Bihar Society for Computerization of Registration Offices

(BISCORE)

REQUEST FOR PROPOSAL

For

Selection of System Integrator

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

Tender No: Registration/Application/01/2020

Dated: 07/09/2020

Prohibition, Excise & Registration Department

Government of Bihar

Disclaimer

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

Abbreviations

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

Contents

Section I: Invitation for Bids (IFB) 8
A. Background information **10**
1. Brief Overview 10
2. Key objectives of the project 10
B. General **10**
C. Compliant Proposal / Completeness of Response **10**
D. Code of Integrity **11**
E. Introduction **11**
1. Cost of Bidding 11
2. Definitions 11
3. Concessions permissible under statutes 12
F. The Bidding Documents **12**
1. Pre-Qualification Bid Documents 12
2. Technical Bid 13
3. Financial Bid 14
4. Pre-bid Conference (PBC) & Clarifications 14
5. Responses to Pre-Bid Queries and Issue of Corrigendum 15
G. Preparation of Bids **15**
1. Language 15
2. Hand written documents, Erasures or Alterations 15
3. Bid Currency 15
4. Authentication of Bids 15
5. Bid Validity 15
6. Fraud and corruption 15
7. Bid security i.e. Earnest Money Deposit (EMD) 16
8. RFP Document Fees 16
H. Submission of Bids **16**
I. Bid Opening and Evaluation of Bids **17**
1. Opening of Bids by Prohibition, Excise & Registration Dept. 17
2. Preliminary Examination 17
3. Clarification of Bids 17
4. Rejection Criteria 17
4.1 General rejection criteria 18
4.2 Pre-Qualification rejection criteria 18
4.3 Technical rejection criteria 18
4.4 Commercial Rejection Criteria 18
J. Criteria for Evaluation **18**
1. Pre-Qualification/ Eligibility Criteria(Subjected to finalization and approval) 18
2. Technical Evaluation Criteria 20
3. Commercial Bid Evaluation 32

4. QCBS : Combined and Final Evaluation 32
5. Award Criteria 32
6. Right of Selection/Rejection — Waiver of Informalities or Irregularities 32
K. Award of Contract - Appointment of System Integrator **32**
1. Right to Accept Any Proposal and To Reject Any or All Proposal(s) 32
2. Notification of Award 33
3. Contract Finalization and Award 33
4. Performance Guarantee 33
5. Signing of Contract 33
6. Failure to Agree with the Terms and Conditions of the RFP 34
7. Change Orders 34
8. Taxes and Duties 35
9. Handing Over 35
10. Right to vary the scope of the work at the time of award 35
11. Dispute Resolution & Arbitration 35
Section II: Scope of Work 36
1. High Level Overall Scope of Work 36
2. Solution Architecture 36
2.1 The 'Business' Layer 37
2.2 The 'Security' Layer 38
2.3 The 'Data' Layer 38
2.4 Document Management System 38
2.5 Mobile application for Site Survey 38
2.6 The 'Integration' Layer 39
2.7 The 'System Monitoring' Layer 39
2.8 Audit Trail Services 39
2.9 Exception, Error Handling & Logging Services 39
2.10 Server Management & Monitoring Services 39
3. Deployment Architecture 39
4. Functional Requirements 40
5. Data Migration 58
6. Compliance Requirements 58
7. Finalization and submission of a detailed technical architecture and submission of a detailed project plan 59
7.1 Scalability 59
7.2 Availability 60
7.3 Security 60
7.4 Manageability 60
7.5 Indicative Bill of Material 60
8. Resource Deployment Criteria 61
9. Resource Deployment during O&M Period 61
10. Training to the Department for operationalization of the system 61

11. Acceptance Testing Requirements 62
11.1 Integration testing 63
11.2 Functional Requirements Review 64
11.3 User Acceptance Test 64
11.4 Final Acceptance Testing 64
11.5 Code Level Audit Review 64
11.6 Performance Review 65
11.7 System Documents, User Documents 65
12. Post Implementation Services 65
12.1 Hand Holding Support 65
12.2 User Support and Maintenance of the Integrated IT application for 5 years ... 66
12.3 Bugs / Fixes Management 66
12.4 Software Change and Version Control 66
12.5 Consortium or Association 67
12.6 Help Desk Services 67
12.7 Warranty & Maintenance 69
13. Hand-over of the system at the end of contractual period along with all documentation required to operate and maintain the system 69
14. Project Deliverables, Milestones and Payment terms 69
15. Service Level Agreement 71
15.1 SLA Requirement 71
15.2 Category of SLAs(Subjected to discussion and finalization) 72
15.3 SLA Change Control 76
15.4 SLA Change Process 76
15.5 SLA Version Control 77
15.6 Monitoring & Control Mechanism 77
15.7 Management escalation procedures 77
Section III : Terms and Conditions of Tender & Contract 86
1. Technical Proposal 86
1.1 Overview 86
1.2 Approach & Methodology 86
1.3 Software and licences 86
1.4 Requirements 86
1.5 Resources 86
2. Financial Proposal 87
3. Source Code 87
4. Total Responsibility 88
5. Licensing 88
6. Right to Terminate the Process 88
7. Force Majeure 88
8. Intellectual Property Rights 88
9. Indemnity & Limitation of Liability 89

9.1 Clause 1 89
9.2 Clause 2 89
10. Exit Management 90
11. Termination 90
11.1 Termination for Default 90
11.2 Bankruptcy and Insolvency 90
12. Forfeiture of EMD 91
Section IV: Annexure 92
***Annexure I: Pre-Qualification & Technical Bid Templates* 92**
Form 1: Compliance Sheet for Pre-Qualification cum Technical Proposal (To be Updated) 93
Form 2: Particulars of the Bidder 96
Form 3: Bank Guarantee for Earnest Money Deposit 98
Form 4 - Project Citation Format 100
Form 5: Letter of Proposal 101
Form 6: Format for Team Composition 102
Form 7: Format for Curriculum Vitae (CV) of key Personnel 103
Form 8: Cost Bid format 104
***Annexure II: Components available for Software Related to Prohibition, Excise & Registration Dept.* 107**
Form 1: Undertaking on Total Responsibility 108
Form 2: Bid Cover Letter 109
Form 3: No Malicious Code Undertaking Letter 111
Form 4: Undertaking on Service Level Compliance 112
Form 5: Undertaking on Exit Management and Transition 113
Form 6: Self-Declaration of bidder for not blacklisted by any Government Agency 114
Form 7: Statement of Deviation from Tender Terms and Conditions 115
Form 8: Warranty Certificate 116
Form 9: Declaration on Source Code and Intellectual Property Rights 117
***Annexure III: Change Control Schedule* 118**
***e-Procurement process related instructions.* 121**

Section I: Invitation for Bids (IFB)

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

Prohibition, Excise & Registration Department, Government of Bihar invites responses ("Tenders") to this Request for Proposals ("RFP") from System Integrator ("Bidders") for the provision of Design, Development, Implementation and Support of integrated land management information and instrument, Society and Firm registration solution described in "Scope of Work" of this RFP,

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

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

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

Sl. No	Information	Details
1.	RFP No. and Date	**Registration/Application/01/2020, Dated: 07/09/2020**
2.	Bid Submission Start Date and Time	**10/09/2020 11: 00 AM**
3.	Bid Submission End Date and Time	**05/10/2020 till 03:00 PM**
4.	Bid validity period	**180 days from the bid submission date.**
5.	Tender Processing Fee (TPF) (Non-Refundable)	**INR 5,000 + Taxes (GST @ 18%) /- payable online through e-Procurement.**
6.	Tender Fee / Cos of BOQ (Non-Refundable)	**INR. 10,000/- only (Rupees Ten thousand only) payable online through e-Procurement**
7.	Earnest Money Deposit (EMD)	**INR 25,00,000 only (Rupees Twenty Five Lakhs only) paid through either e-Payment mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) or Manual mode (BG). In case of Manual Mode, EMD has to be submitted at Prohibition, Excise & Registration Department office before last date & time of tender submission.** **Note: Bank Guarantee issued by a Nationalized / Scheduled Bank, in favor of "Bihar Society for Computerization of Registration Offices (BISCORE)" payable at Patna**
8.	Pre-Bid Meeting	**18/09/2020 12:30 PM at Prohibition, Excise & Registration Dept., Vikas Bhawan, Bailey Road, Patna, Bihar-800015.** **(Bidder's queries should reach two day before the pre-bid conference at biscorebihar@gmail.com i.e. on or before 16/09/2020, 12: 30 PM)**
9.	Opening of Technical Bids	**06/10/2020 11:00 AM**

Sl. No	Information	Details
10.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	**"Will be intimated later"**
11.	**Contact person for queries**	**Awadhesh Kumar Jha, Assistant I.G. of Registration (Computerization/BISCORE).** **Mobile: 91100-36305** **email Id: biscorebihar@gmail.com** **Registration Dept., Vikas Bhawan, Bailey Road, Patna - 800015.**

4. The document should be purchased and submitted online via e-Proc portal only.
5. In the event of the date specified for receipt and opening of bid being declared as a holiday for Prohibition, Excise & Registration Department office the due date for submission of bids and opening of bids will be the following working day at the appointed times.
6. Financial bids of only those bidders who qualify on the basis of evaluation of technical bids will be opened.
7. 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 and forfeiture of the Bid Security (EMD).
8. The department doesn't take the responsibility for the delay/non-submission of tender/non-reconciliation of online payment caused due to non-availability of internet connection, network traffic/holidays or any other reasons.
9. All further notifications/Corrigendum/Addendum, if any shall be posted on e-Procurement Portal (www.eproc2.bihar.gov.in).
10. For registration log in to https://eproc2.bihar.gov.in.
    e-Procurement Help Desk
    Toll Free Number: 1800 572 6571
    Email Id: eproc2support@bihar.gov.in
    Working Hours: 8AM to 7PM (All days in week except few selected state holidays).

A. Background information

1. Brief Overview

Bihar having an agrarian economy, possession of land poses a very important dimension in the social fabric. Registration of properties including land is crucial as it gives legitimacy to deeds. The Prohibition, Excise & 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.

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

2. Key objectives of the project

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

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

B. General

- While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
- All information supplied by Bidders will be treated as contractually binding on the Bidders, on successful award of the assignment by the Prohibition, Excise & Registration Department on the basis of this RFP
- No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Prohibition, Excise & Registration Department Any notification of preferred Bidder status by the Prohibition, Excise & Registration Department shall not give rise to any enforceable rights by the Bidder. Prohibition, Excise & Registration Department may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Prohibition, Excise & Registration Dept.
- This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

C. Compliant Proposal / Completeness of Response

- Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

- Failure to comply with the requirements of this paragraph may render the Proposal non compliant and the Proposal may be rejected. Bidders must:
  - Include all documentation specified in this RFP;
  - Follow the format of this RFP and respond to each element in the order as set out in this RFP
  - Comply with all requirements as set out within this RFP.

D. Code of Integrity

No official of a procuring entity or a bidder shall act in contravention of the codes which includes prohibition of

- Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
- Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
- Any collusion bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
- Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
- Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
  - Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
  - Obstruction of any investigation or auditing of a procurement process.
  - Making false declaration or providing false information for participation in a tender process or to secure a contract;
  - Disclosure of conflict of interest.
- Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, concludes that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may respond appropriately.

E. Introduction

1. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Bid and the Prohibition, Excise & Registration Department shall in no event be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process

2. Definitions

#	Term	Definition
1.	Agreement/ Contract	The Agreement entered between the Prohibition, Excise & Registration Department and the Agency including all attachments, schedules, annexure thereto and all documents incorporated by reference therein and all amendments, corrigendum /corrigenda, changes thereto
2.	Department	Prohibition, Excise & Registration Department, SRO, DRO, any other department that falls under purview of Prohibition, Excise & Registration department
3.	Bid/Proposal	Offer by the Bidder to fulfil the requirement of the Client under the RFP / Contract for an agreed price. It shall be a comprehensive technical and commercial response to the Tender
4.	Confidential Information	All information (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers,

#	Term	Definition
		products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each stakeholder and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement);
5.	Deliverables	Products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, etc.), inter alia payment and/or process related etc., source code and all its modifications;
6.	Go-Live	The date of commencement of Operations and Maintenance phase after the successful completion of UAT and acceptance of the overall solution by the Prohibition, Excise & Registration Dept.
7.	Intellectual Property Rights/Source Code	All rights in written designs and copyrights, moral rights, rights in databases and Bespoke Software / Pre-existing work including its up-gradation systems and compilation rights (whether or not any of these are registered and including application for registration);
8.	Performance Security	Unconditional guarantee provided by the Bidder from a Nationalized Bank in favour of the Prohibition, Excise & Registration Department for 10% of the Contract value
9.	Project Implementation	Project Implementation as per the testing standards and acceptance criteria prescribed by Prohibition, Excise & Registration Department or its nominated agencies;
10.	Request for Proposal/ Tender Document	Written solicitation that conveys to the Bidder, requirements for products/ services that the Prohibition, Excise & Registration Department intends to buy and implement
11.	SLA	The level of service and other performance criteria which will apply to the Services delivered by the Bidder; Performance and Maintenance SLA executed as part of this Agreement;
12.	Selected bidder	The bidder who is qualified & successful in the bidding process and is given the award of Contract and will be referred to as Master System Integrator(MSI) / Implementation Agency
13.	Warranty	Warranty is for a period of sixty months from the date of 'Go-Live'

3. Concessions permissible under statutes

Bidder, while quoting against this tender, must take cognizance of all concessions permissible, if any, under the statutes and ensure the same is passed on to the Prohibition, Excise & Registration Dept., failing which it will have to bear extra cost. In case Bidder does not avail concessional rates of levies like customs duty, excise duty, sales tax, etc. The Prohibition, Excise & Registration Department will not take responsibility towards this. However, The Prohibition, Excise & Registration Department may provide necessary assistance, wherever possible, in this regard.

F. The Bidding Documents

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

1. Pre-Qualification Bid Documents

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

#	Documents Name	Required Document Reference
1	Undertaking on Total Responsibility	Annexure 2- Form 1
2	The profile of the bidder	Annexure 1- form 2
3	No Malicious Code Undertaking Letter	Annexure 2- form 3
4	Audited annual financial results (balance sheet) of the bidder for the last three financial years.	
5	Statutory Auditor / CA Certificate for Net Worth , Profitability and annual IT/ITES services business of the bidder for the last three financial years	
6	Undertaking on Service Level Compliance	Annexure 2- form 4
7	Undertaking on Exit Management and Transition	Annexure 2- form 5
8	Self-Declaration of bidder not been blacklisted by any Government Agency	Annexure 2- form 6
9	Statement of Deviation from Requirement Specifications	Annexure 2- form 7
10	Statement of Deviation from Tender Terms and Conditions	Annexure 2- form 8
11	Warranty	Annexure 2-form 9

2. Certificate of Incorporation/Registration Certificate
3. The EMD paid through either e-Payment mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) or Manual mode (BG), In case of BG, it should be in the format specified in Annexure 1-Form-3 issued by any Scheduled/nationalized bank in favour " **Bihar Society for Computerization of Registration Offices (BISCORE)** ", payable at Patna.
4. Copy of the certificate showing that the company is CMMi Level 5 valid as on the date of bidding.
5. Certificate from HR Department of the company for the number of technically qualified professionals on company payroll (B.E/B.Tech/MCA on its payroll as 31.03.20)
6. Reference list of major clients (using services similar to scope of the work mentioned in the RFP.
7. Copy of PAN Card, GST Certification, EPF registration and Service tax registration duly attested by the authorized signatory of the Company.
8. Copy of Board resolution or POA for bidder, authorizing the person to sign on behalf of the company or Power of Attorney for the designated person.

2. Technical Bid

(a) Bid particulars
(b) Bid Cover letter (Refer Annexure 2- Form 2)
(c) Proposed Technical Solution, details of equipment and services offered as per section III (Technical Proposal)
(d) Qualification and Deployment Schedule of the proposed staff for the project as per section III (Technical Proposal)
(e) Proposed Project Plan and Implementation Schedule
(f) Schedule of delivery
(g) Warranty

Work schedule and Planning for Deliverables

No	Deliverables [1] (D-....)	Months									
		1	2	3	4	5	6	7	.....	n	Total
D1											

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

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

3. Financial Bid

(a) Bid Letter

(b) Bid particulars including priced Bill of Material (BOM)

Also Bidders have to ensure that the capex component of the project should not be quoted more than 60% of the complete project cost (In case any bidder have quoted capex amount more than 60% of total project cost, then the excess (i.e. above 60%) amount will be considered as opex component which will be claimed by bidder in QGR).

4. Pre-bid Conference (PBC) & Clarifications

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

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

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

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

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

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

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

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

At any time prior to the last date for receipt of bids, Prohibition, Excise & Registration Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document through a corrigendum. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website https://eproc2.bihar.gov.in.

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

G. Preparation of Bids

1. Language

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

2. Hand written documents, Erasures or Alterations

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

3. Bid Currency

Prices shall be quoted in Indian Rupees only.

4. Authentication of Bids

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

5. Bid Validity

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

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

6. Fraud and corruption

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

- "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Department in contract executions.
- "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to Department, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-

competitive levels and to deprive The Prohibition, Excise & Registration Department of the benefits of free and open competition.

- "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which is given by the Prohibition, Excise & Registration Department in this Tender.
- "Coercive Practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

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

7. Bid security i.e. Earnest Money Deposit (EMD)

Bidders shall submit, along with their Bids, EMD of **INR 25,00,000/- (Rupees Twenty Five Lakhs only)**, paid through either e-Payment mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) or Manual mode (BG). In case of BG, it should be in the format specified in Annexure 1-Form-3 issued by any Scheduled/nationalized bank in favour " **Bihar Society for Computerization of Registration Offices (BISCORE)** ", payable at Patna and should be valid for 12 months from the date of submission of technical bid response. No interest shall be payable on Bid Security under any circumstance.

a. EMD of all unselected bidders would be refunded by Prohibition, Excise & Registration Department within sixty (60) days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of selected bidder would be returned upon submission of Performance Bank Guarantee.
b. The selected bidder's Bid security shall be discharged upon the Bidder signing the Agreement.
c. The EMD amount is interest free and will be refundable to the unselected bidders without any accrued interest on it.
d. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
e. The EMD may be forfeited:
   i. If a bidder withdraws its bid during the period of bid validity.
   ii. In case of a selected bidder, if the bidder fails to sign the contract in accordance with this RFP.

8. RFP Document Fees

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

H. Submission of Bids

1. The bidders should submit their responses as per the format given in this RFP in the following manner
   a. Pre-Qualification and Technical Proposal
   b. Commercial Proposal
2. Please Note that prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal, Non Compliance will lead to disqualification of the Bidder.
3. Any deficiency in the documentation may result in the rejection of the Bid.
4. The bids shall be uploaded through https://eproc2.bihar.gov.in as per the instructions available on the website.

I. Bid Opening and Evaluation of Bids

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

- Bids will be in three parts (pre-qualification, technical and financial) as indicated in this RFP. There will be three bid-opening events (i) for the pre-qualifications (ii) Technical Bids and (iii) for the Commercial Bids.
- Financial Bids of only those bidders who qualify on the basis of evaluation of pre-qualification eligibility and minimum qualifying marks obtained in the technical bid will be opened in the presence of the qualified bidders of their representatives at pre-specified time and date which will be communicated to the qualified bidders well in advance.
- The date and timing for opening the Pre-Qualification, Technical and Commercial proposals will be informed to the bidders at the appropriate time, with adequate notice.
- Prohibition, Excise & Registration Department will open all bids in the presence of Bidder or his representative who choose to attend, and at the following address:

  Prohibition, Excise & Registration Dept., Vikash Bhawan, Bailey Road, Patna, Bihar-800001.
- The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for Prohibition, Excise & Registration Department office, the Bid shall be opened at the appointed time and location on the next working day.
- The Bidder's names, bid modifications or withdrawal, bid prices, discounts, and the presence or the absence of requisite bid security and such other details, as Prohibition, Excise & Registration Dept., at its discretion, may consider appropriate, will be announced at the time of opening.
- Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.

2. Preliminary Examination

Prohibition, Excise & Registration Department will examine the bids to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

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

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

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

3. Clarification of Bids

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

b) During evaluation of bids, Prohibition, Excise & Registration Department may, at its discretion, ask the Bidder for a clarification of its bid. Prohibition, Excise & Registration Department may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

4. Rejection Criteria

Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

4.1 General rejection criteria

i Conditional Bids;
ii If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the Tendering Process;
iii Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions;
iv Bids without signature of person (s) duly authorized on required pages of the bid;
v Bids without power of attorney / board resolution.

4.2 Pre-Qualification rejection criteria

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

4.3 Technical rejection criteria

i Technical Bid containing commercial details;
ii Revelation of Prices in any form or by any reason before opening the Commercial Bid;
iii Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect;
iv Bidders not quoting for the complete scope of Work as indicated in the Tender Documents, addendum (if any) and any subsequent information given to the Bidder;
v Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents;
vi The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.

4.4 Commercial Rejection Criteria

i Incomplete Price Bid;
ii Price Bids that do not conform to the Tender's price bid format;
iii If there is an arithmetic discrepancy in the commercial Bid calculations the Technical Committee shall rectify the same. If the Bidder does not accept the correction of the errors, its bid may be rejected.

J. Criteria for Evaluation

a. The overall objective of this evaluation process is to select capable and qualified firm for Design, Supply, Implementation and Support of Integrated Land management Information and Instrument Registration Solution for Prohibition, Excise & Registration Department, Government of Bihar

b. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will not be considered.

c. The technical score of all the bidders would be calculated as per the criteria mentioned above. All the bidders who will achieve 70 or more marks in the technical evaluation would be eligible for the next stage, i.e. Financial Bid opening.

d. Technical proposals would be evaluated as per Technical Evaluation Criteria and scope of work mentioned in the RFP. Bidders should clearly indicate, giving explicit supporting documentary evidence, with respect to the below, in absence of which their proposals will be rejected summarily at the qualification stage itself.

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

The objective is to ascertain whether the bidder's capacity are consistent with the needs of the project. The Pre-Qualification Proposal will be evaluated to verify if the bidder meets the pre-qualification criteria. The bidder shall meet the following criteria to eligible to qualify for next stage

#	Parameter	Condition	Evidence required (Valid as on date of submission of the RFP)
PQ1	**Legal Entity**	A company incorporated in India under the Companies Act, 1956	Copy of Certificate of Incorporation
		Limited Liability Partnership (LLP) registered under LLP Act, 2008 and subsequent amendments thereto.	Copy of Certificate of incorporation
		Registered with the GST and PAN Authorities in India	Copy of Registration Certificates with the GST and PAN Authorities
		Should have been operating in India, for at least five years	Copy of audited Balance Sheets and Profit & Loss Statements for the last three financial years (FY 2016-17, FY 2017-18, FY2018-19)
PQ2	**Sales Turnover**	The Bidder should have an average annual revenue of at least INR 200 Crores each in last 3 financial years (FY 2016-17, FY 2017-18, FY2018-19)	Copy of audited Profit & Loss Statements for the last three financial years (FY 2016-17, FY 2017-18, FY2018-19)
		Positive Net worth for last 3 financial years	Copy of audited Balance Sheets for the last three financial years (FY 2016-17, FY 2017-18, FY2018-19)
PQ3	**Certifications**	The Bidder should possess a valid CMMi Level 5 certificate as on the date of submission of the bid.	Relevant certification Copies valid as on the date of bidding
		They should also possess ISO 9001: 2015, ISO 27001: or Similar certification as on the date of submission of the bid.	Relevant certification Copies valid as on the date of bidding
PQ4	**Relevant Experience**	The Bidder should have implemented at least two projects of Software design, development, maintenance & enhancements of any e-Governance application with minimum value of INR 10 Crores (excluding ICT Infra), in last five years from the bid submission date with 750 concurrent users **Or,**	Copy of Work Order and Completion Certificates from the client; OR/Work Order and Self-Certificate of Completion certified by the Statutory Auditor
		The Bidder should have implemented at least one project of Software design, development, maintenance & enhancements of any IT Registry System such as Aadhaar registration, land record registration, vehicle registration in last seven years with minimum value of INR 10 Crores from the bid submission date with 750 concurrent users **Or,**	Copy of Work Order and Completion Certificates from the client; Or/Work Order and Self-Certificate of Completion certified by the Statutory Auditor
		The Bidder should have implemented at least 1 project of Software design, development, maintenance & enhancements of stamp duty and instrument registration (societies, will firm etc.) application with minimum value of INR 5 Crores in last seven years from the bid submission deadline.	
PQ5	**Manpower**	Bidder should have a minimum 100 technically qualified personnel in the areas of IT Consulting, software design, implementation and maintenance their permanent payroll	Declaration by Authorized Signatory / Company HR to be submitted

#	Parameter	Condition	Evidence required (Valid as on date of submission of the RFP)
PQ6	**Blacklisting**	Should not have been blacklisted by Govt. of India/State Government/Central PSU at the time of bid submission date.	Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory from Bidder

2. Technical Evaluation Criteria

A detailed evaluation of the bids 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 RFP.

Bids received would be assigned scores based on the parameters defined in table below.

#	Evaluation Criteria	Maximum Marks
1	Bidder's Credential	15
2	Bidder's Experience	25
3	Proposed Solution	15
4	Approach & Methodology and Key Resources proposed	30
5	Technical Presentation	15
	Total	**100**

All the bidders who will achieve **70** or more marks in the technical evaluation would be eligible for the next stage, i.e. Financial Bid opening.

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

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
1. Bidder's Credentials					**15**	
		Annual Turnover	**TQ1.1**	The SI should have an annual revenue in last 3 financial years (FY 2016-17, FY 2017-18, FY2018-19). · >= 400 Crores : 5 Marks . >=300 and <400 Crores: 3 marks · >=200 and <300 Crores : 1 Marks	**5**	Copy of audited annual revenue for the last three financial years (FY 2015-16, FY 2016-17, FY 2017-18) and/ Annual Turnover certificate from CA
		Years of Operation in India	**TQ1.2**	Years of operation in India · >=10 Years : 5 Marks · >=7 and <10 Years : 3 Marks · >=5 and <7 Years : 2 Marks	**5**	Certificate of Incorporation
		Organizational Manpower Strength	**TQ1.3**	Technically Qualified personnel in the areas of software development, design, implementation and O&M · >=500 resources - 5 Marks · >=200 and <500 resources - 3 Marks · >=100 and <200 resources - 2 Marks	**5**	Undertaking from HR
2. Bidder's Experience					**25**	
TQ2	**Bidder's Experience**	**Project Delivery in PSU/Govt**	**TQ2.1**	Experience in implementation of software design, development, maintenance & enhancements of any e-Governance system with a minimum project value of INR 10 Cr in a single work order when No. is : (2 marks for each reference maximum up to 2 references)	**4**	Work Order/Client certificate

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
		Registration Application Experience	**TQ2.2**	No. of Implementation of Software design, development, maintenance & enhancements of land record registration, stamp duty and instrument registration (societies, will firm etc.) application for any state or central government with a minimum project value of INR 10 Cr in a single work order when No. is : (2 marks for each reference maximum up to 7references)	**14**	Work Order/Client certificate (Specifically mentioned about Registration application module)
		Experience in O&M / Helpdesk support	**TQ2.3**	Experience in O&M/ Helpdesk support for at least 3 years for a single implementation in any Government Organization/ PSU/ Govt. Undertaking/ Autonomous bodies in India with a minimum project value of INR 50 lacs in a single work order when No. is : (1 mark for each reference) - 2 marks	**2**	Work Order/Client certificate
		Integration Experience with Payment Gateway/ERP /FMS	**TQ2.4**	Integration experience with Payment gateway/ERP/CFMS for any Government Organization/ PSU/ Govt. Undertaking/ Autonomous bodies in India with a minimum project value of INR 50 lacs in a single work order when No. is : (1 mark for each reference) - 3 marks	**3**	Work Order/Client certificate (Specifically mentioned about Payment Gateway/ERP/FMS module)
		Integration experience with PAN/Aadhaar	**TQ2.5**	Integration experience with PAN &/ Aadhaar for any Government Organization/ PSU/ Govt. Undertaking/ Autonomous bodies in India with a minimum project value of INR 50 lacs in a single work order when No. is : (1 mark for each reference) – 2 marks	**2**	Work Order/Client certificate
3. Proposed Solution					**15**	
TQ3	**Proposed Solution**	**Solution Architecture**	**TQ3.1**	Understanding of the requirements mentioned in the scope of work	**15**	Detail Technical Proposal
			TQ3.2	Solution Architecture Deployment Plan Sizing Requirements		Detail Technical Proposal

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
		Security	**TQ3.3**	Compliance Requirement to IT Act and other government guidelines Security of Data- Confidentiality, Integrity & Availability Security of Application to threats Access & Identity Management Application Security		Detail Technical Proposal
		Database Architecture	**TQ3.4**	Database design Database security including ensuring non repudiation of data and reconstruction of truth Expansion Capability – Scalability		Detail Technical Proposal
		Data Migration	**TQ3.5**	Data Migration Approach		Detail Technical Proposal
		Integration	**TQ3.6**	Integration with 3rd party system mentioned in scope of work		Detail Technical Proposal
4. Approach & Methodology and Key Resources proposed					**30**	
TQ4	**Approach & Methodology & Key personnel proposed**	**Approach & Methodology**	**TQ4.1**	Approach & Methodology, Project Implementation Governance plan & SLA Monitoring Approach for Assessment Study, Requirements Validation Software Development, Testing, implementation & Rollout plan, timelines for code level audit clearance, Training Requirements Operations & Service Level Management Plan, Help Desk support, issue registration. Acknowledgement, issue tracking, escalation, Online help etc.	**10**	Detail Technical Proposal

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
		Experience of Key Personnel Proposed - Project Manager (Project & O&M) (1) **Exp:** Must have good understanding of Government Processes and IT automation initiatives in e-Governance Domain with a total experience of minimum 15 years	**TQ4.2**	**Roles & Responsibilities** for Project Manager (Project) · The Project Manager shall manage and lead the team and will be responsible for overall coordination and supervision of the implementation activities and support to all the stakeholders of the project through the entire contract period. · **Skills include** Project and Program Management, Government Technology Transformations, Managing and Leading testing and quality assurance activities, Client and Business Co-ordinations, Enterprise wide architecture solutions **Qualification:** . B.E./B.Tech./MCA with PMP/Prince2 certified **Experience** · >=15 years relevant experience in project management : 6 · >=10 and <15 years of relevant in project management experience: 4 · >=5 and <10 years of relevant in project management experience: 2 · <5 years of relevant in project management experience: 0	**6**	CV of resources -Qualification & Certification of Total experience in similar assignments
		Experience of Key Personnel Proposed - Domain Expert /	**TQ4.3**	**Roles & Responsibilities** for Domain/ Business Analyst in Instrument Registration process or in similar eGovernance domain · **Skills include** Business Analysis, Business Process Reengineering, Project Management, e-Governance Specialist, Project requirement	**2**	CV of resources -Qualification & Certification of Total experience in similar assignments

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
		Business Analyst (2) **Exp:** Experience in the specified modules with demonstrated knowledge of the Software Related requirements for Prohibition, Excise & Registration Department systems of government, public sector organizations – the rules, principles, issues and requirements with a total experience of minimum 10 years		gathering and analysis, Process design for application development **Qualification:** . B.E./B.Tech./MCA/MBA with certification in Business Analysis like CBAP is preferred **Experience** · >=10 years relevant experience in business analysis : 2 · >=5 and <10 years of relevant experience in business analysis: 1 · <5 years of relevant experience in business analysis: 0		

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
		Experience of Key Personnel Proposed - Solution Architect (1) **Exp :** At least 10 years of total work experience in one or multiple IT areas of infrastructure and cloud development, engineering & software architecture design, DevOps, Project & Product Management	**TQ4.4**	**Roles & Responsibilities** for Solution Architect : · Develop Solution architecture to meet the business and application requirements. · Ensures the integration of all aspects of solution. · Has designed project with minimum of 750 concurrent users · Analyse functional requirements to identify information, procedures and decision flows. · Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary. · Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems. · Define input/output sources, including detailed plan for technical design phase, and obtain approval of the system proposal. · Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc · **Skills include** Solution Architecture, Application & Data Layer Architecture, High & Low Level Design, Assessment & design of services, processes, service delivery mechanism, System Performance Tuning & Administration **Qualification:** B.Tech/B.E/MCA/M.Tech in Computer Science/IT with TOGAF certification is preferred	**4**	CV of resources -Qualification & Certification of Total experience in similar assignments

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
				Experience · >=10 years relevant experience as a Solution Architect : 4 · >=5 and <10 years of relevant as a Solution Architect: 3 · >=3 and <5 years of relevant as a Solution Architect: 2 · <3 years of relevant as a Solution Architect: 0		
		Experience of Key Personnel Proposed - Software Developer(2) (Project and O&M) **Exp :** At least 10 years of total work of implementing similar projects. Should have experience of working in at least 1 similar portal development project which enables business processes of an organization Should have worked in at	**TQ4.5**	**Roles & Responsibilities** for Lead Software Developer: · Develop and prepare diagrammatic plans. · Design detailed programs, flow charts, and diagrams · Translate detailed flow charts into coded machine instructions. · Verify accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel. · Correct program errors by revising instructions or altering the sequence of operations. · Test instructions, and assemble specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference · Modification in Frontend Application & User Interface · Enhancement in Business Processes and Business rules · Customization of the reports · Rectification Defect/ Bug Fixing reported by the purchaser · Integration with other application	**2**	CV of resources -Qualification & Certification of Total experience in similar assignments

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
		least one citizen centric portal		· **Skills include** Project requirement gathering and analysis, Feasibility Analysis, Architecture Design, DB Design, Development, Documentation and Unit Testing **Qualification:** B.Tech/B.E/MCA/M.Tech in Computer Science/IT **Experience** · >=10 years relevant experience in software developer :2 · >=5 and <10 years of relevant experience in software developer:1 · <5 years of relevant experience in software developer: 0		
		Experience of Key Personnel Proposed - Lead Tester (1) **Exp :** At least 10 years of total work experience in one or multiple IT areas functional and automation testing. Need to have wide knowledge of testing tools & approaches and prior	**TQ4.6**	**Roles & Responsibilities** for Lead Tester The Resource would be responsible for testing individual software / hardware artefacts and documents. The tester should be capable of unit testing, integration testing, load testing, etc. Would be responsible for preparing test cases, executing test cases and reporting the observations. Would be responsible for both manual and automated testing. · **Skills include** Project requirement gathering and analysis, Feasibility Analysis, Automation Testing, Quality Control and Quality Assurance, Automation framework design, Database validation, Defect tracking **Qualification:** B.Tech/B.E/MCA/M.Tech and Internationally recognized OEM certification in a Leading Testing Tool;	**2**	

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
		experience of leading testing team in Government domain for at least 2 assignments.		**Experience** · >=10 years relevant experience in software testing:2 · >=5 and <10 years of relevant experience in software testing:1 · <5 years of relevant experience in software testing: 0		
		Experience of Key Personnel Proposed - Database Administrator (1) **Exp :** Shall have at least 10 years of total experience in the IT industry Must have 5 years of experience in the position of DBA Should have experience in at least 2 similar assignments	**TQ4.7**	**Roles & Responsibilities for DBA (O&M)** · Supported for database management system of projects with minimum of 750 concurrent users · Work closely with the SDC team for database backup/recovery and maintaining data backup · Manage database related issues · Updating Database related queries and onsite support for Database Management · Certification from leading OEM on Database · **Skills include** Database Architecture and Design, Database Administration, Database Specialist **Qualification:** B.Tech/B.E/MCA/M.Tech with certification from leading database OEMs is preferred **Experience** · >=10 years relevant experience in database administration :2 · >=5 and <10 years of relevant experience in database administration:1 · <5 years of relevant experience in database administration: 0	**2**	CV of resources -Qualification & Certification of Total experience in similar assignments

#	Technical Evaluation Parameter	Technical Evaluation	Technical qualification Parameter Description		Maximum Marks	Evidence Required
		Experience of Key Personnel Proposed - System Administrator(O&M) (1) **Exp :** At least 7 years of work experience in one or multiple IT areas of infrastructure and cloud operations and maintenance, DevOps, Project Management	**TQ4.8**	**Roles & Responsibilities for System Administrator (O&M)** · Updating definitions/ patches/ updates/ service packs of solution · Closely monitor the deployed network · In case of downtime/link, failure, report immediately the same to the designated officer of purchaser and assist them in coordinating with SDC, Bandwidth service provider & other stakeholders in tracking until the link is restored and services are operational · **Skills include** Network Management, Storage Management, Issue Management System, Help/Service Desk Monitoring & Management, DC Monitoring & Management **Qualification:** B. Tech/B.E/MCA with certification like CCNA or equivalent **Experience** · >=7 years relevant experience in system administration :2 · >=5 and <7 years of relevant experience in system administration: 1 · <5 years of relevant experience in system administration: 0	**2**	CV of resources -Qualification & Certification of Total experience in similar assignments
5. Technical Presentation					**15**	
TQ5	**Technical Presentation**	**Application Demo & Presentation**		Case study & Presentation (90 minutes) + 30 minutes Q&A	**15**	Technical Presentation
Total Marks Obtained					**100**	

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

3. Commercial Bid Evaluation

- The Financial Bids of technically qualified Bidders will be opened on the prescribed date in the presence of Bidder representatives.
- A minimum of **70 marks out of 100** is to be secured by the bidder in the Technical Evaluation to be eligible for opening of the Commercial Bid. Bidders failing to secure the minimum cut off marks will be disqualified for the commercial bid evaluation stage.
- If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- The Bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the Bidders which did not get disqualified on the basis of point b above). Financial Scores for other than L1 Bidders will be evaluated using the following formula: Financial Score of a Bidder (Fn) ={(Commercial Bid of L1/Commercial Bid of the Bidder) X 100}% (Adjusted to two decimal places)
- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will include all taxes and levies and shall be in Indian Rupees.
- Any conditional bid would be rejected
- Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

4. QCBS : Combined and Final Evaluation

- **The technical and financial scores secured by each Bidder will be added using weightage of 60% and 40% 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:- Bn = 0.60 * Tn + 0.40* Fn
- Where, **Bn** = 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.

5. Award Criteria

Final Selection shall be based on the QCBS method, The bid with the highest final score calculated in this fashion shall be considered as the best value bid. In case of a tie, the bid that scored a higher Technical score (Tb) among the bids in a tie will be considered the best value bid.

6. Right of Selection/Rejection — Waiver of Informalities or Irregularities

Prohibition, Excise & Registration Department reserves the all rights to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the Prohibition, Excise & Registration Department Selection of a Bidder solution shall not be construed as an award of contract, but as a commencement of contract negotiation, including but not limited to the contract price proposed.

K. Award of Contract - Appointment of System Integrator

Award Criteria, as mentioned in the earlier sections.

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

Prohibition, Excise & Registration 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 Prohibition, Excise & Registration Department action.

2. Notification of Award

a. Prior to the expiration of the validity period, Prohibition, Excise & Registration Department will notify the selected bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, Prohibition, Excise & Registration Department may like to request the bidders to extend the validity period of the bid. Bidders shall extend their bid validity as requested by Prohibition, Excise & Registration Dept.; Prohibition, Excise & Registration Department may reject proposal for the bidders who do not provide the bid validity extension upon request and Prohibition, Excise & Registration Department may forfeit the EMD for such cases.

b. The notification of award will constitute the formation of the contract. Upon the selected bidder's furnishing of Performance Bank Guarantee, Prohibition, Excise & Registration Department will notify each unselected bidder and return their EMD.

3. Contract Finalization and Award

i The Prohibition, Excise & Registration 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.

ii Prohibition, Excise & Registration Department may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP / Drop any line item from the indicative BOM. Accordingly total contract value may change on the basis of the rates defined in the financial proposal.

iii SLA and Penalty will be applied on respective total (capex + Opex).

4. Performance Guarantee

The Prohibition, Excise & Registration Department /Government of Bihar will require the selected Bidder to provide Performance Bank Guarantee as below

- The Prohibition, Excise & Registration Department /Government of Bihar will require the selected Bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of the project. The Performance Guarantee should be valid for a period till the date of Go Live of the Software Related solution for Prohibition, Excise & Registration Department The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity.

- The Prohibition, Excise & Registration Department /Government of Bihar will require the selected Bidder to provide a Performance Bank Guarantee, within 15 days from the start of O&M support, for a value equivalent to 10% of the support services for five years. The Performance Guarantee should be valid for a period until the end of support tenure (Five year from the date of Go live) of Software Related solution for Prohibition, Excise & Registration Department The Performance Guarantee shall be kept valid until completion of the support service and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity.

The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected Bidder fails to submit performance guarantee within the time stipulated, the Prohibition, Excise & Registration Department at its discretion may cancel the order placed on the selected Bidder without giving any notice. Prohibition, Excise & Registration Department shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Prohibition, Excise & Registration Department incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

5. Signing of Contract

After the Prohibition, Excise & Registration Department notifies the selected bidder that its proposal has been accepted, Prohibition, Excise & Registration Department shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between Prohibition, Excise & Registration Department and the selected bidder. The Draft Legal Agreement will be provided as a separate document.

Other than what is mentioned in the draft agreement, the final agreement may also contain sections of Bid response of the selected Bidder and other relevant clauses.

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

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

7. Change Orders

Change Request Process is detailed in Annexure III of this ERP. The changes till acceptance of prototype by the Prohibition, Excise & Registration Department shall not qualify as change request. Below is the important points to be consider regarding change request.

a) Prohibition, Excise & Registration Department may at any time, give written order to the selected bidder to make changes for providing additional any related software component required, but not falling within the general scope of the current Solution of the RFP or after contract award.
b) Minor changes (changes requiring less than 5 person days and limited to 3 such changes per month), bug fixes, generation of different reports for Prohibition, Excise & Registration Department using available data, error resolutions, configuration, performance tuning, mitigation of security observation during annual/ periodical audits, changes required to accommodate patches, upgrades etc which are required for the operation of the project shall not qualify as change request.
c) Any change request which do not fall under the categories mentioned in Point 1 above, shall be done by the SI during implementation and/or O&M phase without additional charge, subject to a capping of 10% of the overall man-month effort of the application for single or multiple cumulative change requests.
d) Once the limit of no additional cost change requests, as mentioned in point 2 above, is exhausted, further change requests (not falling under categories mentioned in Point 1 above) shall be done on chargeable basis as per the provisions of the RFP. However, such change request value should be less than 25% of the Agreement Value. Please refer Annexure III of the RFP. The unit person month effort rates for change request shall be in accordance to the agreed cost, effort and schedule between Prohibition, Excise & Registration Department and the System Integrator..
e) All changes outside the scope of supplies agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken on mutually agreed terms.
f) An institutional mechanism will be set up for taking decisions regarding requests for changes. The Purchase Committee will set up a Change Control Committee with members from the Prohibition, Excise & Registration Department and the system integrator. The cost of change requirement would be worked out based on efforts estimation considering the prevailing man hour rate (duration & type/level of resources required). If it is unable to reach an agreement, the decision of the Purchase Committee will be final.
g) Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule between Prohibition, Excise & Registration Department and the system Integrator
h) Verification of the change - The change will be verified by the Prohibition, Excise & Registration Department & Department's PMU on implementation of the change request. Please refer Annexure III of the RFP.
i) All changes outside the scope of supplies agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by system integrator (SI) only after securing the express consent of the Prohibition, Excise & Registration Department In the event that the consent of the Purchaser is not received then the change will not be carried out. Please refer Annexure III of the RFP.
j) While approving any change request, if required, the Prohibition, Excise & Registration Department may ask the bidder to deploy the required resources onsite.
k) If any such change outside the scope of supplies agreed to herein causes an increase or decrease in cost of, or the time required for, firm's performance of any provisions under the Agreement, equitable adjustments shall be made in the Agreement Price or Delivery Schedule, or both, and the Agreement

shall accordingly be amended. Any claims by firm for adjustment under this must be asserted within 30 (thirty) days from the date of receiving the change order which shall not be unreasonably withheld or delayed.

8. Taxes and Duties

a. All the taxes, duties, levy and all other charges applicable and shall be valid for delivery on for basis to the designated delivery points. All payments will be subjected to tax deduction at source as applicable/required at the prevailing tax rates.
b. The decision of Prohibition, Excise & Registration Department in this regard will be final and binding and no disputes in this regard will be entertained.
c. Any change in taxation structure by Government will be applicable bidirectional to both the parties.

9. Handing Over

At the end of the operation and maintenance services period, Prohibition, Excise & Registration Department may exercise its option to renew the AMC with the Bidder or may invite fresh bids for subsequent AMC.

If handover is required to any other System Integrator other than the Bidder, at the end of the existing contract period or otherwise, the Bidder would be responsible for handing over the complete know-how documentation records/software logs and all relevant items that may be necessary for the transition process.

10. Right to vary the scope of the work at the time of award

The Prohibition, Excise & Registration Department reserves its right to make changes to the scope of the work at the time of execution of the resultant Agreement. If any such change causes an increase or decrease in the cost of, or the time required for the SI for adjustment under this Clause must be asserted within thirty (30) days from the date of the SI's receipt of the Prohibition, Excise & Registration Department changed order.

11. Dispute Resolution & Arbitration

Any dispute arising out of or in connection with this Agreement or the SLA shall in the first instance be dealt with in accordance with the escalation procedure to be framed during the contract signing.

In case the escalations do not help in resolution of the problem within 3 weeks of escalation, both the parties should agree on a mediator for communication between the two parties. The process of the mediation would be as follows:

Aggrieved party should refer the dispute to the identified mediator (Decided by Prohibition, Excise & Registration Department and agreed by the SI) in writing, with a copy to the other party. Such a reference should contain a description of the nature of the dispute, the quantum in dispute (if any) and the relief or remedy sought suitable.

The mediator shall use his best endeavours to conclude the mediation within a certain number of days of his appointment.

If no resolution can be reached through mutual discussion or mediation within 30 days then the matter should be referred to arbitration. The arbitration procedure should follow Bihar Arbitration Tribunal Act. The place of arbitration shall be Patna, India.

Section II: Scope of Work

1. High Level Overall Scope of Work

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

- **Application Development, Customization and Implementation**
  - Development of the Project Implementation plan
  - System Due diligence and submission of detailed report
  - Business requirement gathering and process study
  - Design, Supply, Installation, Configuration & Customization of Software Related solution for Prohibition, Excise & Registration Department as per requirements outlined in scope of work
  - Application Testing
  - Quality Review, reporting and approval
  - Integration with 3rd party applications
  - Project and Product Documentation.
  - Application ATP (Acceptance Test Procedure)
  - Detailed Post Implementation documents for each and every modules and sub-modules to be prepared and submitted to the client. Approval of the same from the client to be taken.
  - Developing and designing of Operational Hand Book for each and every modules and submodules.
  - Patch and update management.
- **Data Migration from existing Stamp Duty and Registration application**
- **Training and Capacity Building**
- **Operation & Maintenance**
  - Application support including modifications and integration with future systems
  - Bugs / Fixes Management
  - Software Change and Version Control
- **Help Desk Services**
  - User Support and Annual Maintenance of the application to SLA
  - Application monitoring and Compliance to SLA
  - Database Administration
  - User Administration
- **Warranty and Annual Maintenance Contract**

2. Solution Architecture

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

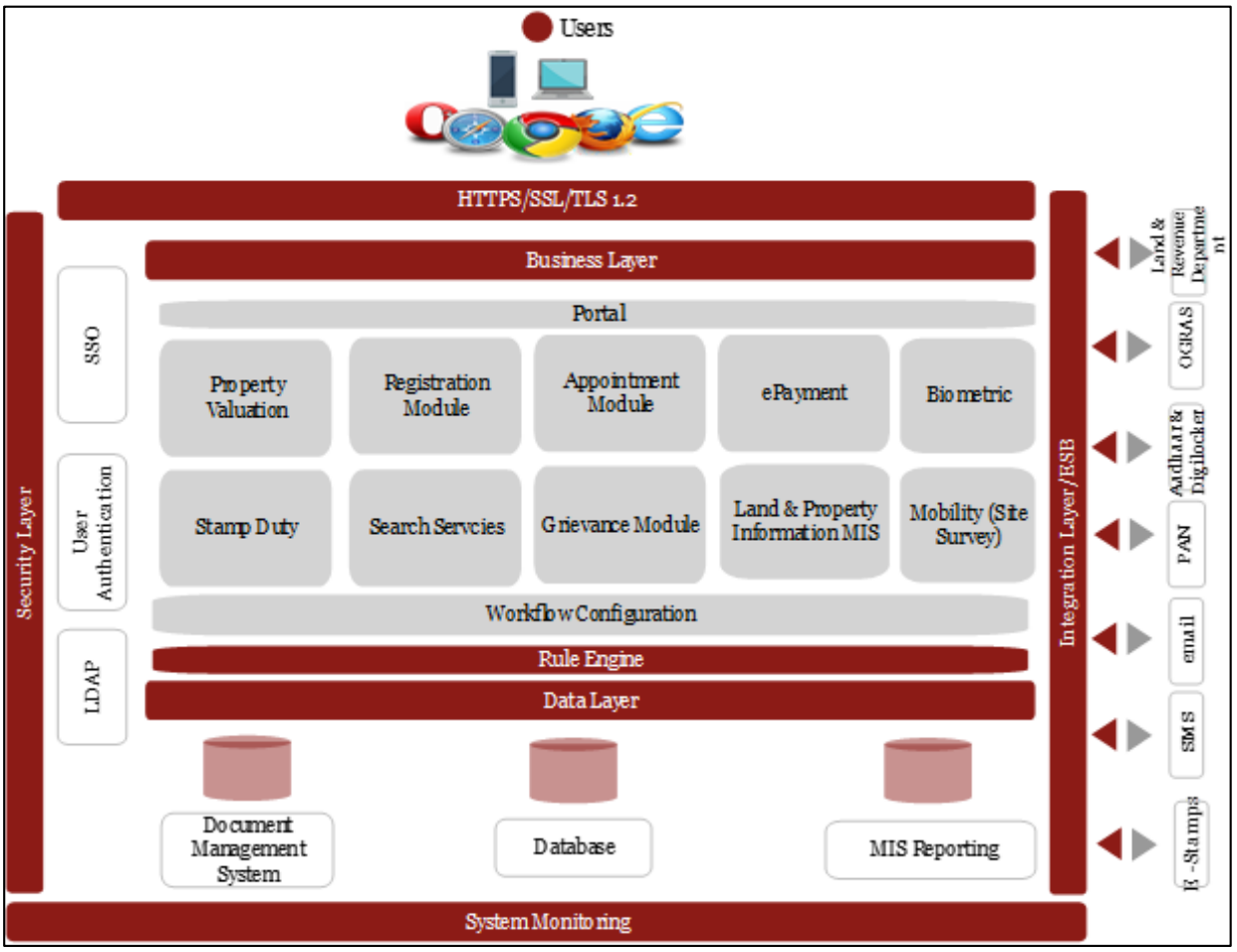


Figure 1: e-Registration Architecture

2.1 The 'Business' Layer

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

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

#	Modules	Functionality
1	Portal	Common portal for all stakeholders
2	Registration Module	Manage the document registration process
3	Property Valuation	Provide property valuation based on the different parameters and information entered by the citizen
4	Appointment Module	Provide citizens to schedule an appointment of registry office
5	Grievance Module	Address the grievance of the stakeholders, discrepancy found in assessment & levy of stamp duty & registration fee
6	Stamp Duty module	Calculate and provide the stamp duty and other fees to the citizen
7	Rules Engine	Configure workflows and Rules
8	ePayment	Provide different payment methods and receipt of payment to the citizen, and manage refund of excess fee paid by the citizen

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

2.2 The 'Security' Layer

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

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

2.3 The 'Data' Layer

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

- This will be relational database (RDBMS).
- Database security will allow for privileged access to access database.
- Audit trail will be maintained for any change in database structure or records.
- There will be separate reporting database for business intelligence (BI) reports and analytics purposes
- Document repository(DMS) is also suggested.

2.4 Document Management System

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

Document management system will help to

- Create digital content repository instead of paper based document file.
- Create Hierarchical, clear and predefined structures for all registration data
- Centralized view of all elements of a business process
- Controllable access rights to be used by multiple users
- Information viewed is always current
- Faster and more reliable access to archived documents
- Seamless process documentation
- Archiving in accordance with audit requirements

2.5 Mobile application for Site Survey

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

Following are the features that are suggested.

a) Mobile offline store & go- Ability for system to work offline when in an area with no cellular coverage and automatically re-sync when back in cell coverage ("store-and-go") without user intervention.
b) Access and routing Access to permit data, documents and related property information while in the field. Workflow routing to and fro to users for application trail.
c) Application should have the ability to record the latitude and longitude of the surveyed field.

d) Review notes - The ability to view review notes in the field for use during an inspection. And also allow inspectors in the field to attach photos and documents to an inspection record in real-time using any hand held devices such as smartphones or tablets.

2.6 The 'Integration' Layer

All interfacing with external systems such as payment, mail, SMS gateway and other third party system will take place through this layer.

SOAP based web service based interfacing can be used for integration with external or third party systems. The following integration points could be considered

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

2.7 The 'System Monitoring' Layer

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

2.8 Audit Trail Services

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

2.9 Exception, Error Handling & Logging Services

A robust and reliable application error handling mechanism should be part of the basic infrastructure which will handle normal situation as well as unexpected application error. Error detection, error handling, propagation of error information and error logging capabilities will be considered to make the application robust. Logger will be used to log the system debug activities, errors and exceptions with different severity level. All errors would be logged with error code, error level and error message along with timestamp.

2.10 Server Management & Monitoring Services

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

3. Deployment Architecture

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

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

Architecture to be developed as per below to ensure availability requirements

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

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

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

4. Functional Requirements

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

Sl. No.	Modules	Functionality
1.	Rules & Workflow configuration	The system shall allow an authorized user to view the workflow history of a record
2.	Rules & Workflow configuration	The system shall retain a revision history for business rule and workflow changes in the system including author, type, IP Address, date and time of change(s).
3.	Rules & Workflow configuration	The system will have the ability to set an effective date for a business rule or workflow change.
4.	Rules & Workflow configuration	The system will have the ability to set an expiration date for a business rule or workflow change.
5.	Rules & Workflow configuration	The system shall have the ability to associate workflow tasks to a role in the system according to business rules configurable in the system.
6.	Rules & Workflow configuration	The system shall provide the ability to perform automatic approval when transactions meet defined criteria (e.g., some certificates can be issued automatically via the online portal once payment is made).
7.	Rules & Workflow configuration	The system shall support configurable alerts (e.g., visual indicators displayed in the system) that are triggered according to business rules (e.g., record turns red on the screen to indicate a workflow task's duration has exceeded a predefined threshold).
8.	Rules & Workflow configuration	The system shall support the capability to flag a property or user record (manually or automatically according to business rules), and send mandatory notifications to identified department Staff alerting them when a plan and/or development/permitting application has been submitted for review.
9.	Rules & Workflow configuration	The system shall provide configurable escalation capabilities (e.g., if a workflow task's duration has exceeded a predefined threshold, the system will execute a predefined action, such as generation of a Review Task for a Supervisor).
10.	Rules & Workflow configuration	The system shall have the ability to send email and sms notifications to internal and external users.
11.	Rules & Workflow configuration	The system shall allow super users/admin to configure user notification settings (e.g., would like to receive an email when a status update occurs on their application).
12.	Rules & Workflow configuration	The system shall be able to send out one communication multiple ways (e.g., both email and SMSs).
13.	Rules & Workflow configuration	The system shall have the ability to send out mass emails according to business rules.

Sl. No.	Modules	Functionality
14.	Rules & Workflow configuration	The system shall support the batch generation of communications for mail & SMSs
15.	Rules & Workflow configuration	The system shall be able to track the date and time communications were sent from the system (email, mailings, faxes, etc.) automatically.
16.	Appointment Module	The system shall be able to allow customers to request an appointment via the customer portal for land/property registration and Society/Firm registration
17.	Appointment Module	The system shall be able to allow customers to request preferred dates/times (not guaranteed) for an appointment via the customer portal.
18.	Appointment Module	The system shall be able to maintain an appointment calendars that govern the available timeslots for meetings according to business rules.
19.	Appointment Module	The system shall have the capability to route a request for an appointment submitted via the online portal to the designated staff member configured in the system according to business rules for review, confirmation, and scheduling.
20.	Appointment Module	The system shall have the ability to schedule an appointment automatically according to business rules (e.g., next available date).
21.	Appointment Module	The system shall have the ability to re-schedule an event on the appointment calendar.
22.	Appointment Module	The system shall have the ability to cancel an event on an appointment calendar.
23.	Appointment Module	The system shall be able to prompt Staff to capture a reason(s) for the change in an appointment and new dates/times, if applicable.
24.	Appointment Module	The system shall have the ability to designate the attendees for the meeting, along with their contact information to assist in generating communications, distributing meeting invitations, and other related information.
25.	Appointment Module	The system shall have the ability to select attendees for an appointment from contacts already entered into the system (e.g., contacts already associated with a project, application, or other record type related to the meeting).
26.	Appointment Module	The system shall have the capability to configure Working Days for an appointment calendar.
27.	Appointment Module	The system shall have the capability to configure Timeslots and Durations for an appointment calendar.
28.	Appointment Module	The system shall have the capability to configure Holidays and Non-Working Days for an appointment calendar.
29.	Appointment Module	The system shall have the capability to configure the Number of Events (e.g., meetings) per Working Day for an appointment calendar.
30.	Appointment Module	The system shall have the capability to automatically notify attendees with updates related to the workflow of the appointment (e.g., scheduled dates, schedule changes to the meeting).
31.	Appointment Module	The system shall allow staff to capture information about the appointment (system date/time held, meeting notes, attendees, etc.).
32.	Appointment Module	The system shall support a meeting to be automatically required by the System according to business rules (e.g. pre-construction appointment).
33.	Appointment Module	The system shall be able to associate any documents that were presented at the appointment with the meeting record.
34.	Appointment Module	The system shall have the ability to charge a fee for a meeting according to business rules for that meeting type
35.	Registration Module	Filling e-Requisition Form : • The applicant shall fill in the e-requisition form with applicant details such as - Applicant name, applicant status, address, state, thana, district, Pin, email id, proposed transaction(sale, gift, partition, bond, release settlement

Sl. No.	Modules	Functionality
		etc.), property to be transacted(land with or without structure), expected date of presentation of deed, other information as necessary • The system shall have a field to choose the amount of stamp value (maximum of 5000) • The system shall have the functionality to preview the form before submission • The system shall send an SMS and email notification on successful completion of form filling • The system shall register the mobile number of the applicant and send an OTP for verification
36.	Registration Module	Presentation of deed : • The system shall have provision to select date of presentation of deed • The system shall have provision to select venue(Office or Private residence) for presentation of deed • The system shall send an email and SMS notification on confirmation"
37.	Registration Module	Photo, Finger print & Signature capture : • The system shall record of the deed photo, fingerprint and signature of the applicant in case the deed is presented at office • The system shall record the thumb impression and signature in case deed is presented at residence
38.	Registration Module	Digital signing of deed : • The system shall record the deed after it is digitally signed by the registering officer using a Class II digital certificate
39.	Registration Module	Delivery of deed : • The deed be deemed registered on the system once the delivery of deed is completed • The system shall send an email and SMS notification on successful completion • The system shall allow the users to search a deed by using the unique deed number
40.	Registration Module	The system shall have the ability to provision for an online module on eDeed. The eDeed functionality shall be developed, at a later stage when the new system has stabilized and is performing smoothly. The objective of eDeed will be move towards complete automation from a cut-off date when the entire deed data will be stored online and updated dynamically. This eDeed will be authenticated by means of a Digital Signature Certificate of the Registering Officer. Later on, this system generated eDeed can be shared to other authorized Government agencies in Read-Only view for eVerification purpose. All eDeeds to capture a precursor and successor deed no for maintaining a chain in the system.
41.	Firm & Society Registration	The system should facilitate the users to register their firm and society as per provisions of Society registration Act, 1860, Bihar Societies Registration Rules, 2018 and other related Acts and Rules.
42.	Firm & Society Registration	The system should create login for the users and capture presentant detail including area of operation.
43.	Firm & Society Registration	The system should capture all members details including the required supported documents uploaded by the users.
44.	Firm & Society Registration	The system should show payment calculation and based on the calculation, the payment should be facilitated along with generation of receipt.
45.	Firm & Society Registration	The system should facilitate transfer of documents in a work flow based approach through all entitled officers & members of department (covering from Assistant -> AIG -> DIG-> IG) for their comments & appropriate action. The below mentioned steps gives an illustrative view of the workflow: Step-1 Citizens create login to Society Registration page and fill presentant detail and choose Area of operation i.e. Bihar or India.

Sl. No.	Modules	Functionality
		Step-2 Provide all members detail one by one, then enclosed all required documents. Step-3 Then, payment calculation is performed and base on the calculation, the payment option is enabled thereby leading to generation of receipt after successful payment. Step-4 Then, Assistant downloads the document, verifies the document, comments online and forwards to AIG. Step-5 Then AIG downloads the document, verifies the document, comments online and forwards to DIG. Step-6 Then DIG downloads the document, verifies the document, comments online and forwards to IG. Step-7 Then IG downloads the document, verifies the document, comments online and based on the comment by different officers and documents IG either approves or rejects the registration. Then a SMS is sent for approval or rejection Step-8 If IG Approves then certificate is generated with an option to download and print.
46.	Firm & Society Registration	The system should have the provision for SMS for approval/rejection. Upon approval by the IG, the system should have the provision of creating , downloading & printing of the certificate.
47.	Firm & Society Registration	The system should implement status notification using sms and mail along with Appointment time to citizen with Department via SMS/e-Mail for signing on documents.
48.	Firm & Society Registration	All the functionalities of the existing application for Firm & Society registration should be provisioned in the application along with improved capabilities.
49.	Firm & Society Registration	The existing provisions of amendment for firm & societies should be implemented in the system.
50.	Site Survey	The system shall have the capability to configure and manage multiple inspection types.
51.	Site Survey	The system shall support the execution of multiple inspection types, with varying business rules, workflow, state and local codes, and requirements configurable in the system.
52.	Site Survey	The system shall have the ability to designate required inspections for a project according to various business rules (e.g., application type, work type, filing type).
53.	Site Survey	The system shall provide the capability to assign a predefined weight score (rating criteria – low, medium or high) to inspection types based on the inspection type, project type, or other relevant predefined application information that can inform inspection scheduling and assignment business rules.
54.	Site Survey	The system shall support workflow for inspections that occur during the application process that are pre-inspections and post-inspections.
55.	Site Survey	The system shall have the ability to designate the skill set(s) required for the assigned inspector for that inspection type.
56.	Site Survey	The system shall have the ability to categorize inspection types by department.
57.	Site Survey	The system shall have the ability to categorize inspection types by permit type(s).
58.	Site Survey	The system shall be able to enforce business rules regarding who can schedule an inspection for a project by inspection type (e.g., may not be the applicant, but a designee).
59.	Site Survey	The system shall provide the capability to present inspection details where the Applicant can view the history and status of inspections via the customer portal.
60.	Site Survey	The system shall allow coordination between departments to facilitate joint inspections (e.g., allow for inspectors from different departments to be assigned to the same inspection).
61.	Site Survey	The system shall have an interface to capture the details of Structure, Valuation, Position, Compliance to Statutory Norms and GIS co-ordinates mapping process as part of back office creation, and as part of creating an inspection record in the field.
62.	Site Survey	The system shall have the ability to display only the inspection types relevant to the user's department when creating and scheduling a new inspection.

Sl. No.	Modules	Functionality
63.	Site Survey	The system shall have the capability to display only the inspection types that the project is eligible for according to pre-defined business rules.
64.	Site Survey	The system shall allow an inspection to be manually created in the System by staff.
65.	Site Survey	The system will support the pre-population of an inspection record with any information already provided as part of the inspection request, or as part of the project record.
66.	Site Survey	The system shall be able to automatically schedule an inspection according to business rules (e.g., next available day for an electrical inspection).
67.	Site Survey	The system shall have the ability to route an inspection request submitted through the online portal to designated personnel for approval and assignment.
68.	Site Survey	The system shall have the ability for staff to log an inspection request received via telephone.
69.	Site Survey	The system shall have the ability to enforce business rules governing manual or automatic creation of inspections.
70.	Site Survey	The system shall be able to enforce Scheduling Rules (number of inspections per day, availability of inspectors, holidays).
71.	Site Survey	The system shall allow for supervisor override of workflow related to creating an inspection (e.g., allow an exception for an inspection to be scheduled even though there are outstanding fees on an account).
72.	Site Survey	The system shall allow for the rescheduling of an inspection.
73.	Site Survey	The system shall allow for the cancellation of an inspection.
74.	Site Survey	The system shall allow for supporting documentation to be uploaded to the inspection record.
75.	Site Survey	The system shall be able to capture detailed instructions about the location of the inspection, such as a gate code.
76.	Site Survey	The system shall have the ability to request a "first available" inspection.
77.	Site Survey	The system shall display available dates/times according to business rules (e.g., inspector availability).
78.	Site Survey	The system shall provide a template, configurable by inspection type, to enter the inspection request information.
79.	Site Survey	The system shall allow the applicant to upload supporting documentation related to the inspection request.
80.	Site Survey	The system shall allow the inspection request to be canceled or rescheduled by the customer through the online portal according to pre-defined business rules.
81.	Site Survey	The system shall have the capability to display estimated inspector arrival time via the online portal based on the inspector's planned route captured in the system.
82.	Site Survey	The system shall have the capability to display estimated inspector arrival time via the online portal based on the inspector's real time progress in completing their inspection route via route optimization technology using permissible third API.
83.	Site Survey	The system shall have the capability to display estimated inspector arrival via the online portal based on data input by the inspector into the system.
84.	Site Survey	The system shall have the ability to publish inspection results via the online portal according to business rules (e.g., post in real-time as inspection is completed).
85.	Site Survey	The system shall allow a user to view the inspection history for his or her project(s).
86.	Site Survey	The system shall have the ability to automatically notify applicant of key statuses via text message (e.g., inspection passed).
87.	Site Survey	The system shall have the ability to include a link in the text message sent to a customer (e.g., hyperlink to view the full inspection report).
88.	Site Survey	The system shall be able to schedule an inspection for a day without having to specify the time of an inspection.
89.	Site Survey	The system shall have the ability to automatically schedule inspection for a specific day but allow specific time to be established later in the process.

Sl. No.	Modules	Functionality
90.	Site Survey	The system shall be able to automatically track the due date for an inspection to be conducted based on business rules (e.g., based on permit start date).
91.	Site Survey	The system shall allow the inspector the ability to view parties (e.g., designated point of contact and their contact information) associated with the application/project.
92.	Site Survey	The system shall allow an inspector to create a new inspection from the field using their mobile app.
93.	Site Survey	The inspector shall be able to take pictures with his or her mobile device and save them to the inspection record in real time.
94.	Site Survey	The system shall allow the inspector to provide notes regarding the picture(s).
95.	Site Survey	The system shall allow the inspector to place notes on a picture.
96.	Site Survey	The system shall have the ability to capture electronic signature using the mobile device out in the field.
97.	Site Survey	The system shall have the ability to allow a customer to sign a document using electronic signature via the mobile device out in the field.
98.	Site Survey	The system shall prompt the inspector to capture the results of the inspection using a configurable checklist by inspection type.
99.	Site Survey	The system shall prompt the inspector to capture the results of the inspection by indicating a result code for the inspection (e.g., passed).
100.	Site Survey	The system shall provide a template for the inspector to capture the inspection results using the mobile device.
101.	Site Survey	The system shall allow an inspector to select from a list of standard disposition and rejection codes for an inspection type(s).
102.	Site Survey	The system shall allow an inspector to select from a list of standard sets of comments and conditions for an inspection type(s).
103.	Site Survey	The system shall allow an inspector to select from a list of standard objection/infraction and violation types.
104.	Site Survey	The system shall allow the inspector to enter in comments/notations about the inspection.
105.	Site Survey	The system shall allow an inspector to provide instructions for corrections, feedback, and recommendations including ability to create a "punch list", which are items that need to be corrected for the following visit and/or to reach approval/compliance.
106.	Site Survey	The system shall be able to prompt an inspector to address customer compliance with any applicants associated with the location as part of their inspection.
107.	Site Survey	The system shall have the ability to issue and print inspection documentation onsite (i.e., inspection report, violation notification).
108.	Site Survey	The system shall have the ability for the inspector to email the inspection report to the customer.
109.	Site Survey	The inspector must be able to indicate if he or she was unable to complete the inspection and indicate the reason(s) (i.e. no show, wrong location).
110.	Site Survey	The system must be able to automatically generate a fee according to business rules if the inspection could not be performed due to predefined reasons that warrant a penalty.
111.	Site Survey	The system shall support the capability to queue the inspection for review and assignment by designated personnel (e.g., supervisor) prior to assigning and/or scheduling the inspection.
112.	Site Survey	The system shall allow the manual assignment of an inspection to an inspector.
113.	Site Survey	The system shall have the capability to alert the user if an assignment conflicts with pre-defined business rules, such as inspection type per inspector, or workload maximums.
114.	Site Survey	The system shall have the ability to automatically assign an inspection to an inspector according to business rules.
115.	Site Survey	The system shall have the ability to reassign inspections.

Sl. No.	Modules	Functionality
116.	Site Survey	The system shall be able to maintain the skillset for an inspector to assist in scheduling/assignment of inspections.
117.	Site Survey	The system shall allow inspectors to view on their mobile device a list of inspections assigned to them according to configurable criteria.
118.	Site Survey	The system shall allow the creation of a new inspection from a mobile unit.
119.	Site Survey	The system shall have the ability to send system messages to field staff via mobile units.
120.	Site Survey	The system shall provide an ability to transmit data in a bidirectional fashion from the field based on predefined intervals.
121.	Stamp & Fee Duty Collection	Calculation of stamp duty : • The system shall record the details entered by an applicant requesting to assess property value • The system shall calculate a property value using the estimation tool used for estimating property value based on the data provided by user taking into account the transaction type (Sale, Gift Partition, Bond etc.), the local body and market value. • The system shall provide a list of all fees currently due with the online application prior to submission. • The system shall have the ability to indicate estimated cost based on information provided by the applicant, including but not limited to: Type, Size or other calculated data • The system shall be able to automatically assess and charge a fee to a record according to business rules configured in the system. • The system will allow the Customer to review and confirm the transaction prior to submitting for processing.
122.	Stamp & Fee Duty Collection	The system shall have the ability to indicate estimated cost based on information provided by the applicant, including but not limited to: Type, Size or other calculated data.
123.	Stamp & Fee Duty Collection	The system shall be able to automatically assess and charge a fee to a record according to business rules configured in the system.
124.	Stamp & Fee Duty Collection	Payment of Stamp duty : • The system shall support payment online (through 3rd party or OGRAS) • The system shall have the ability to submit detailed payment information to the department of revenue financial system • The system shall have the ability to generate receipts based on payments. • The system shall have the ability to collect and process partial payment of one fee, configured based on business rules and department needs (e.g., only pay a percentage of a fee due). • The system shall allow a System Administrator to easily maintain fees and distributions through a user interface in the system that does not require in depth technical knowledge to configure. • The System shall be able to calculate annual cost increases, penalties and interest according to configured business rules. • The system shall have the capability to generate a receipt of payment that the applicant can print or download from the online portal.
125.	Stamp & Fee Duty Collection	The system shall have the ability to submit detailed payment information to the department of revenue financial system, including but not limited to: Internal Order Number, GL account number, Total Amount, Tender Type, Related Record ID, Applicant Information.
126.	Stamp & Fee Duty Collection	The system shall have the ability to generate receipts based on payments.
127.	Stamp & Fee Duty Collection	The system shall support partial payment of total fees due, configured based on business rules and department needs (e.g., only pay a subset of the fees due on an application or project).

Sl. No.	Modules	Functionality
128.	Stamp & Fee Duty Collection	The system shall have the ability to collect and process partial payment of one fee, configured based on business rules and department needs (e.g., only pay a percentage of a fee due).
129.	Stamp & Fee Duty Collection	The system shall allow a System Administrator to easily maintain fees and distributions through a user interface in the system that does not require in depth technical knowledge to configure.
130.	Stamp & Fee Duty Collection	The System should be able to calculate annual cost increases, penalties and interest according to configured business rules.
131.	Stamp & Fee Duty Collection	The system shall have the capability to generate a receipt of payment that the applicant can print or download from the online portal.
132.	Stamp & Fee Duty Collection	Refund of Stamp Duty : • The system shall have the capability to allow a customer to request a refund for a previous payment, according to business rules. • The system shall have the capability to determine if transaction is eligible for refund according to predefined business rules. • The system shall require the customer to provide detailed information for the refund request, including but not limited to the following: Transaction, Desired Amount, Reason, Recipient Information.
133.	Stamp & Fee Duty Collection	The system shall require the customer to provide detailed information for the refund request, including but not limited to the following: Transaction, Desired Amount, Reason, Recipient Information.
134.	Stamp & Fee Duty Collection	The system shall have the capability to determine if transaction is eligible for refund according to predefined business rules.
135.	Stamp & Fee Duty Collection	The system shall have the ability to allow a user to request an exemption from fees (e.g., reduced fees) online via a configurable template that captures the request information.
136.	Stamp & Fee Duty Collection	The system shall be able to route a request for a fee exemption to staff for processing according to configurable workflow and business rules.
137.	Stamp & Fee Duty Collection	The system shall provide a list of all fees currently due with the online application prior to submission.
138.	Stamp & Fee Duty Collection	The system will allow the Customer to review and confirm the transaction prior to submitting for processing.
139.	Portal	The system shall provide a robust online portal capable of processing all online application types as per mentioned in Bihar Instrument Act and their associated workflow and business rules.
140.	Portal	The system shall have the ability to configure all necessary application content (data entry fields, help text, submittal requirements, etc.) on all screens in the system.
141.	Portal	The system shall be able to clearly indicate which fields were completed by a Customer and which fields were completed by Staff in the System.
142.	Portal	The system shall clearly indicate which fields must be completed before the user can advance to the next screen.
143.	Portal	The system shall have the ability to enforce the OTP based mobile number registration prior to specific transactions being performed online.
144.	Portal	The system shall have the capability to allow specific transactions to be performed by sending OTP to registered mobile number.
145.	Portal	The system shall allow users to search data in the system that has been flagged as displayable to the public via the customer portal without any mobile number based OTP verification..
146.	Portal	The system shall allow users to view information related to departmental news and other updates that are posted to the customer portal without being logged in (e.g. a news ribbon or bulletin board.)
147.	Portal	The system shall provide external links to Frequently Asked Questions (FAQ) pages that the customer can select without being logged in.

Sl. No.	Modules	Functionality
148.	Portal	The system shall provide "Contact Us" links with strong captcha authentication so that the user can select to submit an electronic message to Agency staff without being logged in.
149.	Portal	The system shall provide a standard template for submitting a "Contact Us" request to assist support in the categorization and routing of these messages to relevant Agency staff.
150.	Portal	The system shall provide robust query options for non-logged in users to search publicly available information stored in the system
151.	Portal	The system shall provide an option for users to search for and view application specific information by sending OTP to registered mobile number. (i.e. application status, transection history, application comments).
152.	Portal	The system shall return relevant data that matches search criteria entered by the user via the online portal (additional searching and reporting requirements are included in the General Tab).
153.	Portal	The system shall provide appropriate online help features (chat, email, phone contact information) at all points in the application lifecycle.
154.	Portal	The system shall allow the user to indicate the location of their project, including address.
155.	Portal	The system shall notify the applicant if the information entered does not return any results for services, or if the specifics of the project exceed the complexity the wizard can handle, and provide information on how to contact Intake Staff for further assistance.
156.	Portal	The system shall provide a mechanism for the user to submit a request to Agency staff for manual handling if the information entered does not return any results for services, or if the specifics of the project exceed the complexity the wizard can handle.
157.	Portal	The system shall provide a structured template for a user to submit a request for Agency assistance (e.g., prompt the user to log in or enter contact information).
158.	Portal	The system may provide a hyperlink to the user that directs them to a department webpage, FAQ page, or other external site that provides detailed information regarding their query.
159.	Portal	The system shall pre-populate the launched application form with any information entered into the Select a Service wizard that also appears on the application form (e.g., project location).
160.	Portal	The system shall prompt the user to log in to the system when initiating the application process.
161.	Workflow & User Management	The system shall be able to provide an overview of the steps in the application process for the recommended application type, such as submission requirements, departments involved, expected timelines, and associated fees.
162.	Workflow & User Management	The system shall be able to notify the user that pre-application assistance is available or recommended as an option for the application type that has been recommended.
163.	Workflow & User Management	The system shall allow the user to advance or return to various pages in the wizard tool to explore different decision tree paths (e.g., be able to go back to a previous page and select a different answer, which triggers a different series of questions).
164.	Workflow & User Management	The system shall allow a user to proceed directly to the application submission process without using the wizard (e.g., in no case shall the structured process hinder an advanced user to directly and quickly interact with the Agency).

Sl. No.	Modules	Functionality
165.	Workflow & User Management	The system shall be able to track trends related to customer inquiries (e.g., common questions that could be used to inform the information posted online, track activity on a particular parcel, track questions asked and responses provided to help ensure consistency in Agency responses, etc.).
166.	Workflow & User Management	The system shall provide website analytics, which allow the Agency to track customer behavior on the customer portal.
167.	Workflow & User Management	The system shall provide an ability to track searches performed by the users on the customer portal to track trends.
168.	Workflow & User Management	The system shall support the online intake of requests for pre-application assistance from registered users of the customer portal.
169.	Workflow & User Management	The system shall provide a structured configurable template (including an option to upload documents) for a user to submit a request for pre-application assistance that contains all the information needed for Staff to understand the proposed project and evaluate the request for the meeting.
170.	Workflow & User Management	The system shall allow users to select a preferred (not guaranteed) date and time online for the pre-application meeting using the calendar to view available timeslots.
171.	Workflow & User Management	The system shall provide a checklist/FAQ's to the user to assist in determining if the user is ready to schedule a pre-application meeting or to notify them of prerequisites for the meeting.
172.	Workflow & User Management	The system shall allow staff to manually log a request for pre-application in the system.
173.	Workflow & User Management	The system shall track all activity related to application assistance (communications sent, meeting dates and attendees, notes from the meeting, associated documents).
174.	Workflow & User Management	The System shall be able to send a notification to designated Staff that an application has been submitted if the user submits a formal application package before the pre-application meeting has occurred, allowing Staff to review the application and determine whether to continue to hold the pre-application meeting, and to coordinate with the Applicant.
175.	Workflow & User Management	The system shall allow OTP based mobile number registration to register a customer.
176.	Workflow & User Management	The system shall have the ability for a customer to access account-related information online via their user account.
177.	Workflow & User Management	The system shall have the ability to maintain user information, including but not limited to; Name (First, Last, Middle, Suffix), Mailing & Billing Addresses, Phone Number(s), Identification Numbers (e.g. driving license or PAN etc.).
178.	Workflow & User Management	The system shall have the ability for the user to modify his or her account details, including changes to existing licenses, applications, contact information, etc. based upon business rules (e.g., Agency can define what can be changed and when).
179.	Workflow & User Management	The system shall have the ability to maintain all related information associated with the individual's account (application status, account history, recent transactions, etc.) online for the customer to access / view.
180.	Workflow & User Management	The system shall have the ability to automatically approve user accounts.

Sl. No.	Modules	Functionality
181.	Workflow & User Management	The system shall provide password management (i.e. issue temporary passwords, change passwords).
182.	Workflow & User Management	The system should provide an option to allow the user to request a forgotten password, or provide other options online for the user to change their password without support needed from Agency personnel.
183.	Workflow & User Management	The system shall provide the ability to prompt the user to set up any security questions/answers to assist with authentication.
184.	Workflow & User Management	The system should allow a designated System Administrator(s) to initiate a change to a Customer's username or password.
185.	Workflow & User Management	The system shall have the ability to have the user accept usage terms and conditions.
186.	Workflow & User Management	The system shall provide the reason(s) for denial of the creation of the account, and provide detailed information for the applicant to resolve the issue (e.g., "Duplicate account already exists. Did you forget your password?").
187.	Workflow & User Management	The system shall have the ability to prompt a user to respond to a series of questions to guide an applicant through the application process.
188.	Workflow & User Management	The system shall dynamically respond to information entered by the Applicant according to pre-defined configuration in the System (e.g., fields on the application may expand or be disabled depending on selections made or data entered by the Applicant).
189.	Workflow & User Management	The system shall have the capability to allow applicants to submit applications online through the customer portal
190.	Workflow & User Management	The system shall have the ability to configure all necessary application content (data entry fields, help text, submittal requirements, etc.) in the online forms by application type.
191.	Workflow & User Management	The system shall have the ability to configure the submission requirements for each application type (e.g., supporting documentation that must be submitted).
192.	Workflow & User Management	The system shall have the ability to configure required and optional fields on the online application forms.
193.	Workflow & User Management	The system shall alert the applicant to complete any required missing data in mandatory fields and/or if required documentation has not been uploaded.
194.	Workflow & User Management	The system shall prevent submission of the application until all prerequisites for submission are met according to the criteria configured for that application type.
195.	Workflow & User Management	The system shall allow the user to select to populate information into the online application form based on preexisting data in the system associated with that user account (i.e., contact information, previously entered project information, previously associated locations, previous contacts, etc.).
196.	Workflow & User Management	The system shall support the configuration of the numbering scheme for ID generation according to the department's preference.
197.	Workflow & User Management	The System shall support the generation of a permanent ID number for a draft application, which would be maintained as the permanent ID" upon submission.

Sl. No.	Modules	Functionality
198.	Workflow & User Management	The system shall have the ability for user to save incomplete/un-submitted applications (e.g., "draft").
199.	Workflow & User Management	The system shall prompt the user to save their application if the user attempts to navigate away from the application form.
200.	Workflow & User Management	The system shall have the ability to automatically save the application at defined intervals to prevent loss of data if the user loses connectivity or otherwise navigates away from the application form.
201.	Workflow & User Management	The system shall have the ability to allow an incomplete application to be retained for a designated time period.
202.	Workflow & User Management	The system shall be able to automatically send a notification to the user that the application is going to expire due to inactivity
203.	Workflow & User Management	The system shall perform a check for completeness prior to submittal of the application (e.g., ensure all mandatory fields, document types, and any other required data has been provided by the user) and notify the user of any issues that must be resolved.
204.	Workflow & User Management	The system shall have the ability for the user to designate a point of contact(s) for an application other than the applicant and provide associated contact information and their project role.
205.	Workflow & User Management	The system shall have the ability to associate multiple contacts with an application (e.g., contractors) other than the applicant who shall be able to log in to the system, view related information, and perform authorized transactions.
206.	Workflow & User Management	The system shall allow documentation (including plans) to be uploaded as part of an application.
207.	Workflow & User Management	The system shall require supporting documentation to be uploaded for selected application types (e.g., documents, plans).
208.	Workflow & User Management	The system shall have the ability to define specific categories of plans (e.g., plan types) to be submitted / required for particular application types that an applicant must provide during submission.
209.	Workflow & User Management	The system shall provide detailed online instructions and guidelines for plan submissions, including acceptable formats, level of detail, content requirements, sample scope of work, and sample for plan types to be submitted as help text/instructions on the application form.
210.	Workflow & User Management	The system shall be able to conduct an automated compliance check prior to submission of the application for compliance with Agency business rules and policies for the application type the user is submitting.
211.	Workflow & User Management	The system shall notify the user of any issues that have been identified as a result of the compliance check (e.g., any required next steps or actions that must be taken by the Applicant, prior to submission).
212.	Workflow & User Management	The system may prevent application submission according to any business rules configured by the Agency in the System that are based on the outcome of the compliance check.
213.	Workflow & User Management	The system shall be configured to prompt the applicant to contact the appropriate Agency if a potential compliance issue is detected.
214.	Workflow & User Management	The system shall be configured to provide configurable messaging to the Applicant based on the compliance issue type detected by the System.

Sl. No.	Modules	Functionality
215.	Workflow & User Management	The system should allow the user to review the application before final submission, with the option to drill-down and/or modify each section of the application as needed.
216.	Workflow & User Management	The system shall allow a user to view the status of all transactions associated with the account via the online portal.
217.	Workflow & User Management	The system shall allow a user to view the history of all past transactions associated with the account via the online portal.
218.	Workflow & User Management	The system shall be able to view all detailed history and information related to all transactions or projects with the Agency, past and present, and on an ongoing basis.
219.	Workflow & User Management	The system shall display relevant application information to the applicant about active applications/projects, including but not limited to the following: Pending application list, Application ageing metrics (e.g., date of submission, days in current review phase, etc.), Remaining steps to completion.
220.	Workflow & User Management	The system shall allow or prevent the modification of an existing application according to business rules and user authorization
221.	Workflow & User Management	The system shall allow or prevent the modification of an existing application through the customer portal according to business rules and user authorization.
222.	Workflow & User Management	The system shall allow or prevent the modification of an existing application by staff according to business rules and user authorization (e.g., customer requests modification in person and staff processes).
223.	Workflow & User Management	The system shall allow a user to edit various data fields and previous selections made on an application form that has previously been submitted.
224.	Grievance Module	Registration of Grievance : • System shall allow the user to register themselves in the system System shall ask for the mobile number and email id of user mandatorily
225.	Grievance Module	Raising of Grievance: • System shall ask the user the service for which grievance is raised • System shall allow the user to enter details of the grievance being raised System shall assign a unique grievance id for grievance being raised
226.	Grievance Module	Assignment of Grievance : • System shall send all the grievances to an assigning officer • System shall allow the assigning officer to assign grievance to concerned officer
227.	Grievance Module	Responding of Grievance : • System shall allow the assigned officer to respond to the grievance assigned to the officer • System shall allow the officer to ask for additional information from the user for a grievance • System shall allow the user to respond to the additional information asked by an officer • System shall forward the response from officer to the user" •
228.	Grievance Module	Tracking of Grievance : • System shall send an email and SMS notification on response of a grievance

Sl. No.	Modules	Functionality
		• System shall allow tracking of a grievance based on the unique ID of the request •
229.	Grievance Module	Reopening of Grievance : • System shall allow the user to reopen a grievance after receiving a response for a grievance
230.	Grievance Module	Dashboard and Analysis : • System shall generate a report and dashboard on the grievances raised in the system based on the number of grievance, type of grievance, response time etc.
231.	Technical	The system shall be a web-based application with logical and physical separation of the presentation, business logic, and data layers.
232.	Technical	The system shall provide a configurable and extensible data model and user interface.
233.	Technical	The system shall be capable of two factor authentication - OTP based sms and mail
234.	Technical	The system shall utilize a relational database management system (RDBMS)
235.	Technical	The system shall fully operate on State Data Center
236.	Technical	The system shall have the ability to support a 99.95% availability — excluding planned maintenance.
237.	Technical	The system shall be able to support 1000 concurrent staff users who will perform ad-hoc real-time reports, land registration, inspection related activities
238.	Technical	The solution functionality and associated business rules shall be configured and re-configured (through tools that do not require "code" modifications).
239.	Technical	The screens shall be highly re-configurable, providing the ability to reposition and rename field labels, remove or "turn-off" unused fields, maintain data, and allow the addition of custom-defined fields based on user security profiles.
240.	Technical	The system shall provide the ability to configure and manage business and data validation rules.
241.	Technical	The system configuration shall be manageable through a graphical user interface.
242.	Technical	The system shall support biometric authentication for department login and during applicant's document registration process
243.	Technical	The system shall have the capability to manage the end-to-end submission and processing of an application as defined in the functional requirements.
244.	Technical	The system shall provide a public portal for customers to submit, manage, and track their applications.
245.	Technical	The system shall support and enforce configurable data validation rules and conditions to ensure data integrity consistency throughout the application process.
246.	Technical	The system shall provide workflow-based metrics to be used in Key Performance Indicators.
247.	Technical	The system shall provide configurable dashboards that can display Key Performance Indicators.
248.	Technical	The system shall provide form/instructions in Hindi and English wherever it will be required
249.	Technical	The system shall provide the ability to transfer large files via email (up to 10MB total).

Sl. No.	Modules	Functionality
250.	Technical	The customer web portal shall support multiple access authorization levels for different users, user groups, or roles. Such as, anonymous users, read-only users, and advanced online users who have increased privileges to data.
251.	Technical	The customer web portal shall provide and support RESTful web services.
252.	Technical	Sensitive data is not passed in unsecured form fields or query strings.
253.	Technical	The system shall allow the customer to configure their view and save their preferences.
254.	Technical	The customer web portal shall integrate information from multiple content sources into a unified, intuitive user interface.
255.	Technical	The customer web portal shall support robust search capabilities to locate information or data records quickly.
256.	Technical	The customer web portal shall be developed with the latest web design techniques and development technologies.
257.	Technical	The customer web portal shall provide consistent site navigation.
258.	Technical	The customer web portal shall be fully integrated with the Land information system
259.	Security	The systems shall be TLS 1.2 and HTTPS
260.	Security	The system shall require user authentication before the user can access certain business functions. The system shall allow staff and customers the ability to perform certain business functions, including but not limited to: review statuses, comments, schedule inspections, view inspections results, etc., without logging into the system. This shall be configurable by Prohibition, Excise & Registration department through security permissions.
261.	Security	The System must support SSO
262.	Security	The system shall provide minimal error information in the event of authentication failure (e.g., "login fail" instead of "user not found" or "password incorrect").
263.	Security	The system shall provide a protective measure to prevent, detect, and log unauthorized attempts to access the system (e.g., # of invalid login attempts). Accounts shall be "locked" after (5) failed login attempts. The password reset should be handled via "forgot password links." Failed login attempts must be logged including source IP Address information.
264.	Security	The system shall support different policy and procedures for handling login issues (e.g., automatically inform the customer to reset the password after a certain number of incorrect attempts).
265.	Security	The system shall log all errors that include severity, date/time, error description, and error codes.
266.	Security	The system shall not store any private or sensitive data in the error logs (e.g., passwords).
267.	Security	The system shall provide configurable audit logging on transactions and activities a user may perform.
268.	Security	The system shall, at a minimum, include the following attributes for each audit log record: IP address, user account ID, date/time stamp, event source, device/browser information, the outcome of an event (success or failure), and any other supplemental information related to the event.

Sl. No.	Modules	Functionality
269.	Security	The system shall support user profiles that allow users to configure and save their system preferences to their user profile (e.g., user information, notification preferences, screen/table views, etc.).
270.	Security	The system shall allow an administrator to disable a user account.
271.	Security	The system shall have the ability to display the last date and time the user logged onto the system.
272.	Security	The system shall support role-based access control (RBAC) in managing user permissions.
273.	Security	The system shall provide granular access control to different types of data records based on the following permissions: - Read - Write - Modify - Delete Please describe how this works in your system?
274.	Security	System's should be able to interface with a secure FTP (sFTP) or DMS site to transfer files.
275.	Reporting	The system shall support scheduled reports that are sent to specific users or user groups. Reports to support multiple formats including PDFs, Excel, etc.
276.	Reporting	The system shall support configurable dashboards that may be used to display analytics (including geospatial data) for different users or user groups (e.g., customer, field staff, etc.).
277.	Reporting	The system shall provide built-in, ad-hoc reporting capabilities.
278.	Biometric Capture	The system shall be able to register Fingerprints of the presenter, claimant, executants, identifier and witnesses. When the citizen details are initially entered by the Data Entry Operator, the digital signatures and the thumb impression of the citizen will also be captured. The fingerprints and the digital signatures will then be printed on the registered document and will also be stored in the database for records and future reference.
279.	Property valuation	The system shall record the details entered by an applicant requesting to assess property value. The details shall be as follow District, Thana, Local Body, Road, Premise Number, Ward number, Jurisdiction, Plot no, proposed land use, nature of land, area, material detail about the location of the land and assess the value based on the estimation tool.
280.	Property valuation	The system shall help users of the system to evaluate any piece of property (immovable property) by entering relevant details about the property enquired. The valuation rates will be available in the system as per benchmark valuation standards set by the government.
281.	Property valuation	System should have the ability to modify the value of Plot, agricultural land or building by selecting its respecting District, Registration Office, Tehsil, village, Plot

Sl. No.	Modules	Functionality
282.	Property valuation	In case market value cannot be calculated from system due to insufficient information in masters or any new scenario a defined market value option is provided to enter the Bench Mark value in the system by Registering officers.
283.	Property valuation	System should be able to charge registration and stamp duty fee according to the market value
284.	Property valuation	The system shall record the all the market value assessment in the database
285.	Biometric	Registration of an employee integration of record on system: • System shall have ability to import data from the external biometric device into the software
286.	Biometric	Attendance Monitoring: • System shall have built in holiday calendar • System shall be able to calculate working hours of each employee based on the login and log out details in the biometric device • System shall be able to identify half day work and full day work based on the • working hours of each employee • System shall allow employees to check their attendance record online • System shall allow approving authority to accept / reject attendance record • online providing reasons for the same • System shall reconcile attendance record with the leave record of the employee System shall allow manual modification of attendance record by authorized personnel
287.	Biometric	Report and Dashboard Analysis: • System shall maintain log of any changes made to the attendance record • System shall prepare a report on the attendance of all the employees • System shall have ability to highlight any discrepancy found while reconciling attendance record and leave record
288.	Document Management system	System should have the ability to manage scanned files likes Registered documents, ID proof details, etc. in the system for viewing and retrieval. The scanned copy of the document will be saved with reference to the corresponding Deed no. in a folder on the server. The reference path with respect to the server will be stored in the database. In order to associate the scanned document with the data entry of the same document, a "Browse" button will be provided in the application, which will upload the scanned copy from the system for legacy data entry. The DMS should be on a separate server.
289.	Document Management system	• The system shall support for application based rights

Sl. No.	Modules	Functionality
290.	Document Management system	• The system shall support system privileges like Create/Delete Users, Define indexes etc.
291.	Document Management system	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database
292.	Document Management system	The system shall support provide support for HTTPs/SSL for secured data transfer and session timeouts.
293.	Document Management system	The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance. Reminders and Alarms
294.	Document Management system	The system shall be able to keep track of the status, the date/time the jobs are started and ended, the creation and archival date of the documents.
295.	Document Management system	The system shall support inbuilt Imaging capabilities and shall support complete and automatic integration of every step of the approval workflow with the underlying DMS for the purpose of document retrieving and processing. There shall be no need for integrating individual steps of a workflow to DMS separately.
296.	Document Management system	The system shall be Unicode compliant for supporting Hindi and English languages and shall also provide localization kits for localizing the User Interface in particular language
297.	MIS	The system should manage all the reports that will be generated from the system, formats of which will be provided by the DSR. Fixed formats for the reports (number to be finalized during SRS phase) will be designed during the design phase of the project in consultation with concerned officials. There will be provision for doing search of documents processed given a date range etc.
298.	MIS	The system should allow search by multiple parameters along with sorting and filtering facility on the data set generated through the search process
299.	MIS	The system should also provide a dashboard with descriptive charts to capture various reporting requirements at lower, middle and upper management of the Department. The types and number of charts with drill down features to be defined during SRS preparation.

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

5. Data Migration

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

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

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

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

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

6. Compliance Requirements

The services delivered must facilitate compliance with all its acts, regulations, guidelines and policies, as detailed below. Compliance standards and guidelines provide further useful information to determine the

compliance requirements of the solution as well as the scope and complexity of the business workflow and functional requirements that must be implemented. Also, Selected bidder must ensure solution has continued compliance through requirement updates based on the applicable regulatory and policy requirements.

- The Indian Stamp (Bihar Amendment) Act, 1988
- The Registration (Bihar Amendment) Act, 1991
- The Indian Stamp (Bihar Amendment) Act, 1991
- MVR Rules, 2006
- Deed Writer's Licensing Rules 1996
- Special Marriage Act, 1954.
- Bihar Special Marriage Rules, 1955.
- Bihar Special Marriage (Amendment) Rules 2001
- The Registration and other related Laws (Amendment) Act, 2001
- Bihar Registration Clerk Cadre Rules, 2004
- Bihar Stamp Rules 2004
- Bihar Registration Service Rules 2008
- Bihar Registration Rules 2008
- Bihar Stamp (Amendment) Rules, 2008.
- Registration (Bihar Amendment) Act, 2010
- The Bihar Stamp (Amendment) Rules, 2015.
- The Bihar E-court Fees (Implementation by Agency) Rules 2018.
- The Bihar Societies Registration Rules, 2018,
- The Bihar Registration (Amendment) Rules, 2018
- The following IT development and security standards
    - OWASP (Open Web Application Security Project) Top 10 Application Security Risks-2010.
    - ISO / IEC 27001 Information Security Management System Requirements.
    - Guidelines for Indian Government Website (GIGW) compliance.
    - IT Act 2000 with amendments 2008 etc.

7. Finalization and submission of a detailed technical architecture and submission of a detailed project plan

Within 21 days of the work order, the Systems Integrator needs to deploy the team proposed for the Project and ensure that a Project inception report is submitted to the Prohibition, Excise & Registration Department, which should cover following aspects:

(a) Names of the project team members, their roles & responsibilities
(b) Approach & methodology to be adopted to implement the Project (which should be in line with what has been proposed during bidding stage, but may have value additions / learning in the interest of the Project).
(c) Responsibility matrix for all stakeholders
(d) Risks the Bidder anticipates and the plans they have towards their mitigation.
(e) Detailed Project Plan, specifying dependencies between various Project activities / sub-activities and their timelines.

7.1 Scalability

Important technical components of the architecture must support scalability to provide continuous growth to meet the growing demand of the Department. The system should also support vertical and horizontal scalability so that depending on changing requirements from time to time, the system may be scaled upwards. There must not be any system imposed restrictions on the upward scalability. Main technology components requiring scalability are computing performance (IT Infrastructure), and software/application performance.

7.2 Availability

The architecture components should be redundant and ensure that are no single point of failures in the key solution components. Considering the sensitivity of the system, design should be in such a way as to be resilient to technology sabotage. The Bidder shall make the provision for high availability for all the services of the system.

7.3 Security

The architecture must adopt an end-to-end security model that protects data and the infrastructure from malicious attacks, theft, natural disasters etc. Selected bidder must make provisions for security of the software system from hackers and other threats. Using Firewalls such attacks and theft should be controlled and well supported (and implemented) with the security policy. The virus and worm attacks should be well defended with workstation level Anti-virus mechanism. There should also be an endeavour to make use of the SSL/VPN technologies to have secured communication between solution and its end users. Furthermore, all the system logs should be properly stored & archived for future analysis and forensics whenever desired.

The SI is required to conduct security audit of the entire IT infrastructure – Servers/networks/other Hardware components as part of the Final Acceptance Test. The Security audit of the entire application shall also get conducted by the Department through a Third Party Auditor to ensure that it meets all the guidelines of GoB and CVC. The detailed scope of audit will be finalized at the time of finalization of preparation of test cases. Post that, a yearly security audit shall be arranged to be carried out by the System Integrator through a Cert-In empanelled vendor. It will be the responsibility of the SI to ensure that all the vulnerabilities and issues reported in the audit are promptly resolved and the resolution document is submitted to the Prohibition, Excise & Registration Department and Security agency to show the compliance.

The SI shall also be responsible to repair / replace any equipment during the contract period.

7.4 Manageability

Open Standards - Systems should use open standards and protocols to the extent possible.

7.5 Indicative Bill of Material

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

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

Notes to Minimum Bill of Material-

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

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

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

8. Resource Deployment Criteria

System Integrator shall deploy adequate operational staff for application support services. If required BSEDC will provide the VPN to the application support team for monitoring and maintenance of the application. The System Integrator shall provide qualified Personnel of varying skills. System Integrator shall have to propose an optimum staffing plan to meet Prohibition, Excise & Registration Dept.'s requirements along with the bid. Detailed role and responsibility of operational staff shall have to be indicated by along with the bid, however, Prohibition, Excise & Registration Department reserves the right to get the plans of System Integrator modified depending upon exact requirement. The minimum manpower deployment is given in the following paragraphs. The System Integrator is expected to deploy people over and above this to ensure that the delivery timelines and SLAs are met.

9. Resource Deployment during O&M Period

S. No.	Resource	Qualification Criteria	Roles & Responsibilities
1	Support Executive (10)	BCA/BSc. Computer Science	• Coordinate with Offsite support • team for updating definitions / patches / updates/ service packs and management of software (Proposed System, and any third party tools/ middleware software) on end-user access device platform • Implementation of changed Business Processes and Business Rules new functionalities • Implement rollout of new versions, updating in SRS & associated technical documents and databases • Provide Help desk support with escalation matrix for registration of complaints & resolution • Provide Training and administrative support (as and when required) • Office assistance, and support to the Purchaser and PMU staff. • Prepare training plan, Impart training, co-ordinate for all training related activities, prepare and update training related documents.

Bidder may suggest best options for resource requirements during O&M.

Implement

The System Integrator shall develop a plan to procure, install, and configure all the necessary items in a timely fashion. There should be a tracker created and shared with the Department that would track all the commissioning of the equipment, the timelines adhered to and the compliance to the requirements.

10. Training to the Department for operationalization of the system

The System Integrator shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan. The trainings shall be provided at Prohibition,

Excise & Registration Department premises or any other premises, as fixed by Prohibition, Excise & Registration Dept.

Capacity Building is a highly critical component of this project. The objective of Prohibition, Excise & Registration Department Capacity Building (CB) initiatives is to equip the direct users and other stakeholders with the right skills, and knowledge to optimally use the solution being implemented.

Every user group would have a separate Pre and Post Implementation Training. The Training program would be split into series of sessions for different user groups and across functional areas. The implementation agency shall be responsible for the following activities as part of the End User and Train the Trainer Training:

- Develop overall training plan including formation of user groups and classifications
- Develop Location-Wise Training Schedule, Curriculum, and Training Material for Prohibition, Excise & Registration Department and other Department's nodal officers
- Deliver training to end users including carrying out the training effectiveness evaluation
- Develop, maintain and update an online self-learning document for all modules Handholding support in every unit for the complete contract period
- Help Desk for Telephonic Guidance
- Measuring the Effectiveness of Knowledge Transfer

System Integrator shall be responsible for finalizing a detailed Training Plan and role based training curriculum for the program in consultation with Prohibition, Excise & Registration Department and PMU

11. Acceptance Testing Requirements

The primary goal of Acceptance Testing and Certification is to ensure that the Project (including all the project components as discussed in the scope of work) meets requirements, standards, specifications and performance, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Functional requirements
- Localization compliance review
- Availability of the project Services in the defined locations
- Performance
- Security
- Manageability
- SLA Reporting System
- Project Documentation (Design, development, configuration, training and administration manuals etc.)
- Data Quality Review

As part of Acceptance testing, performed through a third party agency, Prohibition, Excise & Registration Dept. shall review all aspects of project development and implementation covering software development and implementation, including the processes relating to:

The design of solution architecture, design of other related/required applications, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, interoperability, scalability, availability, performance with respect to defined requirements, and compliance with all the technical and functional requirements of the RFP and the agreement.

The procedures and parameters for testing will be laid down by the Third Party Agency/PMU after approval from Prohibition, Excise & Registration Dept.; the solution deployed by the Bidder has to satisfy third party acceptance testing upon which the system shall go-live, subjected to Prohibition, Excise & Registration Dept.'s approval.

Prohibition, Excise & Registration Department will establish appropriate processes for notifying the selected Bidder of any shortcomings from defined requirements at the earliest instance after noticing the same to enable the selected Bidder to take corrective action. The selected bidder should immediately prior to Go-live of the solution shall address all gaps identified. It is the responsibility of the bidder to take corrective action before rolling out of the project

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

It is to be noted that:
Prohibition, Excise & Registration Department 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.

The System Integrator shall primarily be responsible for ensuring that the Acceptance testing is carried out. Prohibition, Excise & Registration Department along with the project management team (PMU) will approve the completeness of such acceptance testing. System Integrator will have the fundamental responsibility of designing, developing, installing, testing & commissioning the various components of the project to deliver the services in complete conformity with the requirements stated in the RFP & the requisite SLAs. All the corrections/ modifications identified and agreed during the Acceptance Test Procedure (ATP) must be carried out by the System Integrator. The System Integrator will ensure that it provides the system/test documents for Acceptance Test Procedure as per the Implementation Schedule and then with the facilitation of Prohibition, Excise & Registration Department will demonstrate, handhold and complete the Acceptance testing expeditiously.

If certain minor problems/ faults persist, the System Integrator may proceed with the Acceptance Testing & make mention of the same in the ATP proceedings. The faults can be pursued subsequently and a supplementary ATP limited to maximum of 2 supplementary tests in total can be carried out for the concerned areas.

The SI shall finalize an Acceptance Test schedule at least 7 days in advance of offer for acceptance testing in consultation with Prohibition, Excise & Registration Department SI shall also clearly indicate the specifications clause(s) verified by each test. The Acceptance Test schedule shall be exhaustive based on the specifications and will generally cover the following:

- Setting up of the test environment by SI
- Functional testing on network, software, Reporting etc. as per specifications
- System and/or Integration test on solution as a whole
- Software, Hardware (wherever required) and network equipment testing before commissioning
- Capacity/ Load test by leading OEM tools.
- 100% traffic trials on the network.
- Intrusion detection, prevention and security preparation test
- Operation of help desk
- User acceptance testing with parallel run

11.1 Integration testing

After the entire development cycle is over, all the components have to be tested end to end; System Integrated Testing (SIT) would be done. Here SI has to demonstrate the system in a controlled production environment. The SI will carry out the Integration testing to ensure the integration of all the locations with the DC and DR site. The SI will submit the Test plan, Test cases & the Test Data prior to carrying out the Integration testing. The test plan will include the expected results. After the test, the SI will submit the Test Results, which would be used to compare the actually observed results recorded during the test against the expected results. The Observations/ Shortfalls/ Errors detected will be rectified by the SI within the specified period. The integration testing shall include testing of Network connectivity at all the locations and integration with the DC and DR Site. This phase will include at least the following activities:

- Test Planning
- Test Data Preparation – while SI can state the test data requirement, Prohibition, Excise & Registration Department will assist in
- Defining the criteria for creation of dummy test data or actual data wherever possible.
- Integration Test Environment Setup in accordance with Technical Architecture specified in SOW
- Integration testing (verification of features, inter-operability, application performance, conformance to Architecture Document, conformance to operations procedures & documentation). Architecture

Document shall be prepared by SI and submitted to Prohibition, Excise & Registration Department for approval.

- Mock User Acceptance Test
- Mock Parallel Runs
- Problem Resolution

11.2 Functional Requirements Review

The IT solution developed by SI shall be reviewed and verified by SI in the presence of Prohibition, Excise & Registration Department or its representatives to match the Functional Requirements/ To-be Solution signed-off between the Prohibition, Excise & Registration Department and SI. Any gaps shall be addressed by SI immediately. One of the key inputs for this testing shall be the traceability matrix to be developed by the SI for the project implementation. Apart from Traceability Matrix, the Prohibition, Excise & Prohibition, Excise & Registration Department Nodal Agency and PMU team appointed by Prohibition, Excise & Registration Department may develop its own testing plans for validation of the compliance of the system against the defined requirements. For conducting the User Acceptance Testing, Prohibition, Excise & Registration Dept.'s domain experts team along with any other identified employees from respective divisions/units/verticals, who are responsible for day to-day operations of the functions automated through this implementation, will validate the tests done by the SI. The system, during the functional requirements review, shall necessarily satisfy the user acceptance testing process.

11.3 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.

11.4 Final Acceptance Testing

Pre- requisite of Final Acceptance shall have the following:

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

11.5 Code Level Audit Review

Prohibition, Excise & Registration Department will apply for code level audit (Within 1 month from Go Live) from Cert-In empanelled Bidder after Go Live of the solution. System Integrator shall support

Prohibition, Excise & Registration Department during such activities. Audit cost will be borne by the selected bidder. **The code level review shall be carried out on sampling basis for modules/sections which are critical to the entire application from security and performance perspective.**

11.6 Performance Review

Performance is another key requirement for the Project and Prohibition, Excise & Registration Department or the Nodal Agency accompanied by the PMU team shall validate and review the performance of the deployed solution. Performance Review will be a regular activity conducted quarterly for the first year after Go-Live during the stabilization and subsequently half-yearly for the balance support periods. Ongoing Performance Review is to be done after Go-Live at the above-mentioned periodic interval of time during the contract period or as decided by Prohibition, Excise & Registration Department This review will be done against certain key parameters defined in SLA, to validate the compliance to all service conditions agreed. Prohibition, Excise & Registration Department or its representatives may carry out all the tests detailed in the acceptance test schedule to confirm that the performance of the different modules, subsystems, and entire installation satisfies the specified requirement of specifications including service performance for Prohibition, Excise & Registration Department to validate the performance; the SI needs to demonstrate the tests and their results to Prohibition, Excise & Registration Department during the testing phase. Such parameters include request-response time, workflow processing time, concurrent sessions supported by the system etc.

The SI shall make available the software programs and testers required for carrying out the acceptance tests as per the schedule. Any additional test equipment deemed required during validation shall be arranged by the SI at no cost to Prohibition, Excise & Registration Dept., so as to complete the validation as per the specified time schedule in this document. The SI shall indicate whether the software package includes programs for testing under full load conditions and overload conditions by creation of artificial data in consultation with Prohibition, Excise & Registration Department Such test program shall be provided by the SI for the limited purpose of testing. Any deficiency found during validation in performance of the system as per the requirement shall be rectified by the SI immediately at all the locations. Any components or modules failing during the acceptance tests or requiring alterations necessary to meet Specification requirements shall be replaced at no extra cost to the Purchaser at site by the SI. These shall be done within two weeks of the initial reports

11.7 System Documents, User Documents

Prohibition, Excise & Registration Dept.'s Nodal Agency along with the PMU team appointed by Prohibition, Excise & Registration Dept., shall review the project documents developed by SI including requirements, design, installation, training and administration manuals, version control etc. Any issues/gaps identified in any of the above areas, shall be addressed to the complete satisfaction of Prohibition, Excise & Registration Department The Selected bidder will provide the all software related documentation, Indicative list of documents include:

- High Level Design Document
- Low Level Design Document
- SRS Documents
- User Manual
- Training Manuals
- Unit Test Cases
- UAT Report
- Performance Test Report
- Various Reports during the O&M phase like utilization, issue report, performance, etc.
- Knowledge Transfer

12. Post Implementation Services

12.1 Hand Holding Support

Handholding support– Onsite (3 months from the day application is operational)

- It is expected that the selected bidder would deploy adequate number of support staff as mentioned in the "Key Personnel Requirement " for the period of three months once the application is

operational. The primary responsibility of the handholding support will be to help users do the routine transactions and use the helpdesk tool to log the tickets.

- Application support and Systems Administration Services to be performed shall ensure that application operates smoothly, securely and consistently. In general the type of manpower that needs to be deployed are as follows:
  - Project Manager
  - System Administrator & Database Administrator (OS, DB, User Management etc.)
  - Solution Architect
  - Domain Expert
  - Back-Up / Disaster Management Personnel

12.2 User Support and Maintenance of the Integrated IT application for 5 years

Application support, modifications, and integration with future systems the scope of application support and modifications and integration with future systems covers the following activities:

- Enhancement / modifications with respect to new / enhanced / enriched functionality
- Ensure the desired functioning of the Interface / integration
- Test scripts preparation and interim application testing
- Application installation and testing whenever required
- Modification / development of reports
- Provide technical support on system parameters and requirement for newly implemented system
- Manage the database administration according to the agreed standards.
- Present relevant information and training if applicable and necessary regarding the use and functions of new products and services to a defined number of relevant Users designated by Prohibition, Excise & Registration Dept.
- Provide handholding support to end users in carrying out the business process transactions.

12.3 Bugs / Fixes Management

Bugs or Fixes Management is an important activity and based on the severity level, it becomes highly critical. There should be committed involvement in resolution of bugs based on following

- Problem definition
- Request Analysis
- Priority Categorization
- Logging Bugs and tracking to resolution

It should address all the errors/bugs/gaps in the functionality offered by the offered solution (vis-à-vis the FRS) during the operations & maintenance period (i.e. 5 years from the date of final GO-Live). It should identify and resolve application problems like system malfunctions, performance problems, data corruption etc. due to which the Software Related solution for Prohibition, Excise & Registration Department solution may not able to achieve the desired performance

There should be a defined responsibility matrix for the following:

- Updating all available patch/ updates.
- providing handholding support to end users
- Ensuring proactive and timely support in identification and provision of solutions including support for resolution.
- Timely logging of Bugs/Problems
- Daily / Weekly / Monthly Status Reports to Prohibition, Excise & Registration Dept.

12.4 Software Change and Version Control

The Software Capacity Building & Version control process must be defined and approved.

- The version control and configuration information for the operational system and other application software (if any) must be maintained
- All configuration changes or minor customizations to the application which requires development effort should be documented in details.

- Changes in the application, which are mandatorily required for complying with any of the predefined requirements, FRS or To-be Functional solution should be treated as extremely important, and hence are to be completed and documented in details.
- All changes during the stabilization or support & maintenance phase shall be subjected to the comprehensive & integrated testing to ensure that the changes implemented in the system meets the desired and specified requirements of Prohibition, Excise & Registration Department and doesn't impact any other function of the system.
- A Quarterly Report on the changes performed on the application and resolution of malfunctions carried out should be submitted.
- Troubleshooting of all possible problems, monitoring of erratic behaviour through the Application Logs should be carried out at the earliest after detection.
- All planned changes to application systems shall be coordinated within established Change Control processes to ensure that:
    - Appropriate communication on change required has taken place
    - Proper approvals have been received
    - Schedules have been adjusted to minimize impact on the production environment
- For any changes to the software, a document indicating proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc. should be submitted and verified by the technical team.
- Approval from Prohibition, Excise & Registration Department should be made mandatory for all the proposed changes before implementation of the same into production environment and such documentation is subject to review at the end of each month/quarter.
- All such documentation should be preserved up to date to reflect the latest enhancements/modifications made to the application. All documentation should be prepared as per latest industry standards and should incorporate necessary version control mechanism.

12.5 Consortium or Association

For the purposes of this RFP, consortium in any form is not allowed throughout the entire duration of the Project. The bidder is required to provide a self-certification on No-Consortium throughout the duration of the project.

12.6 Help Desk Services

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

- Establish Contact Centre (Helpdesk) at the State Head Quarter (at Patna, with a toll free number) with system based service request monitoring. The Helpdesk shall act as a SPOC (Single Point of Contact) for all the Security and Application related issues reported by the government departments or any other related stakeholders. Project Management Unit (PMU) established by the State shall monitor each issue Service Request and the resolution timelines for such Service requests.
- Helpdesk support should be available between 8:00 am – 7:00 pm everyday expect National Holidays as notified by the Government of Bihar.
- The support to the department users may be at Helpdesk or Departments located locally i.e. Patna.
- Training related to Software Related solution for Prohibition, Excise & Registration Department to departments, whenever required.
- Provide MIS to Prohibition, Excise & Registration Department / PMU as per requirement, if any.
- Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the application related issues
- Help desk service is required in two languages – Hindi and English
- Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following:
    - Specific E-Mail account
    - Telephone

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

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

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

12.7 Warranty & Maintenance

Warranty, and maintenance of the software and hardware (wherever required) for the entire application & related solution provided to Prohibition, Excise & Registration Department should be maintained as per the industry standards. The services covered under post implementation support include: -

- Comprehensive Warranty and maintenance for 5 years from the date of final Go live.
- Comprehensive AMC services from the date of completion of Warranty on all the licensed software (product, associated software components, database etc.) provided till 5 years from the date of Final Go live.
- Operations & Maintenance Services for 5 years from the date of Final Go-Live.
- Helpdesk and Client Side Support services for 5 years from the date of Final Go-Live
- Software maintenance and support services for 5 years from the date of Final Go Live
- Application functional (operational) support services for implemented solution for 5 years from the date of Final Go-Live.

13. Hand-over of the system at the end of contractual period along with all documentation required to operate and maintain the system

System Integrator will supply to the Department the following before the expiry of the contract:

- Information relating to the current services rendered and data relating to the performance of the services; Entire documentation relating to various components of the Project, any other data and confidential information related to the Project;
- All other information (including but not limited to documents, records and agreements) relating to the products & services related to the project to enable the Department and its nominated agencies, or its replacing Selected bidder to carry out due diligence in order to transition the provision of the Project Services to the Department or its nominated agencies, or its replacing Selected bidder (as the case may be).

14. Project Deliverables, Milestones and Payment terms

Part A : Capital Expenditure			
	Project Award	**T = Date of MSA**	**Payment Schedule (90% of Capex)**
Phase I	Team Deployment for the following: • Project Planning • Resource Planning • Development, Implementation and Maintenance Approach		15% of Capex Value
	Data Migration Study and Approach Report	T + 30 days	
	Submission of SRS and High Level & Low Level design document	T + 60 days	
	Supply of all components including software licences (wherever required) at SDC	T + 80 days	20% of Capex Value

Part A : Capital Expenditure			
	Project Award	**T = Date of MSA**	**Payment Schedule (90% of Capex)**
	Application Design & Development of land management information and instrument registration application & integration with 3rd party application including payment gateway, SMS gateway, mail gateway, PAN, OGRAS and Helpdesk Set Up, Development of Mobile Application	T + 170 days	
	Data Migration of existing system to new system Change Management and Transition Plan	T+ 190 days	15% of Capex value
	Training and Performance Testing and User Acceptance Testing	T + 240 days	10% of Capex Value
	Go Live of the solution	T+ 250 days	20% of Capex Value
	Code Level Audit of the solution	T+300 days	10% of Capex Value
Part B Opex Expenditure			
	Operations & Maintenance (O&M) a) Deployment of Manpower b) Enhancement/ up- gradation / modification of the solution c) Support Services d) any pending integration as per scope of work needs to be done after Go Live	Sixty months after Go Live	QGR of O&M cost on quarterly basis from the start of O&M Period. + 0.5% of remaining Capex spread over 5 years on a quarterly basis

UAT of the system

- The UAT process would initiate from the sign-off of the prototypes by nominated Nodal Officers followed by development & submission of documents. Changes resulting from the UAT will result in changes of the associated software modules and documents; to avoid this delay of final sign-off of the documents it is to noted that the effective date will be on the date when UAT was conducted and first set of comments were given by the Nodal Officers for incorporation by the selected bidder.

Go Live of the system

- Go Live means the date on which the proposed application is successfully implemented as per specified in the RFP and all the acceptance test and certifications as defined in the RFP are successfully concluded to the satisfaction of the Prohibition, Excise & Registration Department
- Go live is also subjected to successful completion of UAT. Only after the successful completion of UAT, the deployed system would be used by the rest of the departments/organisations/PSUs of GoB for performing their registration related activities. For the purpose of Go-Live, selected bidder needs to demonstrate successful execution of all instrument requested by the department.
- All existing data and documents have been migrated to proposed application.
- Demonstrate successful development, integration, testing, and execution with the 3rd party system mentioned in the scope of work.

15. Service Level Agreement

15.1 SLA Requirement

Service Level Agreement (SLA) shall become the part of Agreement between The Prohibition, Excise & Registration Department and the selected bidder. SLA defines the terms of the selected bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The Selected bidder has to comply with Service Levels requirements to ensure adherence to Project timelines, quality and availability of services.

The Selected bidder has to supply software/automated tools to monitor all the SLAs mentioned below.

Note: Penalties shall not be levied on the selected bidder in the following cases:

There is a Force Majeure event effecting the SLA which is beyond the control of the selected bidder

The non-compliance to the SLA has been due to reasons beyond the control of the Bidder.

Theft cases by default would not be considered as "beyond the control of Bidder". However, certain cases, based on circumstances & certain locations, The Prohibition, Excise & Registration Department may agree to qualify as "beyond the control of Bidder". Damages due to any accident / mishap shall be considered as "beyond the control of Bidder". However, deliberate damage to access point would not be considered as "beyond the control of Bidder".

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service, which shall be provided by the System Integrator to The Prohibition, Excise & Registration Department for the duration of this Agreement.

Definitions

For the purposes of this service level agreement, the definitions and terms are specified in the contract along with the following terms shall have the meanings set forth below:

a. **"Uptime"** shall mean the time for the specified services / components with the specified technical service standards are available to the user department. Uptime, in percentage, of any component (Non IT & IT) can be calculated as:

Uptime = {1- [(Downtime) / (Total Time – Maintenance Time)]} * 100

b. **"Downtime"** shall mean the time for which the specified services / components with specified technical and service standards are not available to the user and excludes downtime owing to Force Majeure & Reasons beyond control of SI.

c. **"Incident"** refers to any event / abnormalities in the functioning of the Services specified as part of the Scope of Work of the Systems Integrator that may lead to disruption in normal operations of the proposed system.

d. **"The O&M Support"** shall mean the 12x6 based support which shall handle Fault reporting, Trouble Ticketing , Service ticketing and related enquiries during this contract.

e. **"Resolution Time"** shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective Bidders, getting the confirmatory details about the same from the Bidder and conveying the same to the end user), the services related troubles during the first level escalation.

General Instructions related to SLAs mentioned above

- Theft cases by default would not be considered as "beyond the control of Bidder". However, certain cases, based on circumstances & certain locations, may agree to qualify as "beyond the control of Bidder".
- Power shut down would not be considered as "beyond the control of Bidder".
- Deliberate damage to access point / Pole would not be considered as "beyond the control of Bidder"
- Bidder is also required to note that in case of SLAs not being made applicable for cases considered as "beyond the control of bidders", Bidder would be still need to replace the component (if it is not

functional as per SLA) within the SLA defined for Resolution of Critical Level / Medium Level / Low level issues. In case bidder doesn't adhere to the Issue Resolution SLA timelines, the original SLA shall be made applicable.

- System Integrator shall provide automated tool to monitor and report all the SLAs mentioned except for the one which is monitored by the EMS in Data Center.

- The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. The System Integrator is expected to provide the following service levels as mentioned in the table below. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause.

- A Service Level violation will occur if the System Integrator fails to meet Minimum Service Levels, as measured on a Quarterly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the System Integrator on monthly basis in the format suggested by the Prohibition, Excise & Registration department and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to the department at the end of every month containing the summary of all incidents reported and associated System Integrator performance measurement for that period.

- The SLAs will prevail from the start of the Operations and Maintenance Phase. However, SLAs will be subject to being redefined, to the extent necessitated by field experience at the user units and the developments of technology practices globally. The SLAs may be measured on quarterly basis or as decided by the Department after taking the advice of the System Integrator and other agencies. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the System Integrator are linked to the compliance with the SLA metrics laid down in the tables below. The penalties will be computed and calculated as per the computation explained in this Section. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. Prohibition, Excise & Registration Department and System Integrator.

15.2 Category of SLAs (Subjected to discussion and finalization)

The SLA section provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Bidder shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by Bidder shall be reviewed by Prohibition, Excise & Registration Department that shall:

- Regularly check performance of the Bidder against this SLA.
- Discuss escalated problems, new issues and matters still outstanding for resolution. (Review of statistics related to rectification of outstanding faults and agreed changes. (Obtain suggestions for changes to improve the service levels.

The SLAs defined are indicative that can be modified by Prohibition, Excise & Registration Department based on the technical presentations and other aspects at the time of signing of agreement with the selected service provider.

Sr. No	Metric	Baseline	Measurement
Project Management			
1.	Team Mobilization and commencement of Work	Within 21 calendar days from the date of release of MSA for Key resources as specified in SOW	

Sr. No	Metric	Baseline	Measurement
2.	Project Management Schedule Variance (SV)	<=5%	% Variance between allotted time for development / change and estimated time
3.	Resource Replacement (Variation from the team proposed)	No Deviation; Any deviation to original plan will be subjected to the decision of I.G., Prohibition, Excise & Registration Department and will be final and binding on the selected bidder.	
4.	Data Migration - Accuracy of the data migrated as per SOW by the SI when compared against the original records. physical count of data that was migrated successfully into the system from legacy system	100%	Completeness and integrity of the data and PMU Inspection
5.	Total Number of defects delivered per KLOC	<0.05 defects/KLOC	>0.05 defect/KLOC will attract penalty as per penalty matric. Code Complexity, will also be consider as a factors to for calculating defect density.
Portal Availability			
6.	Page Opening time: Average must be achieved with maximum homepage opening time till success for 90% or more of the sample cases being within the stipulated time.	<=4 seconds	This metric will be measured as the elapsed time between the action link / button being clicked and its response appearing on portal (measured from WAN / Internet end of ISP POP at DC on real time live environment via Application analyser) Measured from the MIS reports generated by the application (developed by the IA)

Sr. No	Metric	Baseline	Measurement
7.	Time for sending intimation/notice alerts through email and SMSs to from the time of notification being generated in the Software Related to Prohibition, Excise & Registration dept.	<= 1 hour in practical situation	Measured from the MIS reports generated by the application (developed by the IA) as approved by the NA containing the details on emails/SMS sent.
8.	Time to refresh Simple Reports (Query with up to 2 table join with index selection) published on the portal. At least 90% of the simple reports should refresh within the stipulated time	<=10 seconds in practical situation	IA shall ensure that all relevant events are logged and such logs are made accessible to the NA for review/ report through SLA monitoring tool in a readable format.
9.	Time to refresh Complex Reports (Query with up to 3 table join with sort and group by clauses) published on Portal.	<=30 seconds in practical situation	IA shall ensure that all relevant events are logged and such logs are made accessible to the NA for review / report through SLA monitoring tool in a readable format.
10.	Near real time bidirectional exchange of critical data between systems to be integrated as per SOW	<=2 hours in practical situation	IA shall ensure that all relevant events are logged as part of the data loading process and such logs are made accessible to the NA for review / report through SLA monitoring tool in a readable format.
Operation Management & Support			

Sr. No	Metric	Baseline	Measurement
11.	Manpower Availability- Manpower availability measures the availability of the required skill sets as proposed by the IA in its proposal. This parameter shall also take into account the quality of resources in terms of skill set, experience and ability to perform in similar environment besides deployment on the project. In case of replacements, the new resource should be of similar or higher skill set. that can be taken into account for measuring this parameter include: Key Personnel Team Leads for each of the tracks/areas Team members for various skills required for carrying out the activities of the project Production Support Team Helpdesk Team	No Deviation; Any deviation to original plan will be subjected to the decision of I.G., Prohibition, Excise & Registration Department and will be final and binding on the selected bidder.	All deviations would be recorded and MIS report shall be made available
12.	Helpdesk Response time, Time taken for sending email/Call response & ticket assignment from the time of registering of request.	Critical (For critical incidents the resolution time "T" shall be mutually agreed by the State and the Bidder at the time of award of contract.) or <= 5 Hours from the time of incident logged Medium, <=1 Day from the time of incident logged Low, <=2 Days from the time of incident logged	Automated Report from Ticket Management System.
13.	Application Maintenance Time to deliver the application changes as per desired functionality.	Within Agreed Timeline	Automated Report as per Ticket Management System
14.	Training and Capacity Building: The training and capacity building satisfaction will be measured by feedback rating given by the trainees during online and face to face training	>=80%	Feedback rating given by the trainees during online and face to face training during project phase and O&M

Sr. No	Metric	Baseline	Measurement
15.	Adherence to Policies Adherence and maintenance of standard protocols/practices mentioned in SOW Adherence to backup policy Use of licensed software and maintenance of their updates Compliance with standard operating procedures etc.	100%	Random inspections by PMU. The Report on findings shall be entered in the SLA monitoring tool.
16.	Maintaining document versioning (FRS, SRS, User, Training Manual etc.), application version control, updates & patches etc.	At the end of every Quarter	Monitored based on the date of submission to Prohibition, Excise & Registration Department and acknowledgement number provided for the same shall be available in the SLA monitoring tool.
17.	Availability of production environment	>=98%	IA shall ensure that all relevant events are logged as part of the data loading process and such logs are made accessible to the NA for review/ report through SLA monitoring tool in a readable format.

15.3 SLA Change Control

It is acknowledged that the SLAs may change as Prohibition, Excise & Registration Dept.'s business needs evolve over the course of the contract period. This document defines the following management procedures:

- A process for negotiating changes to the SLA.
- An issue management process for documenting and resolving particularly difficult issues.
- Prohibition, Excise & Prohibition, Excise & Registration Department and Implementation SI's management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.
- Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by the Prohibition, Excise & Registration Department and Implementation Partner.
- Registration Department or the Managed Service Provider can request a change in SLAs.
- Changes will be documented as an addendum to this document and, consequently, the Contract.
- If there is any confusion or conflict between the Contract and this document, the Tender and its addendums, the Contract will supersede.

15.4 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.

15.5 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.

15.6 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

15.7 Management escalation procedures

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

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

Management escalation will be defined as shown in the contact map below. Escalation will be one level at a time and concurrently

Penalties

Sr. No	Metric	Baseline	Penalty	Measurement
	Project Management			
1.	Team Mobilization and commencement of Work	Within 21 calendar days from the date of release of Purchase Order for Key resources as specified in SOW.	>21 days – 30 days: 5% from the first delivery milestone >30 days: 10% from the first delivery milestone.	
2.	Project Management Schedule Variance (SV)	<=5%	More than 5% in schedule variance will lead to 10% of penalty against the WBS/activity/Milestone.	% Variance between allotted time for development / change and estimated time
3.	Resource Replacement (Variation from the team proposed)	No Deviation	Deviation >0% <=10%: 0.5% of total Cost proposed. Deviation >10% and <=20%: 1% of total Cost proposed. Deviation >20% will be treated as breach of agreement and final decision will be taken by the IG, Prohibition, Excise & Registration Department and will be final and binding on selected bidder.	
4.	Data Migration - Accuracy of the data migrated as per SOW by the SI when compared against the original records. physical count of data that was migrated successfully into the system from legacy system	100%	Accuracy <100% and <=98%: 1% of total migration cost proposed. Accuracy of less than 98% will be treated as breach of agreement and	Completeness and integrity of the data and PMU Inspection

Sr. No	Metric	Baseline	Penalty	Measurement
			final decision will be taken by the IG, Prohibition, Excise & Registration Department and will be final and binding on selected bidder..	
5.	Accuracy of deduplication of data during migration and ongoing process	100%	Accuracy <100% and <=98%: 1% of total cost proposed. Accuracy of less than 98% will be treated as breach of agreement and final decision will be taken by the IG, Prohibition, Excise & Registration Department and will be final and binding on selected bidder.	Completeness and integrity of the data and PMU Inspection
6.	Total Number of defects delivered per KLOC	<0.05 defects/KLOC	>0.05 defect/KLOC: .25% of total cost proposed. >.1 and <.2 defect/KLOC: .5% of total cost proposed. >.2 defect/KLOC will be treated as breach of agreement and final decision will be taken by the IG Prohibition, Excise & Registration Department and will be final and binding on selected bidder.	Delivered defect density = Total defects/KLOC of changed code. Code Complexity, will also be consider as a factors to for calculating defect density.
7.	Quality of delivery	>99%	Accuracy <99% and <= 95%: 2 % of total cost proposed. Accuracy of less than 95% will be treated as breach of agreement and	FTR(First time right) Number of incidents delivered with defects/Total number of

Sr. No	Metric	Baseline	Penalty	Measurement
			final decision will be taken by the IG Prohibition, Excise & Registration Department and will be final and binding on selected bidder.	incidents delivered*100
	Portal Availability			
8.	Page Opening time: Average must be achieved with maximum homepage opening time till success for 90% or more of the sample cases being within the stipulated time.	<=4 seconds	No Penalty	This metric will be measured as the elapsed time between the action link/button being clicked and its response appearing on portal (measured from WAN/ Internet end of ISP POP at DC on real time live environment via Application analyser.)Measured from the MIS reports generated by the application (developed by the SI)
		<7 - >=9 seconds	2% of the Monthly revenue for every one 0.1% or part thereof down time at a stretch or in parts. This down time shall be calculated over and above total hours of downtime permissible.	
		> 9- >=11 seconds	3% of the Monthly revenue for every one 0.1% or part thereof down time at a stretch or in parts. This down	

Sr. No	Metric	Baseline	Penalty	Measurement
			time shall be calculated over and above total hours of downtime permissible.	
		>11 - <= 12 seconds	4% of the Monthly revenue for every one 0.1% or part thereof down time at a stretch or in parts. This down time shall be calculated over and above total hours of downtime permissible.	
		> 12 seconds	Average of more than 12 seconds will be treated as breach of agreement	
9.	Time for sending intimation / notice alerts through email and sms to from the date of the same being generated in the system	1 Hr or less	Penalty to be decided during final agreement phase	Measured from the MIS reports generated by the application (developed by the SI) as approved by the NA containing the details on emails / SMS sent.
10	Time to refresh Simple Reports (Query with up to 2 table join with index selection) published on the portal. At least 90% of the simple reports should refresh within the stipulated time	<=15 seconds	Penalty to be decided during final agreement phase	SI shall ensure that all relevant events are logged and such logs are made accessible to the NA for review/ report through SLA monitoring tool in a readable format.

Sr. No	Metric	Baseline	Penalty	Measurement
11.	Time to refresh Complex Reports (Query with up to 3 or more table join with sort and group by clauses) published on Portal. At least 90% of the simple reports should complete within the stipulated time.	<=2 minutes	Penalty to be decided during final agreement phase	SI shall ensure that all relevant events are logged and such logs are made accessible to the NA for review/ report through SLA monitoring tool in a readable format.
12	Near real time bidirectional exchange of critical data between systems to be integrated as per SOW	<=2 hours	Penalty to be decided during final agreement phase	SI shall ensure that all relevant events are logged as part of the data loading process and such logs are made accessible to the NA for review/ report through SLA monitoring tool in a readable format.
	Operation Management & Support			

Sr. No	Metric	Baseline	Penalty	Measurement
13	Manpower Availability- Manpower availability measures the availability of the required skill sets as proposed by the IA in its proposal. This parameter shall also take into account the quality of resources in terms of skill set, experience and ability to perform in similar environment besides deployment on the project. In case of replacements, the new resource should be of similar or higher skill set. that can be taken into account for measuring this parameter include: Key Personnel Team Leads for each of the tracks/areas Team members for various skills required for carrying out the activities of the project Production Support Team Helpdesk Team	No Deviation; Any deviation to original plan will be subjected to the decision of I.G., Prohibition, Excise & Registration Depart. and will be final and binding on the selected bidder	Deviation >0% <=10%: 5% of total Cost proposed. Deviation >10% and <=20%: 10% of total Cost proposed. Deviation >20% will be treated as breach of agreement and final decision will be taken by the IG, Prohibition, Excise & Registration Department and will be final and binding on selected bidder.	All deviations would be recorded and MIS report shall be made available
14	Helpdesk Response time, Time taken for sending email/Call response & ticket assignment from the time of registering of request.	Critical (For critical incidents the resolution time "T" shall be mutually agreed by the State and the Bidder at the time of award of contract.) or <= 5 Hours from the time of incident logged	Beyond 5 hours of down time or T whichever is lower, Rs. 500 per incident subject to a maximum of Rs. 2000	Automated Report from Ticket Management System.
		Medium, <=1 Day from the time of incident logged	Beyond 1 Day of down time, Rs. 300.00 per incident subject to a maximum of Rs. 1500	
		Low, <=2 Days from the time of incident logged	Beyond 2 Days of down time, Rs. 200.00 per incident subject to a maximum of Rs. 20,00.00	

Sr. No	Metric	Baseline	Penalty	Measurement
15.	Application Maintenance Time to deliver the application changes as per desired functionality.	Within Agreed Timeline	NA	Automated Report as per Ticket Management System
16	Training and Capacity Building: The training and capacity building satisfaction will be measured by feedback rating given by the trainees during online and face to face training	>=80%	less than <80% - 70%; 10% as penalty from training related milestone	Feedback rating given by the trainees during online and face to face training during project phase and O&M
17.	Adherence to Policies Adherence and maintenance of standard protocols/practices mentioned in SOW Adherence to backup policy Use of licensed software and maintenance of their updates Compliance with standard operating procedures etc.	100%	No Deviation	Random inspections by PMU. The Report on findings shall be entered in the SLA monitoring tool.
18	Maintaining document versioning (FRS, SRS, User, Training Manual etc.), application version control, updates & patches etc.	At the end of every Quarter	Up to One Week beyond the end of every quarter, No penalty. More than 1 week till the end of second week will cost 5% of quarterly payment to the selected bidder. Beyond 2 weeks will treated as breach of agreement and final decision will be taken by the IG, Prohibition, Excise & Registration Department and will be final and binding on selected	Monitored based on the date of submission to Prohibition, Excise & Registration Department and acknowledgement number provided for the same shall be available in the SLA monitoring tool.
19	Availability of production environment	>=98.5%	<98.5%	IA shall ensure that all relevant events are logged as part of the data loading process and such logs are made

Sr. No	Metric	Baseline	Penalty	Measurement
				accessible to the NA for review/ report through SLA monitoring tool in a readable format.

Note:

a. The Penalty shall be calculated on a Monthly basis.

b. Report for the previous month shall be submitted by the 7th of the next month. Penalty shall be levied only after the 10th of the month of submission

Section III : Terms and Conditions of Tender & Contract

1. Technical Proposal

The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's technical proposal meets the requirements specified in the RFP. The technical proposal shall not contain any pricing information in full or part. In submitting additional information, please mark it as supplemental to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal.

The technical proposal should address the following at the minimum:

1.1 Overview

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

1.2 Approach & Methodology

- Approach & Methodology for implementation of project development and implementation including the project plan & Schedule
- Approach for requirements validation, software development/ customisation, testing, and implementation and roll out plan, usage of tools etc.
- Addressing the training requirements & change management strategies, communication strategy for key stakeholders of the project
- Key Deliverables (along with example deliverables, where possible)
- Project Management, reporting and review methodology
- Strategy for conducting Operations & Maintenance for Solution
- Risk Management approach and plan

1.3 Software and licences

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

1.4 Requirements

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

1.5 Resources

- Relevant experience in
  - Development and implementation of envisaged solution for Prohibition, Excise & Registration Dept.

  - Development and implementation of related IT Solutions
  - Operations & Maintenance of large IT Projects including application software & support including help desk services
- Project team structure, size, capability and deployment plan (Total Staffing plan including numbers) separately for each Phase.
  - Level of skills & relevance of experience of
    - Project Management Team
    - Domain experts
    - Design and Development Team
    - Operation and Maintenance Team
    - Change Management and Training experts
- Professional Qualifications of proposed resources
- Relevant certifications of proposed resources
- Profiles of resources proposed for the project (to be provided in the format included in annexure I, Form - 7). The bidder shall provide an undertaking, on a separate letter on company letter head signed by the authorized signatory, in the technical bid that all the profiles of the proposed resources are complete and accurate. In addition, each profile shall be signed by the resource (of whom the profile is submitted) and the authorized signatory. If the signature of the resource couldn't be obtained, the authorized signatory, in each profile shall mention and certify that he has obtained the consent of the respective employee on the accuracy and completeness of qualifications and experience specified in the profile.
- The technical proposal shall also contain bidder's plan to address the key challenges anticipated during the execution of the project.
- Conformance status to some of key security and functional requirements that is essentially required for the solution, which is listed in the SOW and annexure.

2. Financial Proposal

Unless expressly indicated, bidder shall not include any technical information regarding the services proposed in the financial proposal. Prices shall be quoted entirely in Indian Rupees. The financial bid must be summarized in the financial bid format in the format specified in Annexure 1, Form 8 of this RFP. The bidders shall mandatorily quote for all the requirements as per scope of work, including any items, which are not identified in the formats provided for successful implementation of the project and subsequent operations & maintenance in line with SLA.

During the financial proposal preparation, the system integrator (SI) shall include costs for all necessary infrastructures (including software and hardware, wherever required) as stated in scope of work, required to operationalize the solution. The solution proposed by SI shall address all the functional, performance, security and availability requirements as stated in the RFP. The SI shall be solely responsible for any financial implications on items not considered in the proposal and which are required for operationalization of the solution. The Bidder's request for modification of financial proposal on grounds that certain components of solution were not accounted by it during the financial proposal preparation either advertently or otherwise shall not be considered after the lapse of bid submission date.

The bidder shall quote all-inclusive costs against each and every component as provided in Annexure 1, Form 8 of this RFP that are required for implementation of land management information and instrument registration solution for the Prohibition, Excise & Registration Department during the contract period.

3. 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.

4. Total Responsibility

Bidder should issue a statement undertaking total responsibility for the defect free operation of the proposed solution, which shall not include any conditional statements.

5. Licensing

The SI will follow the following licensing conditions:

i The SI shall procure the necessary licenses (if any) of the third-party software in accordance with its procedures by payment of applicable license fees on behalf of Prohibition, Excise & Registration Department. The licenses thus procured would be in the name of Prohibition, Excise & Registration Department The SI shall ensure that the third party OEM's provide standards based customer interface and takes into account other factors like regular updates and support etc.

ii The SI should provide adequate licenses, wherever required.

iii OEMs or subscription providers should support all licenses for entire contract period.

iv All the aforesaid products should have a roadmap for updates and patch management either from OEMs or subscription provider and providing the same would be the responsibility of the SI for the contract period.

6. Right to Terminate the Process

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

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

7. Force Majeure

1. The Bidder shall not be liable for forfeiture of its performance security or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Prohibition, Excise & Registration Department in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
3. If a Force Majeure situation arises, the Bidder shall promptly notify the Prohibition, Excise & Registration Department in writing of such condition and the cause thereof. Unless otherwise directed by the Prohibition, Excise & Registration Department in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

8. Intellectual Property Rights

All intellectual property rights for the work performed under this RFP shall lie with Prohibition, Excise & Registration Department. This clause is applicable to all data & Software solutions in any form or format designed and developed for Prohibition, Excise & Registration Department under this RFP by the Bidder.

i. During the roll out phase, the responsibility to maintain the IPR would lie with the bidder.

ii. The IPR of the application shall vest with the Prohibition, Excise & Registration Department, as soon as the system is certified by the Department. A copy of the source code shall be kept in the custody of the Prohibition, Excise & Registration Department on a monthly basis, with proper version control.

iii. Bidder cannot use the application developed for this project, whether in part or in full, for any other purpose.

iv. The Bidder shall not use such data for any other purpose during and after the term of contract.

v. In Case, the bidder uses any self-owned existing software or software components for this project, the source code for the same needs to be submitted to the Department on project completion.

9. Indemnity & Limitation of Liability

9.1 Clause 1

SI (the "Indemnifying Party") undertakes to indemnify Prohibition, Excise & Registration Department (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, Board or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by

a) Indemnified Party's misuse or modification of the Service;
b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party;
c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party;
d) Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or
e) Information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either
   i. procure the right for Indemnified Party to continue using it,
   ii. Replace it with a non-infringing equivalent,
   iii. Modify it to make it non-infringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.

9.2 Clause 2

The indemnities set out, shall be subject to the following conditions:

1. The Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
2. The Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defence of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defence; and such cost borne by the indemnified party shall be deducted from the payment due to the Indemnifying party.
3. If the Indemnifying Party does not assume full control over the Defence of a claim as provided in this Article, the Indemnifying Party may participate in such Defence at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;
4. The Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
5. All settlements of claims subject to indemnification under this Clause will:
   5.1. be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and
   5.2. include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
6. The Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;
7. The Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;
8. In the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all

rights and defences of the Indemnified Party with respect to the claims to which such indemnification relates; and

9. If a Party makes a claim under the indemnity set out, in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).

The liability of SI (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the amount specified in the contract. The liability cap given under limitation of liability clause shall not be applicable to the indemnification obligations set out here.

In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in this section) even if it has been advised of their possible existence.

The allocations of liability in this Section represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.

10. Exit Management

In the case of termination of the Agreement, the parties shall agree at that time whether, and if so during what period, the provisions of this clause shall apply (Annexure II, Form-5). The Parties shall ensure that their respective associated entities carry out their respective obligations before the expiry of the exit management period which will be decided by both the parties and Bidder Name will deliver all the information and knowledge out of this assignment to Prohibition, Excise & Registration Department or to any team as may be mutually agreed between Parties.

11. Termination

11.1 Termination for Default

If the Bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by Prohibition, Excise & Registration Department without any valid reasons acceptable to Prohibition, Excise & Registration Department. The Department may terminate the contract after giving one month notice, and the decision of Prohibition, Excise & Registration Department on the matter shall be final and binding on the Bidder. Upon termination of the contract, Prohibition, Excise & Registration Department shall be at liberty to get the work done at the risk and expense of the Bidder through any other agency, and to recover from the bidder compensation or damages.

11.2 Bankruptcy and Insolvency

Prohibition, Excise & Registration Department can terminate the contract if the bidder becomes bankrupt and/or losses the desired state of insolvency with a notice of 15 days. Prohibition, Excise & Registration Department, in such cases of termination, will not be responsible for any loss or financial damage to the service provider resulted due to the termination. Prohibition, Excise & Registration Department will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with Prohibition, Excise & Registration Department

In the event of the breach of any terms of the agreement by the selected bidder, Prohibition, Excise & Registration Department shall be entitled to terminate this Agreement forthwith. The decision of IG, Prohibition, Excise & Registration Department as to any breach shall be final and binding on the selected bidder.

In the event of breach, Prohibition, Excise & Registration Department shall have the right to recover any loss, damage or cost of hardship from the service provider caused due to the breach of the terms of this Agreement. The decision of I.G., Prohibition, Excise & Registration Department in this regards shall be final and binding on the selected bidder. This may also lead to forfeiture of Bank guarantee.

12. Forfeiture of EMD

The EMD shall stand forfeited if:

- Submission of eligibility requirements containing false information or falsified documents.
- The bidder withdraws its offer before bid validity.
- The selected bidder, who's e-tender is accepted, fails or refuses to furnish the performance bank guarantee within the stipulated time, or fails or refuses to execute the contract.
- Failure of the contractor, due solely to his fault or negligence, to mobilize and start work or performance within the specified period in the Notice to Proceed ("NTP");
- In case, it is found that tender document submitted by the bidder has been altered by way of tampering or doctoring.

Section IV: Annexure

Annexure I: Pre-Qualification & Technical Bid Templates

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

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

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

Form 2: Particulars of the Bidder

Form 3: BG for EMD

Form 4: Project Citation Format

Form 5: Letter of Proposal

Form 6: Format of Team Composition

Form 7: Format for Curriculum Vitae (CV) of Key Personnel

Form 8: Cost Bid Format

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

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

#	Parameter	Condition	Evidence required (Valid as on date of submission of the RFP)	Compliance [Yes/ No]
PQ1	Legal Entity	A company incorporated in India under the Companies Act, 1956	Copy of Certificate of Incorporation	
		Limited Liability Partnership (LLP) registered under LLP Act, 2008 and subsequent amendments thereto.	Copy of Certificate of incorporation	
		Registered with the GST and PAN Authorities in India	Copy of Registration Certificates with the GST and PAN Authorities	
		Should have been operating in India, for at least five years	Copy of audited Balance Sheets and Profit & Loss Statements for the last three financial years (FY 2016-17, FY 2017-18, FY2018-19)	
PQ2	Sales Turnover	The Bidder should have an average annual revenue of at least INR 200 Crores each in last 3 financial years (FY 2016-17, FY 2017-18, FY2018-19)	Copy of audited Profit & Loss Statements for the last three financial years (FY 2016-17, FY 2017-18, FY2018-19)	
		Positive Net worth for last 3 financial years	Copy of audited Balance Sheets for the last three financial years (FY 2016-17, FY 2017-18, FY2018-19)	
PQ3	Certifications	The Bidder should possess at least valid CMMi Level 5 certificate as on the date of submission of the bid.	Relevant certification Copies valid as on date of bidding	
		They should also possess ISO 9001: 2015, ISO 27001: or Similar certification as on the date of submission of the bid.	Relevant certification Copies valid as on date of bidding	

#	Parameter	Condition	Evidence required (Valid as on date of submission of the RFP)	Compliance [Yes/ No]
PQ4	Relevant Experience	The Bidder should have implemented at least two projects of Software design, development, maintenance & enhancements of any e-Governance application with minimum value of INR 10 Crores (excluding ICT Infra), in last five years from the bid submission date having 750 concurrent users Or,	Copy of Work Order and Completion Certificates from the client; OR/Work Order and Self-Certificate of Completion certified by the Statutory Auditor	
		The Bidder should have implemented at least one project of Software design, development, maintenance & enhancements of any IT Registry System such as Aadhaar registration, land record registration, vehicle registration in last seven years with minimum value of INR 10 Crores from the bid submission date having 750 concurrent users. Or,	Copy of Work Order and Completion Certificates from the client; Or/Work Order and Self-Certificate of Completion certified by the Statutory Auditor	
		The Bidder should have implemented at least 1 project of one project of Software design, development, maintenance & enhancements of stamp duty and instrument registration (societies, will firm etc) application with minimum value of INR 5 Crores in last seven years from the bid submission deadline.		
PQ5	Manpower	Bidder should have a minimum 100 technically qualified personnel in the areas of IT Consulting, software design, implementation and maintenance in their permanent payroll	Declaration by Authorized Signatory / Company HR to be submitted	

#	Parameter	Condition	Evidence required (Valid as on date of submission of the RFP)	Compliance [Yes/ No]
PQ6	Blacklisting	Should not have been blacklisted by Govt. of India/State Government/Central PSU at the time of bid submission date.	Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory from Bidder	

Form 2: Particulars of the Bidder

Sr. No	Particulars	Details
1	Name of the Firm	
2	Registered Office address Telephone Number Fax Number e-mail	
3	Correspondence/ contact address	
4	Details of Contact person (Name, designation, address etc.) Telephone Number Fax Number e-mail	
5	Is the firm a registered company? If yes, submit Documentary proof. Year and Place of the establishment of the Company	
6	Former name of the company, if any.	
7	Is the firm ➢ Government/ Public Sector Undertaking propriety firm ➢ partnership firm (if yes, give partnership deed) ➢ limited company or limited corporation ➢ member of a group of companies (if yes, give name and address, and description of other companies) ➢ Subsidiary of a large corporation (if yes give the name and address of the parent Organisation) If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
8	Is the firm registered under Labour Laws Contract Act? If yes, submit valid registration certificate.	
9	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the officers. Total number of employees	
10	Number of years of experience	
11	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
12	How many years has your organization been in business under your present name? What were your fields when you established your organization? When did you add new fields (if any)?	
13	What type best describes your firm? (documentary proof to be submitted) · Manufacturer · Supplier	

Sr. No	Particulars	Details
	· System Integrator · Consultant · Service Provider (pl. specify details) · Software Development · Total solution provider (Design, Supply, Integration, O&M) · IT Company	
14	Number of Offices / Project Locations	
15	Do you have a local representation /office in Government of Bihar? If so, please give the address and the details of staff, infrastructure etc. in the office and no. of years of operation of the local office	
16	Do you intend to associate any other organization for the works for which you are bidding? If so, please give full particulars of that organization separately.	
17	Please give details of Key Technical and Administrative staff who will be involved in this project, their role in the project, their Qualifications & experience and the certification attained from network product Bidder. (documentary proof to be submitted)	
18	Is your organization has CMMi Level 5 & ISO 9001: 2015, ISO 27001:2013 certificates? If so, attach copies of the certificates. State details, if certified by bodies, other than that stated.	
19	List the major clients with whom your organization has been/ is currently associated.	
20	Were you ever required to suspend a project for a period of more than three months continuously after you started? If so, give the names of project and reasons for the same.	
21	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
22	In how many projects you were imposed penalties for delay ? Please give details.	
23	The bidder shall disclose details pertaining to all contingent liabilities, claims, disputes, matters in appeal & in court and any pending litigation against the bidder. If nil, an undertaking from the bidder mentioning the same.	
24	Whether your Organisation has Bank's certificate of solvency. If yes, submit documentary proof.	
25	Have any Government / Department / Public sector Undertaking ever denied you tendering facilities? (Give details)	

Form 3: Bank Guarantee for Earnest Money Deposit

To,

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

Whereas <*Name of the bidder*> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # Registration/Application/01/2020 dated 07/09/2020 for <Name of the assignment> (hereinafter called "the Bid") to Prohibition, Excise & Registration Dept.

Know all Men by these presents that we < > having our office at <Address> (hereinafter called "the Bank") are bound unto Prohibition, Excise & Registration 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:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

    (a) Withdraws his participation from the bid during the period of validity of bid document; or

    (b) 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.

This guarantee will remain in force up to <insert date> and including <extra time over and above mandated in the RFP > from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

I. Our liability under this Bank Guarantee shall not exceed Rs. <Amount in figures> (Rupees <Amount in words> only)

II. This Bank Guarantee shall be valid upto <*insert date*>)

III. 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 date*>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Form 4 - Project Citation Format

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

Form 5: Letter of Proposal

<Location, Date>

To,

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

Subject: Submission of the Technical bid for <Name of the Systems Implementation assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the Beltron/Government of Bihar on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid submitted to the Prohibition, Excise & Registration Dept., Vikash Bhawan, Bailey Road, Patna, Bihar-800001.

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

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

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

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

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location:

Form

6: Format for Team Composition

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

Form 7: Format for Curriculum Vitae (CV) of key Personnel

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

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

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

Form 8: Cost Bid format

The total amount under the headings 'A', 'B', 'C', 'D' & 'E' will be carried over to Form 8 under the respective headings. Care should be taken to exactly match the two sets of figures.

Summary Cost Table

#	Particulars	Price in figures(The figures should be brought from the totals from the respective headings of Form 8)	Price in Words
1.	System Software & Licenses (A)		
2.	Proposed solution effort cost for development, customization, testing ,demonstration, installation and commissioning (B)		
3.	Training Cost (C)		
4.	Data Migration Cost (D)		
5.	Manpower cost for O&M for 5 Years (E)		
6.	**Grand Total**		

Note:
The amount shown against the Grand total in the above table will be the 'Price Proposal' for the bid inclusive of insurance (if any), all taxes.

A. System Software & Licenses – Assessment, Procurement, Installation and commissioning

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

Sl. No.	Component Description	Make & Model/Version	Quantity (A)	Unit Rate (B)	Sub Total Amount (C=A*B)	Applicable Taxes / GST (D)	Total in INR (E=C+D)	Total in Words
1.	Registration Solution Development/Customization/Platform							
2.	Data Base solution							
3.	Backup Solution							
4.	Archival Solution							
5.	IDAM Solution including single sign-on (SSO)							
6.	DNS Solution							
7.	Application Solution							
8.	DB Encryptions							
9.	DMS Solution							
10.	Antivirus and Antispam Solution							
11.	SAN Management Software Solution							
12.	OTP Authentication Management Solution							
13	Helpdesk Solution and related tools							

14.	SLA Monitoring Solution							
15.	Any other items required for the successfully implementation of the Software solution mentioned in SOP							

Please provide the per-unit cost of each of the modules of packaged and other software for which the licenses will be procured from the OEM. The selected bidder also has to provide the details of the associated hardware required for the best performance of the software solution in peak hours.

B. Proposed solution effort cost for development, customization, testing, demonstration, installation and commissioning

Sl. No.	Component Description	Blended per Man Month rate (A)	Applicable Taxes / GST (B)	Sub Total Amount (C=A+B)	No. of Man Months (D)	Total in INR (E=C*D)	Total in Words
	Proposed solution effort cost for development, customization, testing ,demonstration, installation and commissioning						

C. Training Cost

Sl. No.	Component Description	One time cost (A)	Applicable Taxes / GST (B)	Total Amount in INR (C=A+B)	Total in Words
	Training Cost				

D. Data Migration Cost

Sl. No.	Component Description	Cost (A)	Applicable Taxes / GST (B)	Total Amount in INR (C=A+B)	Total in Words
	Data Migration Cost				

E. Manpower cost for O&M for 5 Years

Manpower Cost for O&M (T & M) Period							
S. No.	Resource	Quantity (A)	Rate of Manpower Per Month	Total Cost (5 years) (C=A*B*60)	GST (D)	Total Amount (E=C+D)	Total Amount

			(B)				in Words
1	**Project Management Cost (blended)**						
2	**Software Development Cost (blended)**						
3	**System Administrator**	**1**					
4	**Support Executive**	**10**					
		Total :					

The unit cost of manpower quoted above shall also be used for calculating the cost of change requests (for scope of work not already contained in the RFP documents) which may come during the duration of Contract.

Note:

1. Bidder must quote appropriate number of licenses with their type and cost separately against each line item requiring licenses for use. In case license cost is NIL then it should be shown and marked as NIL. In case the licenses are not shown and quoted separately for any line item and any additional licenses are required for the reason whatsoever during the tenure of the project, the successful bidder shall have to supply them free of cost to the Prohibition, Excise & Registration Department.
2. The bidder must assess the requirements on their own and propose the items, hardware, software, licenses, services etc. to meet the requirements of the RFP and SLA. Any items not offered as part of the software BoM of the bid but required for successful implementation and O&M of the project, shall be supplied by the SI free of cost to the Prohibition, Excise & Registration Department.
3. The Prohibition, Excise & Registration Department may opt to not to procure some of the items proposed by the bidder in the BoM. The decision in this regard shall be taken before finalization of the contract. The cost of such left out items shall not be a part of the contract to be signed with the SI.

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

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

Form 1: Undertaking on Total Responsibility

Tender Ref. Date:

To:

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

Dear Sir,

Sub: Self certificate regarding Total Responsibility

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

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Seal :

Business Address:

Form 2: Bid Cover Letter

To:

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

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

Ref **:** RFP No. Registration/Application/01/2020, Dated: 07/09/2020

Sir/ Madam,

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

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

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

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date fixed for bid opening. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the RFP. We also herewith express our willingness to subject to Prohibition, Excise & Registration Dept.'s conditionality's regarding manpower recruitments (required for the project), change of hands of management and declaring upfront the source of funding for the project.

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

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

Dated this Day of 2020

(Signature) (In the capacity of)

(Name)

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

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

Witness Signature:

Witness Name:

Witness Address:

Form 3: No Malicious Code Undertaking Letter

To

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

Dear Sir,

Sub: Undertaking for No Malicious Code for RFP No. Registration/Application/01/2020 for Selection of System Integrator For Design, Supply, Implementation and Support of Integrated Land management Information and Instrument, Society and Firm Registration Solution for Prohibition, Excise & Registration Department, Government of Bihar; dated 07/09/2020.

Over and above all our earlier conformations and submissions as per your requirements of the RFP, we confirm that,

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

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

Place:

Date

Seal and signature of the bidder

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

Form 4: Undertaking on Service Level Compliance

Tender Ref. Date:

To:

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

Dear Sir,

Sub: Undertaking on Service Level Compliance

1. I/We as Implementing Agency do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to Prohibition, Excise & Registration Dept.
2. However, if the proposed resources and ICT components are found to be insufficient in meeting the RFP and/or the service level requirements given by Prohibition, Excise & Registration Dept., then we will augment the same without any additional cost to Prohibition, Excise & Registration Dept.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Seal :

Business Address:

Form 5: Undertaking on Exit Management and Transition

Tender Ref. Date:

To:

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

Dear Sir,

Sub: Undertaking on Exit Management and Transition

1. I/We hereby undertake that at the time of completion of our engagement with the Prohibition, Excise & Registration Dept., either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the Prohibition, Excise & Registration Department or to an agency identified by Prohibition, Excise & Registration Department to the satisfaction of the Prohibition, Excise & Registration Department I/We further undertake to complete the following as part of the Exit management and transition:
   a. We undertake to complete the updating of all Project documents and other artefacts and handover the same to Prohibition, Excise & Registration Department before transition.
   b. We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train Prohibition, Excise & Registration Department personnel on the same.
   c. If Prohibition, Excise & Registration Department decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the ICT components , conducting Training sessions etc.
2. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from Prohibition, Excise & Registration Dept.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Seal :

Business Address:

Form 6: Self-Declaration of bidder for not blacklisted by any Government Agency

Tender Ref. Date:

To:

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

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

Dear Sir,

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

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

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

Form 7: Statement of Deviation from Tender Terms and Conditions

RFP Ref. Date:

To,

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

Sir,

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

OR *(Strike out whatever is not applicable)*

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

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

Authorized Signatory

Name :

Designation:

Seal:

Form 8: Warranty Certificate

(On the bidder's Letterhead)

Tender Ref. Date: dd/mm/yyyy

To,

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

Sir,

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

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

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

_____

Authorized Signatory

Name :

Designation:

Seal:

Form 9: Declaration on Source Code and Intellectual Property Rights

Tender Ref. Date:

To:

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

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

Dear Sir,

I, authorized representative of _____, hereby solemnly affirm to the Intellectual Property Right (IPR) and Source Code rights as defined in this RFP document. In the event of any deviation from the factual information/ declaration, Prohibition, Excise & Registration 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:

Annexure III: Change Control Schedule

This Schedule describes the procedure to be followed in the event of any proposed change (whether in scope or out of scope) to the Scope of Work and SLA. Such change shall include, but shall not be limited to, changes in the scope of services provided by the System Integrator and changes to the terms of payment as stated in the Payment Terms & Schedule of volume II of this RFP.

The Prohibition, Excise & Registration Department and SI recognize that 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 endeavour, wherever reasonably practicable, to effect change without an increase in the terms of payment and Prohibition, Excise & Registration Department will work with the Change Control Committee and the System Integrator 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.

This Change Control Schedule sets out the provisions which will apply to changes to the contract to be signed with the successful bidder.

4. Change Control Note

a. Change requests in respect of the Agreement, the scope of work, the Deliverables, the acceptance criteria for the Deliverables, the Project management, or the Annual Maintenance Services 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 Appendix A hereto. CCNs will be presented to the other Party's Project Manager who will acknowledge receipt by signature on the CCN.

b. The SI and the Prohibition, Excise & Registration Department 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 pursuant to the Agreement including ancillary and concomitant services required and as detailed in SOW of the RFP and is suggested and applicable only after the testing, commissioning and certification as per the provisions mentioned in the RFP.

c. It is hereby also clarified here that any change request suggested beyond 30 % of the Agreement value 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 agreement. It is hereby clarified that the 30% of the Agreement value as stated in herein above is calculated on the basis of bid value submitted by the System Integrator and accepted by the department or as decided and approved by department

d. 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

5. Quotation

a. The SI shall assess the CCN and complete Part B of the CCN, in completing the Part B of the CCN. "Cost related estimates and Charges for Implementation under Change Control Note" are applicable only for out of scope changes. In completing Part B of the CCN, SI shall provide as a minimum :-

i. A description of the change. This should also provide Name of functionality / feature being changed, Current functionality / feature (prior to change), New functionality / feature (post change)
ii. A list of Deliverables required for implementing the change. A timetable for implementation.
iii. An estimate of the timelines or effort of any proposed change.
iv. The unit of measure to cost the change (either the resource cost as indicated in the proposal or as a work element as mentioned in the proposal of SI).
v. Any relevant acceptance criteria.
vi. An assessment of the value of the proposed change.
vii. Material evidence to prove that the proposed change is not already covered within the scope of the Project and the Implementation Service.
viii. Description of the circumstances which influenced the origin of this change.
ix. Alternative options possible to address the change if any and the implications of these alternative options.

x. Detailed breakup of various categories of activities to be performed for implementing a proposed change along with details on where re-usable components are used to reduce the efforts
xi. Details on software change estimation method used for the calculation of change effort estimation to provide information on how change is classified in various categories, what all items that require efforts & how efforts are estimated
xii. Underlying Assumptions
xiii. Any other details that the Prohibition, Excise & Registration Department would require to assess the effort estimated provided by the SI

b. Prior to submission of the completed CCN to the Prohibition, Excise & Registration Department, the System Integrator will undertake its own internal review of the proposal and obtain all necessary internal approvals. As a part of this internal review process, the SI shall consider the materiality of the proposed change in the context of the Agreement, the scope of Implementation Services, the Deliverables, the Project Management, Operation and Maintenance affected by the change and the total effect that may arise from implementation of the change.

Appendix 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 the Prohibition, Excise & Registration 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)	
Details of Proposed Change	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorised by the System Integrator	Date:
Name:	
Signature:	
Received by the Prohibition, Excise & Registration Department	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)	
Authorised by the Prohibition, Excise & Registration Department	Date:
Name:	
Signature:	
Received by the System Integrator	Date:
Name:	
Signature:	

Change Control Note	CCN Number:
Part C: Authority to Reject	
Required further information (as follows or as attachment 1)	
For the Prohibition, Excise & Registration Department	Date:
Name:	
Signature:	
For the System Integrator	Date:
Name:	
Signature:	

e-Procurement process related instructions.

Submission of Proposals (Through electronic mode only)

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

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

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