s designated personnel of systems or equipment failures, or of an emergency, according to the Operational Documentation.
- Severity Codes to be defined to Prioritize problem calls.
- Problem analysis and identifying of recurring problems should be documented and resolved.
- Concerned Prohibition, Excise & Registration Department Authority must be informed about all the emergencies and equipment failures.
- Monthly reports to Prohibition, Excise & Registration Department on calls handled by Help desk should be provided.
- SI shall bring his services desk tool at no additional cost to the Prohibition, Excise & Registration Department. Vendor will provide for auto ticket generation, call logging from users and tracking till resolution. The service desk tool should track SLAs as mentioned in this RFP. The service desk tool shall be
    - Compliance with ITIL compliant service delivery
    - Service deskshould track& record help desk jobs. (Monitor Helpdeskeffectiveness in real-time)
    - should have basic feature of call management such as Update & close jobs/ tickets and Place jobs/ ticket on hold.
    - Service Desk Tool should be able to provide Ticket/Job auditing facility to get ticket/job history.
    - Assign priorities to Jobs / Tickets. (This should assign as per the seniority & aggraded SLA model)
    - Specify & track target job completion status based on various factors as, Dates, Priority etc.
    - Services desk tool should have capability to categories the jobs as per the structure of a problem ex: Server related problem should assign to hardware team.
    - Service desk should have a "SLA" mapping / monitoring & tracking feature. (When a ticket is raised, Target Helpdesk calculates the most relevant service level agreement according to the issue and any asset identified)
    - Service desk tool should define unlimited number of end-users and record time duration spent on each ticket.
    - Service desk should have a facility to restrict specific functionality to certain operators.

- Service desk tool has to have inbuilt "Escalation Matrix" which help for the notification purpose to operators & users about their tickets
- The proposed tool should maintain Asset information.
- The proposed tool should have a facility to linkfiles (error, log files) to help desk tickets.
- The monitoring tools employed by the bidder shall be able to generate automated trouble tickets in an event of faults or threshold violations and escalate the same to predefined set of people across the organization and third party vendor. The ticket needs to be automatically closed as soon as fault is resolved.
- unique Trouble Ticket Number should be created and assigned for any fault and using the same unique no. the history of call resolution and current status must be track-able.

- SI needs to provide the Support Executives as per the criteria mentioned in this RFP.

17 Documentation

The SI must ensure that complete documentation of e-Registration System is provided with comprehensive user manuals, and adhere to standard methodologies in software development as per ISO standard and/or CMM models. The following documents are the minimum requirements:

- Communications Plan listing all stakeholders in the project, defining their roles
- Quality Assurance Plan Documenting the planned and systematic pattern of all actions necessary to assure confidence that the software developed will conform to the Integrated Excise Management System functional and technical requirements.
- Interface Control Document, documenting the interface characteristics of one or more systems and documents agreements between interface owners.
- Test Plan Containing information on the software test environment to be used for independent testing, the test cases to be performed, and the overall testing schedule. This includes methodology, schedule, resources, tools, procedures, environment definition, test cases, and software test results.
- Systems Manual Detailing the data structure, table, forms and report structures.
- Operations Manual providing instructions for installing the application, troubleshooting, interpreting message logs, and FAQs (Frequently Asked Questions).
- User Manual (both online and paper copies) providing detailed instructions on how to use the software. In addition, it describes how to access, submit inputs to, and interpret outputs from the application.
- A data dictionary listing out all the data elements shall be prepared.

18 Acceptance Testing

The primary goal of Acceptance Testing and Certification is to ensure that the Project (including all the project components as discussed in the scope of work) meets requirements, standards, specifications and

performance, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Functional requirements
- Infrastructure (Hardware and Network) Compliance Review
- Availability of the project Services in the defined locations
- Performance
- Security
- Manageability
- SLA Reporting System
- Project Documentation (Design, development, configuration, training administratio manuals etc)
- Data Quality Review

As part of Acceptance testing, performed through a third party agency, Department of Excise and Prohibition shall review all aspects of project development and implementation covering software, hardware and networking including the processes relating to the design of solution architecture, design of systems and sub-systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to defined requirements, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement.

The procedures and parameters for testing will be laid down by the Third Party Agency after approval from Department of Excise and Prohibition ; the solution deployed by the vendor has to satisfy third party acceptance testing upon which the system shall go-live, subject to Department of Excise and Prohibition approval.

Department of Excise and Prohibition will establish appropriate processes for notifying the selected vendor of any shortcomings from defined requirements at the earliest instance after noticing the same to enable the selected vendor to take corrective action. All gaps identified shall be addressed by the vendor immediately prior to Go-live of the solution. It is the responsibility of the selected Bidder to take any corrective action required to remove all shortcomings, before the roll out of the project.

It is to be noted that the involvement of the third party for acceptance testing and certification, does not absolve the vendor of his responsibilities to meet all SLAs as laid out in this RFP document.

It is to be noted that:

Department of Excise and Prohibition may get the solution audited through a Third Party before Go-Live and periodically after Go-Live in order to ensure the success of the project. Such third-party agency for carrying out the acceptance testing and certification of the entire solution will be nominated by the Department. Following discusses the acceptance criteria to be adopted for the project as mentioned above. . All the corrections/ modifications identified and agreed during the Acceptance Test Procedure (ATP) must be carried out by the System Integrator.

19. Functional Requirements Review

The solution developed/customized by selected Bidder shall be reviewed and verified by the SI against the Functional Requirements signed-off between the Department of Excise and Prohibition and the selected SI. All gaps, identified shall be addressed by the SI immediately prior to Go-live of the solution. One of the key inputs for this testing shall be the traceability matrix to be developed by the vendor for the solution. Apart from Traceability Matrix, the Department/PMU may develop its own testing plans for validation of compliance of system against the defined requirements.

20. User Acceptance Test

For conducting the User Acceptance Testing, PMU or consultant appointed by the department shall be responsible for validating and reviewing the day-to-day testing of the functions automated through the IT solution. The system should necessarily satisfy the user acceptance testing process. The IT solution implemented by SI shall be reviewed and verified, against the functional & technical requirements signed- off between Prohibition, Excise & Registration Department and SI. Any gaps, identified as a severe or critical in nature, shall be addressed by SI immediately prior to Go-live of the solution. One of the key inputs for this testing shall be the traceability matrix to be developed by the SI for IT solution. The traceability Matrix is a useful tool to determine if a test has been designed for every requirement. It documents the relationship between requirements and acceptance tests. Apart from Traceability Matrix, SI may develop its own testing plans for validation of compliance of system against the defined requirements.

21 Final Acceptance Testing

Pre- requisite of Final Acceptance shall have the following:

- Installation & commissioning of all hardware (wherever required), software supplied under this RFP including customization & deployment of Software Related solution for Prohibition, Excise & Registration Department application, integration, Helpdesk set up etc.
- All documentation related to the developed solution and relevant acceptance test document (including IT Components, Non IT components).
- Installation and commissioning shall include:
  - Installation and Commissioning of IT, Non – IT components at SDC
  - For both IT & Non-IT equipment's software manuals / brochures / Data Sheets / CD / DVD / media are supplied to Prohibition, Excise & Registration Dept.
  - All hardware and software items must be installed and commissioned at DC as per the specification.
- Availability of all the defined services shall be verified and mutually agreed between Prohibition, Excise & Registration Department and the selected bidder
- Testing must demonstrate that the new systems satisfy the operational and implementation performance criteria mentioned in this RFP document
- The SI shall be required to demonstrate all the features / facilities / functionalities as mentioned in the RFP.

22 Deviations

- The bidder may provide deviation to the contents of the RFP document. It may be noted that once the deviation are provided, the bidder would not be allowed that to withdraw the deviation submitted.
- The Proposal evaluation committee would evaluate and classify them as "material deviation" or "non-material deviation". In case of material deviation, the committee may decide to "monetize" the value of the deviations, which will be added to the price bid submitted by the bidder OR declare the bid as non-responsive.
- The bidders would be informed in writing on the committee's decision on the deviation, prior to the announcement of technical scores. The bidders would not be allowed to withdraw the deviations at this stage. No correspondence in this matter will be entertained.
- In case of non-material deviations, the deviations would form a part of the proposal & contract.

No.	*Deviation*	*Material*	*Non-Material*	*Impacted Deliverable(s)*	*Impacted Timeline(s)*	*Financial Impact*
	< Deviation description >	*< Yes / No >*	*< Yes / No >*	*< Name(s) of Deliverables to get affected by the Deviation>*	*< Effect on Timelines due to the Deviation>*	*< Value >*

23 Indicative Project Plan

#	Project Delivery Milestone	T = Date of MSA
1	Team Deployment for the following: • Project Planning • Resource Planning • Development, Implementation andMaintenance Approach	
2	Data Migration Study and Approach Report	**T + 30 days**
3	Submission of SRS and High Level & Low Level design document	**T + 60 days**
4	Supply of all components including software licences (wherever required) at SDC	**T + 80 days**
5	Application Design & Development of land management information and instrument registration application & integration	**T+170 days**

	with 3rd partyapplication including payment gateway, SMS gateway, mail gateway, PAN, OGRAS, Development of Mobile Application	
6	Data Migration of existing system to new system and transition plans	**T+200 days**
7	Training and Performance Testing and User Acceptance Testing	**T+240 days**
8	Go-Live of the solution	**T+ 250 days**
9	Code Level Audit of the solution	**T+300 days**
10	**Operation and Maintenance**	**60 months post Go-live**

24 Payment Schedule

S No	Activity /Task /Milestones	Payment
1	Submission and acceptance of System Requirement Specifications, High-level, Low-level design of the solution along with the Data Migration approach report	10% of the Project value
2	Completion of 100% Unit Test	5% of the Project value
3	Completion of 100% Integration Test	5% of the Project value
4	Completion of 100% UAT	5% of the Project value
5	Completion of FAT	10% of the Project value
6	Data Migration of existing system to new system Change Management and Transition Plan	15% of the Project value
7	Successful Go-Live of the application	20% of the Project value
8	Operation and maintenance phase	Remaining 25% Payment in quarterly basis
9	Exit Management Plan	Remaining 5% of the Project value

25 List of Deliverables:-

This is a suggested list of deliverables (but not limited to) from the successful bidder include–

1. System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, integration with third party applications , Interface Specifications and application security requirements.
2. High Level Software Design document including Software Architecture design, Logical and Physical Database Design etc.
3. Low Level Software Design document including Programming Logic, Workflows etc.
4. Complete Source Code with documentation.
5. Data Migration Approach report
6. Test Plans and Test cases for

a. Unit Testing,
b. Integration Testing,
c. System Testing,
d. Final Acceptance Testing,
e. Security Testing,
f. Load Test Plan

7. Software Testing Documentation including complete defects/bugs/errors list , their corresponding resolution and code impact for
   g. System Testing
   h. Final Acceptance Testing
8. Application to monitor the SLAs to be supplied by the SI.
9. Training Manuals and literature
10. Manuals- User manuals covering all areas like Systems Administration, Installation, Maintenance and User level Operational issues and others as requesting by the Department
11. At least once a week Status, issues and Review Reports
12. Support services during Implementation, Operations and Support stage
13. Exit Management Plan
14. Escalation Mechanism on SLA's
15. Standard Operating Procedure Document

26 Performance Requirements: - Service Level Agreement (SLA)

The purpose of this Service Level Agreement (herein after referred to as SLA) to clearly define the performance criteria that shall be adhered to by the bidder for the duration of the project.

- Either Prohibition, Excise & Registration Department or Implementation Partner can initiate the procedure
- The "moving party" should promptly notify the other party that management escalation will be initiate

#.	SLA Parameter	Service Levels	Measurement Metrics	Penalty
1.	**Timelines**			
A.	Timely Delivery	All the milestones defined in the RFP have to be implemented on-time (with no delay).	To be measured (with reference to the approved submission of deliverable and approved timelines), in Number of weeks of delay from the date of	• For every one week or part there of delay in submission of deliverable would attract a penalty of 0.25% of the project

			submission as defined in the Implementation Schedule.	value per week or part thereof beyond the schedule date as mentioned in project plan schedule. Partial submission of the deliverable would also be treated as non-submission of the deliverable and above said penalty clause shall apply.
2.	**Quality of Work**			
A.	Correctness of Delivery	Delivery of application software (with respect to functionality), as defined in the Agreement have to be up and running First-Time-Right (with least errors/defects/bugs), as defined below: **Level 1 errors/ defects/ bugs** would be defined as the ones which have the greatest business impact wherein the user is not able to perform his/her regular work, or the output from the system is not as per the requirement. **Level 2 errors/defects/bugs** would be defined as the ones which have	• To be measured in number of errors/defects/bugs for each of the deliverables.	• Occurrence of errors/defects/bugs would attract a penalty per defect as per the following – • For Level 1= INR 50,000 • For Level 2=INR 25,000. • The penalty shall be deducted / adjusted from Quarterly pay-outs.

		medium business impact wherein the user is partially able to perform his/her regular work.		
B.	Training Satisfaction	In each of the training given by the Service Provider to the users. Feedback given by the trainees on the trainer should be 7 or more (on a scale of 10)	Feedback ratings received from Training participants, no. of participants and no. of Trainings delivered	In the event of not meeting the service levels, Implementation Agency shall i. Pay a penalty of Rs. 30,000 if average feedback rating from the participants is less than 7 for a particular training program at a particular Batch and repeat that training till the average feedback rating is 7 i. *The bidder will be solely responsible for conducting additional training sessions for the staff members providing the rating less than 7.*

**Feedback rating of less than 6 by 25% of the trainees of a batch will be considered as the Breach of the Agreement and Department reserves the Right to take disciplinary action or terminate the agreement .*

Operation & Maintenance Phase Service Levels

Three consecutive quarterly penalties (on actual) of more than 20% of the applicable fee in each quarter on account of any reasons attributable to the selected bidder may be deemed to be an event of default and termination.

The penalties for Operational Level SLAs shall be capped to a maximum of 20% of the total payout to SI for that particular Quarter.

. No.	Service Parameter	Service Definition	Measurement Metrics	Penalty
1.	Application service availability at DC and DR	The availability of all Application module services over internet / intranet / VPN should be greater than 99.75% in a month excluding the scheduled maintenance time.	Analysis of event logs performed through use of automated tools. IA shall ensure that all relevant events are logged, and such logs are made accessible to department appointed agency for review / report through automated tools. End to end loop back mechanisms must be established for checking the availability of services. Non-availability of even one of the agreed services would amount to no service available for the purpose of this SLA and thus breach	**Slab1:** Application availability - 97.75 % to 99.75% **Slab 2:** Application availability – below 97.75% **Penalty Slab 1:** For every 0.25% degradation in the uptime there will be a penalty of 1% of the Invoiced amount for that Quarter **Penalty Slab 2:** For every 0.25% degradation in the uptime there will be a penalty of 2% of the Invoiced amount for that Quarter

2.	Application Response Time	The average application response time for users (time taken for loading of a page) should not exceed 1. 5 Sec for home page 2. 5 sec for forms and user query 3. 3. 5 sec for reports. This does not include the transactions where the upload of documents are involved)	Application response time will be measured on the basis of automated reports at Client terminal operating on 2MBPS line The data should be captured through automated tools at least 1 hour during the business hours. Data during business hours can only be used for calculations of average response time. y scheduled downtime should not be included in the calculation of application response time.	**Slab 1:** Average Response Time between 5 seconds and 10 seconds for home page, forms, user query and reports. **Slab 2:** Average Response Time between 10 seconds and 15 seconds for home page, forms, user query and reports. **b 3:** Average Response Time above 15 seconds for home page, forms, user query and reports. **Penalty:** **Slab 1:** 1% of the Invoiced amount for that Quarter **Slab 2:** 2% of Invoiced amount for that Quarter **Slab 3:** 5% of the Invoiced amount for that Quarter
3.	Help desk Response time:	All the queries resolution times are applicable during business hours only. Resolution time: Within 4 working hours Defined as Time in which a complaint / query is resolved	Measured in terms of average time taken to resolve the reported incident in the billing quarter	Resolution time Slabs: 1. **Slab 1:** 4 to 8 working hours 2. **Slab 2 :** 8 to 16 working hours 3. **Slab 3 :** More than 16 working hours

		after it is reported to Support team		**Penalty** 1. **Slab 1:** 1% of the Invoiced amount for that Quarter 2. **Slab 2:** 2% of Invoiced amount for that Quarter 3. **Slab 3:** 5% of the Invoiced amount for that Quarter
4.	Manpower SLA (Support Manpower to be deployed at client place)	Absence without prior approval	Number of days absent	**Penalty** 2% of the proposed cost per resource per month for every one day of absence.

SLA Change Process:

The parties may amend this SLA by mutual agreement in accordance with the process described below. Changes can be proposed by either party.

The SI's representative will initiate an SLA review at quarterly. Normally, the forum for negotiating SLA changes will be Prohibition, Excise & Registration Dept.'s monthly meetings. Prohibition, Excise & Registration Department and SI will review the Service Levels and mutually agree whether to:

Add to, delete or change the Services to be measured and the corresponding Service Levels to reflect changes in Prohibition, Excise & Registration Dept.'s business operations; and

Improve the existing Service Levels, where warranted, to reflect operational or technical improvements.

Unresolved issues will be addressed using the issue management process.

The SI's representative will maintain and distribute current copies of the SLA document as directed by Prohibition, Excise & Registration Department Additional copies of the current SLA will be available at all times to authorized parties.

Service Levels for a New Service, Optional Service or Additional Services

With respect to a New Service, Optional Service or Additional Services, SI and Prohibition, Excise & Registration Department will establish initial Service Levels following full implementation of such Services which will apply during the initial 90-day period of SI providing such New Service, Optional Service or Additional Services.

To the extent appropriate, such initial Service Levels will be the same as or similar to existing Service Levels for the same or similar Services.

During such 90 days, SI and Prohibition, Excise & Registration Department will conduct a process for Measurement and Validation of Service Levels to validate the initial Service Levels and agree upon the actual Service Levels.

The finalized service levels shall be documented and implemented in adherence with the SLA version control process.

SLA Version Control

- All negotiated SLA changes will require changing the version control number.
- SLAs shall be documented for new services, optional services and additional services following the completion of measurement and validation for those SLAs.
- As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

Monitoring & Control Mechanism

Prohibition, Excise & Registration Department / PMU will monitor & control, payment recommendation based on objective achieved and process observance for selected bidder during project & O&M phase. Prohibition, Excise & Registration Department / PMU will also be responsible for activities including

Process Optimization: Review and recommend the optimization of the IT eco system to the Prohibition, Excise & Registration department

Change management: Review and recommend to Prohibition, Excise & Registration Department on any change requests proposed by selected bidder or user department during operational phase

Payment recommendation: Monitoring of the Software Related solution for Prohibition, Excise & Registration Department support services and assess the service delivery and recommend for quarterly payments accordingly.

Compliance Audit: Evaluate system for compliance related requirements

Management escalation procedures

- The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved. Implementing this procedure ensures that Prohibition, Excise & Registration Department and Implementation partner's management are communicating at the appropriate levels.
- Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable time frame.
- Either Prohibition, Excise & Registration Department or Implementation Partner can initiate the procedure
- The "moving party" should promptly notify the other party that management escalation will be Initiated.

27 Intellectual Property Rights

27.1 Products and fixes: All products and related solutions and fixes provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. <<'SI)'>>would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to Department for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing. development done during the implementation of the project must lie with the Department.

27.3 Residuals: In no event shall <<'SI'>> be precluded from independently developing for itself, or for others, anything, whether in tangible or non-tangible form, which is competitive with, or similar to, the deliverables set-out in this Agreement or Annexure. In addition, subject to the confidentiality obligations, <<'SI)'>> shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used in the course of providing the Services.

27.4 Source Code

Prohibition, Excise & Registration Department shall have a non-exclusive, non-replicable and non-transferable right (license) to use the source code of the developed solution for Prohibition, Excise & Registration Department. OEM should submit a self-declaration to this affect as part of authorisation certificate. The latest version of the Source Code for the entire solution shall be kept in a repository, after the initial certification by a 3rd Party and after the 'Go Live' by the SI. The SI shall ensure that the Source code shall be updated during the entire contract duration on a periodic basis with the time interval between consecutive updates not exceeding six months. Bidders should submit a declaration to this affect.

28 Warranty

- SI shall provide the comprehensive manufacturer's warranty and support in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the RFP. SI must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this RFP against any manufacturing defects during the warranty period of 60 months from the date of Go-live of the project.

- At the time of goods delivery, the selected bidder shall submit a certificate/ undertaking from all the respective OEMs mentioning the fact that the goods supplied are covered under comprehensive warranty & support for the prescribed period.

- SI shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP.

- SI shall obtain the <period> year product warranty and <period> year onsite free service warranty from OEM on all licensed software, computer hardware and peripherals, networking equipment and other equipment for providing warranty support.

- SI is responsible for sizing and procuring the necessary hardware and software licenses as per the performance requirements provided in the RFP. During the warranty period SI shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost in case the procured hardware or software is not adequate to meet the service levels.

- If during contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months, it shall be replaced by equivalent or higher-level new equipment by the SI at no cost. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost should be refunded. making available the replacement and repaired equipment for inspection, delivery of equipment or for commissioning of the systems or for acceptance tests / checks on per site basis, Purchaser reserves the right to charge a penalty.

- During the warranty period SI shall maintain the systems and repair / replace at the installed site, at no charge, all defective components that are brought to the SI's notice.

- The SI shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.

- SI shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions.

- The SI shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.

- SI shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure

that the uptime commitment as per SLA is met.

- Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).

- The SI shall develop and maintain an inventory database to include the registered hardware warranties

29 Change Control Schedule

This Schedule describes the procedure to be followed in the event of any proposed change to the Master Service Agreement ("**MSA**"), Project Implementation Phase, SLA and Scope of Work and Functional Requirement Specifications. Such change shall include, but shall not be limited to, changes in the scope of services provided by the *<<'SI'>>* and changes to the terms of payment as stated in the Terms of Payment Schedule.

The Department and SI recognize that frequent change is an inevitable part of delivering services and that a significant element of this change can be accomplished by re-organizing processes and responsibilities without a material effect on the cost. The SI will endeavor, wherever reasonably practicable, to effect change without an increase in the terms of payment as stated in the Terms of Payment Schedule and *the Department* will work with the *<<'SI'>>* to ensure that all changes are discussed and managed in a constructive manner. This Change Control Schedule sets out the provisions which will apply to all the changes to this agreement and other documents except for the changes in SLAs for which a separate process has been laid out in the section SLA. This Change Control Schedule sets out the provisions which will apply to changes to the MSA.

CHANGE MANAGEMENT PROCESS

a. CHANGE CONTROL NOTE ("CCN")

i. Change requests in respect of the MSA, the Project Implementation, the operation, the SLA or Scope of work and Functional Requirement specifications will emanate from the Parties' respective Project Manager who will be responsible for obtaining approval for the change and who will act as its sponsor throughout the Change Control Process and will complete Part A of the CCN attached as Annexure A hereto. CCNs will be presented to the other Party's Project Manager who will acknowledge receipt by signature of the CCN.

ii. The SI and Department, during the Project Implementation Phase and DEPARTMENT during the

Operations and Management Phase and while preparing the CCN, shall consider the change in the context of the following parameter, namely whether the change is beyond the scope of Services including ancillary and concomitant services required and as detailed in the RFP and is suggested and applicable only after the testing, commissioning and certification Project Implementation Phase as set out in this Agreement.

iii. It is hereby also clarified here that any change of control suggested beyond 25% of the value of this Project will be beyond the scope of the change control process and will be considered as the subject matter for a separate bid process and a separate contract. It is hereby clarified that the 25% of the value of the Project as stated in herein above is calculated on the basis of bid value submitted by the *<<'SI'>>* and accepted by the Department and or as decided and approved by *the Department.*

iv. It is hereby also clarified that the costs for the changes will be calculated on the basis of blended man-month cost quoted by SI in its bid and estimated blended man-month effort to be submitted by SI prior to taking up the change of control event and accepted by the Prohibition, Excise & Registration Department

b. Quotation

i. The SI shall assess the CCN and complete Part B of the CCN, in completing the Part B of the CCN the SI shall provide as a minimum:

1. a description of the change
2. a list of deliverables required for implementing the change;
3. a time table for implementation;
4. an estimate of any proposed change
5. any relevant acceptance criteria
6. an assessment of the value of the proposed change;
6. material evidence to prove that the proposed change is not already covered within the Agreement and the scope of work

ii. Prior to submission of the completed CCN to Department the Service Integrator will undertake its own internal review of the proposal and obtain all necessary internal approvals. As a part of this internal review process, the SI shall consider the materiality of the proposed change in the context of the MSA and the Project Implementation affected by the change and the total effect that may arise from implementation of the change.

c. Costs

Cost related estimates and Charges for Implementation under Change Control Note" are applicable only for out-of-scope changes. Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process provided the SI

meets the obligations as set in the CCN. In the event the SI is unable to meet the obligations as defined in the CCN then the cost of getting it done by third party will be borne by the SI.

d. Obligations

The SI shall be obliged to implement any proposed changes once approval in accordance with above provisions has been given, with effect from the date agreed for implementation and within an agreed timeframe.SI will not be obligated to work on a change until the parties agree in writing upon its scope, price and/or schedule impact.

ANNEXURE – A – FORMAT FOR CHANGE CONTROL NOTICE

Change Control Note		**CCN Number:**
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorised by *DEPARTMENT*	Date:	
Name:		
Signature: Received by the SI	Date:	
Name:		
Signature:		
Change Control Note		**CCN Number:**
Part B : Evaluation		

(Identify any attachments as B1, B2, and B3 etc.) Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.
Brief Description of Solution:
Impact:
Deliverables:
Timetable:
Charges for Implementation: (including a schedule of payments)
Other Relevant Information: (including value-added and acceptance criteria)

Authorised by the <<*'Total Solution and Service Provider (SI)'*>>	**Date:**
Name:	
Signature:	

Change Control Note	**CCN Number :**
Part C : Authority to Proceed	
Implementation of this CCN as submitted in Part A, in accordance with Part B is: (tick as appropriate)	
Approved	

Rejected **Requires Further Information** (as follows, or as Attachment 1 etc.)	
For *DEPARTMENT*	**For the <<*'Total Solution and Service Provider (SI)'*>>**
Signature	Signature
Name	Name
Title	Title
Date	Date

30 Confidentiality

A. Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which if disclosed in tangible form is market confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under this Contract or any other contract between the parties

   These restrictions will not apply to any information which:

   - ✓ is or becomes generally available to the public other than as a result of a breach of an obligation under this Clause; or
   - ✓ is acquired from a third party who owes no obligation of confidential in respect of the information ; or
   - ✓ is or has been independently developed by this recipient or was known to it prior to the receipt.

B. Notwithstanding Clause (A) mentioned above, either party will be entitled to disclose confidential information of the other (1) to its respective insurers or legal advisors, or (2) to a third party to the extent that this is required by any or where there is a legal right. Duty or requirement to disclose, provided that in the case of sub- Clause (ii) (and without branching any legal or regulatory requirement) where reasonably practicable not less than 2 business days notice in writing is first given to the other party.

C. Without prejudice to the foregoing provision of this Clause above bidder may cite the performance of the services to clients and projective clients as an indication of its experience.
D. The bidder shall not, without State prior written consent, disclose the commercial terms of this work order to any person other than a person employed by the bidder in the performance of the work order.
E. The clause on Confidentiality shall be valid for a further period of one year from the date of expiry or termination of the assignment, whichever is earlier.

31 Data Integrity

A. The bidder shall not, without prior written consent from BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR in connection therewith, to any person other than a person employed by the bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.
B. The bidder shall not, without prior written consent of BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR, make use of any document or information made available for the project, except for purposes of performing the Contract.
C. All project related documents issued by BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR, other than the Contract itself, shall remain the property of BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR and shall be returned (in all copies) to BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR on completion of the bidder's performance under the Contract if so required by BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR.

32 Indemnification

- The Bidder shall, at its own expense, defend and indemnify Department against any third party claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its (Bidder's) employees or agents, or by any other third party resulting from or by any gross negligence and/or wilful default by or on behalf of the Bidder and against any and all claims by employees, workmen, contractors, sub- contractors, suppliers, agent(s), employed, engaged, or otherwise working for the Bidder, in respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or like.
- The Bidder shall indemnify, protect and save Department and hold Department harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly from (i). a gross negligence and/or wilful default of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by

this contract (ii). breach of any of the terms of this tender document or breach of any representation or warranty by the Bidder (iii). use of the deliverables and or services provided by the Bidder (iv). Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.

- The Bidder shall further indemnify Department against any proven loss or damage to Department's premises or property, etc., due to the gross negligence and/or wilful default of the Bidder's employees or representatives to the extent it can be clearly established that such employees or representatives acted under the express direction of the Bidder.
- The Bidder shall further indemnify Department against any proven loss or damage arising out of loss of data, claims of infringement of third party copyright, patents, or other intellectual property, and third-party claims on Department for malfunctioning of the equipment at all points of time.

33 Termination and Blacklisting:

1. The Department may terminate this Agreement and Blacklist/Debar the vendor , in case of occurrence of any of the events specified below. In the event of such an occurrence, the First Party may give not less than 30 days written notice of termination to Second Party.

a. If the vendor is in material breach of its obligations pursuant to this Agreement and has not remedied the same within 30 days.
b. If the vendor becomes insolvent or goes into compulsory liquidation
c. If the vendor, in the judgement of Department, has engaged in corrupt or fraudulent practices in competing for or in executing the contract
d. If the vendor submits to Department a false statement which has material effect on the rights, obligations, or interests of the Department.
e. If the vendor places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Department.
f. If the vendor fails to provide Quality services as envisaged under this Agreement.
g. Serious discrepancy and delay in delivery of services or the performance levels agreed upon, which might have an impact on the functioning of the Call Centre.
h. Failure of the vendor mobilize manpower, follow local laws, clumsy execution of work, and total disregard to public safety and its own employees.
i. Failure to abide by any lawful directions of the Department.

Note: - Blacklisting/Debarment of the vendor shall be natural consequence of the termination. The Blacklisting/Debarment shall be for such a period as may be specified by the Department.
Provided that before placing the vendor in the blacklist, with or without the termination of the contract, the Department shall issue a notice given 15 days of time to the vendor.

2 Penalties: - The Department may impose a suitable penalty of the vendor of the failure of such activities as mentioned above. Such penalties shall be deducted from the pending bills/bank guarantee of the vendor. However, the Department shall issue a notice given 15 days of time to the vendor before imposing such penalty.

3 Termination Payments:- These payments shall mean the amount of payment by either party to the other party upon termination. Upon termination of the contract, Department may encash and appropriate the performance security/bank guarantee etc. The Department may clear outstanding dues of the sub-vendors of the second party out of such encashment and/or from the pending bills of the second party. After clearing such liabilities, any valid dues of the second party may be paid thereafter.

4 Blacklisting without termination: - The Department may blacklist the vendor without terminating the contract for any of the failures or acts of commissions or omissions under this Agreement.

5 **Foreclosure with Mutual consent: -**

a) Without prejudices to any provisions of this agreement, Department and the vendor may foreclose this agreement by mutual consent in circumstances which does not constitute either party's default without any liability or consequential future liability for either party.
b) Should a Party intend to foreclose this Agreement by mutual consent, the intending Party shall issue a notice to the other Party and upon issuance of such notice, the other Party may within 15 days from receipt of such notice either agree to such foreclosure or raise objection(s) to the same by intimating either of the two possible positions to the intending Party in writing.
c) In either case of the other Party agreeing to the proposed foreclosure or otherwise, the Parties may negotiate the proposed foreclosure and sign a Supplementary Agreement for foreclosure to the main Contract Agreement within 30 (thirty) days of the date agreeing by both Parties. Foreclosure shall not come into effect unless and otherwise Supplementary Agreement is signed.
d) Any attempt or endeavour for foreclosure by mutual agreement shall be without prejudice to the rights and obligations of the Parties herein and the factum of such an attempt or exercise shall not stop either of the Parties form discharging their contractual obligations under this Agreement.
e) For the avoidance of doubt, it is clarified that such foreclosure will be without prejudice to the Vendor and shall not affect the Vendor in any way if it wishes to bid in future projects of the Department.

6 Transition and Exit Plan:

The vendor shall ensure that the transition is smooth in case the contract is terminated or foreclosed with mutual consent. In addition to the cancellation of contract, Department reserves the right to charge appropriate penalties and liquidated damages from the selected agency. Further: -

a) All risks during transition stage shall be properly documented to ensure smooth transition without any service disruption.
b) The transition plan along with the period shall be mutually agreed between vendor and Department when the situation occurs. Vendor shall be released from the project once successful transition is done meeting the parameters defined for the successful transition.

34 Fraud or Corrupt Practices

a. The Bidders shall observe the highest standard of ethics during the Bidding Process and subsequent to the issue of the LOA and during the subsistence of the Agreement. Notwithstanding anything to the contrary contained in this RFP, or in LOA or the Agreement, the Department of Prohibition, Excise and Registration department, Government of Bihar may reject a bid, withdraw the LOA, debar the bidder for a period of one year from participating in the future projects of the Department or terminate the Agreement, as the case may be without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices. In such an event, the Department of Excise and Prohibition, Government of Bihar shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security as mutually agreed genuine pre- estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidders Proposal.

b. Without prejudice to the rights of the DEPARTMENT under Clause above and the rights and remedies which the DEPARTMENT may have under the LOI or the Agreement, if a Bidder, is found by the Authority 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, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by DEPARTMENT during a period of <1(one)year> from the date such Bidder, is found by the DEPARTMENT to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

c. For the purposes of this Section, the following terms shall have the meaning here in after respectively assigned to them:
   i. “corrupt practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of tendering and execution of the project;
   ii. “fraudulent practice” means aim is representation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
   iii. “coercive practice” means impairing or harming or threatening to impairer harm, directly or indirectly, any persons or property to influence any person participation or action in the Selection Process;
   iv. “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by Department of Prohibition, Excise and Registration, Government of Bihar 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
   v. “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

35 Dispute Resolution

i. The bids and any contract resulting there from shall be governed by and construed according to the Indian Laws.
ii. All settlement of disputes or differences whatsoever, arising between the parties out of or in connection to the construction, meaning and operation or effect of this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably between Department and the vendor's representative.
iii. In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:
iv. Conciliation: - All disputes or differences whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be first settled by way of conciliation and failing which, by way of arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties.
v. The dispute shall be first referred to the Development Commissioner for conciliation who shall conduct conciliation
vi. proceedings which will be held at Patna, Bihar.
vii. iii. Arbitration: - In case the conciliation proceedings fail, the dispute shall be referred to the arbitration as per the Arbitration Act.
viii. iv. All legal disputes will come under the sole jurisdiction of Patna, Bihar. The venue of the arbitration shall be Patna.
ix. The Arbitral award shall be final and binding on both the parties.
x. Work under the contract shall be continued by the vendor during the arbitration proceedings unless otherwise directed in writing by Department unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those which are otherwise explicitly provided in the contract, no payment due, or payable by Department, to the vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.

36 Limitation of Liability

The Vendor's aggregate liability shall be limited to the total contract value during the contract period. However, there shall be no cap on liability of the Vendor for below mentioned events:

- Any willful misconduct or gross negligence of the Vendor, its employees, its agents or employees of its subcontractors in the performance of the Services.
- Infringement of any patent, trademarks, copyrights, intellectual property rights etc. or such other statutory infringements or any other law in respect of the Services provided by the Vendor.

- The Department shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third-party tools/hardware/software or modules supplied by the Vendor as part of this Agreement.

37 Liquidated Damages

a. The liquidated damage is an estimate of the loss or damage that Department may have suffered due to non-performance of any of the obligations (under the terms and conditions) or delay in performance during the contract relating to activities agreed to be undertaken by the Bidder.

b. If the bidder fails to deliver the Solution or to perform the services within the time period(s) specified in the contract, Department shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 5% of the contract price for the respective location for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price for the respective location. Once the maximum is reached, Department may consider termination of the contract.

c. Performance of services shall be within the norms specified in the Service Level Agreement (SLA) forming a part of the contract. In case bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA.

38. Exit Management

Purpose

I. This sets out the provisions, which will apply on expiry or termination of the CONTRACT, the Project Implementation, Operation and Management SLA.
II. In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
III. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

Transfer of Assets

I. *DEPARTMENT* shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI to provide the *DEPARTMENT* with a complete and up to date list of the Assets within 30 days of such notice. *DEPARTMENT* shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to sell the Assets, if any, to be transferred to *DEPARTMENT* at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.
II. In case of contract being terminated by *DEPARTMENT*, *DEPARTMENT* reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued.
III. Upon service of a notice under this Article the following provisions shall apply:
    A. in the event, if the Assets to be transferred are mortgaged to any financial institutions by the SI, the SI shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the <<'State Designated Agency'>>.
    B. All risk in and title to the Assets to be transferred / to be purchased by the *DEPARTMENT* pursuant to this Article shall be transferred to *DEPARTMENT*, on the last day of the exit management period.

C. *DEPARTMENT* shall pay to the SI on the last day of the exit management period such sum representing the Net Block (procurement price less depreciation as per provisions of Companies Act) of the Assets to be transferred as stated in the Terms of Payment Schedule.
D. Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.
E. The outgoing SI will pass on to *DEPARTMENT* and/or to the Replacement SI, the subsisting rights in any leased properties/ licensed products on terms not less favorable to *DEPARTMENT* / Replacement SI, than that enjoyed by the outgoing SI.

Cooperation and Provision of Information

During the exit management period:

I. The SI will allow the *DEPARTMENT* access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the *DEPARTMENT* to assess the existing services being delivered;
II. promptly on reasonable request by the *DEPARTMENT*, the SI shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services .The *DEPARTMENT* shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The SI shall permit the *DEPARTMENT* to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the SI and to assist appropriate knowledge transfer.

Confidential Information, Security and Data

I. The SI will promptly on the commencement of the exit management period supply to the *DEPARTMENT* the following:
    A. information relating to the current services rendered and customer and performance data s in relation to the services;
    B. documentation relating to Computerization Project's Intellectual Property Rights;
    C. all current and updated data as is reasonably required for purposes of *DEPARTMENT* transitioning the services to its Replacement *SI* in a readily available format nominated by the *DEPARTMENT*
    D. all other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable *DEPARTMENT*, or its Replacement *SI* to carry out due diligence in order to transition the provision of the Services to *DEPARTMENT*, or its Replacement *SI* (as the case may be).
II. Before the expiry of the exit management period, the SI shall deliver to the *DEPARTMENT* all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the SI shall be permitted to retain one copy of such materials for archival purposes only.

Employees

I. Promptly on reasonable request at any time during the exit management period, the SI shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the *DEPARTMENT* a list of all employees (with job titles) of the SI dedicated to providing the services at the commencement of the exit management period.

II. Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the SI to the *DEPARTMENT*, or a Replacement SI ("Transfer Regulation") applies to any or all of the employees of the SI, then the Parties shall comply with their respective obligations under such Transfer Regulations.

Rights of Access to Premises

I. At any time during the exit management period, where Assets are located at the *SI*'s premises, the *SI* will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the *DEPARTMENT* and/or any Replacement *SI* in order to make an inventory of the Assets.
II. The *SI* shall also give the *DEPARTMENT*, or any Replacement *SI* right of reasonable access to the Implementation Partner's premises and shall procure the *DEPARTMENT* and any Replacement *SI* rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the CONTRACT as is reasonably necessary to migrate the services to the *DEPARTMENT* or a Replacement *SI*.

General Obligations of the SI

I. The *SI* shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the *DEPARTMENT* or its Replacement *SI* and which the *SI* has in its possession or control at any time during the exit management period.
II. For the purposes of this Schedule, anything in the possession or control of any *SI* is deemed to be in the possession or control of the *SI*.
III. The *SI* shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

Exit Management Plan

I. The *SI* shall provide the *DEPARTMENT* with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the CONTRACT as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
    A. A detailed program of the transfer process that could be used in conjunction with a Replacement *SI* including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
    B. plans for the communication with such of the *SI*'s staff, suppliers customers and any related third party as are necessary to avoid any material detrimental impact on the *DEPARTMENT*'s operations as a result of undertaking the transfer;
    C. (if applicable) proposed arrangements for the segregation of the *SI*'s networks from the networks employed by *DEPARTMENT* and identification of specific security tasks necessary at termination;
    D. Plans for provision of contingent support to *DEPARTMENT*, and Replacement *SI* for a reasonable period after transfer.
II. The SI shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
III. Each Exit Management Plan shall be presented by the SI to and approved by the *DEPARTMENT*
IV. The terms of payment as stated in the Terms of Payment Schedule include the costs of the SI complying with its obligations under this Schedule.

V. In the event of termination or expiry of CONTRACT, and Project Implementation, each Party shall comply with the Exit Management Plan.
VI. During the exit management period, the SI shall use its best efforts to deliver the services.
VII. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
VIII. This Exit Management plan shall be furnished in writing to the *DEPARTMENT* within 90 days from the Effective Date of this Agreement.

Detailed Implementation and Roll-out Plan

I. SI shall prepare a detailed roll-out plan for each of the districts in the phase and get the same approved by the *Nodal Officer*. SI is also responsible for conducting workshops for the key officers of *DEPARTMENT* and Department) of the Districts / State for presenting the District-Wise roll-out plan and get the approval of the same.

II. Before getting the final approval of the State Nodal Officer, the SI shall also provide the necessary assistance for the key stakeholder of the Districts / State during the design and implementation of the project in the State. A detailed rollout checklist should be maintained for migrating application to production as well as for location readiness.

39. Performance Bank Guarantee

The successful bidder is required to submit Performance Bank Guarantee (PBG) equivalent to 5% of the contract value defined in this RFP on or before signing of the subsequent contract typically within 15 days from the notification of LOI, unless specified to the contrary. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the bidder including warranty obligations.

40. Instructions to the Bidders

40.1 General

I. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Department on the basis of this RFP.
II. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Department. Any notification of preferred bidder status by the Department shall not give rise to any enforceable rights by the Bidder. The Department may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Department.

III. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

40.2 Compliant Proposals / Completeness of Response

1. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
2. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
3. Include all documentation specified in this RFP;
4. Follow the format of this RFP and respond to each element in the order as set out in this RFP
5. Comply with all requirements as set out within this RFP.

41 Key Requirements of the Bid

41.1 Right to Terminate the Process

I. The Department may terminate the RFP process at any time and without assigning any reason. The Department makes no commitments, express or implied, that this process will result in a business transaction with anyone.

II. This RFP does not constitute an offer by the Department. The bidder's participation in this process may result the Department selecting the bidder to engage towards execution of the contract.

41.2 RFP Document Fees

RFP document can be downloaded from the website www.eproc2.bihar.gov.in after paying tender fee of Rs. 5000/-and processing fee of Rs. 590 /. The fees will have to be paid through online on the above-mentioned website. Proposals received without or with inadequate RFP Document fees shall be rejected.

41.3 Earnest Money Deposit (EMD)

1. Bidders shall submit, along with their Bids, EMD of INR 30,00,000 (Thirty Lakhs only) in the form of Bank Guarantee issued by any Scheduled bank.
2. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
3. The EMD may be forfeited:

a) If a bidder withdraws its bid during the period of bid validity.
b) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

41.4 Submission of Proposals

a) The bidders should submit their responses as per the format given in this RFP in the following manner: 1) Technical Proposal and 2) Financial Proposal

b) Please Note that prices should not be indicated in the Technical Proposal but should only be indicated in the Financial Proposal.
c) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
d) The bids shall be uploaded through http://eproc2.bihr.gov.in as per the instructions available on the website.

42 Preparation and Submission of Proposal

42.1 Proposal Preparation Costs

- The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the Department to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.
- The Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

42.2 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

42.3 Tender Opening

I. The Proposals submitted up to due date and time will be opened at a date to be notified by a committee authorized by the Department, in the presence of such of those Bidders or their representatives who may be present at the time of opening.
II. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.

42.4 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender.

42 .5 Tender Evaluation for responsiveness

I. Initial bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals:

- Are not submitted in as specified in the RFP document
- Are found with suppression of details
- With incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in the checklist
- Have non-compliance of any of the clauses stipulated in the RFP
- With lesser validity period

II. All responsive Bids will be considered for further processing. The Department will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

43 Proposal Evaluation Criteria

43.1 Pre-qualification criteria: -

The Bidder shall fulfill all of the following eligibility criteria independently on date of submission of bid. The objective is to ascertain whether the bidder 's capacity is consistent with the needs of the project. The Pre-Qualification Proposal will be evaluated to verify if the bidder meets the pre-qualification criteria. The bidder shall meet the following criteria to eligible to qualify for next stage.

Note: The bidder shall not engage in subcontracting of any of the services to be provided under the terms of this Contract The bidder shall strictly deploy personnel on their permanent payroll for the e-registration project. The vendor shall submit EPF/ESI/Salary slips of resources to be deployed during the bid submission.

* *In case the vendor subcontracts the awarded work to a sub-contractor or outsource the work or part of the work to another firm without the prior consent of the Department, the Department shall forfeit EMD, withdraw LOA, blacklist the bidder for a period of one year from participating in the future projects of the Department or may terminate the Agreement*.

S No	Requirement	Criteria	Documents Required
1	Legal Entity	The Bidder should be a company registered under Indian Companies Act 1956/2013, LLP 2008 and subsequent amendments thereto. Registered with GST and PAN Authorities in India Should have been operating in India, for at least five years	Certificate of Incorporation Copy of Registration certificates with GTS and PAN

		Consortium and Sub-contracting is strictly not Allowed	
2	Turnover	The bidder must have achieved annual turnover of atleast INR 200 crore each in the last three years ending on 31 Mar 2021 from IT/ITes services.	Copy of the audited annual Financial statements for the last three years
3	Net worth	Positive Net worth for last 3 financial years	Copy of the audited annual Financial statements for the last three years
4	Presence	Bidder should have an office at Bihar. In case, Bidder does not have an office at present, then Bidder needs to submit an undertaking to open an office in Bihar within 30 working days from the date of signing of the agreement.	Proof of office in Bihar – Lease agreement/ Electricity Bill/ Phone bill/ any other proof - Undertaking on Letterhead signed by the authorized signatory of the Bidder
5	Relevant Experience	The bidder must have successfully completed / ongoing at least two similar project of value not less than INR 10 Crs each in last 7 Years as from the bid submission date **Note:** Similar Project means the project must be related to Land record or Property Registration for any State or Central Govt or Union Territory in India	Self-Attested Copies of Work orders with valid implementation/ completion certificates of the projects.
6	Manpower	Bidder should have a minimum 100 technically qualified personnel in the areas of Software design , development, maintenance on their permanent payroll	Declaration by Authorized Signatory / Company HR to be Submitted along with EPF/ESI/Salary slips
7	Certifications	The Bidder should possess a valid CMMi Level 5 certificate as on the date of submission of the bid.	Relevant certification Copies valid as on the date of bidding

		The bidder should also possess ISO 9001: 2015, ISO 27001:2013, ISO/IEC 20000 or Similar certification as on the date of submission of the bid	
8	Not Blacklisted	The bidder should not be blacklisted or debarred by any Central/State Government institutions, PSUs in India.	Undertaking on their letter head

1. The bidder needs to comply with all the eligibility criteria mentioned above. Non-compliance to any of these criteria would result into immediate rejection of the proposal.
2. The bidder is required to provide all supporting documents against each of the points for eligibility evaluation. Technical bid not accompanied by relevant supportive documents will not be considered for evaluation.
3. The Bidders must have all Certifications/registrations (like GST Registration, PAN, TAN, other required Licenses to operate as Internet Service Provider etc.) in order to comply all rules, regulation, acts of the governing / regulatory authorities.

43.2 Technical Evaluation Criteria

A detailed evaluation of the proposals shall be carried out in order to determine whether the bidders are competent, enough and whether the technical aspects are substantially responsive to the requirements set forth in the EOI. Proposals received would be assigned scores based on the parameters defined in table below. Bidders securing above 75% marks in the technical evaluation will only be considered for further Commercial Bid evaluation. Bids, which do not secure the minimum, specified technical score will be considered technically non-responsive and will not be considered for evaluation.

Sl. No.	**Technical Evaluation Criteria**	**Max Marks**
1	Past Experience of the Bidder	55
2	Proposed solution and Presentation	30
3	Resource Plan	15
	Total Marks	100

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
Bidder Financials and Past Experience				

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
1	Bidder should have annual turnover of at least Rs.200 Crores each in the last three Financial year, (FY 2018-19, FY 2019-20 & FY 2020-21) from IT / ITEs services	For annual Turnover of INR 200 cr- 300 cr – 3 Marks Or For annual turnover of more than 300 cr – 5 Marks	5	Audited financial statements
2	Experience in implementation of software design, development, maintenance & enhancements of any e-Governance system/ICT software of minimum value of INR 10 crore in a single work order during last 7 years.	Work order provided for 1-2 projects – 7 Marks Or For more than 2 projects- 10 Marks	10	Work Order/ Completion Certificate
3	Experience of the bidder on Design, Development & Implementation of Land related projects (Land Records/ e-Registrations or Land Revenue) in India during last 7 years with minimum value of ₹10 Crore each (Single work order of minimum value 10 crores)	For Project of value INR 10 crore – 15 crores – 20 Marks Or For project value of more than 15 crores – 25 Marks	25	Work Order/ Completion Certificate
4	Integration experience with Payment Gateway/ERP/Pan Card/Aadhar card for any Government body (state/central)/PSU/Govt Undertaking/Autonomous bodies /Private firms in India. Bidder shall provide at least 2 work orders for the same	Work order provided for 2-3 projects – 3 Marks Or For more than 3 projects- 5 Marks	5	Work Order/Client certificate (Specifically mentioned about Payment Gateway/ERP/FMS module)/Copy of the contract indicating the scope of work (Specifically mentioned about Payment Gateway/ERP/FMS module)/ Project

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
5	The bidder should have 100 minimum technically qualified personnel in the areas of software development, design, implementation and O&M	For >=100 and <200 resources – 3 Marks For more than 200 resources - 5 Marks	5	Undertaking from HR
6	The bidder must have following certifications with validity: o CMMI Level 5 (from CMMI Institute) o ISO/IEC 27001-2013 o ISO 9001:2015 o ISO/IEC 20000	o CMMI Level 5 (from CMMI Institute)- 2 Marks o ISO/IEC 27001-2013-1 Mark o ISO 9001:2015-1 Mark o ISO/IEC 20000-1 Mark	5	Certificates
Proposed Solution				
4.	Proposed Solution	Understanding of the requirement as mentioned in the scope of work O Application Architecture O Technical architecture O Security architecture O Integration Architecture O Deployment Architecture Approach for addressing scalability, high availability, performance, Inter-operability, Reusability, Manageability and Governance tools	10	Technical Document to be submitted
5.	Project Management Plan	The overall project management approach adopted by the responding firm to implement the project to meet the timelines. Approach for requirements validation, software development/ customisation, testing, and implementation and roll out plan, , training plan, formation of help desk Approach for O&M Phase etc	5	Technical Document to be submitted

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
6	Detailed Work Plan	Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones etc.	**5**	Technical Document to be submitted
	Training	The Evaluation will be based on: Proposed Training Schedule Plan to develop Training Manuals Number & Quality of personnel to be deployed for training at the site of Implementation of the Project	**5**	Technical Document to be submitted
	Presentation	Showcasing the organizations experience and project execution methodology through Presentation: Topics to be covered a) Organization Background b)Proposed Approach and Methodology c) Manpower deployment plan d) Project Management Plan e) Training plan etc	**5**	Presentation
Resource Deployment				

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
	Quality of CV for the full time resources as proposed in the RFP	**Project Manager** **Qualification:** . B.E./B.Tech./MCA with PMP/Prince2 certified **Experience** · >=15 years relevant experience in project management : 3 Marks · >=10 and <15 years of relevant in project management experience: 2 Marks · >=5 and <10 years of relevant in project management experience: 1 Mark · <5 years of relevant in project management:0 experience: 0	**15**	CV of the resources

		Proposed Domain Expert/Business Analyst: **Qualification** B.E./B.Tech./MCA/MBA/MSC(IT) with certification in Business Analysis like CBAP is preferred **Experience** · >=10 years relevant experience in business analysis : 2 Marks · >=5 and <10 years of relevant experience in business analysis:1 Mark <5 years of relevant experience in businessanalysis: 0 **Solution Architect:** **Qualification:** B.Tech/B.E/MCA/M.Tech in Computer Science/IT with TOGAFcertification is preferred **Experience** · >=10 years relevant experience as a Solution Architect : 2 Marks · >=5 and <10 years of relevant as a Solution Architect: 1 Mark · <5 years of relevant as a SolutionArchitect: 0 Mark **Senior Developer** **Qualification:** B.Tech/B.E/MCA/M.Tech inComputer Science/IT **Experience** · >=10 years relevant experience in software developer :2 Marks · >=5 and <10 years of relevant experience in software developer:1 Mark <5 years of relevant experience in software developer: 0 **Lead Tester:** **Qualification:** B.Tech/B.E/MCA/M.Techand Internationally recognized OEM certification in a Leading Testing Tool;		

		Experience · >=7 years relevant experience in softwaretesting:2 Marks · >=5 and <7 years of relevant experience insoftware testing:1 Mark <5 years of relevant experience in softwaretesting: 0 **Database Administrator** **Qualification:** B.Tech/B.E/MCA/M.Tech/MSc (IT) with certification from leading database OEMsis preferred **Experience** · >=7 years relevant experience in softwaretesting:2 Marks · >=5 and <7 years of relevant experience insoftware testing:1 Mark <5 years of relevant experience in softwaretesting: 0 **System Administrator (O&M)** **Qualification:** B. Tech/B.E/MCA withcertification like CCNA or equivalent **Experience** · >=7 years relevant experience in system administration :2 Marks · >=5 and <7 years of relevant experience in system administration: 1 Mark <5 years of relevant experience in system administration: 0		

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
	Total Score		**100**	

43.3 Presentation by the bidder:-

- The Qualified agencies will be invited to Vikas Bhawan, Secretariat, Patna, Bihar on a specified date to make an exclusive presentation before the Department.
- The presentation should cover the parameters mentioned above and a hard copy of the presentation should be submitted to the Department along with the soft copy in the email id: excise-bih@nic.in
- The objective of the presentation is to evaluate the agency's technical understanding of the household survey; hence, they should not reproduce whatever material given in the tender document in their presentation.
- The presentation should include their approach, project plan along with the profile of the team which would be involved in the survey, if selected.
- The Department, at its discretion, may reject the proposal of the agency without giving any reason, whatsoever.
- Any agency which fails to turn up for making the presentation will be removed from the evaluation process.

43.4 Financial Bid Evaluation

a) The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.

b) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

c) The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.

d) Any conditional bid would be rejected.

e) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

f) If there is no price quoted for certain material or service, the bid shall be declared as disqualified.

g) The Total Bid Price, as computed by the Purchaser shall be used for the purpose of Financial evaluation of bids.

44. Award Criteria

The Contract will be awarded on QCBS method. The technical and financial scores secured by each Bidder will be added using weightage of 75% and 25% respectively to compute a Composite Bid Score. The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of

the Project. The overall score will be calculated as follows:- Sn = 0.60 * Tn + 0.40* Fn

*Where, Sn = overall score of Bidder; Tn = Technical score of the Bidder (out of maximum of 100 marks); Fn = Normalized financial score of the Bidder

In the event the bid composite bid scores are 'tied', the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

45. Right to Accept Any Proposal and to Reject Any or All Proposal(s)

The Department reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Department action.

46. Contract Finalization and Award

a. The Department shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.

b. The Department may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly, total contract value may change on the basis of the rates defined in the financial proposal.

47. Signing of Contract

After the Department notifies the successful bidder that its proposal has been accepted, the Department shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between the Department and the successful bidder. The Draft Legal Agreement is provided as a separate document as a template.

49. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the Department may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the Department shall invoke the PBG of the most responsive bidder.

49 Annexure

Annexure I: TECHNICAL BID TEMPLATES

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Technical Evaluation Criteria.

Forms to be used in Technical Proposal:

Form 1: Undertaking on Total Responsibility
Form 2: Details of the Bidder
Form 3: Bank Guarantee for Earnest Money Deposit
Form 4: Letter of Proposal
Form 5: Blacklisting form
Form 6: Declaration on source code and IPR
Form 7: Warranty Certificate
Form 8: Manufacturer's authorization form
Form 9: Project Citiation format
Form 10: Proposed Project Plan and Implementation Schedule
Form 11: Form for Team Composition
Form 12: Format for CV of key personnel

Annexure II: FINANCIAL PROPOSAL TEMPLATE

Forms to be used in Financial Proposal:

Form 1: Financial Proposal
Form 2: Performance Guarantee

Form 1: Undertaking on Total Responsibility

No. Date:
To:

Dear Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful design, implementation , operation and support of e-registration solution as per the terms and conditions of the RFP.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :
Business Address:

Form 2: Particulars of the Bidder

Sr. No	Particulars	Details
1	Name of the Firm	
2	Registered Office address Telephone NumberFax Number e-mail	
3	Correspondence/ contact address	
4	Details of Contact person (Name, designation, address etc.)Telephone Number Fax Number e-mail	
5	Is the firm a registered company? If yes, submit Documentary proof. Year and Place of the establishment of the Company	
6	Former name of the company, if any.	
7	Is the firm ➢ Government/ Public Sector Undertaking propriety firm ➢ partnership firm (if yes, give partnership deed) ➢ limited company or limited corporation ➢ member of a group of companies (if yes, give name and address, and description of other companies) ➢ Subsidiary of a large corporation (if yes give the name and address of the parent Organisation) If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
8	Is the firm registered under Labour Laws Contract Act? If yes, submit valid registration certificate.	
9	Attach the organizational chart showing the structure of the organization including the names of the directors and theposition of the officers. Total number of employees	
10	Number of years of experience	
11	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	

12	How many years has your organization been in business under your present name? What were your fields when you established your organization? When did you add new fields (if any)?	
13	What type best describes your firm? (documentary proof to be submitted) · Manufacturer · Supplier	
Sr. No	Particulars	Details
	· System Integrator · Consultant · Service Provider (pl. specify details) · Software Development · Total solution provider (Design, Supply, Integration, O&M) · IT Company	
14	Number of Offices / Project Locations	
15	Do you have a local representation /office in Government of Bihar? If so, please give the address and the details of staff, infrastructure etc. in the office and no. of years of operation of the local office	
16	Do you intend to associate any other organization for the works for which you are bidding? If so, please give full particulars of that organization separately.	
17	Please give details of Key Technical and Administrative staff who will be involved in this project, their role in the project, their Qualifications & experience and the certification attained from network product Bidder. (documentary proof to be submitted)	
18	Is your organization has CMMi Level 5 & ISO 9001: 2015, ISO 27001:2013 certificates? If so, attach copies of the certificates. State details, if certified by bodies, other than that stated.	

19	List the major clients with whom your organization has been/ is currently associated.	
20	Were you ever required to suspend a project for a period of more than three months continuously after you started? If so, give the names of project and reasons for the same.	
21	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
22	In how many projects you were imposed penalties for delay ? Please give details.	
23	The bidder shall disclose details pertaining to all contingent liabilities, claims, disputes, matters in appeal & in court and any pending litigation against the bidder. If nil, an undertaking from the bidder mentioning the same.	
24	Whether your Organisation has Bank's certificate of solvency. If yes, submit documentary proof.	
25	Have any Government / Department / Publicsector Undertaking ever denied you tendering facilities? (Give details)	

Form 3: Bank Guarantee for Earnest Money Deposit

To,

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP #<RFP Number> dated<Date> for <Name of the assignment> (hereinafter called "the Bid") to the department

Know all Men by these presents that we <> having our office at <Address> (hereinafter called "the Bank") are bound unto the department (hereinafter called "the Purchaser") in the sum of Rs. <Amount in figures> (Rupees<Amount in words> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

i. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
ii. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
    1. Withdraws his participation from the bid during the period of validity of bid document; or
    2. Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Form 4: Letter of Proposal

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Technical bid for <e-Registration/Excise/2022/01 >

Dear Sir/Madam,

We, the undersigned, offer to supply, design , development , operation and support of e-registration solution to the Department of Prohibition, Excise and Registration, Government of Bihar with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <180> days as stipulated in the RFP document.

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

Yours sincerely,
Authorized Signature [In full and initials]: Name and
Title of Signatory:
Name of Firm: Address:
Location: _____
Date: _____

Form 5: Affidavit Format

AFFIDAVIT

1) I, the undersigned, do hereby certify that all the statements made in the required attachment are true and correct and if found fake/forged, the undersigned will be liable for infliction upon the FIR and lawful punishment as well as blacklisting.

2) The undersigned also hereby certifies that neither our firm M/s ……..has been black listed nor has abandoned any work in government departments in India nor any contract awarded to us for such works have been rescinded, during last five years prior to the date of this bid.

3) The undersigned hereby authorizes and request(s) the bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by the Department to verify this statement or regarding my (our) competence and general reputation.

4) The undersigned understand and agrees to furnish any further required qualifying information on request of the Department.

(Signed by an Authorized Signatory of the Firm)

Title of Officer

Name of Firm

Date:

Form 6: Declaration on Source Code and Intellectual Property Rights

No. Date:
To:

Dear Sir,
Sub: Self-certificate regarding the source code and Intellectual property rights under this Project

I, authorized representative of _____, hereby solemnly affirm to the IPR and Source Code rights as defined in Clause __ of Part III of this RFP document.

In the event of any deviation from the factual information/ declaration, DEPARTMENT reserves the right to terminate the Contract without any compensation to the System Integrator.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :
Business Address:

Form 7: Warranty Certificate

(On the bidder's Letterhead)

Tender Ref. Date: dd/mm/yyyy

To,

The IG
Prohibition, Excise & Registration Dept.,Vikash Bhawan, Bailey Road, Patna- 800001

Sir,

We warrant that the equipment(s) supplied under the contract would be newly manufactured, free from all encumbrances, defects and faults in material or workmanship or manufacture, shall be of the highest grade and quality, shall be consistent with the established and generally accepted standards for materials of the type ordered, shall be in full conformity with the specifications, drawings of samples, if any, and shall operate as designed. We shall be fully responsible for its efficient and effective operation. We also warrant that the services provided under the contract shall be as per the Service Level Agreement (SLA) with Prohibition, Excise & Registration Department This warranty shall survive inspection of and payment for, and acceptance of the Equipment and Services and shall expire only after 5 years after their successful installation and acceptance by Prohibition, Excise & Registration Dept.

We warrant that all services to be provided under the contract shall be as per our Service Level Agreement (SLA) with Prohibition, Excise & Registration Department This warranty on services provided shall remain valid for the entire duration of the services contract from the date of acceptance by Prohibition, Excise & Registration Dept.

The obligations under the warranty expressed above shall include all costs relating to labour, tools, spares, maintenance (preventive as well as unscheduled), and transport charges from site to manufacturer's works / service facilities and backfor repair or modification or replacement at site of the equipment or any part of the equipment, which under normal care and proper use and maintenance proves defective in design, material or workmanship or fails to operate effectively and efficiently or conform to the specifications and for which notice is promptly given by Prohibition, Excise & Registration Department to us (bidder). We shall provide on-site support for all the equipment and services supplied hereunder during the period of this warranty (5 years after acceptance for equipment and entire service period for services).

_____

Authorized SignatoryName :
Designation:
Seal:

Form 8: Manufacturers Authorization Form (MAF)

No. Date:

To
The IG,
Prohibition, Excise & Registration Dept.,
Vikash Bhawan, Bailey Road
Patna – 800001 (Bihar)

Subject: Issue of the Manufacturer's Authorization Form (MAF)

Ref: RFP/Tender No.:_____ Date:_____

We _____, (name and address of the manufacturer) who are established and reputed manufacturers of _____ having factories at _____ (addresses of manufacturing / development locations) do hereby authorize M/s _____ (name and address of the bidder) to bid, negotiate and conclude the contract with you against the above mentioned tender for the above equipment / software manufactured / developed by us.

We herewith certify that the above mentioned equipments / software products are not end of the life and we hereby undertake to support these equipments/software for the duration of minimum 5 years from the date of Submission of the Bid.

We hereby confirm that the offered Hardware/ Software is complying to the respective technical specification mentioned in RFP without any deviations.

Thanking you,

Yours faithfully

Name :

Designation :

Date :

Time :

Seal :

Form 9 - Project Citation Format

Relevant IT project experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client (email, Phone no.)	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, currentstatus)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order or Purchase Order (PO) or Letter of Intent (LoI)	

Form 10: Proposed Project Plan and Implementation Schedule

Work schedule and Planning for Deliverables

N⁰	Deliverables [1] (D-….)	Months									
		1	2	3	4	5	6	7	…..	n	Total
D1											

1. List the deliverables with the breakdown for activities required to produce them and other benchmarks such as the client's approvals. for phased assignments, indicate the activities, delivery of reports, and benchmarks separately for each phase.
2. Duration of activities shall be indicated in a form of a bar chart.
3. Include a legend, if necessary, to help read the chart

Bidders should enclose with their offers full details of all the services offered with full documentation and descriptive literature supplementing the description and point out any special feature of the equipment and services. All documentation is required to be in English

Form 11: Format for Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committedfor the engagement

Form 12: Format for Curriculum Vitae (CV) of key Personnel

General Information	Details
Name of the person & Photograph	
Current Designation/Job Title	
Current job responsibilities	
Proposed Role in the Project	
Whether resource is engaged by the firm in its own payrolls	Yes / No
Proposed Responsibilities in the Project	
Academic Qualifications: • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Summary of Projects undertaken/worked on (Only project name, client name, client contactdetails)	

Details of Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)
Prior Professional Experience covering:
• Organizations worked for in the past
  ○ Organization name
  ○ Duration and dates of entry and exit
  ○ Designation Location(s)
  ○ Key responsibilities
• Prior project experience
  ○ Project name
  ○ Client
  ○ Key project features in brief
  ○ Location of the project
  ○ Designation
  ○ Role
  ○ Responsibilities and activities
  ○ Duration of the project
Please provide only relevant projects.	

Proficient in languages (Against each languagelisted indicate if speak/read/write)	

ANNEXURE II:

Form 1: Financial Proposal

The bidders who will qualify the Technical Bid criteria will be eligible for Financial Bid opening. Financial bid will be submitted by the bidder in prescribed format as mentioned below:

#	Particulars	Price in figures(INR)	Tax	Total Price including taxes
	Total A: Software and License costs			
1	System software and licenses costs			
	Total B: Application Development and Database Creation Cost			
2.	Design, Installation, Development /Implementation cost , Testing , Commissioning and Customization of e-registration solution including training personnel			
	Total C: Migration Cost			
3	Data Migration from exiting application to new application			
	Total D: Operation and Maintenance Costs for 60 months after Go-live			
4	Manpower Cost for O&M for 5 years			
5.	**Grand Total (A+B+C+D)**			

Break up of Manpower cost for O&M as mentioned above:

#	Resource	Quantity	Rate of manpower per month	Tax	Total rate including tax
1	Project Manager	1			
2	Domain Expert/Business Analyst	1			
3	Solution Architect	1			
4	Senior Software Developer	1			
5	Software developer	2			
6	Lead Tester	2			
7	System Administrator	1			
8	Support Executive	10			

Break up of System Software and License costs as mentioned above: -

All the licenses required for the solution which is essential to meet the requirements mentioned in the Functional requirement specifications.

Sl. No.	Component Description	Make & Model/Version	Quantity (A)	Unit Rate (B)	Sub TotalAmount (C=A *B)	Applicable Taxes / GST (D)	Total Rate in in INR (E=C +D)
1.	Registration Solution Development/Customizati on/Platform						
2.	Data Base solution						
3.	Backup Solution						
4.	Archival Solution						
5.	IDAM Solution including single sign-on (SSO)						
6.	DNS Solution						
7.	Application Solution						
8.	DB Encryptions						
9.	DMS Solution						
10.	Antivirus and Antispam Solution						
11.	SAN Management Software Solution						
12.	OTP Authentication Management Solution						
13	Helpdesk Solution and related tools						
14	SLA Monitoring Solution						
15	Any other items required for the successfully implementation of theSoftware solution mentioned in SOP						

***** Bidder must quote appropriate number of licenses with their type and cost separately against each line item requiring licenses for use. In case license cost is NIL then it should be shown and marked asNIL. In case the licenses are not shown and quoted separately for any line item and any additional licenses are required for the reason whatsoever during the tenure of the project, the successful biddershall have to supply them free of cost to the Prohibition, Excise & Registration Department.

Notes:

1. The bidder must assess the requirements on their own and propose the items, hardware, software, licenses, services etc. to meet the requirements of the RFP and SLA. Any items not offered as part of the software BoM of the bid but required for successful implementation and O&M of the project, shall be supplied by the SI free of cost to the Prohibition, Excise & Registration Department.
2. The Prohibition, Excise & Registration Department may opt to not to procure some of the items proposed by the bidder in the BoM. The decision in this regard shall be taken before finalization of the contract. The cost of such left out items shall not be a part of the contract to be signed with the SI.

Annexure II: Components available for Software Related to Prohibition, Excise &Registration Dept.

Facilities provided by current SDC	to be brought by SI/available at SDC
Software Related solution for Registration Dept	To be Brought by SI
Database licenses	SQL database available at SDC
E-Mail & Directory Server	Available at SDC
Firewall	Available at SDC
SMS	Provided by Department of IT
Antivirus Server/gateway	Available at SDC
Central log management	Available at SDC
Infrastructure Management	Available at SDC
Document Management System	To Be brought by SI
Visualization Tools	To be Brought by SI
Integration (PAN, GSTIN, etc.) via API's	To be brought and configured by SI
Enterprise service Bus	To be Brought by SI
Testing Servers	To be Brought by SI
Staging Servers	Available at SDC, configured by SI
Enterprise Management System	Available at SDC
Infrastructure	Available at SDC
Load Balancers	Available at SDC
Proxy Server	Available at SDC
SSO	Under development/Available at SDC, only for Government Users
Application analyser	To be Brought by SI

Form 3: No Malicious Code Undertaking Letter

To

The IG
Prohibition, Excise & Registration Dept., Vikash Bhawan,
Bailey Road,
Patna- 800001

Dear Sir,

Sub: Undertaking for No Malicious Code for RFP No. e-Registration/Registration/2022/01 for Selection of System Integrator For Design, Supply, Implementation and Support e-Registration Solution for Prohibition, Excise & Registration Department, Government of Bihar; Dated 23/09/2022 over and above all our earlier conformations and submissions as per your requirements of the RFP, we confirm that,

1. All proposed software components in scope of supplies when shipped by_____, does not containembedded malicious code that would activate procedures to:-
   a) Inhibitthe desired and designed function of the equipment.
   b) Cause physical damage to the user or equipment during the exploitation.
   c) Tap information resident or transient in the equipment/networks.

2. We,_____will be considered to be in breach in case physical damage or malfunctioning is caused due to activation of any such malicious code in embedded software and thus be liable to repair, replace or refund the price of the infected software if reported (or, upon request, return) to the party supplying the software to Customer, if different than_____

Place:

Date

Seal and signature of the bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

Form 2: PERFORMANCE BANK GUARANTEE

PERFORMANCE SECURITY:

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

Whereas, <name of the supplier and address>(hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to the department (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, **<Name of Bank>** a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office>have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs.<Insert Value>(Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs.**<Insert Value>(Rupees<Insert Value in Words> only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <*Insert Date*>)

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed **Rs.<Insert Value>(Rupees <Insert Value in Words> only).**
II. This bank guarantee shall be valid up to <*Insert Expiry Date*>)

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <*Insert Expiry Date*>) failing which our liability under the guarantee will automatically cease