Bihar Society for Computerization of Registration Offices

(BISCORE)

Expression of Interest (EOI)

For

Selection of System Integrator

For Design, Supply, Implementation and Support of Integrated Land Information Management and Instrument, Society and FirmRegistration Solution for Prohibition, Excise & Registration Department, Government of Bihar

EOI No: Registration/EOI-01/2021

Date of Issue:22/02/2021

Prohibition, Excise & Registration Department

Government of Bihar

Disclaimer

The information contained in this EoI or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the Prohibition, Excise & Registration Departmentor any of its employees or advisers, is provided to bidders on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided. This EoI is issued by the Prohibition, Excise & Registration Department. This EoI is not an agreement and is neither an offer nor invitation by the Prohibition, Excise & Registration Departmentto the prospective bidders or any other person. The purpose of this EoI is to provide interested parties with information that may be useful to them in the formulation of their Bid pursuant to this EoI. This EoI includes statements, which reflect various assumptions and assessments arrived at by the Prohibition, Excise & Registration Departmentin relation to the requirements for BISCORE solution for the State. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This EoI may not be appropriate for all persons, and it is not possible for the Prohibition, Excise & Registration Department, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this EoI. The assumptions, assessments, statements and information contained in this EoI, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this EoI and obtains independent advice from appropriate sources. Information provided in this EoI to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Prohibition, Excise & Registration Departmentaccepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The Prohibition, Excise & Registration Departmentemployees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, and rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EoI or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the EoI and any assessment, assumption, statement or information contained therein or deemed to form part of this EoI or arising in any way in this Selection Process. The Prohibition, Excise & Registration Departmentalso accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this EoI. The Prohibition, Excise & Registration Departmentmay in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this EoI. The issue of this EoI does not imply that the Prohibition, Excise & Registration Departmentis bound to select an Bidder or bidders, as the case may be, for the selection of System Integrator and the Prohibition, Excise & Registration Departmentreserves the right to reject all or any of the Proposals without assigning any reasons whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Prohibition, Excise & Registration Departmentor any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and the Prohibition, Excise & Registration Departmentshall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Selection Process.

Abbreviations

Abbreviation	Description
BEC	Bid Evaluation Committee
BOC	Bid Opening Committee
BoM	Bill of Material
BOO	Build Own Operate
CA	Contracting authorities
CAPEX	Capital Expenditure
EMD	Earnest Money Deposit
FAT	Final Acceptance Test
GOB	Government of Bihar
INR	Indian Rupee
IT	Information Technology
MSI	Master System Integrator
ODBC	Open database connectivity
OPEX	Operational Expenditure
PMU	Project management Unit
R, A, C, I	Responsible, Accountable, Consulted, Informed
RFP	Request for Proposal
SDC	State Data Centre, (Located at Beltron Bhawan, Bihar)
SLA	Service Level Agreement
TCC	Tender Coordination Committee
TPA	Third party Audit
UAT	User Acceptance Testing.

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Section I: Invitation For Expression Of Interest (EOI)

Prohibition, Excise & Registration Department,Government of Bihar invites responses to this Invitation For Expression Of Interest (EOI) from System Integrator ("Bidders") for the provision of Design, Development, Implementation and Support of integrated land management information and instrument, Society and Firm registration solution,

1. Any contract that may result from this Government procurement competition will be issued for provisional term of five years.

2. The Prohibition, Excise & Registration Department / Government of Bihar reserves the right to extend the Term for a period of up to one year with a maximum of two years, such extension or extensions on the same terms and conditions which will be mutually agreed, are subjected to the Prohibition, Excise & Registration Department's obligations at law.

3. This document should not be construed as Tender/ Request for Proposal (RFP).

4. The Prohibition, Excise & Registration Department, Government of Biharhas adopted a two stage (EOI + RFP) Bidding process (collectively the Bidding Process) in evaluating the Proposals. During the first stage of Expression of Interest (EOI), credible Bidders having requisite capability for undertaking the Scope of Work shall be shortlisted based on qualification criteria specified in EOI document. Shortlisted Bidders based on EOI stage, shall be invited for Request for Proposal (RFP) stage.

5. The Prohibition, Excise & Registration Department,Government of Bihar reserves the right to modify and amend any of the stipulated condition/criterionin the EOI document depending upon project priorities vis-à-vis urgent commitments.

6. The Prohibition, Excise & Registration Department, Government of Bihar reserves the right to reject the EOI without assigning any reason.

7. Interested System Integrators having required capability, experience and resources to undertake the assignment may submit their response by means of online bids only through e-Tendering portal. For further details on e-tendering, interested bidders may refer Annexure II of the EoI document.

8. Bidders are advised to study this EOI document carefully before submitting their proposals in response to the EOI Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. This EOI document is not transferable.

9. Responses must be received not later than time, date and venue mentioned in the Fact Sheet. Responses that are received late WILL NOT be considered in this evaluation process.

Sl. No	Information	Details
1.	EOI No. and Date	Registration/EOI-01/2021, **Dated: 22/02/2021**
2.	Proposal Submission Start Date and Time	**03/03/2021 11: 00 AM**
3.	ProposalSubmission End Date and Time	**24/03/2021 till 03:00 PM**
4.	EOI validity period	**180 days from the bid submission date.**
5.	Tender Processing Fee (TPF) (Non-Refundable)	**INR 500 + Taxes (GST @ 18%) /- payable online through e-Procurement.**
6.	EOI Fee (Non-Refundable)	**INR. 10,000/- only (Rupees Ten thousand**

Sl. No	Information	Details
		only) payable online through e-Procurement
7.	Pre-Bid Meeting	**10/03/2021, 12:30 PM at Prohibition, Excise & Registration Dept., Vikas Bhawan, Bailey Road, Patna, Bihar-800015. (Bidder's queries should reach two day before the pre-bid conference at biscorebihar@gmail.com i.e. on or before 08/03/2021, 12: 30 PM)**
8.	Opening of EOI Proposals	**25/03/2021,03:00 PM**
9.	**Contact person for queries**	**Awadhesh Kumar Jha, Assistant I.G. of Registration (Computerization/BISCORE). Mobile: 91100-36305 email Id: biscorebihar@gmail.com Registration Dept., Vikas Bhawan, Bailey Road, Patna - 800015.**

10. The document should be purchased and submitted online via e-Proc portal only.
11. In the event of the date specified for receipt and opening of EOI application being declared as a holiday for Prohibition, Excise & RegistrationDepartment office the due date for submission of bids and opening of bids will be the following working day at the appointed times.
12. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the EOI document. Failure to furnish all information required as mentioned in the EOI documents or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.
13. The department doesn't take the responsibility for the delay/non-submission of proposal/non-reconciliation of online payment caused due to non-availability of internet connection, network traffic/holidays or any other reasons.
14. All further notifications/Corrigendum/Addendum, if any shall be posted on e-Procurement Portal (www.eproc2.bihar.gov.in).
15. For registration log in to https://eproc2.bihar.gov.in.
    e -Procurement Help Desk
    Toll Free Number: 1800 572 6571
    Email Id: eproc2support@bihar.gov.in
    Working Hours: 8AM to 7PM (All days in week except few selected state holidays).

A. Background information

1. Brief Overview

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 & RegistrationDepartment 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 applicationusing oracle database.

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.

2. Key objectivesof the project

The Needs and Expectations of the Stakeholders benefited from this project are:

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

B. General

- 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.
- 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 Prohibition, Excise & RegistrationDepartment.Any notification of preferred Bidder status by the Prohibition, Excise & RegistrationDepartment shall not give rise to any enforceable rights by the Bidder. Prohibition, Excise & RegistrationDepartment may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Prohibition, Excise & RegistrationDept.
- This EOI supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

C. Compliant Proposal / Completeness of Response

- Bidders are advised to study all instructions, forms, terms, requirements and other information in the EOI document carefully. Submission of the response shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications.
- Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
    - Include all documentation specified in this EOI;

- Follow the format of this EOI and respond to each element in the order as set out in this SOI
- Comply with all requirements as set out within this EOI.

D. Introduction

1. Cost of Bidding

The bidder is responsible for all costs incurred in connection with participation in this 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 Prohibition, Excise & Registration Department to facilitate the evaluation process. Prohibition, Excise & Registration Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2. Definitions

#	Term	Definition
1.	Department	Prohibition, Excise & RegistrationDepartment, SRO, DRO, any other department that falls under purview of Prohibition, Excise & Registration department
2.	Bid/Proposal	Response by the Bidder to fulfil the requirement of the Client under the EOI.
3.	Confidential Information	All information (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each stakeholder and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this EOI (including without limitation such location visits and meetings in connection with this Agreement);

E. The EOI Document

Bidder is expected to examine all instructions, forms, terms, and requirements in the EOI document. Failure to furnish all information required by the EOI document or submit a proposal not substantially responsive to the EOI document in every respect may result in the rejection of the proposal. The proposalsshould be submitted as mentioned hereunder on or before last date and time of submission mentioned in this EOI or through any corrigendum.

1. Pre-Qualification Bid Documents

1. A letter on the bidder's letter-head,

#	Documents Name	Required Document Reference
1	Undertaking on Total Responsibility	Annexure 1- Form 6
2	The profile of the bidder	Annexure 1- form 2
4	Audited annual financial results (balance sheet) of the bidder for the last three financial years.	
5	Statutory Auditor / CA Certificate for Net Worth , Profitability and annual IT/ITES services business of the bidder for the last three financial years	
6	Self-Declaration of bidder not been blacklisted by any Government Agency	Annexure 1- form8
7	Statement of Deviation from EOI Terms and Conditions	Annexure 1- form9

2. Certificate of Incorporation/Registration Certificate
3. The EOI feespaid through e-Payment mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card).

4. Copy of the certificate showing that the company is CMMi Level 3 or above, valid as on the date of bidding.
5. Certificate from HR Department of the company for a minimum 100 (one hundred) technically qualified professionals on company payroll (B.E/B.Tech/MCA on its payroll as 31.03.20).
6. Reference list of major clients (using services similar to scope of the work mentioned in the EOI.
7. Copy of PAN Card, GST Certification, EPF registration and Service tax registration duly attested by the authorized signatory of the Company.
8. Copy of Board resolution or POA for bidder, authorizing the person to sign on behalf of the company or Power of Attorney for the designated person.

2. Technical Bid

(a) EOI particulars.
(b) EOICoverletter (Refer Annexure I- Form 7).
(c) Proposed Technical Solution, details of services offered as per section III (Technical Proposal).

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 language only.

3. Pre-bid Conference (PBC) & Clarifications

Prohibition, Excise & RegistrationDepartment shall hold a pre-bid meeting with the prospective bidders on the mentioned date at office of Prohibition, Excise & RegistrationDepartment.The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to the Nodal officer as per the schedule of bids by email only in editable excel format.

The responses will be transmitted to the prospective bidders through appropriate means. However, it will be bidder's responsibility that they collect all responses. Non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a Bidder. The queries should necessarily be submitted in the following format in editable excels.

For each bidder, maximum of two representatives are allowed. The representatives should be employees of the Bidding Company.

#	EOI Document Reference(s)	Section	Page Number(s)	Content of EOI requiring Clarification(s)	Points of clarification	Suggested Clause (if any
1.						
2.						
3.						
4.						

Prohibition, Excise & Registration Department shall not be responsible for ensuring that the bidders' queries have been received and / or addressed by them. Any requests for clarifications after the indicated date and time may not be entertained by the Prohibition, Excise & Registration Dept.

4. Responses to Pre-Bid Queries and Issue of Corrigendum

Prohibition, Excise & Registration Department reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it. The corrigendum shall be uploaded on the website https://eproc2.bihar.gov.in.

Prohibition, Excise & Registration Department will endeavour to provide timely response to all queries. However, Prohibition, Excise & Registration Department makes no representation or warranty as to the completeness or accuracy of any response; nor does Prohibition, Excise & Registration Department undertake to answer all the queries that have been posed by the bidders.

At any time prior to the last date for receipt of bids, Prohibition, Excise & Registration Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective

Bidder, modify the EOI Document through a corrigendum. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website https://eproc2.bihar.gov.in.

Any such corrigendum shall be deemed to be incorporated into this EOI. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, Prohibition, Excise & Registration Department may, at its discretion, may extend the last date for the receipt of Proposals.

F. Preparation of Proposals

1. 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.

2. Hand written documents, Erasures or Alterations

The proposals containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the proposals. Filling up of the information using terms such as "OK", "noted", "as given in brochure/manual" is not acceptable and may lead to the dis-qualification of the proposal.

3. Authentication of Proposals

The Proposal should be accompanied by a board resolution/power-of-attorney in the name of the signatory of the Proposal.

4. EOI Validity

All bids should remain valid for a period of 180 days (i.e. 6 months) from the proposal submission date and Prohibition, Excise & Registration Department reserves the right to reject a proposal valid shorter than 6 months considering as non-responsive without any correspondence.

In special circumstances, Prohibition, Excise & Registration Department may solicit extension of the period of validity from a bidder. The request and the response thereto shall be made in writing. Extension of validity period by the bidder shall be unconditional. Bidder granting extension of validity will not be permitted to modify its proposal.

5. Fraud and corruption

Prohibition, Excise & Registration Department require that Bidder must observe the highest standards of ethics during the entire process. In pursuance of this policy, The Prohibition, Excise & Registration Department define, for the purpose of this provision, the terms set forth as follows:

- "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Department in contract executions.
- "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to Prohibition, Excise & Registration Department, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive The Prohibition, Excise & Registration Department of the benefits of free and open competition.
- "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which is given by the Prohibition, Excise & Registration Department in this EOI.
- "Coercive Practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

The Prohibition, Excise & Registration Department shall reject the Bid proposal for shortlisting for RFP stage, if it determines that the Bidder shortlisting for RFP stage, has been found to have been engaged in corrupt, fraudulent of unfair trade practices. Once the shortlisting for RFP stageis performed and if it is noticed that the SI has indulged into the Corrupt / Fraudulent / Unfair / Coercive practices, it will be a sufficient ground for The Prohibition, Excise & Registration Department for rejecting the proposal and initiate black-listing of the Bidder.

6. EOI Document Fees

- EOI document can be purchased from online via e-Proc portal (https://eproc2.bihar.gov.in) for**INR. 10,000/- (Rupees Ten thousand only)**paid through **e-Payment** mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only.
- The bidder may download the EOI document from the websitehttps://eproc2.bihar.gov.in. In such case, the online payment receipt of TPF and EOI document feesshould be submitted along with Proposal. Proposals received without adequate documents, TPF, EOI Document fees shall be rejected.

G. Submission of Proposal

1. The bidders should submit their responses as per the format given in this EOI in the following manner
   a. Pre-Qualification
   b. Technical Proposal.
2. Any deficiency in the documentation may result in the rejection of the proposal.
3. The proposals shall be uploaded through https://eproc2.bihar.gov.in as per the instructions available on the website.

H. EOI Opening and Evaluation of Proposals

1. Opening of Bids by Prohibition, Excise & Registration Dept.

- Prohibition, Excise & RegistrationDepartment will open all proposals in the presence of Bidder or his representative who choose to attend, and at the following address:
  Prohibition, Excise & Registration Dept.**,** Vikash Bhawan, Bailey Road, Patna, Bihar-800001.
- The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for Prohibition, Excise & RegistrationDepartment office, the Bid shall be opened at the appointed time and location on the next working day.
- The Bidder's names, bid modifications or withdrawal such other details, as Prohibition, Excise & RegistrationDepartment, at its discretion, may consider appropriate, will be announced at the time of opening.
- Proposals that are not opened and read out at EOI opening shall not be considered for further evaluation, irrespective of the circumstances.

2. Preliminary Examination

Prohibition, Excise & RegistrationDepartment will examine the proposalsto determine whether they are complete, whether the documents have been properly signed, and whether the proposals are generally in order.

Proposalsfrom agents without proper authorization from the manufacturer shall be treated as non-responsive.

A proposaldetermined as not substantially responsive will be rejected by Prohibition, Excise & RegistrationDepartment and may not subsequently be made responsive by the bidder by correction of the non-conformity.

Prohibition, Excise & RegistrationDepartment may, if necessary, waive any minor informality or non-conformity or irregularity in a proposal, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative shortlisting of any bidder.

3. Clarification of Bids

a) If deemed necessary, Prohibition, Excise & RegistrationDepartment may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the proposalsubmitted.Prohibition, Excise & RegistrationDepartment may, if so desire, ask the bidder to give a presentation for the purpose of clarification of the EOI. All expenses for this purpose, as also for the preparation of documents and other meetings, will be borne by the bidders.

b) Duringevaluationofproposals,Prohibition, Excise & RegistrationDepartment may,atitsdiscretion,asktheBidderforaclarificationofitsproposal.

4. Rejection Criteria

Besides other conditions and terms highlighted in the EOI Document, proposalsmay be rejected under following circumstances:

4.1 General rejection criteria

i Conditional proposals;
ii If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the EOI evaluation process;
iii Any effort on the part of a Bidder to influence the bid evaluation.
iv Proposalswithout signature of person (s) duly authorized on required pages of the proposal;
v Proposalswithout power of attorney/ board resolution.

4.2 Pre-Qualification rejection criteria

i Bidders not complying with the Eligibility Criteria given in this EOI document.
ii Failure to furnish all information required by the EOI Document or submission of a proposal not substantially responsive or clarification sought by Prohibition, Excise & RegistrationDepartment is not adequately addressed and complied by the bidder;

4.3 Technical rejection criteria

i Failure to furnish all information required by the EOI Document or submission of a proposal not substantially responsive to the EOI Document in every respect;
ii Bidders not quoting for the complete scope of Work as indicated in the EOI Document, addendum (if any) and any subsequent information given to the Bidder;
iii Bidders not complying with the Technical and General Terms and conditions as stated in the EOI Document;
iv The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this EOI document.

I. Criteria for Evaluation

a. The overall objective of this evaluation process is to shortlistcapable and qualified firms for RFP stage of selection of system integrator for Design, Supply, Implementation and Support of Integrated Land management Information and Instrument Registration Solution for Prohibition, Excise & RegistrationDepartment, Government of Bihar .

b. The bidder must possess the technical know-how and the financial wherewithal that would be required to successfully provide the services sought by Prohibition, Excise & Registration Department.

c. First the Pre-Qualification Proposal will be evaluated and only those bidders who satisfy the Pre-Qualification criteria specified in this EOI Document will be eligible for next set of technical evaluation. Technical Proposal Bidders who do not meet the Pre-Qualification criteria will not be considered.

d. The technical score of all the bidders would be calculated as per the criteria mentioned in this EOI. All the bidders who will achieve 60 or more marks in the technical evaluation would be eligible for the next stage, i.e. RFP.

e. All technically qualified Bidders will be invited to participate in the next round by issuing the RFP.

1. Pre-Qualification/ Eligibility Criteria(Subjected to finalization and approval)

The objective is to ascertain whether the bidder's capacity are 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

#	Parameter	Condition	Evidence required(Valid as on date of submission of the EOI)
PQ1	**Legal Entity**	A company incorporated in India under the Companies Act, 1956 Or,	Copy of Certificate of Incorporation
		Limited Liability Partnership (LLP) registered under LLP Act, 2008 and subsequent amendments thereto.	Copy of Certificate of incorporation

#	Parameter	Condition	Evidence required(Valid as on date of submission of the EOI)
		Registered with the GST and PAN Authorities in India	Copy of Registration Certificates with the GST and PAN Authorities
		Should have been operating in India, for at least five years	Copy of audited Balance Sheets and Profit &Loss Statements for the last five financial years (FY 2015-16, FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20) (In case last financial year i.e. 2019-20 annual reports are not audited, Copy of audited Balance Sheets and Profit & Loss Statements for the last five financial years (FY 2014-15, FY 2015-16, FY 2016-17, FY 2017-18, FY 2018-19).
PQ2	**Sales Turnover**	The Bidder should have an average annual revenue of at least INR 50 Crores each in last 3 financial years (FY 2016-17, FY 2017-18, FY2018-19)	Copy of audited Profit & Loss Statements for the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20) (In case last financial year i.e. 2019-20 annual reports are not audited, Copy of audited Profit & Loss Statements for the last three financial years (FY 2016-17, FY 2017-18, FY2018-19).
		Positive net worthfor last 3 financial years	Copy of audited Balance Sheets for the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20). (In case last financial year i.e. 2019-20 annual reports are not audited, Copy of audited Balance Sheets for the last three financial years (FY 2016-17, FY 2017-18, FY2018-19).
PQ3	**Certifications**	The Bidder should possess avalid CMMi Level 3or above certificate as on the date of submission of the bid.	Relevant certification Copies valid as on the date of bidding
		They should also possess ISO 9001: 2015, ISO 27001: or Similarcertification as on the date of submission of the bid.	Relevant certification Copies valid as on the date of bidding
PQ4	**Relevant Experience**	The Bidder should have implemented at least two projects of Software design, development, maintenance & enhancements of any e-Governance application with minimum value of INR 5 Crores (excluding ICT Infra), in last seven years from the bid submission date with 750 concurrent users **Or,**	Copy of Work Order and Completion Certificates from the client; OR/Work Order and Self-Certificate of Completion certified by the Statutory Auditor; Or Certificate of Completion certified by Statutory Auditor/Company Secretary in company Letter Head where the projects are under NDA; Self-attested declaration for Concurrency with 750 or more concurrent users.
		The Bidder should have implemented at least one project of Software design, development, maintenance & enhancements of any IT Registry System such as Aadhaar registration/land record registration/ vehicle registration/DBT/e-Gov project in last seven years with minimum value of INR 3 Crores from the bid submission date with 750 concurrent users **Or,**	
		The Bidder should have implemented at least 1 project of Software design,	

#	Parameter	Condition	Evidence required(Valid as on date of submission of the EOI)
		development, maintenance & enhancements of stamp duty and instrument registration (societies, will firm etc.) application with minimum value of INR 3 Crores in last seven years from the bid submission deadline.	
PQ5	**Manpower**	Bidder should have a minimum 100 technically qualified personnel in the areas of IT Consulting, software design, implementation and maintenance their permanent payroll	Declaration by Authorized Signatory / Company HR to be submitted
PQ6	**Blacklisting**	Should not have been blacklisted by Govt. of India/State Government/Central PSU at the time of bid submission date.	Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory from Bidder

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.

#	Evaluation Criteria	Maximum Marks
1	Bidder's Credential	45
2	Bidder's Experience	40
3	Proposed Solution	15
	Total	**100**

All the bidders who will achieve **60** or more marks in the technical evaluation would be invited for Request for Proposal (RFP) stage.

The following sections explain how the Bidders will be evaluated on each of the evaluation criteria.

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
1. Bidder's Credentials					**45**	
TQ1	**Bidder's Credentials**	**Annual Turnover**	**TQ1.1**	The bidder should have an annual revenue in last 3 financial years. · >= 200 Crores : 10 Marks . >=100 and <200 Crores: 6 marks · >=50 and <100 Crores : 4 Marks	**10**	Copy of audited annual revenue for the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20) and/ Annual Turnover certificate from CA (In case last financial year i.e. 2019-20 annual reports are not audited, bidder must submit previous three financial years audited annual reports i.e. (FY 2016-17, FY 2017-18, FY2018-19) and/ Annual Turnover certificate from CA).
		Years of Operation in India	**TQ1.2**	Years of operation in India · >=10 Years : 10 Marks · >=7 and <10 Years : 6 Marks · >=5 and <7 Years : 4 Marks	**10**	Certificate of Incorporation
		Organizational Manpower Strength	**TQ1.3**	Technically Qualified personnel in the areas of software development, design, implementation and O&M on firm's payroll · >=500 resources -10 Marks · >=200 and <500 resources - 6 Marks · >=100 and <200 resources - 4 Marks	**10**	Undertaking from HR
		Cash Flow Requirements	**TQ1.4**	The SI should demonstrate that it has access to, or has available, liquid assets, lines of credit, and other financial means (independent of any contractual advance payment) sufficient to meet the cash flow requirements estimated as below: · >= 100 Crores : 10 Marks . >=50 and <100 Crores: 6 marks	**10**	Copy of audited annual revenue for the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20) indicating Operating Cash Flowsand/ Operating Cash Flows certificate from CA (In case last financial year i.e. 2019-20 annual reports are not

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
				· >=15 and <50 Crores : 4 Marks		audited, bidder must submit previous three financial years audited annual reports i.e. (FY 2016-17, FY 2017-18, FY2018-19) and/ Operating Cash Flowscertificate from CA).
		Working Capital	**TQ1.5**	The bidder should have on an average a minimum working capital of INR 10 Crores per annum in last 3 financial years. · >= 100 Crores : 10 Marks . >=50 and <100 Crores:6 marks · >=10 and <50 Crores : 4 Marks	**5**	Copy of audited annual revenue for the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20) and/ Working Capital certificate from CA (In case last financial year i.e. 2019-20 annual reports are not audited, bidder must submit previous three financial years audited annual reports i.e. (FY 2016-17, FY 2017-18, FY2018-19) and/ Working Capital certificate from CA).
2. Bidder's Experience					**40**	
TQ2	**Bidder's Experience**	**Project Delivery in PSU/Govt**	**TQ2.1**	Experience in implementation of software design, development, maintenance & enhancements of any e-Governance system with a minimum project value of INR 5 Cr in a single work order when No. is : (5 marks for each reference maximum up to 4 references)	**20**	Work Order/Client certificate / Project Details certified by Company Secretary where the projects are under NDA;
		Registration Application Experience	**TQ2.2**	No. of Implementation of Software design, development, maintenance & enhancements of land record registration, stamp duty and instrument registration (societies, will firm etc.) application for any state or central government with a minimum project value of INR 3 Cr in a single work order when No. is : (2 marks for each reference with maximum up to 2references).	**4**	Work Order/Client certificate (Specifically mentioned about Registration application module)/ Project Details certified by Company Secretary (Specifically mentioned about Registration application module) where the projects are under NDA;

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
		Experience in O&M / Helpdesk support	**TQ2.3**	Experience in O&M / Helpdesk support for at least 3 years for a single implementation in any Government Organization/ PSU/ Govt. Undertaking/ Autonomous bodies in India/Pvt. Sector firmswith a minimum project value of INR 50 lacs in a single work order when No. is : (2 mark for each reference with maximum up to 3references).	**6**	Work Order/Client certificate / Project Details certified by Company Secretary where the projects are under NDA;
		Integration Experience with Payment Gateway/ERP /FMS	**TQ2.4**	Integration experience with Payment gateway/ERP/CFMS for any Government Organization/ PSU/ Govt. Undertaking/ Autonomous bodies/Pvt. Sector firms in India with a minimum project value of INR 50 lacs in a single work order when No. is : (2 mark for each reference with maximum up to 2references), Projects where integration as part of the overall scope of work shall also be considered.	**4**	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 Details certified by Company Secretary (Specifically mentioned about Payment Gateway/ERP/FMS module) where the projects are under NDA;
		Integration experience with PAN/Aadhaar	**TQ2.5**	Integration experience with PAN &/ Aadhaar for any Government Organization/ PSU/ Govt. Undertaking/ Autonomous bodies in India//Pvt. Sector firmswith a minimum project value of INR 50 lacs in a single work order when No. is : (2 mark for each reference with maximum up to 3references) – 6 marks	**6**	Work Order/Client certificate / Project Details certified by Company Secretary where the projects are under NDA;
3. Proposed Solution					**15**	
TQ3	**Proposed Solution**	**Requirement Clarity**	**TQ3.1**	Understanding of the requirements mentioned in the scope of work	**15**	Detail Technical Proposal
		Solution Architecture	**TQ3.2**	Solution Architecture Deployment Plan Sizing Requirements		Detail Technical Proposal

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
		Security	**TQ3.3**	Compliance Requirement to IT Act and other government guidelines Security of Data- Confidentiality, Integrity & Availability Security of Application to threats Access & Identity Management Application Security		Detail Technical Proposal
		Database Architecture	**TQ3.4**	Database design Database security including ensuring non repudiation of data and reconstruction of truth Expansion Capability – Scalability		Detail Technical Proposal
		Data Migration	**TQ3.5**	Data Migration Approach		Detail Technical Proposal
		Integration	**TQ3.6**	Integration with 3rd party system mentioned in scope of work		Detail Technical Proposal
Total Marks Obtained					**100**	

Bidders, whose bids are responsive, based on the qualification criteria defined in the Pre-Qualification Criteria and score at least the minimum marks required for qualifying in the defined scoring mechanism outlined in the technical evaluation criteria would be considered technically qualified.

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

Prohibition, Excise & RegistrationDepartment 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 Prohibition, Excise & RegistrationDepartment action.

4. Shortlisting of Bidders

In case the EOI process / public procurement process has not been completed within the stipulated period, Prohibition, Excise & RegistrationDepartment may like to request the bidders to extend the validity period of the EOI. Bidders shall extend their proposal validity as requested by Prohibition, Excise & RegistrationDept.; Prohibition, Excise & RegistrationDepartment may reject proposal for the bidders who do not provide the EOI validity extension upon request.

SectionII:Indicative Scope of Work

1. High Level Overall Scope of Work

The scope of work of the implementation can be divided into the following heads –

- **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 Hand Book for each and every modules and submodules.
  - Patch and update management.
- **Data Migration from existing Stamp Duty and Registration application**
- **Training and Capacity Building**
- **Operation & Maintenance**
  - Application support including modifications and integration with future systems
  - Bugs / Fixes Management
  - Software Change and Version Control
- **Help Desk Services**
  - User Support and Annual Maintenance of the application to SLA
  - Application monitoring and Compliance to SLA
  - Database Administration
  - User Administration
- **Warranty and Annual Maintenance Contract**

2. Solution Architecture

This section details outs the technology requirements for delivering registration services for the state. The design of solution is primarily driven by the fact that the workload of the department would reduce and the delivery of services would improve. Below is an indicative envisaged solution architecture of the registration application which depicts the different vertical and horizontal components of the Registration system.

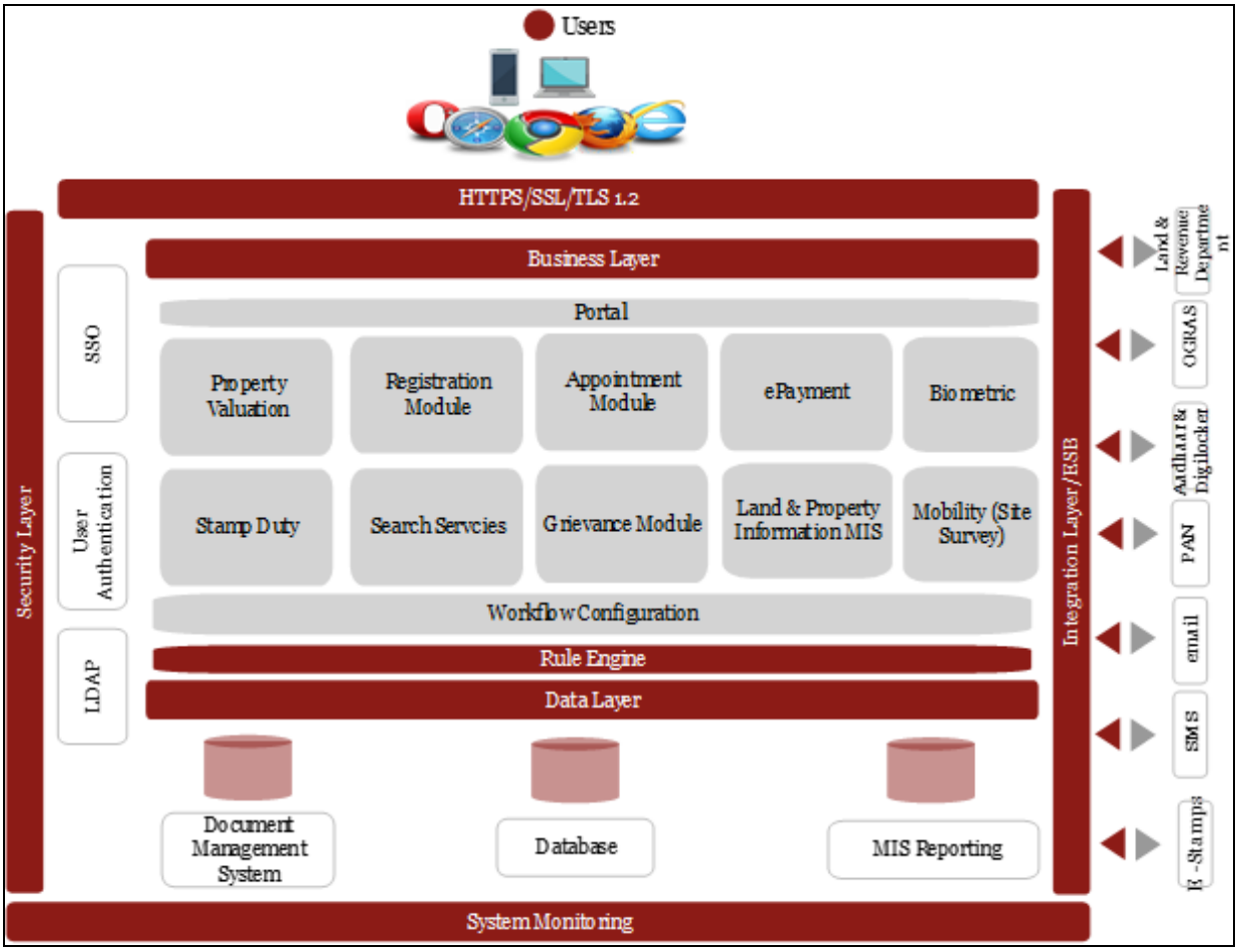


Figure 1: e-Registration Architecture

2.1 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

#	Modules	Functionality
10	MIS Reporting	Reporting Capability
11	Document Management system	Document Archival

2.2 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

2.3 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. However, Advanced Analytical models like AI/ML based predictive models are not in the scope of work.
- Document repository(DMS) is also suggested.

2.4 Document Management System

The document management system will act as content repository for all registration related data. Information about suppliers and related orders can be consolidated into electronic supplier files using the Business Modules. Upon creation of a contract or tender, DMS will automatically create a custom subfolder for managing all relevant information Orders can thus be processed and tracked accordingly.

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

2.5 Mobile application for Site Survey

Development of mobile application is suggested for site inspectors to verify property and land during inspection. This will help citizens and site inspectors to view real time status of the site under inspection. This will reduce the site inspection and approval time for an application under review.

Following are the features that are suggested.

a) Mobile offline store & go- Ability for system to work offline when in an area with no cellular coverage and automatically re-sync when back in cell coverage ("store-and-go") without user intervention.

b) Access and routing Access to permit data, documents and related property information while in the field. Workflow routing to and fro to users for application trail.
c) Application should have the ability to record the latitude and longitude of the surveyed field.
d) Review notes - The ability to view review notes in the field for use during an inspection. And also allow inspectors in the field to attach photos and documents to an inspection record in real-time using any hand held devices such as smartphones or tablets.

e) Mobile App shall be developed in android & iOS mode in the latest OS versions at the time of Go-Live and shall be developed in English only. The upgradation of OS patches shall be the responsibility of the SI. The Mobile App shall be integrated with the DMS solution.

2.6 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.

SOAP based web service based interfacing can be used for integration with external or third party systems. 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 PAN, CFMS, Digilocker and Land and Revenue department application

2.7 The 'System Monitoring' Layer

This layer will host the application infrastructure monitoring components like EMS, Audit services, DR and Back Up monitoring. The BSEDC has established policies and procedures to meet any event of disaster to protect and ensure continuation of business services. The Disaster Recovery (DR) and Business Continuity Plan (BCP) is to maintained by the BSEDC. In case BCP initiates the SI should provide necessary and required support to the BSEDC. SI shall also provide necessary and required support to BSEDC in application configuration on DR.

2.8 Audit Trail Services

Audit Trail Services will maintain an historical record of transactions that have been applied to an object or set of objects. The record should contain enough detail to determine how the objects affected by the transactions reached their current state. Audit Trail can be implemented by following the Prototype design pattern and also using database functionalities like trigger or stored procedures.

2.9 Exception, Error Handling & 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.

2.10 Server Management & Monitoring Services

This service will provide administration, management and monitoring functionality for networks, system software and applications, links to internet, hardware nodes etc. This service cuts across the presentation, business and integration layers. These services will help automate processes covering aspects like performance monitoring, network monitoring, incident management, data backup, disaster management etc.

3. Deployment Architecture

The deployment of the application is planned be at the SDC at the time of publication of this EOI; 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 instancesin 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

The SDC facilitates common infrastructure for Local Area Network (server farm switches, load balancers, DMZ switches etc.), Wide Area Network (Internet & Intranet routers), Information Security (firewall, IPS, antivirus, Anti-spyware, anti-malware, anti-spam etc.) & Storage (SAN switches, storage & backup library etc.). Software Related solution for Prohibition, Excise & RegistrationDepartment hosted in the State Data Centre shall be made available to the all DSRO/SRO through intranet and Citizen through Internet. The SDC will also facilitate in the Server Management and Monitoring Services.

4. Indicative Functional Requirements

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

Sl. No.	Modules	Indicative Functionality
1.	Rules & Workflow configuration	The system shall allow an authorized user to view the workflow history of a record
2.	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).
3.	Rules & Workflow configuration	The system will have the ability to set an effective date for a business rule or workflow change.
4.	Rules & Workflow configuration	The system will have the ability to set an expiration date for a business rule or workflow change.
5.	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.
6.	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).
7.	Rules & Workflow configuration	The system shall support configurable alerts (e.g., visual indicators displayed in the system) 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).
8.	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.
9.	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).
10.	Rules & Workflow configuration	The system shall have the ability to send email and sms notifications to internal and external users.

Sl. No.	Modules	Indicative Functionality
11.	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).
12.	Rules & Workflow configuration	The system shall be able to send out one communication multiple ways (e.g., both email and SMSs).
13.	Rules & Workflow configuration	The system shall have the ability to send out mass emails according to business rules.
14.	Rules & Workflow configuration	The system shall support the batch generation of communications for mail &SMSs
15.	Rules & Workflow configuration	The system shall be able to track the date and time communications were sent from the system (email, mailings, faxes, etc.) automatically.
16.	Appointment Module	The system shall be able to allow customers to request an appointment via the customer portal for land/property registration and Society/Firm registration
17.	Appointment Module	The system shall be able to allow customers to request preferred dates/times (not guaranteed) for an appointment via the customer portal.
18.	Appointment Module	The system shall be able to maintain an appointment calendars that govern the available timeslots for meetings according to business rules.
19.	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.
20.	Appointment Module	The system shall have the ability to schedule an appointment automatically according to business rules (e.g., next available date).
21.	Appointment Module	The system shall have the ability to re-schedule an event on the appointment calendar.
22.	Appointment Module	The system shall have the ability to cancel an event on an appointment calendar.
23.	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.
24.	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, distributing meeting invitations, and other related information.
25.	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).
26.	Appointment Module	The system shall have the capability to configure Working Days for an appointment calendar.
27.	Appointment Module	The system shall have the capability to configure Timeslots and Durations for an appointment calendar.
28.	Appointment Module	The system shall have the capability to configure Holidays and Non-Working Days for an appointment calendar.
29.	Appointment Module	The system shall have the capability to configure the Number of Events (e.g., meetings) per Working Day for an appointment calendar.
30.	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 changes to the meeting).
31.	Appointment Module	The system shall allow staff to capture information about the appointment (system date/time held, meeting notes, attendees, etc.).
32.	Appointment Module	The system shall support a meeting to be automatically required by the System according to business rules (e.g. pre-construction appointment).

Sl. No.	Modules	Indicative Functionality
33.	Appointment Module	The system shall be able to associate any documents that were presented at the appointment with the meeting record.
34.	Appointment Module	The system shall have the ability to charge a fee for a meeting according to business rules for that meeting type
35.	Registration Module	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 etc.), property to be transacted(land with or without structure), expected date of presentation of deed, other information as necessary • The system shall have a field to choose the amount of stamp value (maximum of 5000) • The system shall have the functionality to preview the form before submission • The system shall send an SMS and email notification on successful completion of form filling • The system shall register the mobile number of the applicant and send an OTP for verification
36.	Registration Module	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"
37.	Registration Module	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 is presented at residence
38.	Registration Module	Digital signing of deed : • The system shall record the deed after it is digitally signed by the registering officer using a Class II digital certificate. The DSC shall be procured by Prohibition, Excise & Registration Department, Government of Bihar.
39.	Registration Module	Delivery of deed : • The deed be deemed registered on the system once the delivery of deed is completed. • The system shall send an email and SMS notification on successful completion. • The system shall allow the users to search a deed by using the unique deed number. • SMS & email charges shall be borne by Prohibition, Excise & Registration Department, Government of Bihar.
40.	Registration Module	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 towards complete 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 to capture a precursor and successor deed no for maintaining a chain in the system.
41.	Firm & Society Registration	The system should facilitate the users to register their firm and society as per provisions of Society registration Act,1860, Bihar Societies Registration Rules, 2018 and other related Acts and Rules.

Sl. No.	Modules	Indicative Functionality
42.	Firm & Society Registration	The system should create login for the users and capture presentant detail including area of operation.
43.	Firm & Society Registration	The system should capture all members details including the required supported documents uploaded by the users.
44.	Firm & Society Registration	The system should show payment calculation and based on the calculation, the payment should be facilitated along with generation of receipt.
45.	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. 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 online and 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.
46.	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.
47.	Firm & Society Registration	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.
48.	Firm & Society Registration	All the functionalities of the existing application for Firm & Society registration should be provisioned in the application along with improved capabilities.
49.	Firm & Society Registration	The existing provisions of amendment for firm & societies should be implemented in the system.
50.	Site Survey	The system shall have the capability to configure and manage multiple inspection types.
51.	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.
52.	Site Survey	The system shall have the ability to designate required inspections for a project according to various business rules (e.g., application type, work type, filing type).
53.	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.
54.	Site Survey	The system shall support workflow for inspections that occur during the application process that are pre-inspections and post-inspections.
55.	Site Survey	The system shall have the ability to designate the skill set(s) required for the assigned inspector for that inspection type.
56.	Site Survey	The system shall have the ability to categorize inspection types by department.
57.	Site Survey	The system shall have the ability to categorize inspection types by permit type(s).

Sl. No.	Modules	Indicative Functionality
58.	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).
59.	Site Survey	The system shall provide the capability to present inspection details where the Applicant can view the history and status of inspections via the customer portal.
60.	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).
61.	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 as part of back office creation, and as part of creating an inspection record in the field.
62.	Site Survey	The system shall have the ability to display only the inspection types relevant to the user's department when creating and scheduling a new inspection.
63.	Site Survey	The system shall have the capability to display only the inspection types that the project is eligible for according to pre-defined business rules.
64.	Site Survey	The system shall allow an inspection to be manually created in the System by staff.
65.	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.
66.	Site Survey	The system shall be able to automatically schedule an inspection according to business rules (e.g., next available day for an electrical inspection).
67.	Site Survey	The system shall have the ability to route an inspection request submitted through the online portal to designated personnel for approval and assignment.
68.	Site Survey	The system shall have the ability for staff to log an inspection request received via telephone.
69.	Site Survey	The system shall have the ability to enforce business rules governing manual or automatic creation of inspections.
70.	Site Survey	The system shall be able to enforce Scheduling Rules (number of inspections per day, availability of inspectors, holidays).
71.	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).
72.	Site Survey	The system shall allow for the rescheduling of an inspection.
73.	Site Survey	The system shall allow for the cancellation of an inspection.
74.	Site Survey	The system shall allow for supporting documentation to be uploaded to the inspection record.
75.	Site Survey	The system shall be able to capture detailed instructions about the location of the inspection, such as a gate code.
76.	Site Survey	The system shall have the ability to request a "first available" inspection.
77.	Site Survey	The system shall display available dates/times according to business rules (e.g., inspector availability).
78.	Site Survey	The system shall provide a template, configurable by inspection type, to enter the inspection request information.
79.	Site Survey	The system shall allow the applicant to upload supporting documentation related to the inspection request.
80.	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.
81.	Site Survey	The system shall have the capability to display estimated inspector arrival time via the online portal based on the inspector's planned route captured in the system.
82.	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.

Sl. No.	Modules	Indicative Functionality
83.	Site Survey	The system shall have the capability to display estimated inspector arrival via the online portal based on data input by the inspector into the system.
84.	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).
85.	Site Survey	The system shall allow a user to view the inspection history for his or her project(s).
86.	Site Survey	The system shall have the ability to automatically notify applicant of key statuses via text message (e.g., inspection passed).
87.	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).
88.	Site Survey	The system shall be able to schedule an inspection for a day without having to specify the time of an inspection.
89.	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.
90.	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).
91.	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.
92.	Site Survey	The system shall allow an inspector to create a new inspection from the field using their mobile app.
93.	Site Survey	The inspector shall be able to take pictures with his or her mobile device and save them to the inspection record in real time.
94.	Site Survey	The system shall allow the inspector to provide notes regarding the picture(s).
95.	Site Survey	The system shall allow the inspector to place notes on a picture.
96.	Site Survey	The system shall have the ability to capture electronic signature using the mobile device out in the field.
97.	Site Survey	The system shall have the ability to allow a customer to sign a document using electronic signature via the mobile device out in the field.
98.	Site Survey	The system shall prompt the inspector to capture the results of the inspection using a configurable checklist by inspection type.
99.	Site Survey	The system shall prompt the inspector to capture the results of the inspection by indicating a result code for the inspection (e.g., passed).
100.	Site Survey	The system shall provide a template for the inspector to capture the inspection results using the mobile device.
101.	Site Survey	The system shall allow an inspector to select from a list of standard disposition and rejection codes for an inspection type(s).
102.	Site Survey	The system shall allow an inspector to select from a list of standard sets of comments and conditions for an inspection type(s).
103.	Site Survey	The system shall allow an inspector to select from a list of standard objection/infraction and violation types.
104.	Site Survey	The system shall allow the inspector to enter in comments/notations about the inspection.
105.	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.
106.	Site Survey	The system shall be able to prompt an inspector to address customer compliance with any applicants associated with the location as part of their inspection.
107.	Site Survey	The system shall have the ability to issue and print inspection documentation onsite (i.e., inspection report, violation notification).
108.	Site Survey	The system shall have the ability for the inspector to email the inspection report to the customer.

Sl. No.	Modules	Indicative Functionality
109.	Site Survey	The inspector must be able to indicate if he or she was unable to complete the inspection and indicate the reason(s) (i.e. no show, wrong location).
110.	Site Survey	The system must be able to automatically generate a fee according to business rules if the inspection could not be performed due to predefined reasons that warrant a penalty.
111.	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.
112.	Site Survey	The system shall allow the manual assignment of an inspection to an inspector.
113.	Site Survey	The system shall have the capability to alert the user if an assignment conflicts with pre-defined business rules, such as inspection type per inspector, or workload maximums.
114.	Site Survey	The system shall have the ability to automatically assign an inspection to an inspector according to business rules.
115.	Site Survey	The system shall have the ability to reassign inspections.
116.	Site Survey	The system shall be able to maintain the skillset for an inspector to assist in scheduling/assignment of inspections.
117.	Site Survey	The system shall allow inspectors to view on their mobile device a list of inspections assigned to them according to configurable criteria.
118.	Site Survey	The system shall allow the creation of a new inspection from a mobile unit.
119.	Site Survey	The system shall have the ability to send system messages to field staff via mobile units.
120.	Site Survey	The system shall provide an ability to transmit data in a bidirectional fashion from the field based on predefined intervals.
121.	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 body and 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 record according to business rules configured in the system. • The system will allow the Customer to review and confirm the transaction prior to submitting for processing.
122.	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.
123.	Stamp & Fee Duty Collection	The system shall be able to automatically assess and charge a fee to a record according to business rules configured in the system.
124.	Stamp & Fee Duty Collection	Payment of Stamp duty : • The system shall support payment online (through 3rd party or OGRAS) • 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

Sl. No.	Modules	Indicative Functionality
		in depth 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.
125.	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 Order Number, GL account number, Total Amount, Tender Type, Related Record ID, Applicant Information.
126.	Stamp & Fee Duty Collection	The system shall have the ability to generate receipts based on payments.
127.	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).
128.	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).
129.	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.
130.	Stamp & Fee Duty Collection	The System should be able to calculate annual cost increases, penalties and interest according to configured business rules.
131.	Stamp & Fee Duty Collection	The system shall have the capability to generate a receipt of payment that the applicant can print or download from the online portal.
132.	Stamp & Fee Duty Collection	Refund of Stamp Duty : • The system shall have the capability to allow a customer to request a refund for a previous payment, according to business rules. • The system shall have the capability to determine if transaction is eligible for 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.
133.	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.
134.	Stamp & Fee Duty Collection	The system shall have the capability to determine if transaction is eligible for refund according to predefined business rules.
135.	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.
136.	Stamp & Fee Duty Collection	The system shall be able to route a request for a fee exemption to staff for processing according to configurable workflow and business rules.
137.	Stamp & Fee Duty Collection	The system shall provide a list of all fees currently due with the online application prior to submission.
138.	Stamp & Fee Duty Collection	The system will allow the Customer to review and confirm the transaction prior to submitting for processing.
139.	Portal	The system shall provide a robust online portal capable of processing all online application types as per mentioned in Bihar Instrument Act and their associated workflow and business rules.
140.	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.
141.	Portal	The system shall be able to clearly indicate which fields were completed by a Customer and which fields were completed by Staff in the System.

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142.	Portal	The system shall clearly indicate which fields must be completed before the user can advance to the next screen.
143.	Portal	The system shall have the ability to enforce the OTP based mobile number registration prior to specific transactions being performed online.
144.	Portal	The system shall have the capability to allow specific transactions to be performed by sending OTP to registered mobile number.
145.	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 based OTP verification..
146.	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.)
147.	Portal	The system shall provide external links to Frequently Asked Questions (FAQ) pages that the customer can select without being logged in.
148.	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.
149.	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.
150.	Portal	The system shall provide robust query options for non-logged in users to search publicly available information stored in the system
151.	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).
152.	Portal	The system shall return relevant data that matches search criteria entered by the user via the online portal (additional searching and reporting requirements are included in the General Tab).
153.	Portal	The system shall provide appropriate online help features (chat, email, phone contact information) at all points in the application lifecycle.
154.	Portal	The system shall allow the user to indicate the location of their project, including address.
155.	Portal	The system shall notify the applicant 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, and provide information on how to contact Intake Staff for further assistance.
156.	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.
157.	Portal	The system shall provide a structured template for a user to submit a request for Agency assistance (e.g., prompt the user to log in or enter contact information).
158.	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.
159.	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).
160.	Portal	The system shall prompt the user to log in to the system when initiating the application process.

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161.	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.
162.	Workflow & User Management	The system shall be able to notify the user that pre-application assistance is available or recommended as an option for the application type that has been recommended.
163.	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).
164.	Workflow & User Management	The system shall allow a user to proceed directly to the application submission process without using the wizard (e.g., in no case shall the structured process hinder an advanced user to directly and quickly interact with the Agency).
165.	Workflow & User Management	The system shall be able to track trends related to customer inquiries (e.g., common questions 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.).
166.	Workflow & User Management	The system shall provide website analytics, which allow the Agency to track customer behavior on the customer portal.
167.	Workflow & User Management	The system shall provide an ability to track searches performed by the users on the customer portal to track trends.
168.	Workflow & User Management	The system shall support the online intake of requests for pre-application assistance from registered users of the customer portal.
169.	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 and evaluate the request for the meeting.
170.	Workflow & User Management	The system shall allow users to select a preferred (not guaranteed) date and time online for the pre-application meeting using the calendar to view available timeslots.
171.	Workflow & User Management	The system shall provide a checklist/FAQ's to the user to assist in determining if the user is ready to schedule a pre-application meeting or to notify them of prerequisites for the meeting.
172.	Workflow & User Management	The system shall allow staff to manually log a request for pre-application in the system.
173.	Workflow & User Management	The system shall track all activity related to application assistance (communications sent, meeting dates and attendees, notes from the meeting, associated documents).
174.	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.
175.	Workflow & User Management	The system shall allow OTP based mobile number registration to register a customer.
176.	Workflow & User Management	The system shall have the ability for a customer to access account-related information online via their user account.

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177.	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, Phone Number(s), Identification Numbers (e.g. driving license or PAN etc.).
178.	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).
179.	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.
180.	Workflow & User Management	The system shall have the ability to automatically approve user accounts.
181.	Workflow & User Management	The system shall provide password management (i.e. issue temporary passwords, change passwords).
182.	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.
183.	Workflow & User Management	The system shall provide the ability to prompt the user to set up any security questions/answers to assist with authentication.
184.	Workflow & User Management	The system should allow a designated System Administrator(s) to initiate a change to a Customer's username or password.
185.	Workflow & User Management	The system shall have the ability to have the user accept usage terms and conditions.
186.	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., "Duplicate account already exists. Did you forget your password?").
187.	Workflow & User Management	The system shall have the ability to prompt a user to respond to a series of questions to guide an applicant through the application process.
188.	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 application may expand or be disabled depending on selections made or data entered by the Applicant).
189.	Workflow & User Management	The system shall have the capability to allow applicants to submit applications online through the customer portal
190.	Workflow & User Management	The system shall have the ability to configure all necessary application content (data entry fields, help text, submittal requirements, etc.) in the online forms by application type.
191.	Workflow & User Management	The system shall have the ability to configure the submission requirements for each application type (e.g., supporting documentation that must be submitted).
192.	Workflow & User Management	The system shall have the ability to configure required and optional fields on the online application forms.
193.	Workflow & User Management	The system shall alert the applicant to complete any required missing data in mandatory fields and/or if required documentation has not been uploaded.
194.	Workflow & User Management	The system shall prevent submission of the application until all prerequisites for submission are met according to the criteria configured for that application type.

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195.	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.).
196.	Workflow & User Management	The system shall support the configuration of the numbering scheme for ID generation according to the department's preference.
197.	Workflow & User Management	The System shall support the generation of a permanent ID number for a draft application, which would be maintained as the permanent ID" upon submission.
198.	Workflow & User Management	The system shall have the ability for user to save incomplete/un-submitted applications (e.g., "draft").
199.	Workflow & User Management	The system shall prompt the user to save their application if the user attempts to navigate away from the application form.
200.	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.
201.	Workflow & User Management	The system shall have the ability to allow an incomplete application to be retained for a designated time period.
202.	Workflow & User Management	The system shall be able to automatically send a notification to the user that the application is going to expire due to inactivity
203.	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.
204.	Workflow & User Management	The system shall have the ability for the user to designate a point of contact(s) for an application other than the applicant and provide associated contact information and their project role.
205.	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.
206.	Workflow & User Management	The system shall allow documentation (including plans) to be uploaded as part of an application.
207.	Workflow & User Management	The system shall require supporting documentation to be uploaded for selected application types (e.g., documents, plans).
208.	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.
209.	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.
210.	Workflow & User Management	The system shall be able to conduct an automated compliance check prior to submission of the application for compliance with Agency business rules and policies for the application type the user is submitting.
211.	Workflow & User Management	The system shall notify the user of any issues that have been identified as a result of the compliance check (e.g., any required next steps or actions that must be taken by the Applicant, prior to submission).

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212.	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.
213.	Workflow & User Management	The system shall be configured to prompt the applicant to contact the appropriate Agency if a potential compliance issue is detected.
214.	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.
215.	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.
216.	Workflow & User Management	The system shall allow a user to view the status of all transactions associated with the account via the online portal.
217.	Workflow & User Management	The system shall allow a user to view the history of all past transactions associated with the account via the online portal.
218.	Workflow & User Management	The system shall be able to view all detailed history and information related to all transactions or projects with the Agency, past and present, and on an ongoing basis.
219.	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.
220.	Workflow & User Management	The system shall allow or prevent the modification of an existing application according to business rules and user authorization
221.	Workflow & User Management	The system shall allow or prevent the modification of an existing application through the customer portal according to business rules and user authorization.
222.	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).
223.	Workflow & User Management	The system shall allow a user to edit various data fields and previous selections made on an application form that has previously been submitted.
224.	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
225.	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 raised System shall assign a unique grievance id for grievance being raised
226.	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
227.	Grievance Module	Responding of Grievance : • System shall allow the assigned officer to respond to the grievance

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		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" •
228.	Grievance Module	Tracking of Grievance : • System shall send an email and SMS notification on response of a grievance • System shall allow tracking of a grievance based on the unique ID of the request •
229.	Grievance Module	Reopening of Grievance : • System shall allow the user to reopen a grievance after receiving a response for a grievance
230.	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.
231.	Technical	The system shall be a web-based application with logical and physical separation of the presentation, business logic, and data layers.
232.	Technical	The system shall provide a configurable and extensible data model and user interface.
233.	Technical	The system shall be capable of two factor authentication - OTP based sms and mail
234.	Technical	The system shall utilize a relational database management system (RDBMS)
235.	Technical	The system shall fully operate on State Data Center
236.	Technical	The system shall have the ability to support a 99.95% availability — excluding planned maintenance.
237.	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
238.	Technical	The solution functionality and associated business rules shall be configured and re-configured (through tools that do not require "code" modifications).
239.	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.
240.	Technical	The system shall provide the ability to configure and manage business and data validation rules.
241.	Technical	The system configuration shall be manageable through a graphical user interface.
242.	Technical	The system shall support biometric authentication for department login and during applicant's document registration process. The biometrics devices shall be procured by Prohibition, Excise & Registration Department, Government of Bihar & SI shall be integrating the devices with the application.
243.	Technical	The system shall have the capability to manage the end-to-end submission and processing of an application as defined in the functional requirements.
244.	Technical	The system shall provide a public portal for customers to submit, manage, and track their applications.

Sl. No.	Modules	Indicative Functionality
245.	Technical	The system shall support and enforce configurable data validation rules and conditions to ensure data integrity consistency throughout the application process.
246.	Technical	The system shall provide workflow-based metrics to be used in Key Performance Indicators.
247.	Technical	The system shall provide configurable dashboards that can display Key Performance Indicators.
248.	Technical	The system shall provide form/instructions in Hindi and English wherever it will be required. However, the data entry in the system shall be in English language only.
249.	Technical	The system shall provide the ability to transfer large files via email (up to 10MB total).
250.	Technical	The customer web portal shall support multiple access authorization levels for different users, user groups, or roles. Such as, anonymous users, read-only users, and advanced online users who have increased privileges to data.
251.	Technical	The customer web portal shall provide and support RESTful web services.
252.	Technical	Sensitive data is not passed in unsecured form fields or query strings.
253.	Technical	The Data Base size for transactional data to be migrated is approximately 10TB.
254.	Technical	The system shall allow the customer to configure their view and save their preferences.
255.	Technical	The customer web portal shall integrate information from multiple content sources into a unified, intuitive user interface.
256.	Technical	The customer web portal shall support robust search capabilities to locate information or data records quickly.
257.	Technical	The customer web portal shall be developed with the latest web design techniques and development technologies.
258.	Technical	The customer web portal shall provide consistent site navigation.
259.	Technical	The customer web portal shall be fully integrated with the Land information system
260.	Security	The systems shall be TLS 1.2 and HTTPS
261.	Security	The system shall require user authentication before the user can access certain business functions. The system shall allow staff and customers the ability to perform 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 & Registrationdepartment through security permissions.
262.	Security	The System must support SSO
263.	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”).
264.	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.
265.	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).
266.	Security	The system shall log all errors that include severity, date/time, error description, and error codes.

Sl. No.	Modules	Indicative Functionality
267.	Security	The system shall not store any private or sensitive data in the error logs (e.g., passwords).
268.	Security	The system shall provide configurable audit logging on transactions and activities a user may perform.
269.	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/browser information, the outcome of an event (success or failure), and any other supplemental information related to the event.
270.	Security	The system shall support user profiles that allow users to configure and save their system preferences to their user profile (e.g., user information, notification preferences, screen/table views, etc.).
271.	Security	The system shall allow an administrator to disable a user account.
272.	Security	The system shall have the ability to display the last date and time the user logged onto the system.
273.	Security	The system shall support role-based access control (RBAC) in managing user permissions.
274.	Security	The system shall provide granular access control to different types of data records based on the following permissions: - Read - Write - Modify - Delete Please describe how this works in your system?
275.	Security	System's should be able to interface with a secure FTP (sFTP) or DMS site to transfer files.
276.	Reporting	The system shall support scheduled reports that are sent to specific users or user groups. Reports to support multiple formats including PDFs, Excel, etc.
277.	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, field staff, etc.). The Prohibition, Excise & Registration Department, Government of Bihar currently does not have a GIS application.
278.	Reporting	The system shall provide built-in, ad-hoc reporting capabilities.
279.	Biometric Capture	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 also be 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.
280.	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.
281.	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.

Sl. No.	Modules	Indicative Functionality
		The valuation rates will be available in the system as per benchmark valuation standards set by the government.
282.	Property valuation	System should have the ability to modify the value of Plot, agricultural land or building by selecting its respecting District, Registration Office, Tehsil, village, Plot
283.	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.
284.	Property valuation	System should be able to charge registration and stamp duty fee according to the market value
285.	Property valuation	The system shall record the all the market value assessment in the database
286.	Biometric	Registration of an employee integration of record on system : • System shall have ability to import data from the external biometric device into the software
287.	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 to identify 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 the employee System shall allow manual modification of attendance record by authorized personnel
288.	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 while reconciling attendance record and leave record
289.	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 be on a separate server.

Sl. No.	Modules	Indicative Functionality
290.	Document Management system	• The system shall support for application based rights
291.	Document Management system	• The system shall support system privileges like Create/Delete Users, Define indexes etc.
292.	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
293.	Document Management system	The system shall support provide support for HTTPs/SSL for secured data transfer and session timeouts.
294.	Document Management system	1. The volume of data (in TB)that needs to be migrated from the existing DMS application to the new application is approximately 200 TB (structured & unstructured data). 2. The documents are stored in PDF format & Oracle Data Version 11G. 3. The name and version of the existing DMS application from which the data has to be migrated is as follows: Front End:.Net Framework 3.5 Back End: Oracle 11 G 4. 4. The total number of number of users is approximately 1000. 5. The total number of concurrent users is 500. 6. The DMS system should support English & Hindi languages only.
295.	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
296.	Document Management system	The system shall be able to keep track of the status, the date/time the jobs are started and ended, the creation and archival date of the documents.
297.	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.
298.	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 particular language

Sl. No.	Modules	Indicative Functionality
299.	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.
300.	MIS	The system should allow search by multiple parameters along with sorting and filtering facility on the data set generated through the search process
301.	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 defined during SRS preparation.

It is desirable that System Integrator adopts agile methodology while implementing the project. The above functional requirements will be discussed in detail to prepare detailed SRS documents by the selected bidder.

5. Data Migration

The System Integrator shall perform the **data migration from existing e-Score4.1 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 & RegistrationDepartment.Though Prohibition, Excise & RegistrationDepartment 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 & RegistrationDepartment 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 & RegistrationDept. 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 PDF files 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.

6. Indicative Compliance Requirements

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.

Section III :Terms and Conditions of EOI

1. Technical Proposal

Bidders will have to submit a structured and organized technical proposal, which will be analysed by Prohibition, Excise & Registration Department for different compliances with regards to the requirements of the project. The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this EOI. It should articulate in detail, as to how the bidder's technical proposal meets the requirements specified in the EOI. The technical proposal shall not contain any pricing information in full or part. In submitting additional information, please mark it as supplemental to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this EOI, the proposal must include a description of such services as a separate attachment to the proposal.

The technical proposal should address the following at the minimum:

1.1 Overview

- Overview of the proposed solution that meets the requirements specified in the EOI
- Overall proposed solution architecture covering
  - Application Architecture
  - Technical architecture
  - Security architecture
  - Integration Architecture
  - Deployment Architecture
- Proposed technical standards for the solution.
- Architecture and approach for addressing scalability, high availability, performance, Inter-operability, Reusability, Manageability and Governance tools.
- Unpriced Bill of material of all the components with the specifications.

1.2 Software and licences

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

1.3 Requirements

- SDC Cloud based Implementation, Operations & Service Level Management Plan.
- Data Migration, Quality Assessment Plan & Methodology etc.
- Solutions/Products proposed for platform & technologies for the project.

2. Right to Terminate the Process

a. Prohibition, Excise & RegistrationDepartment may terminate the EOI process at any time and without assigning any reason. Prohibition, Excise & RegistrationDepartment makes no commitments, express or implied, that this process will result in a business transaction with anyone.

b. This EOI does not constitute an offer by Prohibition, Excise & RegistrationDepartment. The bidder's participation in this process may result into Prohibition, Excise & RegistrationDepartment selecting the bidder to engage towards execution of the contract.

SectionIV: Annexure

Annexure I: Pre-Qualification & Technical Bid Templates

The Bidders are expected to respond to the EOI using the forms given in this section and all documents supporting Pre-Qualification / Technical Evaluation Criteria.

Pre-Qualification Bid & Technical Proposal shall comprise of following Forms:

Form 1: Compliance Sheet for Pre –Qualification& Technical Proposal

Form 2: Particulars of the Bidder

Form 3: Project Citation Format

Form 4: Letter of Proposal

Form 5: Format of Team Composition

Form 6: Format for Curriculum Vitae (CV) of Key Personnel

Form 1: Compliance Sheet for Pre-Qualification cum Technical Proposal (To be Updated)

(The pre-qualification proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Pre-Qualification cum Technical proposal).

#	Parameter	Condition	Evidence required (Valid as on date of submission of the EOI)	Compliance [Yes/ No]
PQ1	**Legal Entity**	A company incorporated in India under the Companies Act, 1956 Or,	Copy of Certificate of Incorporation	
		Limited Liability Partnership (LLP) registered under LLP Act, 2008 and subsequent amendments thereto.	Copy of Certificate of incorporation	
		Registered with the GST and PAN Authorities in India	Copy of Registration Certificates with the GST and PAN Authorities	
		Should have been operating in India, for at least five years	Copy of audited Balance Sheets and Profit &Loss Statements for the last five financial years (FY 2015-16, FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20) (In case last financial year i.e. 2019-20 annual reports are not audited, Copy of audited Balance Sheets and Profit & Loss Statements for the last five financial years (FY 2014-15, FY 2015-16, FY 2016-17, FY 2017-18, FY 2018-19).	
PQ2	**Sales Turnover**	The Bidder should have an average annual revenue of at least INR 50 Crores each in last 3 financial years (FY 2016-17, FY 2017-18, FY2018-19)	Copy of audited Profit & Loss Statements for the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20) (In case last financial year i.e. 2019-20 annual reports are not audited, Copy of audited Profit & Loss Statements for the last three financial years (FY 2016-17, FY 2017-18, FY2018-19).	
		Positive net worth for last 3 financial years	Copy of audited Balance Sheets for the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20). (In case last financial year i.e. 2019-20	

#	Parameter	Condition	Evidence required (Valid as on date of submission of the EOI)	Compliance [Yes/ No]
			annual reports are not audited, Copy of audited Balance Sheets for the last three financial years (FY 2016-17, FY 2017-18, FY2018-19).	
PQ3	**Certifications**	The Bidder should possess a valid CMMi Level 3or above certificate as on the date of submission of the bid.	Relevant certification Copies valid as on the date of bidding	
		They should also possess ISO 9001: 2015, ISO 27001: or Similar certification as on the date of submission of the bid.	Relevant certification Copies valid as on the date of bidding	
PQ4	**Relevant Experience**	The Bidder should have implemented at least two projects of Software design, development, maintenance & enhancements of any e-Governance application with minimum value of INR 5 Crores (excluding ICT Infra), in last seven years from the bid submission date with 750 concurrent users **Or,**	Copy of Work Order and Completion Certificates from the client; OR/Work Order and Self-Certificate of Completion certified by the Statutory Auditor; Or Certificate of Completion certified by Statutory Auditor/Company Secretary in company Letter Head where the projects are under NDA; Self-attested declaration for Concurrency with 750 or more concurrent users.	
		The Bidder should have implemented at least one project of Software design, development, maintenance & enhancements of any IT Registry System such as Aadhaar registration/land record registration/ vehicle registration/DBT/e-Gov project in last seven years with minimum value of INR 3 Crores from the bid submission date with 750 concurrent users **Or,**		
		The Bidder should have implemented at least 1 project of Software design, development, maintenance & enhancements of stamp duty and instrument registration (societies, will firm etc.) application with minimum value of INR 3 Crores in last seven years from the bid submission		

#	Parameter	Condition	Evidence required (Valid as on date of submission of the EOI)	Compliance [Yes/ No]
		deadline.		
PQ5	**Manpower**	Bidder should have a minimum 100 technically qualified personnel in the areas of IT Consulting, software design, implementation and maintenance their permanent payroll	Declaration by Authorized Signatory / Company HR to be submitted	
PQ6	**Blacklisting**	Should not have been blacklisted by Govt. of India/State Government/Central PSU at the time of bid submission date.	Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory from Bidder	

Form 2: Particulars of the Bidder

Sr. No	Particulars	Details
1	Name of the Firm	
2	Registered Office address Telephone Number Fax 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 the position 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	Has your organization CMMi Level 3 or above&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 / Public sector Undertaking ever denied you tendering facilities? (Give details)	

Form 3: 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, current status)	
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 4: Letter of Proposal

<Location, Date>

To,

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

Subject: Submission of the Proposal for Selection of System IntegratorFor Design, Supply, Implementation and Support of Integrated Land Information Management and Instrument, Society and Firm Registration Solution for Prohibition, Excise & Registration Department, Government of Bihar.

Ref: EOI having reference number _____ dated __/__/2021

Dear Sir/Madam,

We, the undersigned, offer to provide services for the Design, Development, Implementation and Support of integrated land management information and instrument, Society and Firm registration solution Systems Implementation solutions to the Prohibition, Excise & Registration Department, Government of Bihar in accordance with your Expression of Interest dated <insert date>. We are hereby submitting our Proposal, which includes thetechnical bid submitted to the Prohibition, Excise & Registration Dept., Vikash Bhawan, Bailey Road, Patna, Bihar-800001.

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

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:

Form 5: Format for Team Composition

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

Form 6: Undertaking on Total Responsibility

EOI Ref. Date:

To:

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

Dear Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project, as per the requirements and terms and condition of the EOIfor proposed solution.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Seal :

Business Address:

Form 7: EOI Cover Letter

To:

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

Subject: Selection of System Integrator For Design, Supply, Implementation and Support of Integrated Land management Information and Instrument, Society and Firm Registration Solution for Prohibition, Excise & Registration Department, Government of Bihar

Ref :EOINo._____, Dated: _____/2021

Sir/ Madam,

Having examined the EOI, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the EOI for Selection of Selection of System Integrator for Design, Supply, Implementation and Support of Integrated Software for Prohibition, Excise & RegistrationDepartment.

We attach hereto our responses to pre-qualification requirements and technical proposals as required by the EOI. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to Govt. of Bihar is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the EOI document and also agree to abide by this EOI response for a period of 180 days from the date fixed for bid opening.. We also herewith express our willingness to subject to Prohibition, Excise & Registration Dept.'s conditionality's regarding manpower recruitments (required for the project), change of hands of management and declaring upfront the source of funding for the project.

We agree that you are not bound to accept any EOI response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the EOI response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2020

(Signature) (In the capacity of)

(Name)

Duly authorized to sign the EOI Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

Form 8: Self-Declaration of bidder for not blacklisted by any Government Agency

EOI Ref. Date:

To:

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

Sub: Self Declaration of not been blacklisted in response to the EOI<<**>>**

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as on date__/__/_____.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of Board resolution/'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

Form 9: Statement of Deviation from EOI Terms and Conditions

EOI Ref. Date:

To,

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

Sir,

There are no deviations (null deviations) from the terms and conditions of the EOI. All the terms and conditions of the EOI are acceptable to us.

OR *(Strike out whatever is not applicable)*

Following are the deviations from the terms and conditions of the EOI. These deviations and variations are exhaustive. Except these deviations and variations, all other terms and conditions of the EOI are acceptable to us.

S. No.	Section No.	Page No.	Para	Statement of deviations and variations
1.				
2.				

Authorized Signatory

Name :

Designation:

Seal:

Annexure II: e-Procurement process related instructions.

Submission of Proposals (Through electronic mode only)

1. The bidder shall submit his bid/tender on e-Procurement platform at https://eproc2.bihar.gov.in.
2. The bidder must have the Class II/III Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website before participating in the e-tendering process. The bidder may use their DSC if they already have the DSC. They can also take DSC from any of the authorized agencies. For user-id they have to get registered themselves on e-procurement website https://eproc2.bihar.gov.inand submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.
3. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given in e-Procurement web site at the respective stage only. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site. The bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
4. All the required documents should be attached at the proper place as mentioned otherwise the tender of the bidder will be rejected.
5. Tender Processing Fee (TPF) to be paid through **e-Payment** mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only.

Note: "Bids along with necessary online payments must be submitted through e-Procurement portal https://eproc2.bihar.gov.in before the date and time specified in the NIT/EOI. The department/Tendering Authority doesn't take any responsibility for the delay / Non Submission of Tender / Non Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason."

6. The EOI opening will be done online only.
7. Any corrigendum or date extension notice will be given on the e-Procurement website only.
8. For registration log in to https://eproc2.bihar.gov.in.
   e -Procurement Help Desk
   Toll Free Number: 1800 572 6571
   Email Id: eproc2support@bihar.gov.in
   Working Hours: 8AM to 7PM (All days in week except few selected state holidays).