REQUEST FOR PROPOSAL (RFP)

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

Tender No: e-Registration Project/Registration/2023/01
Dated: 13/04/2023

Department of Prohibition,Excise and Registration
Government of Bihar

Contents:

1. **Introduction** 4
2. **Schedule of Bid Process** 4
3. **Background Information** 5
4. **Key Objectives of the Project** 5
5. **Scope of work** 5-6
6. **Existing System Implementation** 6-7
7. **Key features of e-Registration project** 7-8
8. **Solution Architecture** 8-10
9. **Deployment Details** 10-11
10. **Functional Requirements** 11-37
11. **Data Migration** 37-38
12. **Compliances Requirement** 38-39
13. **Indicative Bill of Material** 39-40
14. **Manpower Deployment** 40-43
15. **Scope of services for Operation and Maintenance** 44-45
16. **Helpdesk Service** 45-47
17. **Documentation** 47
18. **Acceptance Testing** 47-49
19. **Functional Requirements review** 49
20. **User Acceptance Testing** 49
21. **Final Acceptance Testing** 49-50
22. **Deviation** 50
23. **Indicative Project Plan** 50
24. **Payment schedule** 51
25. **List of Deliverables** 51-52
26. **Service level Agreement** 52-59
27. **Intellectual Property Rights** 59
28. **Warranty** 59-60
29. **Change Management** 60-65

30. **Confidentiality..... 66**
31. **Data Integrity 66**
32. **Indemnification..... 66-67**
33. **Termination and Blacklisting 67-68**
34. **Fraud or Corrupt Practices 68-69**
35. **Dispute Resolution 70**
36. **Limitation of Liability..... 70**
37. **Liquidated Damages 71**
38. **Exit Management..... 71-74**
39. **Instruction to Bidders 74-75**
40. **Key Requirements of bid 75-76**
41. **Preparation and submission of Proposal 76-77**
42. **Proposal Evaluation Criteria 77-86**
43. **Award Criteria..... 86**
44. **Right to accept or reject proposal 87**
45. **Contract Finalization and award..... 87**
46. **Signing of Contract..... 87**
47. **Failure to agree with T&Cs of RFP 87**
48. **Annexure..... 88-109**

1 Introduction

1. The Department of Prohibition,Excise and Registration, Govt. of Bihar invites bids from eligible agenciesforthe Design, Supply, Implementation, Operation, Maintenance and Management of e-Registration project for the Department of Prohibition, Excise and Registration, Bihar.

2. All proposals submitted in response to the RFP document must be accompanied by an EMD of Rs 30,00,000 (Rupees Thirty Lakhs Only) in the form of Bank Guarantee in favor of **Excise Commissioner Cum I.G. Registration**,**Account Number – 922020004238912, Branch Name – AXIS Bank Limited RajaBazar**,payable at Patna. Bids submitted without adequate EMD will be liable for rejection.

3. The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

2 Schedule of Bid Process

SL#	Information	Details
1.	RFP No. and Date of availability	e-Registration Project/Registration/2023/01, Available for download from 13April 2023,4:00 PM onwards till4 May 2023, 4:00 PM
2.	Last date for submission of written queries for clarifications	18 April 2023, 5:00 pm Email: excise-bih@nic.in
3.	Date of pre-bid conference	19 April 2023, 4:30 pm atConference Room, Department of Prohibition, Excise and Registration, Vikash Bhawan, New Secretariat, Patna – 800 015
4.	Release of response to clarifications	24April 2023, 5:00 PM
5.	Last date of submission of bid	4 May 2023, 4:00 PM
6.	Opening of Technical Bids	4 May 2023, 4:30 PM
7.	Opening of Financial Bids	To be intimated
8.	Contact person for queries	Manoj Kumar Sanjay AIG, Registration email: excise-bih@nic.in

3 Background Information

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

b) BISCORE is the state level society to monitor & co-ordinate 38 district level societies for all the districts in Bihar which is responsible for the computerization & digitalization process of the department. It undertakes all the ICT related interventions to ensure efficient citizen centric service delivery and is the driving force behind implementation & replication of SCORE in all registry offices of Bihar. The computerized registration has been implemented in all Registration offices located in 38 districts of Bihar. On an average District Registry Office(DRO) register, 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 is captured online via centralized application.

4 Key Objectives of this project: -

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

5 Scope ofwork: -

5.1 Application Development, Customization, and Implementation

- Development of the Project Implementation plan
- System due diligence and submission of detailed report
- Business requirement gathering and process study
- Design, Supply, Installation, Configuration & Customization of Software Related solution forProhibition, Excise & Registration Department as per requirements outlined in the 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 module and sub-modules to be prepared and submitted to the client. Approval of the same from the client to be taken.
- Developing and designing of Operational Handbook for each and all modules and submodules.
- Patch and update management.

5.2 Data Migration from existing Stamp Duty and Registration application

5.3 Training and Capacity building

5.4 Operation and Maintenance

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

5.5 Manpower: -

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

5.6 MIS Report: -

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

5.7 Helpdesk services

6. Existing system Implementation:

The following IT systems are implemented and currently being used for the registration and e-stamp activities; SCORE is the existing system for Computerized Registration, application is hosted at Bihar State Data Center.

a. Existing Server Details

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

b. Existing Database Details

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

c. Existing Application Details

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

d. Application User Details (Registration & Stamp Department)

S. No.	User / User Type	Number
1.	IG	1
2.	Additional IG	1
3.	District Registrar/Sub-Registrar	For all 137 Registry/Sub-Registry offices
4.	Others (like Assistant etc)	As per the site

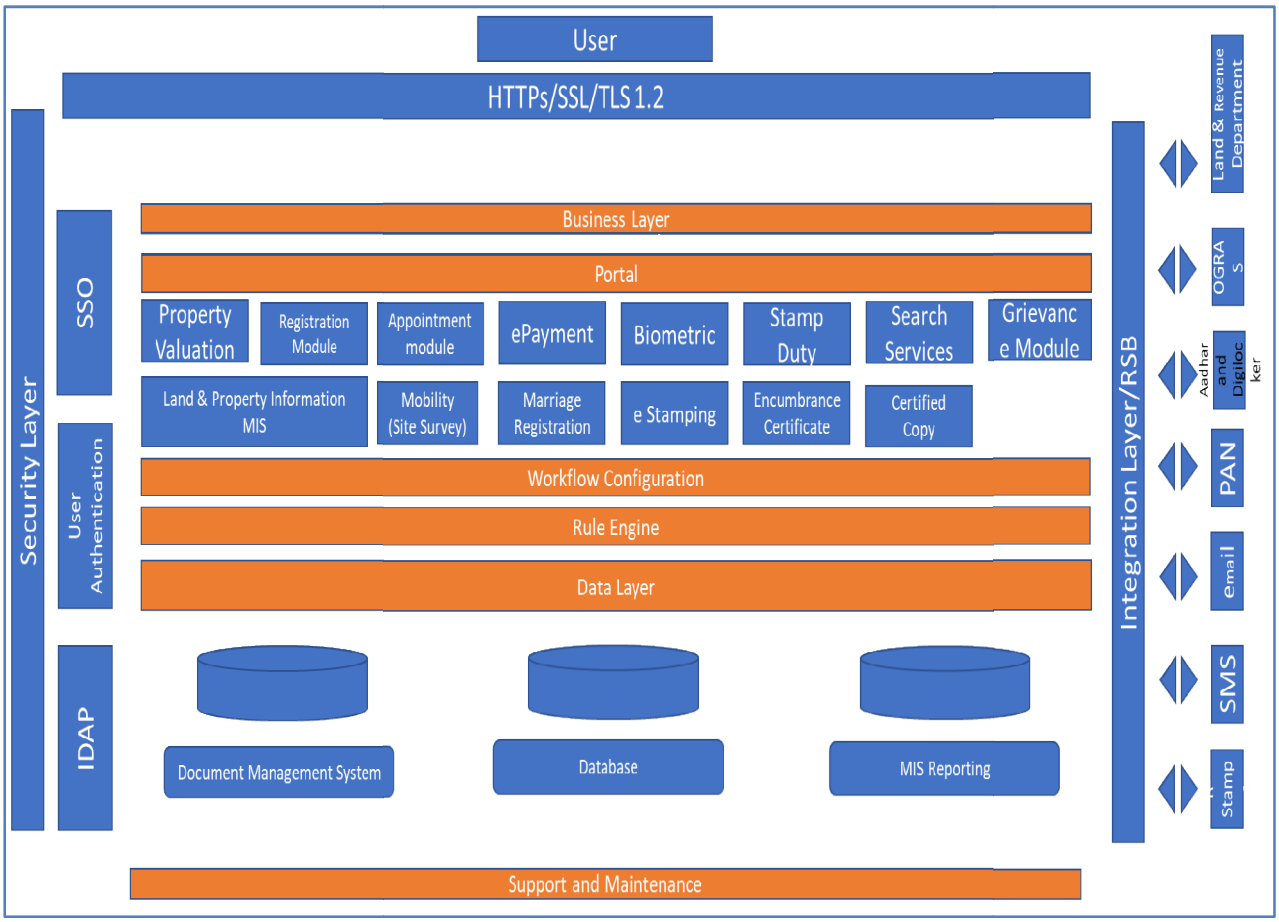
7 Key Features of e-registration solution:

- Centralized and Web based Application Software encompassing all kinds of deeds

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

8Solution Architecture

Belowis an indicative envisaged solution architecture of theregistrationapplicationwhichdepictsthedifferentverticalandhorizontalcomponentsoftheRegistration system.



8.1 The'Business'Layer

The Business layer encapsulates all presentation logics required to serve the users to access the system. This layer intercepts all client http requests initiated from the client layer, controls access to business services, constructs the response and delivers the http response back tothe 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	e-Payment	Provide different payment methods and receipt of payment to the citizen, and manage refund of excess fee paid by the citizen
9	e-stamping	E-stamping module to provide e-stamping facility to the citizens
10	Marriage Module	The e-registration system shall provide service related to marriage registration under Special Marriage Act both in online & across the counter
11	Encumbrance Module	Online issuance of Encumbrance certificate
12	Certified Copy	Online issuance of Certified Copy
#	**Modules**	**Functionality**
10	MIS Reporting	Reporting Capability
11	Document Management system	Document Archival

8.2**The 'Security' Layer**

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

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

8.3 The 'Data' Layer

This layer is linked with databases, content repository and reporting database. All business transactions, userdetailswillbestoredinthis.

- This will be relational database (RDBMS).
- Database security will allow for privileged access to access database.
- Audit trail will be maintained for any change in database structure or records.

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

8.4 The 'Integration' Layer

All interfacing with external systems such as payment, mail, SMS gateway and other third party system willtakeplacethroughthislayer.Thefollowingintegrationpointscouldbeconsidered

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

8.5 Operational Services

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

9 DeploymentArchitecture

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

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

from all popularinternetbrowsers.

Architecture to be developed as per below to ensure availability requirements

a) Load Balanced across two or more Web Server avoiding single point of failure
b) Deployment of multiple application instances in the BC and DR production site. It is to be highlighted that State Data Centre (SDC), currently run by Department of IT / BSEDC will provide core network, security and storage infrastructure for hosting the application

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

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

a) Scalability: The system must support scalability to provide continuous growth to meet the requirements and demand. A scalable system is one that can handle increasing numbers of requests without adversely affecting the response time and throughput of the system. A scalable
   e-Registration System or related infrastructure shall easily be expanded or upgraded on demand as per the requirement of the Department.
b) Availability: The infrastructure must provide adequate redundancy to ensure high availability of the e-registration applications. Designing for availability assumes that systems will fail, and therefore the systems are configured to mask and recover from component or server failures with minimum application outage.
c) Interoperability: The entire system / subsystem should be interoperable, in order to support information flow and integration. Operating systems and storage technologies from several suppliers shall interact well with each other. System shall be able to support the open standards based solutions such as XML, XBRL, LDAP, SOA, etc. where information/data can be ported to any system, whenever desired.
d) Security: The vendor shall provideend-to-end security blanket to protect Integrated Excise Management System applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) and internal (through intranet) hackers. shall use SSL/VPN technologies to have secured communication between Applications and its end users. Well defined access control to maintain application level security: Role based access, appropriate authentication mechanism and denial of access through unauthorized channels
e) Manageability: The system to be designed in an efficient way to ensure an easy maintenance. Ease of configuration, ongoing monitoring, and failure detection that are vital to the goals of scalability, availability, and security. Solution shall be easy to manage with standard and supported tools.
   The solution shall lend itself to work closely with Support Desk systems and provide simplified means for user management, logging, and tracking.

10FunctionalRequirements

Functional Requirements forSoftwareRelatedsolution forProhibition, Excise&RegistrationDept.

Modules	Functionality
Rules&Workflowconfiguration	Thesystemshallallowanauthorizedusertoviewtheworkflowhistoryofarecord
Rules &Workflow configuration	Thesystemshallretainarevisionhistoryforbusinessruleandworkflowchangesinthesystemincludingauthor,type,IPAddress,dateandtimeofchange(s).
Rules&Workflow configuration	Thesystem will have theability to setan effective datefor abusinessruleorworkflowchange.
Rules&Workflowconfiguration	Thesystemwillhavetheabilitytosetanexpirationdateforabusinessruleorworkflowchange.
Rules&Workflowconfiguration	Thesystemshallhavetheabilitytoassociateworkflowtaskstoaroleinthesystemaccordingtobusinessrulesconfigurableinthesystem.
Rules &Workflowconfiguration	Thesystem shallprovide theability toperformautomaticapprovalwhentransactionsmeetdefinedcriteria(e.g.,somecertificatescanbeissuedautomaticallyviatheonlineportaloncepaymentismade).
Rules &Workflowconfiguration	The system shall support configurable alerts (e.g., visual indicators displayed in thesystem) that are triggered according to business rules (e.g., record turns red on thescreentoindicateaworkflowtask'sdurationhasexceededapredefinedthreshold).
Rules &Workflowconfiguration	The system shall support the capability to flag a property or user record (manuallyor automatically according to business rules), and send mandatory notifications toidentifieddepartmentStaffalertingthemwhenaplanand/ordevelopment/permittingapplicationhasbeensubmittedforreview.
Rules &Workflowconfiguration	Thesystem shall provide configurable escalation capabilities (e.g., ifaworkflowtask's duration has exceeded a predefined threshold, the system will execute apredefinedaction,suchasgenerationofaReviewTaskforaSupervisor).
Rules &Workflowconfiguration	Thesystem shall have the ability tosend email and sms notifications to internal andexternalusers.
Rules &Workflowconfiguration	The system shall allow super users/admin to configureuser notification settings(e.g., would liketoreceive anemail when astatus update occurs ontheirapplication).
Rules&Workflowconfiguration	Thesystemshallbeabletosend outonecommunicationmultipleways(e.g.,bothemailandSMSs).

Rules &Workflow configuration	Thesystemshallhavetheabilitytosendoutmassemailsaccordingtobusinessrules.

Modules	Functionality
Rules &Workflow configuration	Thesystemshallsupportthebatchgenerationofcommunicationsformail&SMSs
Rules&Workflow configuration	The system shall be able to trackthe date and time communications were sent fromthesystem(email,mailings,faxes,etc.)automatically.
AppointmentModule	Thesystemshallbeabletoallowcustomerstorequestanappointmentviathecustomerportalforland/propertyregistrationandSociety/Firmregistration
AppointmentModule	Thesystemshallbeabletoallowcustomerstorequestpreferreddates/times(notguaranteed)foranappointmentviathecustomerportal.
AppointmentModule	Thesystemshallbeabletomaintainanappointmentcalendarsthatgoverntheavailabletimeslotsformeetingsaccordingtobusinessrules.
AppointmentModule	Thesystemshallhavethecapabilitytoroutea requestforanappointmentsubmittedviatheonlineportaltothedesignatedstaffmemberconfiguredinthesystem accordingtobusinessrulesforreview,confirmation,andscheduling.
AppointmentModule	Thesystem shallhave theability toscheduleanappointmentautomaticallyaccordingtobusinessrules(e.g.,nextavailabledate).
AppointmentModule	Thesystemshallhavetheabilitytore-scheduleaneventontheappointmentcalendar.
AppointmentModule	Thesystemshallhavetheabilitytocancelaneventonanappointmentcalendar.
AppointmentModule	Thesystemshall beabletopromptStafftocapturereason(s)forthechangeinanappointmentandnewdates/times,ifapplicable.
AppointmentModule	Thesystemshallhavetheabilitytodesignatetheattendeesforthemeeting,along with their contact information to assist in generating communications, distributingmeetinginvitations,andotherrelatedinformation.
AppointmentModule	The system shall have the ability to select attendees for an appointment fromcontacts already entered into the system (e.g., contacts already associated with aproject,application,orotherrecordtyperelatedtothemeeting).
AppointmentModule	The system shall have the capability to configure Working Days for an appointmentcalendar.
AppointmentModule	Thesystem shall havethecapabilityto configureTimeslots and Durations for anappointmentcalendar.
AppointmentModule	Thesystem shall have the capability to configureHolidays and Non-Working Daysforanappointmentcalendar.

AppointmentModule	Thesystem shall havethe capability to configure theNumber ofEvents (e.g.,meetings)perWorkingDayforanappointmentcalendar.
AppointmentModule	Thesystemshallhavethecapabilityto automaticallynotifyattendeeswithupdates related tothe workflow of the appointment (e.g., scheduled dates, schedule changestothemeeting).
AppointmentModule	Thesystemshallallowstafftocaptureinformationabouttheappointment(systemdate/timeheld,meetingnotes,attendees,etc.).
AppointmentModule	Thesystemshall supportameeting to beautomaticallyrequired bytheSystemaccordingtobusinessrules(e.g.pre-constructionappointment).
AppointmentModule	Thesystem shall beabletoassociateanydocuments that werepresented attheappointmentwiththemeetingrecord.
AppointmentModule	The system shall have the ability to charge a fee for a meeting according to businessrulesforthatmeetingtype
RegistrationModule	Fillinge-RequisitionForm: • Theapplicantshallfillinthee-requisitionformwithapplicantdetailssuch as-Applicant name,applicantstatus,address, state, thana, district, Pin,emailid,proposedtransaction(sale,gift,partition,bond,release settlementetc.),property to betransacted(landwith or withoutstructure),expecteddateofpresentationofdeed,otherinformationasnecessary • Thesystemshallhavethefunctionalitytopreview theformbeforesubmission • ThesystemshallsendanSMSandemail notificationonsuccessfulcompletionofformfilling Thesystem shallregister the mobile number of the applicant andsend anOTPforverification

Modules	Functionality
RegistrationModule	Presentationofdeed: • Thesystemshallhaveprovisiontoselectdateofpresentationofdeed • Thesystemshallhaveprovisiontoselectvenue(OfficeorPrivateresidence)forpresentationofdeed • ThesystemshallsendanemailandSMSnotificationonconfirmation"
RegistrationModule	Photo,Fingerprint&Signaturecapture: • Thesystemshallrecordofthedeedphoto,fingerprintandsignatureof theapplicantincasethedeedispresentedatoffice • Thesystemshallrecordthethumbimpressionandsignaturein casedeedispresentedatresidence

RegistrationModule	Digitalsigningofdeed: • ThesystemshallrecordthedeedafteritisdigitallysignedbytheregisteringofficerusingaClassIIdigitalcertificate
RegistrationModule	Deliveryofdeed: • Thedeed be deemed registeredonthe system once the delivery of deed iscompleted • ThesystemshallsendanemailandSMSnotificationonsuccessfulcompletion • Thesystemshallallowtheuserstosearchadeedbyusingtheuniquedeednumber
RegistrationModule	ThesystemshallhavetheabilitytoprovisionforanonlinemoduleoneDeed.TheeDeed functionality shall be developed, at a later stage when the new system hasstabilized and is performing smoothly. The objective of eDeed will be move towardscomplete automation from a cut-off date when the entire deed data will be storedonline and updated dynamically. This eDeed will be authenticated by means of aDigital Signature Certificate ofthe Registering Officer. Later on,this systemgeneratedeDeedcanbesharedtootherauthorizedGovernmentagenciesinRead-OnlyviewforeVerificationpurpose.AlleDeedstocaptureaprecursorandsuccessordeednoformaintainingachaininthesystem.
Firm&SocietyRegistration	Thesystem should facilitate the users toregister their firmandsociety as perprovisionsofSocietyregistrationAct,1860,BiharSocietiesRegistration Rules,2018andotherrelatedActsandRules.
Firm&SocietyRegistration	Thesystemshouldcreateloginfortheusersandcapturepresentantdetailincludingareaofoperation.
Firm&SocietyRegistration	Thesystemshouldcaptureallmembersdetailsincludingtherequiredsupporteddocumentsuploadedbytheusers.
Firm&SocietyRegistration	Thesystem should showpaymentcalculationandbasedonthecalculation; thepaymentshouldbefacilitatedalongwithgenerationofreceipt.
Firm&SocietyRegistration	Thesystemshouldfacilitatetransferofdocumentsinaworkflowbased approach through all entitled officers & members of department (covering from Assistant ->AIG -> DIG-> IG) for their comments & appropriate action. The below mentionedstepsgivesanillustrativeviewoftheworkflow: Step-1Citizens createlogintoSocietyRegistrationpageandfillpresentantdetailandchooseAreaofoperationi.e.BiharorIndia.

Modules	Functionality
	Step-2 Provide allmembersdetail onebyone,then enclosedall requireddocuments. Step-3Then, payment calculation is performed and base on the calculation, thepayment option is enabled thereby leading to generation of receipt after successfulpayment. Step-4Then, Assistant downloads the document, verifiesthe document, commentsonlineandforwardstoAIG. Step-5 Then AIG downloads the document, verifies the document, commentsonlineandforwardstoDIG. Step-6 Then DIG downloads the document, verifies the document, commentsonlineandforwardstoIG. Step-7Then IG downloads the document, verifies the document, comments onlineand based on the comment by different officers and documents IG either approvesorrejectstheregistration.ThenaSMSissentforapprovalorrejection Step-8If IG Approves thencertificate is generated with an option to download andprint.
Firm&SocietyRegistration	Thesystem shouldhavetheprovisionforSMSforapproval/rejection.Upon approval by the IG, the system should have the provision of creating , downloading&printingofthecertificate.
Firm&SocietyRegistration	ThesystemshouldimplementstatusnotificationusingsmsandmailalongwithappointmenttimetocitizenwithDepartmentviaSMS/e-Mailforsigningon documents.
Firm&SocietyRegistration	Allthefunctionalities oftheexisting application forFirm&Society registrationshouldbeprovisionedintheapplicationalongwithimprovedcapabilities.
Firm&SocietyRegistration	Theexisting provisions of amendment for firm& societies should be implementedinthesystem.
SiteSurvey	Thesystem shall have the capabilityto configure andmanage multiple inspectiontypes.
SiteSurvey	The system shall support the execution of multiple inspection types, with varyingbusiness rules, workflow, state and local codes, and requirements configurable inthesystem.
SiteSurvey	Thesystem shall havetheability todesignaterequired inspections foraprojectaccordingtovariousbusinessrules(e.g.,applicationtype,worktype,filingtype).
SiteSurvey	The system shall provide the capability to assign a predefined weight score (ratingcriteria – low, medium or high) to inspection types based on the inspection type,project type, or other relevant predefined application information that can informinspectionschedulingandassignmentbusinessrules.
SiteSurvey	Thesystemshall supportworkflowforinspectionsthatoccurduringtheapplicationprocesstha

	tarepre-inspectionsandpost-inspections.
SiteSurvey	Thesystemshallhavetheabilitytodesignatetheskillset(s)requiredforthe assignedinspectorforthatinspectiontype.
SiteSurvey	Thesystemshallhavetheabilitytocategorizeinspectiontypesbydepartment.
SiteSurvey	Thesystemshallhavetheabilitytocategorizeinspectiontypesbypermittype(s).
SiteSurvey	The system shall be able to enforce business rules regarding who can schedule aninspection for aproject by inspection type (e.g., may not be the applicant, but adesignee).
SiteSurvey	Thesystem shall provide the capability to present inspection details wheretheApplicantcanviewthehistoryandstatusofinspectionsviathecusto merportal.
SiteSurvey	Thesystem shall allow coordination between departments tofacilitate jointinspections (e.g., allow for inspectors from different departments to be assigned tothesameinspection).
SiteSurvey	The system shall have an interface to capture the details of Structure, Valuation,Position, Compliance to Statutory Norms and GIS co-ordinates mapping process aspartofbackofficecreation,andaspartofcreatinganinspectionrecordinth efield.
SiteSurvey	The system shall have the ability to display only the inspection types relevant to theuser'sdepartmentwhencreatingandschedulinganewinspection.

Modules	Functionality
SiteSurvey	Thesystemshallhavethecapabilitytodisplayonlytheinspectiontypesthat theprojectiseligibleforaccordingtopre-definedbusinessrules.
SiteSurvey	ThesystemshallallowaninspectiontobemanuallycreatedintheSystembysta ff.
SiteSurvey	The system will support the pre-population of an inspection record with anyinformation already provided as part of the inspection request, or as part of theprojectrecord.
SiteSurvey	Thesystem shall beable toautomatically schedule an inspection according tobusinessrules(e.g.,nextavailabledayforanelectricalinspection).
SiteSurvey	Thesystem shall have the ability to routean inspection request submitted throughthe onlineportaltodesignatedpersonnelforapprovalandassignment.
SiteSurvey	Thesystem shallhave the ability for staff to logan inspection request received viatelephone.
SiteSurvey	Thesystemshall havetheabilitytoenforcebusiness rules governingmanual orautomaticcreationofinspections.
SiteSurvey	Thesystem shall beable toenforceScheduling Rules(number of inspections perday,availabilityofinspectors,holidays).

SiteSurvey	The system shall allow for supervisor override of workflow related to creating aninspection (e.g., allow an exception for an inspection to be scheduled even thoughthereareoutstandingfeesonanaccount).
SiteSurvey	Thesystemshallallowforthereschedulingofaninspection.
SiteSurvey	Thesystemshallallowforthecancellationofaninspection.
SiteSurvey	Thesystemshall allowforsupporting documentation tobeuploaded totheinspectionrecord.
SiteSurvey	Thesystem shall be able to capture detailed instructions aboutthelocationof theinspection,suchasagatecode.
SiteSurvey	Thesystemshallhavetheabilityto requesta"firstavailable"inspection.
SiteSurvey	Thesystemshalldisplayavailabledates/timesaccordingtobusinessrules(e.g. ,inspectoravailability).
SiteSurvey	Thesystem shall provide atemplate,configurable by inspection type, toenter theinspectionrequestinformation.
SiteSurvey	Thesystemshallallowtheapplicanttouploadsupportingdocumentationrela tedtotheinspectionrequest.
SiteSurvey	Thesystemshallallowtheinspectionrequesttobecanceledorrescheduledby thecustomerthroughtheonlineportalaccordingtopre-definedbusinessrules.
SiteSurvey	Thesystem shall have the capability to displayestimated inspector arrival time viatheonlineportal basedon theinspector'splannedroutecapturedinthesystem.
SiteSurvey	The system shall have the capability to display estimated inspector arrival time viathe online portal based on the inspector's real time progress in completing theirinspectionrouteviarouteoptimizationtechnologyusingpermissibleth irdAPI.
SiteSurvey	Thesystemshallhavethecapabilitytodisplayestimatedinspectorarrivalviath eonline portalbasedondatainputbytheinspectorintothesystem.
SiteSurvey	Thesystemshallhavetheabilityto publishinspectionresultsviatheonlineportalaccordingtobusinessrules(e.g. ,postin real-timeasinspection iscompleted).
SiteSurvey	Thesystemshallallowauserto viewtheinspectionhistoryforhisorherproject(s).
SiteSurvey	Thesystemshallhavetheabilitytoautomaticallynotifyapplicantofkeystatus esviatextmessage(e.g.,inspectionpassed).
SiteSurvey	Thesystemshallhavetheabilitytoincludealinkinthetextmessagesenttoacus tomer(e.g.,hyperlinktoviewthefullinspectionreport).
SiteSurvey	Thesystemshallbeabletoscheduleaninspection foradaywithouthavingtospecifythetimeofaninspection.
SiteSurvey	Thesystemshallhavetheabilityto automaticallyscheduleinspectionforaspecificdaybutallowspecifictimetob eestablishedlaterintheprocess.

Modules	Functionality
SiteSurvey	Thesystemshallbeabletoautomaticallytracktheduedateforaninspectionto beconductedbasedonbusinessrules(e.g.,basedonpermitstartdate).
SiteSurvey	Thesystemshallallowtheinspectortheabilitytoviewparties(e.g.,designate dpointofcontactandtheircontactinformation)associatedwiththeapplicati on/project.
SiteSurvey	Thesystemshallallowaninspectortocreateanewinspectionfromthefieldusi ngtheirmobileapp.
SiteSurvey	Theinspector shall be able to take pictures withhisor her mobile device and savethemtotheinspectionrecordinrealtime.
SiteSurvey	Thesystemshallallowtheinspectorto providenotesregardingthepicture(s).
SiteSurvey	Thesystemshallallowtheinspectortoplacenotesonapicture.
SiteSurvey	Thesystemshallhavetheabilitytocaptureelectronicsignatureusingthemobil edeviceoutinthefield.
SiteSurvey	Thesystemshallhavetheabilityto allowacustomerto signadocumentusingelectronicsignatureviathemobiledeviceoutinthefiel d.
SiteSurvey	Thesystemshallprompttheinspectorto capturetheresultsoftheinspectionusingaconfigurablechecklistbyinspecti ontype.
SiteSurvey	Thesystem shall promptthe inspector to capturetheresults of theinspection byindicatingaresultcodefortheinspection(e.g.,passed).
SiteSurvey	The system shall provide a template for the inspector to capturethe inspectionresultsusingthemobiledevice.
SiteSurvey	Thesystemshallallowaninspectortoselectfromalistofstandarddispositiona ndrejectioncodesforaninspectiontype(s).
SiteSurvey	Thesystemshallallowaninspectortoselectfromalistofstandardsetsofcomm entsandconditionsforaninspectiontype(s).
SiteSurvey	Thesystemshallallowaninspectortoselectfromalistofstandardobjectio n/infractionandviolationtypes.
SiteSurvey	Thesystem shallallowtheinspectortoenterincomments/notations about theinspection.
SiteSurvey	Thesystem shall allow aninspector to provide instructions forcorrections,feedback,andrecommendationsincludingabilitytocreate a"punchlist",whichareitemsthatneedtobecorrected forthefollowingvisitand/ortoreachapproval/compliance.
SiteSurvey	Thesystemshallbeabletopromptaninspectortoaddresscustomercomplian cewithanyapplicantsassociatedwiththelocationaspartoftheirinspection.
SiteSurvey	Thesystemshall havetheabilitytoissueandprintinspectiondocumentationonsite(i.e.,inspe ctionreport,violationnotification).
SiteSurvey	Thesystemshallhavetheabilityfortheinspectortoemailtheinspectionreport tothecustomer.

SiteSurvey	Theinspectormustbeableto indicateifheorshewasunabletocompletetheinspectionandindicate thereason(s)(i.e.noshow,wronglocation).
SiteSurvey	The system must be able to automatically generate a fee according to business rulesif the inspection could not be performed due to predefined reasons that warrant apenalty.
SiteSurvey	The system shallsupport the capabilityto queue the inspectionfor review andassignmentby designated personnel (e.g.,supervisor)prior toassigning and/orschedulingtheinspection.
SiteSurvey	Thesystemshallallowthemanualassignmentofaninspectiontoaninspector.
SiteSurvey	The system shall have the capability to alert the user if an assignment conflicts withpre-defined business rules, such as inspection type per inspector, or workloadmaximums.
SiteSurvey	Thesystem shallhave the ability to automaticallyassignaninspectionto aninspectoraccordingtobusinessrules.
SiteSurvey	Thesystemshallhavetheabilitytoreassigninspections.
SiteSurvey	Thesystemshallbeabletomaintaintheskillsetforaninspectortoassistins cheduling/assignmentofinspections.
SiteSurvey	Thesystemshallallowinspectorstoviewontheirmobiledevicealistofinspecti onsassignedtothemaccordingtoconfigurablecriteria.
SiteSurvey	Thesystemshallallowthecreationofanewinspectionfromamobileunit.
SiteSurvey	Thesystem shallhave the abilityto send system messages tofield staff via mobileunits.
SiteSurvey	The system shall provide an ability to transmit data in a bidirectionalfashion fromthefieldbasedonpredefinedintervals.
Stamp & FeeDutyCollection	Calculationofstampduty: • The system shall record the details entered by an applicant requesting toassesspropertyvalue • The system shall calculate a property value using the estimation tool usedforestimatingpropertyvaluebasedonthedataprovidedbyus ertakingintoaccount the transaction type (Sale, Gift Partition, Bond etc.), the local bodyandmarketvalue. • The system shall provide a list of all fees currently due with the onlineapplicationpriortosubmission. • The system shall have the ability to indicate estimated cost based oninformation provided by the applicant, including but not limited to:Type,Sizeorothercalculateddata • Thesystemshall beabletoautomaticallyassessandchargeafeetoarecordaccording tobusinessrulesconfiguredinthesystem. • The system will allow the Customer to review and confirm the transactionpriortosubmittingforprocessing.

Stamp & FeeDutyCollection	The system shall have the ability to indicate estimated cost based on informationprovided by the applicant, including but not limited to:Type, Size or othercalculateddata.
Stamp & FeeDutyCollection	Thesystem shall beable to automatically assess and chargea feetoarecordaccordingtobusinessrulesconfiguredinthesystem.
Stamp & FeeDutyCollection	PaymentofStampduty: • Thesystemshallsupportpaymentonline(through3rdparty,OGRAS, e-stamping module) • Thesystemshallhavetheabilitytosubmitdetailedpaymentinformationtothedepartmentofrevenuefinancialsystem • Thesystemshallhavetheabilitytogeneratereceiptsbasedonpayments. • The system shall have the ability to collect and process partial payment ofone fee, configured based on business rules and department needs (e.g.,onlypayapercentageofafeedue). • The system shall allow a System Administrator to easily maintain fees anddistributions through a user interface in the system that does not require indepthtechnicalknowledgetoconfigure. • The System shall be able to calculate annual cost increases, penalties andinterestaccordingtoconfiguredbusinessrules. • The system shall have the capability to generate a receipt of payment thattheapplicantcanprintordownloadfromtheonlineportal.
Stamp & FeeDutyCollection	The system shall have the ability to submit detailed payment information to thedepartmentofrevenuefinancialsystem,includingbutnotlimitedto:InternalOrderNumber,GL accountnumber, Total Amount, Tender Type, Related Record ID,ApplicantInformation.
Stamp&FeeDutyCollection	Thesystemshallhavetheabilitytogeneratereceiptsbasedonpayments.
Stamp & FeeDutyCollection	The system shall support partial payment of total fees due,configured based onbusiness rules and department needs (e.g., only pay a subset of the fees due on anapplicationorproject).
Stamp & FeeDutyCollection	The system shall have the ability to collect and process partial payment of one fee,configured based onbusiness rules and department needs (e.g., only payapercentageofafeedue).
Stamp & FeeDutyCollection	Thesystem shall allow aSystem Administrator toeasily maintain fees anddistributions through a user interface in the system that does not require in depthtechnicalknowledgetoconfigure.
Stamp & FeeDutyCollection	The System should be able to calculate annual cost increases, penalties and interestaccordingtoconfiguredbusinessrules.
Stamp & FeeDutyCollection	Thesystem shall have the capability to generate areceipt of paymentthattheapplicantcanprintordownloadfromtheonlineportal.

Stamp & FeeDutyCollection	RefundofStampDuty: • Thesystemshallhavethecapabilitytoallowacustomertorequestarefundforapreviouspayment,accordingtobusinessrules. • Thesystem shall have the capability todetermine if transaction iseligibleforrefundaccordingtopredefinedbusinessrules. • Thesystemshall requirethecustomertoprovidedetailedinformationfor the refund request, including but not limited to the following: Transaction,DesiredAmount,Reason,RecipientInformation.
Stamp & FeeDutyCollection	Thesystemshallrequirethecustomertoprovidedetailedinformationfortherefundrequest, including but not limited to the following: Transaction, Desired Amount,Reason,RecipientInformation.
Stamp & FeeDutyCollection	Thesystemshall havethecapabilitytodetermineiftransactioniseligibleforrefundaccordingtopredefinedbusinessrules.
Stamp & FeeDutyCollection	The system shall have the ability to allow a user to request an exemption from fees(e.g., reduced fees) online via aconfigurable template thatcaptures the requestinformation.
Stamp & FeeDutyCollection	Thesystemshallbeabletoroutearequestforafeeexemptiontostaffforprocessingaccordingtoconfigurableworkflowandbusinessrules.
Stamp & FeeDutyCollection	Thesystemshallprovidealistofallfeescurrentlyduewith theonlineapplicationpriortosubmission.
Stamp & FeeDutyCollection	ThesystemwillallowtheCustomertoreviewand confirmthetransactionpriortosubmittingforprocessing.
E-stamping module	The system shall provide a Registration form and Log in access page to the Operator/s at each counters for accessing the e-stamping application.
E-stamping module	The system shall allow the operator to enter the payment and other details into the system as provided by the citizens at the counters.
E-stamping module	The system shall be to provide secured electronic way to generate e-stamp certificate. The e-stamp certificate should have unique identification number, barcode .
E-stamping module	The stamp certificate generated by the system should have Unique Identification Number (UIN) which should not be repeated.
E-stamping module	The system should be able to generate a tamper-proof certificate through encryption of important identification content of the stamp certificate. Optical watermarking in the certificate shall eliminate the possibility of duplication of the stamp certificate
E-stamping module	The system shall generate online Management Information System (MIS) reports for the government to keep track of the e-stamp certificates generated at each counters.
E-stamping module	The system shall be able to verify the authenticity of the e-stamp certificate. The citizen shall fill in the required details like State, UIN, Stamp Duty type, Certificate issued date etc and can verify the certificate based on the parameters mentioned herein.

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

Certified Copy	This system will providean online interface to the citizen and to the Office Users respectively to enter the CertifiedCopy documents details in the application and initiate the workflow of the CC approval process. The process willautomate the starting of the certified copy search till approval & issuance of the certified copy.
Certified Copy	Automated calculation of fees for the Certified Copies to be issues to citizen.Online and offline mechanism for the payment of stamp fee
Certified Copy	The system shall be able to generate receipt / acknowledgement post successful payment of the stamp fee by the applicant.
Certified Copy	The system shall be able to send notifications (SMS, E-mail) to the applicant about the status of the application.
Portal	The system shall provide a robust online portal capable of processing all onlineapplication types as per mentioned in Bihar Instrument Act and their associatedworkflowandbusinessrules.
Portal	Thesystemshallhavetheabilitytoconfigureallnecessaryapplicationcontent(dataentryfields,helptext,submittalrequirements,etc.)onallscreensinthesystem.
Portal	Thesystem shall beable toclearly indicate which fields werecompleted byaCustomerandwhichfieldswerecompletedbyStaffintheSystem.
Portal	Thesystemshall clearlyindicatewhichfieldsmustbecompletedbeforetheusercanadvancetothenextscreen.
Portal	Thesystem shallhavetheabilitytoenforcetheOTPbased mobile numberregistrationpriortospecifictransactionsbeingperformedonline.
Portal	Thesystem shall have the capabilityto allow specific transactions to be performedbysendingOTPtoregisteredmobilenumber.
Portal	Thesystemshallallowuserstosearchdatainthesystemthathasbeenflaggedasdisplayable to the public via the customer portal withoutany mobile number basedOTPverification..
Portal	Thesystemshallallowuserstoviewinformationrelatedtodepartmentalnewsandotherupdatesthatarepostedtothecustomerportalwithoutbeingloggedin(e.g. anewsribbonorbulletinboard.)
Portal	The system shall provide external links to Frequently Asked Questions (FAQ) pagesthatthecustomercanselectwithoutbeingloggedin.
Portal	The system shall provide "Contact Us" links with strong captcha authentication sothat the user can select to submit an electronic message to Agency staff withoutbeingloggedin.
Portal	Thesystemshallprovideastandardtemplateforsubmittinga"ContactUs"request toassist support inthecategorization androuting ofthese messages torelevantAgencystaff.
Portal	Thesystemshallproviderobustqueryoptionsfornon-loggedinuserstosearch publiclyavailableinformationstoredinthesystem

Portal	The system shall provide an option for users to search for and view applicationspecific information by sending OTP to registered mobile number. (i.e. applicationstatus,transectionhistory,applicationcomments).
Portal	Thesystem shall return relevantdata thatmatchessearch criteria enteredby theuserviatheonlineportal(additionalsearchingandreportingrequirementsare includedintheGeneralTab).
Portal	Thesystem shallprovide appropriate online helpfeatures (chat, email, phonecontactinformation)atallpointsintheapplicationlifecycle.
Portal	Thesystemshallallow the user to indicate the location of theirproject,includingaddress.
Portal	The system shall notify the applicant if the information entered does not return anyresultsforservices,orifthespecificsoftheprojectexceedthecomplexitythe wizard canhandle,andprovideinformationonhowtocontactIntakeStaffforfurther assistance.
Portal	The system shall provide a mechanism for the user to submit a request to Agencystaff for manual handling if the information entered does not return any results forservices,orifthespecificsoftheprojectexceedthecomplexitythewizardc an handle.
Portal	ThesystemshallprovideastructuredtemplateforausertosubmitarequestforAg encyassistance(e.g.,prompttheusertologinorentercontactinformation).
Portal	The system may provide a hyperlink to the user that directs them to a departmentwebpage, FAQ page, or other external site that provides detailed informationregardingtheirquery.
Portal	Thesystemshallpre-populate thelaunchedapplicationformwithanyinformation enteredintotheSelectaServicewizardthatalsoappears ontheapplicationform (e.g.,projectlocation).
Portal	Thesystemshallprompttheusertologintothesystemwheninitiatingtheappl icationprocess.
Workflow &UserManagement	The system shall be ableto provide an overview of the steps in the applicationprocess for the recommended application type, such as submission requirements,departmentsinvolved,expectedtimelines,andassociatedfees.
Workflow&UserManagement	Thesystemshallbeabletonotifytheuserthatpre-applicationassistanceisavailableorrecommendedasanoptionfortheapplicatio ntypethathasbeenrecommended.

Workflow &UserManagement	The system shall allow the user to advance or return to various pages in the wizardtool to explore different decision tree paths (e.g., be able to go back to a previouspageandselectadifferentanswer,whichtriggersadifferentseriesofquestions).
Workflow &UserManagement	The system shall allow a user to proceed directly to the application submissionprocesswithoutusingthewizard(e.g.,innocaseshallthestructured processhinderanadvancedusertodirectlyandquicklyinteractwiththeAgency).
Workflow &UserManagement	The system shall be able to track trends related tocustomer inquiries (e.g., commonquestions that could be used to inform the information posted online, track activityonaparticularparcel,track questionsasked,andresponsesprovidedto helpensureconsistencyinAgencyresponses,etc.).
Workflow& UserManagement	Thesystem shallprovide website analytics, whichallowtheAgencytotrackcustomerbehavioronthecustomerportal.
Workflow &UserManagement	Thesystemshallprovideanabilitytotracksearchesperformedbytheusersonthecustomerportaltotracktrends.
Workflow& User Management	Thesystemshallsupporttheonlineintakeofrequestsforpre-applicationassistancefromregisteredusersofthe customerportal.
Workflow& UserManagement	Thesystemshallprovideastructuredconfigurabletemplate(includinganoptiontouploaddocuments)forausertosubmitarequestforpre-applicationassistancethatcontainsalltheinformationneededforStafftounderstandtheproposedprojectandevaluatetherequestforthemeeting.
Workflow&User Management	Thesystemshall allow users to select a preferred(notguaranteed) date andtimeonlineforthepre-applicationmeetingusingthecalendartoviewavailabletimeslots.
Workflow &UserManagement	Thesystemshallprovideachecklist/FAQ'stotheusertoassistindeterminingifth euseris readytoscheduleapre-applicationmeetingortonotifythemofprerequisitesforthemeeting.
Workflow& UserManagement	Thesystem shall allow stafftomanuallylogarequest forpre-application inthesystem.
Workflow &UserManagement	The system shall trackall activity related toapplication assistance (communicationssent,meetingdatesandattendees,notesfromthemeeting,associateddocuments).
Workflow& UserManagement	The SystemshallbeabletosendanotificationtodesignatedStaffthatanapplicationhas been submitted if the user submits a formal application package before the pre-application meeting has occurred, allowing Staff to review the application anddeterminewhethertocontinuetoholdthepre-applicationmeeting,andtocoordinatewiththeApplicant.

Workflow &UserManagement	Thesystem shallallow OTPbasedmobilenumberregistrationto registeracustomer.
Workflow& UserManagement	Thesystemshallhavetheabilityforacustomertoaccessaccount - relatedinformationonlineviatheiruseraccount.
Workflow& UserManagement	Thesystemshallhavetheabilitytomaintainuserinformation,includingbutnot limited to;Name (First, Last, Middle,Suffix), Mailing &Billing Addresses,PhoneNumber(s),IdentificationNumbers(e.g.drivinglicenseorPAN etc.).
Workflow& UserManagement	Thesystemshallhavetheabilityfortheusertomodifyhisorheraccountdetails, including changes to existing licenses, applications, contact information, etc. basedupon businessrules(e.g.,Agencycandefinewhatcan bechangedandwhen).
Workflow& UserManagement	Thesystemshallhavetheabilitytomaintainallrelatedinformationassociatedwi ththe individual's account (application status, account history, recent transactions,etc.)onlineforthecustomertoaccess/view.
Workflow &UserManagement	Thesystemshallhavetheabilitytoautomaticallyapproveuseraccounts.
Workflow &UserManagement	Thesystemshallprovidepasswordmanagement(i.e.issuetemporarypasswords, changepasswords).
Workflow& UserManagement	The system should provide an option to allow the user to request a forgottenpassword or provide other options online for the user to change their passwordwithoutsupportneededfromAgencypersonnel.
Workflow&User Management	Thesystem shallprovide the ability to prompt the user to setupanysecurityquestions/answerstoassistwithauthentication.
Workflow& UserManagement	ThesystemshouldallowadesignatedSystemAdministrator(s)toinitiateachange toacustomer'susernameorpassword.
Workflow& UserManagement	Thesystemshall havetheabilitytohavetheuseracceptusagetermsandconditions.
Workflow& UserManagement	Thesystemshallprovidethereason(s)fordenialofthecreationoftheaccount,and provide detailed informationfor the applicant to resolve the issue (e.g.,"Duplicateaccountalreadyexists.Didyouforgetyourpassword?").
Workflow& UserManagement	Thesystemshallhavetheabilitytopromptausertorespondtoaseriesofquestions toguideanapplicantthroughtheapplicationprocess.
Workflow &UserManagement	The system shall dynamically respond to information entered by the Applicantaccording to pre-defined configuration in the System (e.g., fields on the applicationmayexpandorbedisableddependingonselectionsmadeordataent eredbythe Applicant).

Workflow &UserManagement	Thesystemshallhavethecapabilitytoallowapplicantstosubmit applicationsonlinethroughthecustomerportal
Workflow&User Management	Thesystemshallhavetheabilitytoconfigureallnecessaryapplicationcontent(dataentryfields,helptext,submittalrequirements,etc.)intheonlineformsby applicationtype.
Workflow& UserManagement	The system shall have the ability to configure the submission requirements for eachapplicationtype(e.g.,supportingdocumentationthatmustbesubmitted).
Workflow& UserManagement	Thesystem shall have the ability to configurerequired andoptional fieldsontheonlineapplicationforms.
Workflow &UserManagement	Thesystemshallalerttheapplicanttocompleteanyrequiredmissingdatainmandatoryfieldsand/orifrequireddocumentationhasnotbeenuploaded.
Workflow& User Management	Thesystemshallpreventsubmissionoftheapplicationuntilallprerequisitesfor submissionaremetaccordingtothecriteriaconfiguredforthatapplicationtype.
Workflow &UserManagement	The system shall allow the user to select to populate information into the onlineapplication form based on preexisting data in the system associated with that useraccount(i.e.,contactinformation,previouslyenteredprojectinformation, previouslyassociatedlocations,previouscontacts,etc.).
Workflow& UserManagement	ThesystemshallsupporttheconfigurationofthenumberingschemeforIDgenerationaccordingtothedepartment'spreference.
Workflow& User Management	TheSystemshallsupportthegenerationofapermanentIDnumberforadraftapplication,whichwouldbemaintainedasthepermanentID"uponsubmission.
Workflow &UserManagement	Thesystem shallhavetheability forusertosaveincomplete/un-submittedapplications(e.g.,"draft").
Workflow& UserManagement	Thesystemshallprompt the user to save their application if theuser attemptstonavigateawayfromtheapplicationform.
Workflow&User Management	Thesystemshallhavetheabilitytoautomaticallysavetheapplicationatdefinedintervalsto preventlossofdataiftheuserlosesconnectivityorotherwisenavigatesawayfromtheapplicationform.
Workflow& UserManagement	Thesystem shallhave the ability to allow an incomplete application to be retainedforadesignatedtimeperiod.
Workflow& UserManagement	Thesystemshallbeabletoautomaticallysendanotificationtotheuserthattheapplicationisgoingtoexpireduetoinactivity

Workflow& UserManagement	Thesystemshallperformacheckforcompletenesspriortosubmittaloftheapplication(e.g.,ensureallmandatoryfields,documenttypes,andanyotherrequireddatahasbeenprovidedbytheuser)andnotifytheuserofanyissuesthatmustberesolved.
Workflow&User Management	Thesystemshallhavetheabilityfortheusertodesignateapointofcontact(s)foranapplicationotherthantheapplicantandprovideassociatedcontactinformationandtheirprojectrole.
Workflow&User Management	Thesystemshallhavetheabilitytoassociatemultiplecontactswithanapplication(e.g.,contractors)otherthantheapplicantwhoshallbeabletologintothesystem,viewrelatedinformation,andperformauthorizedtransactions.
Workflow& UserManagement	Thesystem shall allowdocumentation (including plans)tobe uploaded as part ofanapplication.
Workflow &UserManagement	Thesystemshallrequiresupportingdocumentationtobeuploadedforselectedapplicationtypes(e.g.,documents,plans).
Workflow &UserManagement	The system shall have the ability to define specific categories of plans (e.g., plantypes) to be submitted / required for particular application types that an applicantmustprovideduringsubmission.
Workflow& UserManagement	Thesystemshallprovidedetailedonlineinstructionsandguidelinesforplansubmissions, including acceptable formats, level ofdetail, content requirements,sample scope ofwork,andsample forplan types tobesubmitted ashelptext/instructionsontheapplicationform.
Workflow&User Management	ThesystemshallbeabletoconductanautomatedcompliancecheckpriortosubmissionoftheapplicationforcompliancewithAgencybusinessrulesandpoliciesfortheapplicationtypetheuserissubmitting.
Workflow &UserManagement	The system shall notify the user of any issues that have been identified as a result ofthecompliancecheck(e.g.,anyrequirednextstepsoractionsthatmustbetakenbytheApplicant,priortosubmission).
Workflow &UserManagement	The system may prevent application submission according to any business rulesconfigured by the Agency in the System that are based on the outcome of thecompliancecheck.
Workflow &UserManagement	Thesystemshallbeconfiguredtoprompttheapplicant tocontacttheappropriateAgencyifapotentialcomplianceissueisdetected.
Workflow& UserManagement	Thesystemshallbeconfiguredto provideconfigurablemessagingto theApplicantbasedonthecomplianceissuetypedetectedbytheSystem.
Workflow &UserManagement	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 asneeded.
Workflow& UserManagement	Thesystemshallallowausertoviewthestatus ofalltransactionsassociatedwiththeaccountviatheonlineportal.

Workflow& UserManagement	Thesystem shall allow a user to view thehistory of all past transactions associatedwiththeaccountviatheonlineportal.
Workflow &UserManagement	Thesystem shall be able to viewalldetailed history and information relatedto alltransactionsorprojectswiththeAgency,pastandpresent,andonanongoingba sis.
Workflow& UserManagement	Thesystemshalldisplayrelevantapplicationinformationtotheapplicantabout activeapplications/projects,includingbutnotlimitedtothefollowing:Pending applicationlist,Applicationageingmetrics(e.g.,dateofsubmission,daysincurren treviewphase,etc.),Remainingstepstocompletion.
Workflow&User Management	Thesystemshallalloworpreventthemodificationofanexistingapplicationac cordingtobusinessrulesanduserauthorization
Workflow &UserManagement	Thesystemshallalloworpreventthemodificationofanexistingapplicationth roughthecustomerportal accordingtobusinessrulesanduserauthorization.
Workflow& UserManagement	Thesystemshallalloworpreventthemodificationofanexistingapplicationbysta ffaccording tobusiness rulesanduser authorization (e.g.,customer requestsmodificationinpersonandstaffprocesses).
Workflow&User Management	Thesystemshallallowa usertoeditvariousdatafieldsandpreviousselectionsmadeonanapplicationform thathaspreviouslybeensubmitted.
GrievanceModule	RegistrationofGrievance: • System shall allow the user to register themselves in the systemSystemshallaskforthe mobile number andemailidofusermandatorily
GrievanceModule	RaisingofGrievance: • Systemshallasktheusertheserviceforwhichgrievanceisraised • System shall allow the user to enter details of thegrievance being raisedSystemshallassignauniquegrievanceidforgrievancebeingraised
GrievanceModule	AssignmentofGrievance: • Systemshallsendallthegrievancestoanassigningofficer • Systemshallallowtheassigningofficertoassigngrievancetoconcerne dofficer
GrievanceModule	RespondingofGrievance: • Systemshallallowtheassignedofficertorespondtothegrievanceassig nedtotheofficer • Systemshallallowtheofficertoaskforadditionalinformationfromthe userforagrievance • Systemshallallowtheusertorespondtotheadditionalinformationask edbyanofficer • Systemshallforwardtheresponsefromofficertotheuser

GrievanceModule	TrackingofGrievance: • Systemshall sendanemailandSMSnotificationonresponseofagrievance
	• Systemshallallowtrackingofagrievancebasedontheuniqu eIDofther equest •
GrievanceModule	ReopeningofGrievance: • System shall allow the user to reopen a grievance after receiving a responseforagrievance
GrievanceModule	DashboardandAnalysis: • System shall generate a report and dashboard on the grievances raised inthe system based on the number of grievance, type of grievance, responsetimeetc.
Technical	The system shall be a web-based application with logical and physical separation ofthepresentation,businesslogic,anddatalayers.
Technical	Thesystemshallprovideaconfigurableandextensibledatamodelanduser interface.
Technical	Thesystemshallbecapableoftwo factorauthentication-OTPbasedsmsandmail
Technical	Thesystemshallutilizearelationaldatabasemanagementsystem(RDBMS)
Technical	ThesystemshallfullyoperateonStateDataCenter
Technical	Thesystemshallhavetheabilitytosupporta99.95%availability—excluding plannedmaintenance.
Technical	Thesystemshallbeabletosupport1000concurrentstaffuserswhowillperform ad-hocreal-timereports,landregistration,inspectionrelatedactivities
Technical	Thesolutionfunctionalityandassociatedbusinessrulesshallbeconfiguredandre-configured(throughtoolsthatdonotrequire"code"modifications).
Technical	Thescreensshallbehighlyre-configurable,providing theabilitytorepositionand renamefieldlabels,removeor“turn-off”unusedfields,maintaindata,andallowtheadditionofcustom-definedfieldsbasedonusersecurityprofiles.
Technical	Thesystemshallprovidetheabilitytoconfigureandmanagebusinessanddatavali dationrules.
Technical	Thesystemconfigurationshallbemanageablethroughagraphicaluserinterface.
Technical	Thesystemshallsupportbiometricauthenticationfordepartmentloginanddurin gapplicant'sdocumentregistrationprocess
Technical	Thesystemshallhavethecapabilitytomanagetheend-to-endsubmissionandprocessingofanapplicationasdefinedinthefunctionalrequir ements.
Technical	Thesystemshallprovideapublicportalforcustomerstosubmit,manage,andtrac k theirapplications.

Technical	Thesystemshallsupportandenforceconfigurabledatavalidationrulesandconditionstoensuredataintegrityconsistencythroughouttheapplicationprocess.
Technical	Thesystemshallprovideworkflow-basedmetricstobeusedinKeyPerformanceIndicators.
Technical	Thesystemshallprovideconfigurabledashboardsthatcandisplay KeyPerformanceIndicators.
Technical	The system shall provide form/instructions in Hindiand English wherever it will berequired
Technical	Thesystem shallprovide the abilitytotransfer large filesvia email (upto10MBtotal).
Technical	Thecustomerwebportalshallsupportmultipleaccessauthorizationlevelsfordifferentusers,usergroups,orroles.Suchas,anonymous users,read-onlyusers,andadvancedonlineuserswho have increasedprivilegestodata.
Technical	ThecustomerwebportalshallprovideandsupportRESTfulwebservices.
Technical	Sensitivedataisnotpassedinunsecuredformfieldsorquerystrings.
Technical	Thesystemshallallowthecustomertoconfiguretheirviewandsavetheirpreferences.
Technical	Thecustomerwebportalshallintegrateinformationfrommultiplecontentsources intoaunified,intuitiveuserinterface.
Technical	Thecustomerwebportalshallsupportrobustsearchcapabilitiestolocate informationordatarecordsquickly.
Technical	Thecustomerwebportalshallbedevelopedwiththelatestwebdesigntechniques anddevelopmenttechnologies.
Technical	Thecustomerwebportalshallprovideconsistentsitenavigation.
Technical	ThecustomerwebportalshallbefullyintegratedwiththeLandinformationsystem
Security	ThesystemsshallbeTLS1.2andHTTPS
Security	The system shall require user authentication before the user can access certainbusinessfunctions.Thesystemshallallowstaffandcustomerstheabilityt operformcertain business functions, including but not limited to: review statuses, comments,scheduleinspections,viewinspectionsresults,etc.,withoutloggingintothesystem.ThisshallbeconfigurablebyProhibition,Excise&Registrationdepartmentthroughsecuritypermissions.
Security	TheSystemmustsupportSSO
Security	Thesystemshallprovideminimalerrorinformationintheevent ofauthenticationfailure(e.g.,“loginfail”insteadof “usernotfound”or“passwordincorrect”).

Security	Thesystem shall provide aprotective measure toprevent, detect, andlogunauthorized attempts to access the system (e.g., # of invalid login attempts).Accountsshallbe"locked"after(5)failedloginattempts.Thepasswordresetshouldbe handled via "forgot password links."Failed login attempts must be loggedincludingsourceIPAddressinformation.
Security	Thesystemshallsupportdifferent policyandproceduresforhandlingloginissues(e.g.,automaticallyinformthecustomertoresetthepasswordafteracertainnumberof incorrectattempts).
Security	Thesystem shall log all errors thatincludeseverity, date/time,error description,anderrorcodes.
Security	Thesystem shall notstore any private or sensitive data in theerror logs(e.g.,passwords).
Security	The system shall provide configurable audit logging on transactions and activities ausermayperform.
Security	The system shall, at a minimum, include the following attributes for each audit logrecord:IPaddress,useraccountID,date/timestamp,eventsource,device/browserinformation,theoutcomeofanevent(successorfailure),andanyother supplementalinformationrelatedtotheevent.
Security	Thesystemshallsupportuserprofilesthatallow userstoconfigureandsavetheirsystempreferencestotheiruserprofile(e.g.,userinformation,notification preferences,screen/tableviews,etc.).
Security	Thesystemshallallowanadministratortodisableauseraccount.
Security	Thesystemshallhavetheabilitytodisplaythelastdateandtimetheuserloggedontothesystem.
Security	Thesystem shallsupport role-basedaccess control (RBAC) inmanaging userpermissions.
Security	Thesystemshallprovidegranularaccesscontroltodifferenttypesofdata recordsbased on the following permissions: Read Write Modify Delete
Security	Systemsshouldbeabletointerfacewitha secureFTP(sFTP)orDMSsitetotransferfiles.
Reporting	Thesystem shallsupport scheduled reportsthat aresent to specific usersor usergroups.ReportstosupportmultipleformatsincludingPDFs,Excel,etc.

Reporting	The system shall support configurable dashboards that may be used to displayanalytics (including geospatialdata)for different users oruser groups (e.g.,customer,fieldstaff,etc.).
Reporting	Thesystemshallprovidebuilt-in,ad-hocreportingcapabilities.
BiometricCapture	ThesystemshallbeabletoregisterFingerprintsofthepresenter,claimant, executants,identifierandwitnesses.Whenthecitizendetailsareinitiallyentered bythe Data Entry Operator, the digital signatures and the thumb impression of thecitizenwillalsobecaptured.Thefingerprintsandthedigitalsignatureswillthenbeprinted onthe registered document and will alsobe stored inthe databaseforrecordsandfuturereference.
Propertyvaluation	The system shall record the details entered byan applicant requesting to assessproperty value. The details shall be as follow District, Thana, Local Body, Road,PremiseNumber,Wardnumber,Jurisdiction,Plotno,proposedlanduse,natureofland, area, material detail about the location of the land and assess the value basedontheestimationtool.
Propertyvaluation	Thesystem shall help users ofthesystem toevaluate any piece ofproperty(immovableproperty)byenteringrelevantdetailsabouttheproperty enquired.Thevaluationrateswillbeavailableinthesystemasperbenchmarkvaluationstandardssetbythegovernment.
Propertyvaluation	System should have the abilityto modify the valueof Plot, agricultural land orbuildingbyselectingitsrespectingDistrict,RegistrationOffice,Tehsil,village,Plot.
Propertyvaluation	Incasemarket value cannot becalculated fromsystem due toinsufficientinformation in masters or any new scenario a defined market value option isprovidedtoentertheBenchmarkvaluein thesystembyRegisteringofficers.
Propertyvaluation	System shouldbe able tocharge registration and stampdutyfee according tothemarketvalue
Propertyvaluation	Thesystemshallrecordtheallthemarketvalueassessmentinthedatabase
Biometric	Registrationofanemployeeintegrationofrecordonsystem: • System shall haveability to import data from the external biometric deviceintothesoftware

Biometric	Attendancemonitoring: • Systemshallhavebuiltinholidaycalendar • Systemshallbeabletocalculateworkinghoursofeachemployeebased onthelogin andlogoutdetailsinthebiometricdevice • Systemshallbeabletoidentifyhalfdayworkandfulldayworkbasedonth eworkinghoursofeachemployee • Systemshallallowemployeestochecktheirattendancerecordonline • Systemshallallowapprovingauthoritytoaccept/rejectattendancereco rdonlineprovidingreasonsforthesame • Systemshallreconcileattendancerecordwiththeleaverecordofth eemployee • System shallallowmanualmodificationofattendance recordbyauthorizedpersonnel
Biometric	ReportandDashboardanalysis: • Systemshallmaintainlogofanychangesmadetotheattendancerecord • Systemshallpreparareportontheattendanceofalltheemployees • Systemshallhaveabilitytohighlightanydiscrepancyfoundwhilere concilingattendancerecordandleaverecord
DocumentManagementsystem	Systemshouldhavetheabilitytomanagescannedfileslikes Registereddocument s,ID proof details, etc. in the system for viewing and retrieval. The scanned copy ofthedocumentwillbesavedwithreferencetothecorrespondingDeedno.inafol deronthe server. The reference path with respect to the server will be stored in thedatabase. In order to associate the scanned document with the data entry of thesame document, a "Browse" button will be provided in the application, which willupload the scanned copy from the system for legacy data entry. The DMS should beonaseparateserver.
DocumentManagementsystem	• Thesystemshallsupportforapplicationbasedrights
DocumentManagementsystem	Thesystemshallsupportsystemprivileges likeCreate/DeleteUsers,Defineindex esetc.
DocumentManagementsystem	Thesystemshallsupportsecureloginidandpasswordsforeachuserandpassword sshallbestoredinencryptedformatindatabase
DocumentManagementsystem	Thesystem shall support provide support for HTTPs/SSL for secured data transferandsessiontimeouts.
DocumentManagementsystem	The application shall log all the actions done by individual users with user name,dateandtimeandtheadministratorshallbeabletogeneratedetailedaudi tlogsandhistoryoftheprocessinstance.RemindersandAlarms
DocumentManagementsystem	Thesystemshallbeabletokeeptrackofthestatus,thedate/timethejobsarestarte dandended,thecreationandarchivaldateofthedocuments.

DocumentManagementsystem	The system shall support inbuilt Imaging capabilities and shall support completeandautomatic integration ofevery step ofthe approval workflow with theunderlyingDMSforthepurposeofdocumentretrievingandprocessing.Ther eshallbenoneedforintegratingindividualstepsofaworkflowtoDMSseparately.
DocumentManagementsystem	ThesystemshallbeUnicodecompliantforsupportingHindiandEnglishlanguage sand shall also provide localization kits for localizing the User Interface in particularlanguage
MIS	Thesystemshouldmanageall thereportsthatwillbegeneratedfromthesystem, formatsofwhichwillbeprovidedbytheDSR.Fixedformatsforthereports(numb erto be finalized during SRS phase) will be designed during the design phase of theproject in consultation with concerned officials. There will be provision for doingsearchofdocumentsprocessedgivenadaterangeetc.
MIS	Thesystem shouldallow searchby multipleparametersalongwithsortingandfilteringfacilityonthedatasetgenerat edthroughthesearchprocess
MIS	Thesystem should also provide adashboard withdescriptivecharts tocapturevarious reporting requirements at lower, middle and upper management of theDepartment. The types and number of charts with drill down features to be definedduringSRSpreparation.

11 Data Migration

The System Integrator shall perform the **data migration from existing e-Score 4.1 to proposedsystem**. The Data Migration to be performed by the System Integrator shall be preceded by anappropriate Data Migration strategy & methodology, prepared by System Integrator and approved byProhibition, Excise & Registration Department. Though Prohibition, Excise & Registration Department isrequired to provide formal approval for the Data migration strategy, it is the ultimate responsibility ofSystem Integrator to ensure that all the data sets which are required for operationalization of the agreeduser requirements are migrated and validated. Any corrections identified by Prohibition, Excise &RegistrationDepartmentoranyexternalagency,duringDataQualityAssessmentandReview,inthedatamigrat ed by System Integrator, shall be addressed by System Integrator atnoadditional cost toProhibition, Excise & Registration Dept. Data digitization activity will not be part of the scope of work. Incase of any error found in the existing data the selected bidder needs to raise the error with the level ofseriousness to the Prohibition, Excise & Registration Department and the department will get it resolvedby the existing vendor in a time bound manner. All the data including the PDFfiles will be required to bemigratedbytheSystemIntegrator.

Atahigh-level,datamigrationwillconsistofthefollowingactivities:

- ConductDatamigrationstudyandsubmissionofdatamigrationreport
- Defineallthespecificationsthatareneededto populatethedatainto thenewsystem

- Prepareuniformcodificationofalldatasets
- Develop the data migration templates/ Forms/ Format and facilitate the migration of legacydataelementsintothenewsystem.
- Profilingthedatapresentinthelegacysystemstoidentifywhatdataisavailableand/orneedstransformation
- Extractingtherequireddatafromthelegacysystem
- Transformingtheextracteddatatotheform/formatasrequired
- Cleansingthetransformeddataof anyinconsistenciesanderrors
- Loadingthecleanseddataintotheproposedsystem

Sampleinformationthatneedstobecapturedinthedatamigrationtemplatesare:-

- **Deed Information**: Filling Date and time, DSRO code, instrument name, Registration year, Typeofdeed (major), minor, Presentant Name (English& Hindi), Sex, Age, Address, contact no, email id,father's name, profession, deed category, Executant detail, book no, Stamp purchase date, Stampexecution 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, identifierdetailetc.
- **FeeStructure**: Token No, Deed No, Registration Year, Float Total Area, Float Land Cost, FloatStampPaid,FloatStampDuty,FloatAddStampDuty,Fee A1,DSROCodeetc.
- **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, leasemonth,MVRvalue,unit,landcost,etc.
- **Identifier Detail:** Name of identifier, Age,sex, profession, IDproof, IDno, IDissuance date,father/HusbandName,PostalAddress,etc.
- **UserDetail (departmental user)**: Name, DSRO code, Contact number, Role, email, user-id,passwordetc.
- **Firm registration detail:** Name of firm, Postal Address, Address of HQ, State, established date,Partnershipdeed year,Authorized Person name, Registered Office, Partner detail (Name,sex,Address,dateofjoiningetc.),payment,etc.
- **Societyregistrationdetail:**Nameoffirm,PostalAddress,AddressofHQ,State,establisheddate,Partnership deed year, Authorized Person name & Designation, Registered Office, Member detail(Name,MemberType,sex,Address,dateofjoiningetc.),AIMS,etc.

12 Compliance Requirement

The services delivered must facilitate compliance with all its acts, regulations, guidelines, and policies, asdetailedbelow.Compliancestandardsandguidelinesprovidefurtherusefulinformationtodeterminethecompliancerequirementsofthesolutionaswellasthescopeandcomplexityofthebusinessworkflowandfunctional requirements that must be implemented. Also, Selected bidder must ensure solution hascontinued compliance through requirement updates based on the applicable regulatory and policyrequirements.

- TheIndianStamp(BiharAmendment)Act,1988
- TheRegistration(BiharAmendment)Act,1991
- TheIndianStamp(Bihar Amendment)Act,1991
- MVRRules,2006

- DeedWriter'sLicensingRules1996
- SpecialMarriageAct,1954.
- BiharSpecialMarriageRules,1955.
- BiharSpecialMarriage(Amendment)Rules2001
- TheRegistrationandotherrelatedLaws(Amendment)Act,2001
- BiharRegistrationClerkCadreRules,2004
- BiharStampRules2004
- BiharRegistrationServiceRules2008
- BiharRegistrationRules2008
- BiharStamp(Amendment)Rules,2008.
- Registration(BiharAmendment)Act,2010
- TheBiharStamp(Amendment)Rules,2015.
- TheBiharE-courtFees(ImplementationbyAgency)Rules2018.
- TheBiharSocietiesRegistrationRules,2018,
- TheBiharRegistration(Amendment)Rules,2018
- ThefollowingITdevelopmentandsecuritystandards
    - OWASP (Open Web Application SecurityProject) Top 10 Application Security Risks-2010.
    - ISO/IEC27001InformationSecurityManagementSystemRequirements.
    - GuidelinesforIndianGovernmentWebsite(GIGW)compliance.
    - ITAct2000withamendments2008etc.

13 IndicativeBillofMaterial

As part of preparing the final bill of material, the selected bidder will be required to list all componentsrequired for this project. The bill of material proposed by the selected bidder will be approved byProhibition, Excise & Registration Department for its supply and installation and bill of material shouldbeincluded inTechnicalProposal. TheSystem Integrator shallberesponsible forend-to-endimplementation and shall quote and provide/supply any items not included in the bill of material butrequired forcommissioning oftheapplication and meet the requirements ofthe RFP/Contract.Prohibition, Excise & Registration Department shall not pay for any of the items not quoted in the bid butare required for successful completion of the project. However, the same has to be supplied by the SystemIntegratorwithoutanyadditionalfees.Thebillofmaterialsgivenbelowisindicativeonlyandforguidancepurpose. Bidders may modify the suggested BoM based on the proposed application and to meet therequirementsoftheSLA.

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

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

    - Design, Development/Customization, Deployment & Integration of the

proposed solutions (With Source Code)

- Data Migration
- Training
- Manpower till Go-live
- Manpower for O&M for 5 years post Go-Live

#	BOM	Make and Model (To be provided by the bidder)	Qty to be provided by the bidder as per the solution proposed by the SI
1	Software licenses		
2	Any other hardware/software/component required to implement the solution		

NotestoMinimumBillofMaterial-

1. The bidder must assess the requirements on their own and propose the items, hardware, software,licenses, services, etc. to meet the requirements of the RFP and SLA. Any items not offered as part of thesoftware BoM of the bid but required for successful implementation and O&M of the project, shall besuppliedbytheSIfreeofcosttoProhibition,Excise&RegistrationDepartment, Govt.ofBihar.

2. Bidder must quote appropriate number of licenses with their type and cost separately against each lineitemrequiringlicensesforuse.IncaselicensecostisNILthenitshouldbeshownandmarkedasNIL.

3. In case the licenses are not shown and quoted separately for any line item and any additional licenses arerequired for the reason whatsoever during the tenure of the project, the successful bidder shall have tosupplythemfree ofcosttoProhibition,Excise&RegistrationDepartment,Govt.ofBihar.

4. Software and Licenses:-
   - Thecompletebillofmaterialsofthesoftwareandapplicationsproposed
   - Thedetailsofintellectualpropertyownershipofalldistinctelementsofthesoftware
   - Thelicensingagreementsforeachofthesoftwareelementsorapplications,thedraftcopiesofthelicensingagreementswithdetailsofusageconditions.
   - TheAMCconditionsforallthesoftwareapplicationsproposed
   - Theabovedetailswillbeforallthesoftwareincludingiftherearеany,ownedbytheSI
   - Ifthere are thirdparty OEM software, applications, declarations by therespective OEMs, as per theformatsprovidedinannexure

14 Manpower Deployment

The bidder is to propose the most optimum team for design, development, operation, maintenance, and management of project in all the 137 registry/sub-registry offices of the state. The bidder should deploy skilled resources with relevant experience and expertise to manage project in an efficient manner and establish proper team

structure to monitor and control the project.The selected SI shall deploy manpower of requisite qualification and experience as per the tablegiven below.

#	Role	Qualification	Experience
1	Project Manager	BE/MCA /MBA orequivalent withspecialization ine-Governanceprojects with PMP/ Prince2Certification	15 years (with ability to steer the project ab initio) relevant experien project management
2	Proposed Domain Expert/Business Analyst	B.E./B.Tech./MCA/MBAwithcertificationinBusinessAnalysislikeCBAPispreferred	10years of relevant exper in business analysis
3	Solution Architect	B.Tech/B.E/MCA/M.Tech/MSC(IT) in Computer Science/IT with TOGAF certification is preferred	10yearsof totalworkexper inoneor multipleIT ofinfrastructureand clouddevelopment,engine &softwarearchitecturedes DevOps,Project &ProductManagement
4	Senior Application Developer	B.Tech/B.E/MCA/M.Tech in Computer Science or IT	10 years of experienc software development
4	Application Developer	B.Tech/B.E/MCA/M.Tech	At least 5 years of experie software development

5	Lead Tester	B.Tech/B.E/MCA/M.Tech and Internationally recognized OEM certification in a Leading Testing Tool;	At least 7 years of rel experiencein softwaretesti
6	DB Administrator	BE/MCA or equivalent with specialization in computers	At least 7 years of experie database administration
7	System Administrator	B.Tech/B.E/MCA with certification like CCNA or equivalent	At least 7 years of rel experience in s administration
8	Operation and Support team	BCA/BSc.ComputerScience	At least 5 years of rel operational support experi

Initial Composition; Full Time Obligation; Continuity of Personnel

- SI shallensurethateachmemberoftheKeyPersonnel devotessubstantialworkingtimetoperformtheservicestowhichthatpersonhas beenassignedaspertheproposal.
- SI shallusecommerciallyreasonableeffortstoensureit retainstheservicesofitsKeyPersonnel,includingprovisioning ofcompetitive compensation, benefitsandotherconditionstoitsKeyPersonnelsoastoincentivize themtoremaininSI'semployment.
- SI shallnotmake anychangestothecompositionoftheKey Personnel andnotrequireorrequestanymemberoftheKeyPersonnel toceaseor reducehisorherinvolvementintheprovisionoftheServicesduringtheTerm(or

agreetoanyrequestotherthanfromDepartment of Excise and Prohibition,Bihar that wouldhavethesameeffect):

1. Unlessthatpersonresigns,isterminatedforcause,dies,islong-termdisabled,is onpermittedmandatoryleaveunderApplicableLaworretires;or
2. WithoutDepartment of Excise and Prohibition,Bihar'spriorwrittenconsent

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

Evaluations

i. SIshallcarryoutanevaluationoftheperformanceofeach memberoftheKeyPersonnelinconnection withtheServicesatleastonceineach ContractYear.SIshallprovidereasonablewrittennoticeto Department of Excise and Prohibition,Biharofthedateofeachevaluationofeach memberoftheKeyPersonnel andDepartment of Excise and Prohibition,Biharshallbe entitledtoprovideSIwithinputforeachsuchevaluation.

ii. SIshallpromptlyprovidetheresultsofeachevaluationtoDepartment of Excise and Prohibition,Bihar,subjecttoApplicableLaw

Replacement

i. Incasetheresourcehasresignedthenthebidderhastoinformwithinoneweekof suchresignation.

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

iii. SIshallpromptly initiateasearch forareplacementanduse commerciallyreasonableefforts(includingtheexpenditureofreasonablesums,such astoengagetheservicesofarecruitingfirm)toensurethattherole ofanymemberof theKeyPersonnel isnotvacantforanylongerthan30days,subjecttoreasonable extensionsrequestedbySIofDepartment of Excise and Prohibition, Bihar.

iv. BeforeassigninganyreplacementmemberoftheKeyPersonneltotheprovisionof theServices,SIshallprovideDepartment of Excise and Prohibition, Biharwith:

- Aresume,curriculumvitaeandanyotherinformationaboutthecandidatethatis reasonablyrequestedbyDepartment of Excise and Prohibition,Bihar;and
- Anopportunitytointerviewthecandidate.

v. Thebidderhastoprovidereplacementresourcewhoscoreatleastthesamemarksas theresourceproposedoriginallyonthesameevaluationparametersdefinedinthis RFPdocument.Oncethisisconfirmation, theDepartment of Excise and Prohibition, Government

ofBihar shallconductaninterviewofthecandidateandnotify SIwithintendaysafteritsinterview(orifDepartment of Excise and Prohibition,Government ofBihardoesnotrequestaninterviewwithinten workingdaysafterSIhasprovidedtheinformation,thenit wouldbedeemedasaccepted).

vi. If Department of Excise and Prohibition, Government of Bihar does object to the appointment, SIshall not assign the individual to that positionandshallseekanalternativecandidateinaccordancewiththisSection.

vii. Thebidderhastoensureatleast4weeksofoverlapperiodinsuchreplacements.

15 Scope of service for Operation and Maintenance

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

- Propose a Post Implementation Team (PIT).
- ThesaidPITteammustensurethatallnecessarymeasuresaretakenforthesmooth implementation of the System
- Theteammustensurethatallnecessaryknow-howistransferredtothee-Registration systemsupport teaminsuchamannersoastomakeforasmoothtransition.Performancemetricsfor theabovetransition will needto be agreedbetweentheSIandthe Departmenttoensure successful conclusion of this stage.
- TheSImustalsoestablishthehelpdeskfortheuserstocontactincaseofanye-registrations system problems

d. Ensuring that the system is available as per the prescribed SLAs. The I should install/develop his/her own tools for monitoring the SLAs.
e. Warranty support
f. Re-installations, in the event of system crash/failures.
g. Develop Standard Operating Procedures (SOPs)
h. Overall monitoring and management of the systems implemented for the e-Registration System Project
i. Product Upgrades
j. Ensure overall security of the solution including installation and management of Antivirus solution for protection of systems implemented for the project, application of updates/ patches etc. The antivirus patches and updates to be applied from timeto time, after appropriatetesting of the patches in the staging area.
k. Backup of operating system, database and application as per stipulated policies.

l. Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
m. Reactive maintenance that is intended to troubleshoot the system with sufficient teams positioned at key places
n. Performance tuning of the system as may be needed to comply with SLA requirements on a continuous basis.
o. Escalation and co-ordination with other partners for problem resolution wherever required.
p. System administration tasks such as creating and managing users, taking backups etc.
q. Whenever a component has to be replaced because of technical, functional, manufacturing or any other problem, it shall be replaced with a component of the same make and configuration.
r. In case the component of same make and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration specifically approved by Department.
s. Produce and maintain system audit logs on the system for a period agreed in the agreement. On expiry of the said period, the audit logs should be archived and stored off- site.

16 HelpDeskServices

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

- EstablishContactCentre(Helpdesk)attheStateHeadQuarter(atPatna,withatoll-freenumber)withsystem based service request monitoring. The Helpdesk shall act as a SPOC (Single Point of Contact)for all the Security and Application related issues reported by the government departments or anyother related stakeholders. Project Management Unit (PMU) established by the State shall monitoreachissueServiceRequestandtheresolutiontimelinesforsuchServicerequests.
- Helpdesksupport should be available between 8:00 am – 7:00 pm everyday expect National HolidaysasnotifiedbytheGovernmentofBihar.
- Thesupportto thedepartmentusersmaybeatHelpdeskorDepartmentslocatedlocallyi.e.Patna.
- Training related to Software Related solution for Prohibition, Excise & Registration Department todepartments,wheneverrequired.
- ProvideMIStoProhibition,Excise&RegistrationDepartment/PMUasperrequirement,ifany.
- Provide Help Desk facility during agreed service period window for reporting user departmentincidents/issues/problemswiththeapplicationrelatedissues
- Helpdeskserviceisrequiredintwolanguages–HindiandEnglish
- Provide necessary channels for reporting issues to the help desk. The incident reporting channelscouldbethefollowing:
    - SpecificE-Mailaccount
    - Telephone

  - Seating arrangement and electricity will be provided by the Prohibition, Excise & RegistrationDepartment. SI needs to provision to convert the telephone line into multiple lines as requiredandalsoprovisionforthesoftware/hardwarerequiredforthesame.
- Implementacallloggingsysteminlinewiththeseveritylevelsasdefined.TheHelpdeskshallloguserandassignanincident/callIDnumber.
- Creationofknowledge base onfrequently asked questions toassistusers inresolving basicissuesthemselves
- Track eachincident/callto resolution
- Providefeedbacktocallers
- Analysethecallstatistics
- Continuousmonitoring oftheapplication incoordination attheSDC,Prohibition,Excise&RegistrationDepartment/PMUtoensureapplicationavailability.
- MonitoringshouldbedonewiththehelpofSDCEMSmonitoringtoolsandsystemlogs/countersandthereforethereportsandalertscanbeauto-generated.
- Escalatethecalls,totheappropriatelevels,ifnecessary,aspertheescalationmatrix.
- Analysetheincident/callstatisticsandprovidemonthlyreportsincludingbutnotlimitedto:
  - Typeofincidents/callslogged
  - Incidents/callsresolved
  - Incidents/callsopen
  - RootCauseanalysisforfrequentlyoccurringincidents
- A“ProblemManagement Record”or“PMR”shouldbedesignedand developedtodocumentservice outages.
- Concerned Authority ofProhibition, Excise &Registration Department should be updated withcompleteandaccuratesystemstatus.
- Notification should begiven toProhibition, Excise&Registration Dept.’s designatedpersonnelofsystemsorequipmentfailures,orofanemergency,accordingtotheOperationalDocumentation.
- SeverityCodesto bedefinedtoPrioritizeproblemcalls.
- Problemanalysisandidentifyingofrecurringproblemsshouldbedocumentedandresolved.
- Concerned Prohibition, Excise & Registration Department Authority must be informed about all theemergenciesandequipmentfailures.
- Monthly reports to Prohibition, Excise & Registration Department on calls handled by Help deskshouldbeprovided.
- SI shall bring his services desk tool at no additional cost to the Prohibition, Excise & RegistrationDepartment. Vendor will provide for auto ticket generation, call logging from users and tracking tillresolution. The service desk tool should track SLAs as mentioned in this RFP. The service desk toolshallbe
  - CompliancewithITILcompliantservicedelivery
  - Servicedeskshouldtrack&recordhelpdeskjobs.(MonitorHelpdeskeffectivenessinreal-time)
  - should have basic feature of call management such as Update & close jobs/ tickets and Placejobs/ticketonhold.
  - Service DeskToolshouldbeable toprovideTicket/Jobauditingfacilitytogetticket/jobhistory.

- Assign priorities to Jobs / Tickets. (This should assign as per the seniority & aggraded SLAmodel)
- Specify&track targetjobcompletionstatusbasedonvariousfactorsas,Dates,Priorityetc.
- Servicesdesktoolshouldhavecapabilitytocategoriesthejobsasperthestructureofaproblemex:Server relatedproblemshouldassigntohardwareteam.
- Service desk should have a "SLA" mapping / monitoring & tracking feature. (When a ticket israised, Target Helpdesk calculates the most relevant service level agreement according to theissueandanyassetidentified)
- Service desk tool should define unlimited number of end-users and record time duration spentoneachticket.
- Servicedeskshouldhaveafacilitytorestrictspecificfunctionalitytocertainoperators.
- Servicedesktoolhastohaveinbuilt"EscalationMatrix"whichhelpforthenotificationpurpose tooperators&usersabouttheirtickets
- TheproposedtoolshouldmaintainAssetinformation.
- Theproposedtoolshouldhaveafacilitytolinkfiles(error,logfiles)tohelpdesktickets.
- Themonitoringtoolsemployedbythebiddershallbeabletogenerate automatedtroubleticketsin an event of faults or threshold violations and escalate the same to predefined set of peopleacross the organization and third-party vendor. The ticket needs to be automatically closed assoonasfaultisresolved.
- uniqueTroubleTicketNumbershouldbecreatedandassignedforanyfaultandusingthesameuniqueno.thehistoryofcallresolutionandcurrentstatusmustbetrackable.

- SIneedstoprovidetheSupportExecutivesasperthecriteriamentionedinthisRFP.

17 Documentation

TheSImust ensure that complete documentation of e-Registration Systemisprovided with comprehensive usermanuals andadheretostandardmethodologiesin softwaredevelopmentasperISO standard and/or CMM models. The following documents are the minimum requirements:

- Communications Plan listing all stakeholders in theproject,definingtheir roles
- QualityAssurancePlanDocumentingtheplannedandsystematicpatternofallactions necessaryto assureconfidencethatthesoftware developedwill conformtotheIntegrated Excise Management System functional and technical requirements.
- InterfaceControlDocument,documentingtheinterfacecharacteristicsofoneormore systems anddocuments agreements between interface owners.
- Test PlanContaining information on the software test environment to be used for independenttesting,thetestcasestobeperformed,andtheoveralltestingschedule. This includes methodology, schedule, resources, tools, procedures, environment definition, test cases, andsoftware test results.
- Systems Manual Detailing the data structure, table, forms andreport structures.

- OperationsManualprovidinginstructionsforinstallingtheapplication,troubleshooting, interpreting message logs, and FAQs (Frequently Asked Questions).
- UserManual(bothonlineandpapercopies)providingdetailedinstructionsonhowtouse thesoftware. Inaddition, itdescribeshowtoaccess,submitinputsto,andinterpret outputs from the application.
- Adatadictionarylistingoutallthedataelementsshallbeprepared.

18Acceptance Testing

The primarygoal ofAcceptanceTesting andCertificationistoensurethattheProject(includingalltheproject componentsas discussedinthescopeofwork)meetsrequirements,standards,specificationsand performance,by ensuringthat thefollowingare associated withclear, quantifiable metrics for accountability:

- Functionalrequirements
- Infrastructure(Hardware and Network) ComplianceReview
- Availability ofthe projectServices in thedefinedlocations
- Performance
- Security
- Manageability
- SLAReporting System
- Project Documentation administratio manuals etc)
- Data Quality Review

AspartofAcceptancetesting,performedthroughathirdpartyagency,Department of Excise and Prohibition shallreviewallaspectsofproject developmentandimplementationcoveringsoftware,hardwareandnetworkingincludingtheprocessesrelatingto the designofsolutionarchitecture,designofsystemsandsub-systems,coding,testing,businessprocess description, documentation,versioncontrol,changemanagement,security,service orientedarchitecture, performanceinrelationto defined requirements,interoperability,scalability,availabilityandcompliancewithallthe technicalandfunctional requirements of theRFP and the agreement.

The proceduresand parametersfortesting willbelaiddownbytheThirdPartyAgencyafterapprovalfrom Department of Prohibition,Excise and Registration; thesolutiondeployedbythevendorhastosatisfythirdpartyacceptancetestinguponwhichthesystem shallgo-live, subject to Department of Prohibition, Excise and Registrationapproval.

Department of Prohibition, Excise and Registrationwillestablishappropriateprocessesfornotifyingtheselectedvendorofanyshortcomingsfrom defined requirementsattheearliestinstanceafternoticingthesameto enabletheselectedvendor totakecorrectiveaction.All gapsidentifiedshallbeaddressedbythevendorimmediatelypriortoGo-liveofthesolution.Itistheresponsibilityof the selectedBidder totakeany corrective action requiredto remove all shortcomings before the roll out of theproject.

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

It is to be noted that:

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

19.FunctionalRequirementsReview

Thesolutiondeveloped/customizedbyselectedBiddershallbereviewedandverifiedbythe SIagainst theFunctionalRequirementssigned-offbetweentheDepartment of Excise and Prohibition and theselectedSI.Allgaps,identified shallbeaddressedbythe SIimmediately priortoGo-liveofthesolution.Oneofthekeyinputsforthis testingshallbethetraceabilitymatrixtobedevelopedbythevendorforthesolution.ApartfromTraceability Matrix,the Department/PMUmaydevelopitsowntestingplansforvalidation ofcompliance ofsystemagainstthedefined requirements.

20. User Acceptance Test

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

21 FinalAcceptanceTesting

Pre-requisiteofFinalAcceptanceshallhavethefollowing:

- Installation & commissioning of all hardware (wherever required), software supplied under this RFPincluding customization &deployment ofSoftware Related solution forProhibition, Excise &RegistrationDepartmentapplication,integration,Helpdesksetupetc.
- All documentation related to the developed solution and relevant acceptance test document(includingITComponents,Non-ITcomponents).
- Installationandcommissioningshallinclude:
  - InstallationandCommissioningofIT,non–ITcomponentsatSDC
  - ForbothIT&Non-ITequipment'ssoftwaremanuals/brochures/DataSheets/CD/DVD/ mediaaresuppliedtoProhibition,Excise&RegistrationDept.
  - All hardware and software items must be installed and commissioned at DC as per thespecification.
- Availability ofallthedefined servicesshallbeverified andmutually agreed

betweenProhibition,Excise&RegistrationDepartmentandtheselectedbidder

- Testing mustdemonstratethatthenewsystems satisfy theoperationalandimplementationperformancecriteriamentionedinthisRFPdocument
- The SI shall be required to demonstrate all the features / facilities / functionalities as mentioned intheRFP.

22 Deviations

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

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

23Indicative Project Plan

#	ProjectDelivery Milestone	T = Date of Work Order
1	TeamDeploymentforthefollowing: • ProjectPlanning • ResourcePlanning • Development,Implementation	

	andMaintenanceApproach	
2	DataMigrationStudyandApproachReport	**T+30days**
3	Submission ofSRSandHighLevel &LowLevel designdocument	**T+60days**
4	Supplyofallcomponentsincludingsoftware licenses(whereverrequired)atSDC	**T+80days**
5	ApplicationDesign&Developmentoflandmanagementinformationandinstrumentregistration application & integration with 3rdpartyapplicationincludingpaymentgateway,SMSgateway, mail gateway, PAN, OGRAS,DevelopmentofMobileApplication	**T+170 days**
6	Data Migration of existing system to new system and transition plans	**T+200 days**
7	Training and Performance Testing and User Acceptance Testing	**T+240 days**
8	Go-Live of the solution	**T+ 250 days**
9	Code Level Audit of the solution	**T+300 days**
10	**Operation and Maintenance**	**60 months post Go-live**

24 Payment Schedule

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

25 List of Deliverables:-

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

1. System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, integration with third party applications, Interface Specifications and application security requirements.
2. High Level Software Design document including Software Architecture design, Logical and Physical Database Design etc.
3. Low Level Software Design document including Programming Logic, Workflows etc.
4. Complete Source Code with documentation.
5. Data Migration Approach report
6. Test Plans and Test cases for
    a. Unit Testing,
    b. Integration Testing,
    c. System Testing,
    d. Final Acceptance Testing,
    e. Security Testing,
    f. Load Test Plan
7. Software Testing Documentation including complete defects/bugs/errors list, their corresponding resolution and code impact for
    g. System Testing
    h. Final Acceptance Testing
8. Application to monitor the SLAs to be supplied by the SI.
9. Training Manuals and literature
10. Manuals- User manuals covering all areas like Systems Administration, Installation, Maintenance and User level Operational issues and others as requesting by the Department
11. At least once a week Status, issues and Review Reports
12. Support services during Implementation, Operations and Support stage
13. Exit Management Plan
14. Escalation Mechanism on SLA's
15. Standard Operating Procedure Document

26Performance Requirements: - Service Level Agreement (SLA)

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

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

#.	SLA Parameter	Service Levels	Measurement Metrics	Penalty
1.	**Timelines**			
A.	Timely Delivery	All the milestones defined in the RFP have to be implemented on-time (with no delay).	To be measured (with reference to the approved submission of deliverable and approved timelines), in Number of weeks of delay from the date of submission as defined in the Implementation Schedule.	• For every one week or part there of delay in submission of deliverable would attract a penalty of 0.25% of the project value per weekor part thereof beyond the schedule date as mentioned in project plan schedule.Partial submission of the deliverable would also be treated as non-submission of the deliverable and above said penalty clause shall apply.
2.	**Quality of Work**			
A.	Correctness of Delivery	Delivery of application software (with respect to functionality), as defined in the Agreement have to be up and running First-Time-Right (with least errors/defects/bugs), as defined below: **Level 1 errors/ defects/ bugs** would be defined as the ones which have the greatest business	• To be measured in number of errors/defects/bugs for each of the deliverables.	• Occurrence of errors/defects/bugs would attract a penalty per defect as per the following – • For Level 1= INR 50,000 • For Level 2=INR 25,000. • The penalty shall be deducted / adjusted from Quarterly pay-outs.

		impact wherein the user is not able to perform his/her regular work, or the output from the system is not as per the requirement. **Level 2 errors/defects/bugs** would be defined as the ones which have medium business impact wherein the user is partially able to perform his/her regular work.		
B.	Training Satisfaction	In each of the training given by the Service Provider to the users. Feedback given by the trainees on the trainer should be 7 or more (on a scale of 10)	Feedback ratings received from Training participants, no. of participants and no. of Trainings delivered	In the event of not meeting the service levels, Implementation Agency shall i. Pay a penalty of Rs. 30,000 if average feedback rating from the participants is less than 7 for a particular training program at a particular Batch and repeat that training till the average feedback rating is 7 i. *The bidder will be solely responsible for conducting additional training sessions for the staff members providing the rating less than 7.*

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

Operation & Maintenance Phase Service Levels

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

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

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

			agreed services would amount to no service available for the purpose of this SLA and thus breach	
2.	Application Response Time	The average application response time for users (time taken for loading of a page) should not exceed 1. 5 Sec for home page 2. 5 sec for forms and user query 3. 3. 5 sec for reports. This does not include the transactions where the upload of documents are involved)	Application response time will be measured on the basis of automated reports at Client terminal operating on 2MBPS line The data should be captured through automated tools at least 1 hour during the business hours. Data during business hours can only be used for calculations of average response time. y scheduled downtime should not be included in the calculation of application response time.	**Slab 1:** Average Response Time between 5 seconds and 10 seconds for home page, forms, user query and reports. **Slab 2:** Average Response Time between 10 seconds and 15 seconds for home page, forms, user query and reports. **b 3:** Average Response Time above 15 seconds for home page, forms, user query and reports. **Penalty:** **Slab 1:** 1% of the Invoiced amount for that Quarter **Slab 2:** 2% of Invoiced amount for that Quarter **Slab 3:** 5% of the Invoiced amount for that Quarter

3.	Ip desk Response time:	All the queries resolution times are applicable during business hours only. Resolution time: Within 4 working hours Defined as Time in which a complaint / query is resolved after it is reported to Support team	Measured in terms of average time taken to resolve the reported incident in the billing quarter	Resolution time Slabs: 1. **Slab 1:** 4 to 8 working hours 2. **Slab 2 :** 8 to 16 working hours 3. **Slab 3 :** More than 16 working hours **Penalty** 1. **Slab 1:** 1% of the Invoiced amount for that Quarter 2. **Slab 2:** 2% of Invoiced amount for that Quarter 3. **Slab 3:** 5% of the Invoiced amount for that Quarter
4.	Manpower SLA (Support Manpower to be deployed at client place)	Absence without prior approval	Number of days absent	**Penalty** 2% of the proposed cost per resource per month for every one day of absence.

SLA Change Process:

The parties may amend this SLA by mutual agreement in accordance with the process described below. Changes can be proposed by either party.The SI's representative will initiate an SLA review at quarterly. Normally, the forum for negotiating SLA changes will be Prohibition, Excise & Registration Dept.'s monthly meetings. Prohibition, Excise & Registration Department and SI will review the Service Levels and mutually agree whether to:

- Add to, delete or change the Services to be measured and the corresponding Service Levels to reflect changes in Prohibition, Excise & Registration Dept.'s business operations; and
- Improve the existing Service Levels, where warranted, to reflect operational or technical improvements.
- Unresolved issues will be addressed using the issue management process.
- The SI's representative will maintain and distribute current copies of the SLA document as directed by Prohibition, Excise & Registration Department Additional copies of the current SLA will be available at all times to authorized parties.
- Service Levels for a New Service, Optional Service or Additional Services

- With respect to a New Service, Optional Service or Additional Services, SI and Prohibition, Excise & Registration Department will establish initial Service Levels following full implementation of such Services which will apply during the initial 90-day period of SI providing such New Service, Optional Service or Additional Services.
- To the extent appropriate, such initial Service Levels will be the same as or similar to existing Service Levels for the same or similar Services.
- During such 90 days, SI and Prohibition, Excise & Registration Department will conduct a process for Measurement and Validation of Service Levels to validate the initial Service Levels and agree upon the actual Service Levels.

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

SLA Version Control

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

Monitoring & Control Mechanism

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

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

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

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

Compliance Audit: Evaluate system for compliance related requirements

Managementescalationprocedures

- The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved. Implementing this procedure ensures that Prohibition, Excise & Registration Department and Implementation partner's management are communicating at the appropriate levels.
- Escalation should take place on an exception basis and only if successful issue resolution cannot

be achieved in a reasonable time frame.

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

27Intellectual Property Rights

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

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

27.4 Source Code

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

28Warranty

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

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

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

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

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

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

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

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

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

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

- SI shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met.

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

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

29Change Control Schedule

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

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

CHANGE MANAGEMENT PROCESS

a. CHANGE CONTROL NOTE ("CCN")

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

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

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

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

b. Quotation

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

1. a description of the change
2. a list of deliverables required for implementing the change;
3. a time table for implementation;
4. an estimate of any proposed change
5. any relevant acceptance criteria
6. an assessment of the value of the proposed change;

6. material evidence to prove that the proposed change is not already covered within the Agreement and the scope of work

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

c. Costs

Cost related estimates and Charges for Implementation under Change Control Note" are applicable only for out-of-scope changes. Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process provided the SI meets the obligations as set in the CCN. In the event the SI is unable to meet the obligations as defined in the CCN then the cost of getting it done by third party will be borne by the SI.

d. Obligations

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

ANNEXURE – A – FORMAT FOR CHANGE CONTROL NOTICE

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

Signature: Received by the SI	Date:
Name:	
Signature:	

Change Control Note	**CCN Number:**
Part B : Evaluation	
(Identify any attachments as B1, B2, and B3 etc.) Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.	
Brief Description of Solution:	
Impact:	
Deliverables:	
Timetable:	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorised by the <<*'Total Solution and Service Provider (SI)'*>>	**Date:**
Name:	

Signature:	

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

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

30Confidentiality

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

These restrictions will not apply to any information which:

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

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

C. Without prejudice to the foregoing provision of this Clause above bidder may cite the performance of the services to clients and projective clients as an indication of its experience.

D. The bidder shall not, without State prior written consent, disclose the commercial terms of this work order to any person other than a person employed by the bidder in the performance of the work order.

E. The clause on Confidentiality shall be valid for a further period of one year from the date of expiry or termination of the assignment, whichever is earlier.

31 Data Integrity

A. The bidder shall not, without prior written consent from BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR in connection therewith, to any person other than a person employed by the bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.

B. The bidder shall not, without prior written consent of BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR, make use of any document or information made available for the project, except for purposes of performing the Contract.

C. All project related documents issued by BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR, other than the Contract itself, shall remain the property of BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR and shall be returned (in all copies) to BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR on completion of the bidder's performance under the Contract if so required by BISCORE/PROHIBITION EXCISE & REGISTRATION DEPARTMENT, GOVERNMENT OF BIHAR.

32 Indemnification

- The Bidder shall, at its own expense, defend and indemnify Department against any third party claims in respect of any damages or compensation payable in consequences of anyaccident or injury sustained or suffered by its (Bidder's) employees or agents, or by any other third party resulting from or by any gross negligence and/or wilful default by or on behalf of the Bidder and against any and all claims by employees, workmen,contractors, sub- contractors, suppliers, agent(s), employed, engaged, or otherwise working for the Bidder, in respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or like.
- The Bidder shall indemnify, protect and save Department and hold Department harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly from (i). a gross negligence and/or wilful default of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract (ii). breach of any of the terms of this tender document or breach of any representation or warranty by the Bidder (iii). use of the deliverables and or services provided by the Bidder (iv). Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.
- The Bidder shall further indemnify Department against any proven loss or damage to Department's premises or property, etc., due to the gross negligence and/or wilful default of the Bidder's employees or representatives to the extent it can be clearly established that such employees or representatives acted under the express direction of the Bidder.
- The Bidder shall further indemnify Department against any proven loss or damage arising out of loss of data, claims of infringement of third party copyright, patents, or other intellectual property, and third-party claims on Department for malfunctioning of the equipment at all points of time.

33 Termination and Blacklisting:

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

a. If the vendor is in material breach of its obligations pursuant to this Agreement and has not remedied the same within 30 days.
b. If the vendor becomes insolvent or goes into compulsory liquidation
c. If the vendor, in the judgement of Department, has engaged in corrupt or fraudulent practices in competing for or in executing the contract
d. If the vendor submits to Department a false statement which has material effect on the rights, obligations, or interests of the Department.
e. If the vendor places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Department.
f. If the vendor fails to provide Quality services as envisaged under this Agreement.

g. Serious discrepancy and delay in delivery of services or the performance levels agreed upon, which might have an impact on the functioning of the Call Centre.
h. Failure of the vendor mobilize manpower, follow local laws, clumsy execution of work, and total disregard to public safety and its own employees.
i. Failure to abide by any lawful directions of the Department.

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

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

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

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

5**Foreclosure with Mutual consent: -**

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

e) For the avoidance of doubt, it is clarified that such foreclosure will be without prejudice to the Vendor and shall not affect the Vendor in any way if it wishes to bid in future projects of the Department.

6 Transition and Exit Plan:

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

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

34 Fraud or Corrupt Practices

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

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

indulgedinanycorruptpractice,fraudulentpractice,coercivepractice,undesirable practice or restrictive practice, as the case may be.

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

35 Dispute Resolution

i. The bids and any contract resulting there from shall be governed by and construed according to the Indian Laws.
ii. All settlement of disputes or differences whatsoever, arising between the parties out of or in connection to the construction, meaning and operation or effect of this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably between Department and the vendor's representative.
iii. In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:
iv. Conciliation: - All disputes or differences whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be first settled by way of conciliation and failing which, by way of arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties.
v. The dispute shall be first referred to the Development Commissioner for conciliation who shall conduct conciliation
vi. proceedings which will be held at Patna, Bihar.
vii. iii. Arbitration: - In case the conciliation proceedings fail, the dispute shall be referred to the arbitration as per the Arbitration Act.

viii. iv. All legal disputes will come under the sole jurisdiction of Patna, Bihar. The venue of the arbitration shall be Patna.

ix. The Arbitral award shall be final and binding on both the parties.

x. Work under the contract shall be continued by the vendor during the arbitration proceedings unless otherwise directed in writing by Department unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those which are otherwise explicitly provided in the contract, no payment due, or payable by Department, to the vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.

36 Limitation of Liability

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

- Any willful misconduct or gross negligence of the Vendor, its employees, its agents or employees of its subcontractors in the performance of the Services.
- Infringement of any patent, trademarks, copyrights, intellectual property rights etc. or such other statutory infringements or any other law in respect of the Services provided by the Vendor.
- The Department shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third-party tools/hardware/software or modules supplied by the Vendor as part of this Agreement.

37Liquidated Damages

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

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

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

38.Exit Management

Purpose

I. This sets out the provisions, which will apply on expiry or termination of the CONTRACT, the Project Implementation, Operation and Management SLA.

II. In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.

III. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

Transfer of Assets

I. *DEPARTMENT* shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI to provide the *DEPARTMENT* with a complete and up to date list of the Assets within 30 days of such notice. *DEPARTMENT* shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to sell the Assets, if any, to be transferred to *DEPARTMENT* at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.

II. In case of contract being terminated by *DEPARTMENT*, *DEPARTMENT* reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued.

III. Upon service of a notice under this Article the following provisions shall apply:

   A. in the event, if the Assets to be transferred are mortgaged to any financial institutions by the SI, the SI shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the <<'State Designated Agency'>>.

   B. All risk in and title to the Assets to be transferred / to be purchased by the *DEPARTMENT* pursuant to this Article shall be transferred to *DEPARTMENT*, on the last day of the exit management period.

   C. *DEPARTMENT* shall pay to the SI on the last day of the exit management period such sum representing the Net Block (procurement price less depreciation as per provisions of Companies Act) of the Assets to be transferred as stated in the Terms of Payment Schedule.

   D. Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.

   E. The outgoing SI will pass on to *DEPARTMENT* and/or to the Replacement SI, the subsisting rights in any leased properties/ licensed products on terms not less favorable to *DEPARTMENT* / Replacement SI, than that enjoyed by the outgoing SI.

Cooperation and Provision of Information

During the exit management period:

I. The SI will allow the *DEPARTMENT* access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the *DEPARTMENT* to assess the existing services being delivered;

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

Confidential Information, Security and Data

I. The SI will promptly on the commencement of the exit management period supply to the *DEPARTMENT* the following:
   A. information relating to the current services rendered and customer and performance data s in relation to the services;
   B. documentation relating to Computerization Project's Intellectual Property Rights;
   C. all current and updated data as is reasonably required for purposes of *DEPARTMENT* transitioning the services to its Replacement *SI* in a readily available format nominated by the *DEPARTMENT*
   D. all other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable *DEPARTMENT*, or its Replacement *SI* to carry out due diligence in order to transition the provision of the Services to *DEPARTMENT*, or its Replacement *SI* (as the case may be).

II. Before the expiry of the exit management period, the SI shall deliver to the *DEPARTMENT* all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the SI shall be permitted to retain one copy of such materials for archival purposes only.

Employees

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

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

Rights of Access to Premises

I. At any time during the exit management period, where Assets are located at the *SI*'s premises, the *SI* will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the *DEPARTMENT* and/or any Replacement *SI* in order to make an inventory of the Assets.

II. The *SI* shall also give the *DEPARTMENT*, or any Replacement *SI* right of reasonable access to the Implementation Partner's premises and shall procure the *DEPARTMENT* and any Replacement *SI* rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the CONTRACT as is reasonably necessary to migrate the services to the *DEPARTMENT* or a Replacement *SI*.

General Obligations of the SI

I. The *SI* shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the *DEPARTMENT* or its Replacement *SI* and which the *SI* has in its possession or control at any time during the exit management period.

II. For the purposes of this Schedule, anything in the possession or control of any *SI*is deemed to be in the possession or control of the *SI*.

III. The *SI* shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

Exit Management Plan

I. The *SI* shall provide the *DEPARTMENT* with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the CONTRACT as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
   A. A detailed program of the transfer process that could be used in conjunction with a Replacement *SI* including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
   B. plans for the communication with such of the *SI*'s staff, suppliers customers and any related third party as are necessary to avoid any material detrimental impact on the *DEPARTMENT*'s operations as a result of undertaking the transfer;
   C. (if applicable) proposed arrangements for the segregation of the *SI*'s networks from the networks employed by *DEPARTMENT* and identification of specific security tasks necessary at termination;
   D. Plans for provision of contingent support to *DEPARTMENT*, and Replacement *SI* for a reasonable period after transfer.

II. The SI shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

III. Each Exit Management Plan shall be presented by the SI to and approved by the *DEPARTMENT*

IV. The terms of payment as stated in the Terms of Payment Schedule include the costs of the SI complying with its obligations under this Schedule.

V. In the event of termination or expiry of CONTRACT, and Project Implementation, each Party shall comply with the Exit Management Plan.

VI. During the exit management period, the SI shall use its best efforts to deliver the services.

VII. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

VIII. This Exit Management plan shall be furnished in writing to the *DEPARTMENT* within 90 days from the Effective Date of this Agreement.

Detailed Implementation and Roll-out Plan

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

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

39. Performance Bank Guarantee

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

40. Instructions to theBidders

40.1General

I. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to thisRFP.All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Departmenton the basis of this RFP.

II. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Department. Any notification of preferred bidder status by the Department shall not give rise to any enforceable rights by the Bidder. The Department may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Department.

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

40.2 Compliant Proposals / Completeness ofResponse

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

41 Key Requirements of theBid

41.1 Right to Terminate theProcess

I. The Department may terminate the RFP process at any time and without assigning any

reason. The Department makes no commitments, express or implied, that this process will result in a business transaction with anyone.
II. This RFP does not constitute an offer by the Department. The bidder's participation in this process may result the Department selecting the bidder to engage towards execution of thecontract.

41.2 RFP DocumentFees

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

41.3 Earnest Money Deposit(EMD)

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

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

41.4 Submission ofProposals

a) The bidders should submit their responses as per the format given in this RFP in the following manner: 1) Technical Proposal and 2) Financial Proposal
b) Please Note that prices should not be indicated in the Technical Proposal but should only be indicated in the Financial Proposal.
c) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
d) The bids shall be uploaded through http://eproc2.bihr.gov.in as per the instructions available on the website.

42 Preparation and Submission ofProposal

42.1Proposal PreparationCosts

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

42.2Language

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

42.3 Tender Opening

I. The Proposals submitted up to due date and time will be opened at a date to be notified by a committee authorized by the Department, in the presence of such of those Bidders or their representatives who may be present at the time ofopening.

II. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of theproposal.

42.4Tender Validity

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

42 .5Tender Evaluation forresponsiveness

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

- Are not submitted in as specified in the RFPdocument
- Are found with suppression ofdetails
- With incomplete information, subjective, conditional offers and partial offerssubmitted
- Submitted without the documents requested in thechecklist
- Have non-compliance of any of the clauses stipulated in theRFP
- With lesser validityperiod

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

42 Proposal Evaluation Criteria

43.1 Pre-qualification criteria: -

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

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

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

S No	Requirement	Criteria	Documents Required
1	Legal Entity	The Bidder should be a company registered under Indian Companies Act 1956/2013, LLP 2008 and subsequent amendments thereto. Registered with GST and PAN Authorities in India Should have been operating in India, for at least five years **Consortium and Sub-contracting is strictly not Allowed**	Certificate of Incorporation Copy of Registration certificates with GTS and PAN
2	Turnover	The bidder must have achieved annual turnover of atleastINR 200 croreeachin the last three yearsending on 31 Mar 2022 from IT/ITeS services.	Copy of the audited annual Financial statements for the last three years
3	Net worth	Positive Net worth for last 3 financial years	Copy of the audited annual Financial statements for the last three years
4	Presence	Bidder should have an office at Bihar. In case, Bidder does not have an office at present, then Bidder needs to submit an undertaking to open an office in Bihar within 30 working days from the date of signing of the agreement.	Proof of office in Bihar – Lease agreement/ Electricity Bill/ Phone bill/ any other proof - Undertaking on Letterhead signed by the

			authorized signatory of the Bidder
5	Relevant Experience	The bidder must have successfully completed / ongoing at least two similar project of value not less than INR 10Crs each in last 7 Years as from the bid submission date **Note:** Similar Project means the project must be related to Land record or Property Registration for any State or Central Govt or Union Territory in India	Self-Attested Copies of Work orders with valid implementation/ completion certificates of the projects.
6	Manpower	Bidder should have a minimum100 technically qualified personnel inthe areas of Software design, development, maintenance on theirpermanent payroll	Declaration by Authorized Signatory / Company HR to be Submitted along with EPF/ESI/Salary slips
7	Certifications	The Bidder should possess a validCMMi Level 5certificate as onthe date of submission of the bid. The bidder should also possess ISO 9001: 2015, ISO 27001:2013, ISO/IEC 20000 or Similar certification as on the date ofsubmission of the bid	Relevant certification Copies valid as on the date of bidding
8	Not Blacklisted	The bidder should not be blacklisted or debarred by any Central/State government institutions, PSUs in India.	Undertaking on their letter head

1. Thebidderneedstocomplywithalltheeligibilitycriteriamentionedabove.Non-compliancetoany ofthesecriteriawouldresultintoimmediate rejectionof the proposal.
2. Thebidderisrequiredtoprovideallsupportingdocumentsagainsteachofthepointsforeligibilityevaluation.Technicalbidnotaccompaniedbyrelevantsupportivedocumentswillnot beconsidered forevaluation.

43.2 Technical Evaluation Criteria

A detailed evaluation of the proposals shall be carried out in order to determine whether the bidders are competent, enough and whether the technical aspects are substantially responsive to the requirements set forth in the EOI. Proposals received would be assigned scores based on the parameters defined in table

below. Bidders securing above 75% marks in the technical evaluation will only be considered for further Commercial Bid evaluation. Bids, which do not secure the minimum, specified technical score will be considered technically non-responsive and will not be considered for evaluation.

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

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
Bidder Financials and Past Experience				
1	Bidder should have annual turnover of at least Rs.200 Crores each in the last three Financial year, (FY 2018-19, FY 2019-20 & FY 2020-21) from IT / ITEs services	For annual Turnover of INR 200 cr- 300 cr – 3 Marks Or For annual turnover of more than 300 cr – 5 Marks	5	Audited financial statements
2	Experience in implementation of softwaredesign, development, maintenance &enhancements of any e-Governance system/ICT softwareof minimum	Work order provided for 1-2 projects – 7 Marks Or For more than 2 projects- 10 Marks	10	Work Order/ Completion Certificate

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
3	Experience of the bidder on Design, Development & Implementation of Land related projects (Land Records/ e-Registrations or Land Revenue) in India during last 7 years with minimum value of ₹10	For Project of value INR 10 crore – 15 crores – 20 Marks Or For project value of more than 15 crores –25 Marks	25	Work Order/ Completion Certificate
4	Integration experience with Payment Gateway/ERP/Pan Card/Aadhar card for any Government body (state/central)/PSU/Govt Undertaking/Autonomous bodies /Private firms in India. Bidder shall provide at least 2 work orders for the same	Work order provided for 2-3projects – 3 Marks Or For more than 3 projects- 5 Marks	5	Work Order/Cl certificate (Specifically mentioned abo Payment Gateway/ERP/ module)/Copy the contract indicating the scope of work (Specifically mentioned abo Payment Gateway/ERP/ module)/ Proje
5	The bidder should have 100 minimum technically qualified personnelin the areas of software development, design, implementation and O&M	For >=100 and <200 resources –3 Marks For more than200 resources - 5 Marks	5	Undertaking fr HR
6	The bidder must have following certifications with validity: o CMMI Level 5 (from CMMI Institute) o ISO/IEC 27001-2013 o ISO 9001:2015 o ISO/IEC 20000	o CMMI Level 5 (from CMMI Institute)- 2 Marks o ISO/IEC 27001-2013-1 Mark o ISO 9001:2015-1 Mark o ISO/IEC 20000-1 Mark	5	Certificates
Proposed Solution				

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
4.	Proposed Solution	Understanding of the requirement as mentioned in the scope of work OApplication Architecture OTechnical architecture OSecurity architecture OIntegration Architecture ODeployment Architecture Approach for addressing scalability, high availability, performance, Inter-operability, Reusability, Manageability and Governance tools	10	Technical Document to b submitted
5.	Project Management Plan	The overall project management approach adopted by the responding firm to implement the project to meet the timelines. Approach for requirements validation, software development/ customisation, testing, and implementation and roll out plan,, training plan, formation of help desk Approach for O&M Phase etc tar usage of tools etc.Strategy for conducting Operations & Maintenance	5	Technical Document to be submitted
6	Detailed Work Plan	Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work Breakdown Structures,Projectestimates, milestones etc.	**5**	Technical Document to be submitted
	Training	The Evaluation will be basedon: Proposed Training Schedule Plan to develop Training Manuals Number & Quality of personnel to be deployed for training at the site of Implementation ofthe Project	**5**	Technical Document to be submitted

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
	Presentation	Showcasing the organizations experience and project execution methodology through Presentation: Topics to be covered a) Organization Background b)Proposed Approach and Methodology c) Manpower deployment plan d) Project Management Plan e) Training plan etc	**5**	Presentation
Resource Deployment				
	Quality of CV for the full time resources as proposed in the RFP	**Project Manager** **Qualification:** . B.E./B.Tech./MCA with PMP/Prince2 certified **Experience** · >=15 years relevant experience in project management : 3 Marks · >=10 and <15 years of relevant in project management experience: 2 Marks · >=5 and <10 years of relevant in project management experience: 1 Mark · <5 years of relevant in project management:0 experience:0	**15**	CV of the resources

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
		Proposed Domain Expert/Business Analyst: **Qualification** B.E./B.Tech./MCA/MBA/MSC(IT)withcertificationinBusinessAnalysislikeCBAP ispreferred **Experience** · >=10yearsrelevantexperience inbusinessanalysis:2 Marks · >=5 and <10 years of relevant experienceinbusinessanalysis:1 Mark <5 years of relevant experiencein businessanalysis:0 **Solution Architect:** **Qualification:**B.Tech/B.E/MCA/M.Techin Computer Science/ITwith TOGAFcertificationispreferred **Experience** · >=10 years relevant experience as a SolutionArchitect:2 Marks · >=5 and<10 years of relevant as a SolutionArchitect:1 Mark · <5 years of relevant as a SolutionArchitect:0 Mark **Senior Developer** **Qualification:**B.Tech/B.E/MCA/M.TechinComputerScience/IT **Experience** · >=10yearsrelevantexperienceinsoftwaredeveloper:2 Marks · >=5and<10 yearsofrelevantexperienceinsoftwaredeveloper:1 Mark <5 years of relevant experiencein softwaredeveloper:0 **Lead Tester:** **Qualification:**B.Tech/B.E/MCA/M.Techand Internationally recognized OEMcertificationinaLeadingTestingTool; **Experience** · >=10yearsrelevantexperience insoftwaretesting:2 · >=5 and <10 years of relevant experienceinsoftwaretesting:1 <5 years of relevant experiencein softwaretesting:0		

S. No	Criteria	Basis for evaluation	Max. Marks	Supporting required
		Experience · >=7yearsrelevantexperience insoftwaretesting:2 Marks · >=5 and <7 years of relevant experienceinsoftwaretesting:1 Mark <5 years of relevant experiencein softwaretesting:0 **Database Administrator** **Qualification:** B.Tech/B.E/MCA/M.Tech/MSc (IT)withcertificationfromleadingdatabaseOEMsispreferred **Experience** · >=7yearsrelevantexperience insoftwaretesting:2 Marks · >=5 and <7 years of relevant experienceinsoftwaretesting:1 Mark <5 years of relevant experiencein softwaretesting:0 **System Administrator (O&M)** **Qualification:** B.Tech/B.E/MCA withcertificationlikeCCNAorequivalent **Experience** · >=7years relevant experience in systemadministration:2 Marks · >=5 and <7years of relevant experience insystemadministration:1 Mark <5 years of relevant experiencein systemadministration:0		
	TotalScore		**100**	

43.3Presentation by the bidder:-

- The Qualified agencies will be invited to Vikas Bhawan, Secretariat, Patna, Bihar on a specified date to make an exclusive presentation before the Department.
- The presentation should cover the parameters mentioned above and a hard copy of the presentation should be submitted to the Department along with the soft copy in the email id: excise-bih@nic.in
- The objective of the presentation is to evaluate the agency's technical understanding of the household survey; hence, they should not reproduce whatever material given in the tender document in their presentation.
- The presentation should include their approach, project plan along with the profile of the team which would be involved in the survey, if selected.

- The Department, at its discretion, may reject the proposal of the agency without giving any reason, whatsoever.
- Any agency which fails to turn up for making the presentation will be removed from the evaluation process.

43.4 Financial BidEvaluation

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

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

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

d) Any conditional bid would berejected.

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

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

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

44.AwardCriteria

The Contract will be awarded on QCBS method. The technical and financial scores secured by each Bidder will be added using weightage of 75% and 25% respectively to compute a Composite Bid Score.The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:- Sn = 0.75 * Tn + 0.25* Fn

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

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

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

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

46.Contract Finalization andAward

a. The Department shall reserve the right to negotiate with the bidder(s) whose proposal has been

most responsive. On this basis the draft contract agreement would be finalized for award &signing.

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

47.Signing ofContract

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

48. Failure to Agree with the Terms and Conditions of theRFP

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

49 Annexure

Annexure I: TECHNICAL BIDTEMPLATES

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

Forms to be used in Technical Proposal:

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

Annexure II: FINANCIAL PROPOSAL TEMPLATE

Forms to be used in Financial Proposal:

Form 1: Financial Proposal
Form 2: Performance Guarantee

Form 1: Undertaking on Total Responsibility

No. Date:
To:

Dear Sir,

Sub: Self certificate regarding Total Responsibility

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

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

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

Form 2:Particulars of the Bidder

Sr. No	Particulars	Details
1	NameoftheFirm	
2	RegisteredOfficeaddress TelephoneNumberFaxNumber e-mail	
3	Correspondence/contactaddress	
4	DetailsofContactperson (Name, designation,address etc.)TelephoneNumber FaxNumber e-mail	
5	Isthefirmaregisteredcompany?Ifyes,submitDocumentary proof.YearandPlaceoftheestablishmentoftheCompany	
6	Formernameofthecompany,ifany.	
7	Isthefirm ➢ Government/Public SectorUndertakingproprietyfirm ➢ partnershipfirm(ifyes,givepartnershipdeed) ➢ limitedcompanyorlimitedcorporation ➢ member of a groupof companies (if yes, give name andaddress,anddescriptionofothercompanies) ➢ Subsidiaryofalargecorporation(ifyesgivethenameand addressoftheparentOrganisation)Ifthecompanyis subsidiary,statewhatinvolvementifany,willtheparentcompanyhavein theproject.	
8	IsthefirmregisteredunderLabourLawsContractAct?Ifyes, submitvalidregistrationcertificate.	
9	Attachthe organizationalchartshowingthe structure ofthe organization including the names of thedirectors and thepositionoftheofficers. Totalnumberofemployees	
10	Numberofyearsofexperience	
11	Areyouregisteredwith anyGovernment/Department/Public SectorUndertaking(ifyes,givedetails)	

12	Howmanyyearshasyourorganizationbeeninbusinessunder yourpresentname?Whatwereyourfieldswhenyouestablishedyourorganization? Whendidyouaddnewfields(if any)?	
13	Whattypebestdescribesyourfirm?(documentaryprooftobe submitted) · Manufacturer · Supplier · SystemIntegrator · Consultant · ServiceProvider(pl.specifydetails) · SoftwareDevelopment · Totalsolutionprovider(Design,Supply,Integration,O&M) · ITCompany	
14	Numberof Offices/ProjectLocations	
15	Doyouhavealocalrepresentation/officeinGovernmentof Bihar? If so, please give the address and the details of staff,infrastructureetc.intheofficeandno.ofyearsofoperationofthe localoffice	
16	Doyouintendtoassociateanyotherorganizationfortheworks forwhichyouarebidding?Ifso,pleasegivefullparticularsofthatorganizations eparately.	
17	Pleasegive detailsofKeyTechnicaland Administrative staff who will be involved in this project, their rolein the project, their Qualifications & experience and thecertificationattainedfromnetworkproductBidder. (documentaryprooftobesubmitted)	
18	IsyourorganizationhasCMMiLevel5&ISO9001:2015,ISO 27001:2013 certificates? If so, attach copies of thecertificates.Statedetails,ifcertifiedbybodies,otherthanthatstated.	
19	Listthemajorclientswithwhomyourorganizationhasbeen/ is currently associated.	

20	Wereyoueverrequiredto suspendaprojectforaperiodofmore than three months continuously after youstarted? If so, give thenamesofprojectandreasonsforthesame.	
21	Haveyouinanycapacitynotcompletedanyworkawardedto you?(Ifso,givethenameofprojectandreasonfornot completingthework)	
22	Inhowmanyprojectsyouwereimposedpenaltiesfordelay? Pleasegivedetails.	
23	The bidder shall disclose details pertaining to all contingentliabilities, claims, disputes, matters in appeal & in courtand anypending litigation against the bidder. If nil, an undertaking fromthebiddermentioningthesame.	
24	WhetheryourOrganisationhasBank'scertificateofsolvency.If yes,submitdocumentaryproof.	
25	HaveanyGovernment/Department/PublicsectorUndertaking everdeniedyoutenderingfacilities?(Givedetails)	

Form 3: Bank Guarantee for Earnest Money Deposit

To,

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

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

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

The conditions of this obligation are:

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

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

Form4:LetterofProposal

To:

<Location,Date>

<Name>

<Designation>

<Address>

<PhoneNos.>

<FaxNos.>

<email id>

Subject:SubmissionoftheTechnical bidfor<e-Registration/Excise/2022/01 >

Dear Sir/Madam,

We,theundersigned,offertosupply, design , development , operation and support of e-registration solutiontotheDepartmentof Prohibition, Excise and Registration, Government of BiharwithyourRequestforProposaldated<insertdate>andourProposal.WeareherebysubmittingourProposal,whichincludesthisTechnicalbidandtheFinancialBidsealedinaseparateenvelope.

WeherebydeclarethatalltheinformationandstatementsmadeinthisTechnicalbidaretrueandacceptthat anymisinterpretationcontained init maylead to our disqualification.

We undertake,if ourProposal is accepted,to initiatetheImplementation servicesrelatedtotheassignmentnotlaterthan thedateindicated in FactSheet.

Weagreeto abide by allthetermsandconditionsoftheRFPdocument.Wewouldholdthetermsofourbid validfor<180>days as stipulated in theRFPdocument.

We understand you arenotbound toacceptanyProposalyou receive.

Yourssincerely,
AuthorizedSignature[In full andinitials]:NameandTitleofSignatory:
Nameof Firm:Address:
Location:
_____Date:_____

_____

Form 5: AffidavitFormat

AFFIDAVIT

1) I,theundersigned,doherebycertifythatallthestatementsmadeintherequiredattachmentaretrueandcorrectandiffoundfake/forged,theundersignedwillbeliableforinflictionupontheFIR andlawful punishmentas wellas blacklisting.

2) Theundersignedalsoherebycertifiesthatneitherourfirm M/s……..hasbeenblacklistednorhasabandonedanyworkingovernmentdepartments in Indianoranycontractawardedtous for suchworkshavebeen rescinded, during lastfiveyears priorto the dateofthisbid.

3) Theundersignedherebyauthorizesandrequest(s)thebank,person,firmorcorporationtofurnishpertinentinformationdeemednecessary andrequestedbytheDepartmentto verifythisstatementorregardingmy(our)competenceandgeneral reputation.

4) Theundersignedunderstandandagreesto furnish anyfurtherrequired qualifyinginformationon requestoftheDepartment.

(Signedbyan AuthorizedSignatoryoftheFirm)

Title of Officer

Nameof Firm

Date:

Form 6: Declaration on Source Code and Intellectual Property Rights

No. Date:
To:

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

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

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

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

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

Form7:WarrantyCertificate

(Onthebidder'sLetterhead)

TenderRef. Date: dd/mm/yyyy

To,

TheIG
Prohibition,Excise&RegistrationDept.,VikashBhawan,
BaileyRoad,Patna-800001

Sir,

We warrant that the equipment(s) supplied under the contract would be newly manufactured, free fromall encumbrances, defects and faults in material or workmanship or manufacture, shall be of the highestgrade and quality, shall be consistent with the established and generally accepted standards for materialsof the type ordered, shall be in full conformity with the specifications, drawings of samples, if any, andshall operate as designed. We shall be fully responsible for its efficient and effective operation. We alsowarrant that the services provided under the contract shall be as per the Service Level Agreement (SLA)withProhibition,Excise&RegistrationDepartmentThiswarrantyshallsurviveinspectionofandpaymentfor ,andacceptanceoftheEquipmentandServicesandshallexpireonlyafter5yearsaftertheirsuccessfulinstallationa ndacceptancebyProhibition,Excise&RegistrationDept.

WewarrantthatallservicestobeprovidedunderthecontractshallbeasperourServiceLevelAgreement(SLA) with Prohibition, Excise & Registration Department This warranty on services provided shallremain valid for the entire duration of the services contract from the date of acceptance by Prohibition,Excise&RegistrationDept.

Theobligations
underthewarrantyexpressedaboveshallincludeallcostsrelatingtolabour,tools,spares,maintenance(preventi veas wellasunscheduled),andtransportcharges fromsitetomanufacturer'sworks
/ service facilities and backfor repair or modification or replacement at site of the equipment or any partof the equipment, which under normal care and proper use and maintenance proves defective in design,materialorworkmanshiporfailstooperateeffectivelyandefficientlyorconformtothespecificationsandf or which notice is promptly given by Prohibition, Excise & Registration Department to us (bidder). Weshall provide on-site support for all the equipment and services supplied hereunder during the period ofthiswarranty(5yearsafteracceptanceforequipmentandentireserviceperiodforservices).

_____

AuthorizedSignatory
yName
:Design
ation:

Seal:

Form 8: Manufacturers Authorization Form (MAF)

No. Date:

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

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

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

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

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

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

Thanking you,

Yours faithfully

Name :

Designation :

Date :

Time :

Seal :

Form9 -ProjectCitationFormat

RelevantITprojectexperience	
GeneralInformation	
Nameoftheproject	
Clientforwhichtheprojectwasexecuted	
Nameandcontactdetailsoftheclient (email,Phoneno.)	
ProjectDetails	
Descriptionoftheproject	
Scopeofservices	
Servicelevelsbeingoffered/Qualityof service(QOS)	
Technologiesused	
Outcomesoftheproject	
OtherDetails	
Totalcostoftheproject	
Totalcostoftheservicesprovidedbythe respondent	
Durationoftheproject(no.ofmonths, startdate,completiondate,currentstatus)	
OtherRelevantInformation	
Letterfromtheclienttoindicatethe successfulcompletion oftheprojects	
CopyofWorkOrderorPurchaseOrder (PO)orLetterofIntent(LoI)	

Form 10: Proposed Project Plan and Implementation Schedule

WorkscheduleandPlanningforDeliverables

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

1. List the deliverables with the breakdown for activities required to produce them and otherbenchmarks such as the client's approvals. for phased assignments, indicate the activities,deliveryofreports,andbenchmarksseparatelyforeachphase.
2. Durationofactivitiesshallbeindicatedinaformofabarchart.
3. Includealegend,ifnecessary,tohelpreadthechart

Bidders should enclose with their offers full details of all theservices offered with full documentationand descriptive literature supplementing the description and point out any special feature of theequipmentandservices.AlldocumentationisrequiredtobeinEnglish

Form 11: FormatforTeamComposition

NameofStaff withqualificationan dexperience	Area ofExpertise	PositionAs signed	TaskAssigned	Time committedfor theengagemen t

Form12:FormatforCurriculumVitae(CV)ofkeyPersonnel

GeneralInformation	Details
Nameoftheperson&Photograph	
CurrentDesignation/JobTitle	
Currentjobresponsibilities	
ProposedRoleintheProject	
Whetherresourceisengagedbythefirminits ownpayrolls	Yes/No
ProposedResponsibilitiesintheProject	
AcademicQualifications: • Degree • Academicinstitutiongraduatedfrom • Yearofgraduation • Specialization(ifany) • Keyachievements and other relevantinformation(ifany)	
ProfessionalCertifications(ifany)	
Totalnumberofyearsofexperience	
Numberofyearswiththecurrentcompany	
Summaryof theProfessional/Domain Experience	
Summaryof Projectsundertaken/workedon (Only projectname, client name, client contactdetails)	

Detailsof Pastassignmentdetails(Foreach assignmentprovidedetailsregardingname oforganizations worked for, designation,responsibilities,tenure) PriorProfessionalExperiencecovering: • Organizationsworkedforinthepast ○ Organizationname ○ Durationanddatesofentry andexit ○ DesignationLocation(s) ○ Keyresponsibilities • Priorprojectexperience ○ Projectname ○ Client ○ Keyprojectfeaturesinbrief ○ Locationoftheproject ○ Designation ○ Role ○ Responsibilitiesandactivities ○ Duration of the projectPleaseprovideonlyrelevantprojects.	
Proficientinlanguages(Againsteachlanguagelistedindicateifspeak/read/write)	

ANNEXURE II:

Form 1: Financial Proposal

ThebidderswhowillqualifytheTechnicalBidcriteriawillbeeligibleforFinancialBidopening.Financial bidwillbesubmitted bythebidder in prescribedformatasmentionedbelow:

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

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

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

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

Allthelicenses requiredforthesolutionwhichisessentialtomeettherequirementsmentionedintheﬀunctionalrequirementsp

ecifications.

S.No	Component Description	Make & Model/ Version	Quantity (A)	Unit Rate (B)	Sub Total Amount (C=A *B)	Applicable Taxes / GST (D)	Total Rate in in INR (E=C +D)
1.	Registration Solution Development/ Customization /Platform						
2.	Data Base solution						
3.	IDAM Solution including single sign-on (SSO)						
4.	Application monitoring Solution						
5.	DMS Solution						
6.	Helpdesk Solution and related tools						
7.	SLA Monitoring Solution						
8.	Any other items required for the successfully implementation of the Software solution mentioned in RFP						

***** Bidder must quote appropriate number of licenses with their type and cost separately against eachline item requiring licenses for use. In case license cost is NIL then it should be shown and marked asNIL. In case the licenses are not shown and quoted separately for any line item and any additionallicenses are required for the reason whatsoever during the tenure of the project, the successful biddershallhavetosupplythemfreeofcost totheProhibition, Excise&RegistrationDepartment.

Notes:

1. The bidder must assess the requirements on their own and propose the items, hardware, software,licenses, services etc. to meet the requirements of the RFP and SLA. Any items not offered as part ofthesoftwareBoMofthebidbutrequiredfor successfulimplementationandO&Moftheproject,shallbe suppliedbytheSIfree ofcosttotheProhibition,Excise&RegistrationDepartment.
2. The Prohibition, Excise & Registration Department may opt to not to procure some of the itemsproposedbythebidderintheBoM.Thedecisioninthisregardshallbetakenbeforefinalizationofthecontract.The costofsuchleftoutitemsshallnotbeapartofthecontracttobesignedwiththeSI.

AnnexureII:ComponentsavailableforSoftwareRelatedtoProhibition,Excise&RegistrationDept.

Facilities providedby currentSDC	tobebroughtbySI/availableatSDC
SoftwareRelatedsolutionfor RegistrationDept	TobeBroughtbySI
Databaselicenses	SQLdatabaseavailableatSDC
E-Mail&DirectoryServer	AvailableatSDC
Firewall	AvailableatSDC
SMS	ProvidedbyDepartmentofIT
AntivirusServer/gateway	AvailableatSDC
Centrallogmanagement	AvailableatSDC
InfrastructureManagement	AvailableatSDC
DocumentManagementSystem	ToBebroughtbySI
VisualizationTools	TobeBroughtbySI
Integration(PAN,GSTIN,etc.) viaAPI's	TobebroughtandconfiguredbySI
EnterpriseserviceBus	TobeBroughtbySI
TestingServers	TobeBroughtbySI
StagingServers	AvailableatSDC,configuredbySI
EnterpriseManagementSystem	AvailableatSDC
Infrastructure	AvailableatSDC
LoadBalancers	AvailableatSDC
ProxyServer	AvailableatSDC
SSO	Under development/AvailableatSDC,onlyforGovernmentUsers
Applicationanalyser	TobeBroughtbySI

Form3:NoMaliciousCodeUndertakingLetter

To

TheIG
Prohibition,Excise&RegistrationDept.,VikashBhawan,
BaileyRoad,
Patna-800001

DearSir,

Sub: Undertaking for No Malicious Code for RFP No. e-Registration/Registration/2022/01 for Selection ofSystem Integrator ForDesign, Supply, Implementation and Support e-Registration Solution forProhibition, Excise &RegistrationDepartment,GovernmentofBihar;Dated 23/09/2022 over and above all our earlier conformations and submissions as per your requirements of the RFP, weconfirmthat,

1. Allproposedsoftwarecomponentsinscopeofsupplieswhenshippedby ,doesnotcontainembeddedmaliciouscodethatwouldactivateprocedureste:-
   a) Inhibitthedesiredanddesignedfunctionoftheequipment.
   b) Causephysicaldamagetotheuserorequipmentduringtheexploitation.
   c) Tapinformationresidentortransientintheequipment/networks.

2. We,_____will be considered to be in breach in case physical damage or malfunctioning iscausedduetoactivationofanysuchmaliciouscodein embeddedsoftwareandthusbeliabletorepair,replace or refund the price of the infected software if reported (or, upon request, return) to the partysupplyingthesoftwaretoCustomer,ifdifferentthan

Place:

Date

Sealandsignatureofthebidder

(Thislettershouldbeontheletterheadofthebidderdulysignedbyanauthorizedsignatory)

Form 2: PERFORMANCE BANK GUARANTEE

PERFORMANCE SECURITY:

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

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

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

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

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

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

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

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

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed **Rs.<Insert Value>(Rupees <Insert Value in Words> only).**

II. This bank guarantee shall be valid up to <*Insert Expiry Date*>)

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