



Bihar School Examination Board

Sinha Library Road, Patna-800017

NOTICE INVITIG e-TENDER

(Through e-procurement mode only over
<https://www.eproc.bihar.gov.in>)

e-Tender Notice No- PR 55/2018

Bihar School Examination Board, Patna invites e-tenders under two bid systems from the reputed, experienced & technologically sound Firms /Companies/Agencies/Societies having adequate infrastructure and Experience of handling the works of Online Facilitation System for Students (OFSS) project. OFSS will be an initiative of Bihar School Examination Board to automate the Admission (e-Admission) and Administration (e-Administration) processes of Colleges. It is intended that **from the academic session 2018-19 OFSS** may be extended to all Intermediate and Degree colleges throughout the state.

SL No.	Scope of work	Tender processing Fee (Non Refundable)(inclusive of service tax @18.00%) to be paid through e-payment mode (i.e. NEFT/RTGS/, Credit Card/Debit card) (in Rupees)	Cost of tender document (In Rupees)	Earnest Money (In Rupees)
01.	Development, Customization, Implementation and Operational Maintenance Support for Online Facilitation System for Students	Rs. 1180	Rs. 10,000	Rs. 10,00,000

Tender Schedule/ Programme:

Sl. No.	Date and Time for Activity	Date/Time: Duration
1.	Online Sale/Download date of Tender documents	From 14.03.2018 (10:00 Hrs.) to 03.04.2018 (12:00 Hrs.) (https://www.eproc.bihar.gov.in)
2.	Pre-bid meeting	19.03.2018 at 14.00 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
3.	Last Date/Time for submission/ uploading of offer/Bid	03.04.2018 upto 13:00 Hrs. (https://www.eproc.bihar.gov.in)
4.	Submission of form EMD in Hard copy/Original	03.04.2018 upto 14:00 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)

5.	Date & time for opening of Technical Bid	03.04.2018 at 15:00Hrs.(https://www.eproc.bihar.gov.in) (Bihar School Examination Board, Sinha Library Road, Patna-800017)
6.	Financial Bid Date Opening and Time	Date to be announced later by competent authority.

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- Detailed descriptions of the items and instructions for submitting your offer can be downloaded from e-tender website (<https://www.eproc.bihar.gov.in>).
- Bids must be accompanied with Bid Security (EMD) in the form of Demand Draft issued by a Nationalized/Scheduled Bank or e-Payment Mode.
- For support related to e-tendering process, Bidders may contact at “e- Procurement HELP DESK First Floor, M/22, Bank of India Building, Road No-25, Sri Krishna Nagar, and Patna- 800001 Ph. No: 0612-2523006, Mob- 7542028164” or may visit the link “Vendor Info” at (<https://www.eproc.bihar.gov.in>).
- Corrigendum / Addendum, if any, will be published on the departmental website www.biharboard.ac.in and e-Procurement Portal , Bihar <https://www.eproc.bihar.gov.in> itself
- Contact Details: Roushan Kumar, Deputy Director (IT)- 9955671752
- Note: - Bihar school Examination Board reserves the right to accept/reject/reschedule any or all tenders without assigning any reasons.

Secretary
Bihar School Examination Board

Request for Proposal

**Development, Customization, Implementation and Operational
Maintenance Support for Online Facilitation System for
Students**

Ref No. PR – 55/2018

Date: 14-03-2018



Bihar School Examination Board

Sir

Abbreviations

BSEB	Bihar School Examination Board
CAF	Common Application Form
CLC	College Leaving Certificate
COTS	Commercials Off The Shelf
CV	Curriculum Vitae
DEO	Data Entry Operator
EMD	Earnest Money Deposit
GoI	Government of India
GoB	Government of Bihar
HPC	High Power Committee
ICT	Information & Communication Technology
INR	Indian Rupee
IT	Information Technology
LOI	Letter of Intent
MIS	Management Information System
MRIN	Money Receipt-cum-Index Number
SDC	State Data Centre
PMU	Project Management Unit
PBG	Performance Bank Guarantee
QMT	Quality Monitoring Tool
RFP	Request for Proposal
SP	Service Provider
SIP	Staff-in-Position
SM	Short Message Service
ToR	Terms of Reference

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1 Project Background

Online facilitation System for Students (OFSS) project will be an initiative of Bihar School Examination Board to automate the Admission (e-Admission) and Administration (e-Administration) processes of Colleges. From the academic session 2018-19 OFSS will be extended to all Intermediate and Degree colleges throughout the state.

The mission is to make the admission and academic administration process transparent, uniform, easier and economic for students/parents as well as to curb the irregularities in college admission & administration. This initiative and strengthening of the e-Administration in order to ensure quality, transparency and timeliness in every single aspect that are meant for the students is of paramount importance at this stage. This document serves as a plan and seeks to provide a basis for the continued implementation of OFSS from the next academic session.

Each year applicants will be provided temporary User-ID for e-Admission purpose. Keeping in view the user base and activities of Bihar School Examination Board, colleges & Universities, the average daily transactions through OFSS is quite high and these transactions will increase manifold during the peak period of e-Admission.

1.1 Indicative volume

For Inter Colleges

- Around 7-10 L students take admission every year

For Degree Colleges

- Around 5L students take admission every year
(These are indicative volume of students, There will be large variations in actual number of students)

2 Scope of Work

OFSS scope encompasses the inclusive cycle of Admission & Administration in all Intermediate and degree colleges in the state of Bihar. Each year, depending upon the requirement of Education Department and change in policy guidelines, the processes under OFSS will evolve and move forward. The number colleges covered under OFSS will also increase/decrease each year with affiliation of new colleges/withdrawn of affiliation.

The following scope is required to be delivered by Service Provider (SP) in each Academic Session. SP will ensure the smooth execution of the project. The detailed scope of work is mentioned as follows:

The overall application will be developed in two phases:

Phase I- This phase involves design and development of two modules namely e-Registration and e-Admission process and a mobile application to know admission related information.

Phase II- This phase will take care of post admission activities and shall include design and development of e-Administration module, student life cycle, High power Committee (HPC) process automation and mobile application.

Phase III- This phase will take care of Accounts, HRMS, Grievances and Library management and shall include design and development of Infrastructure level management and mobile application.

		Software Modules	
SL No	Phase	Functional Areas	Key Requirements
1	I	Admission Management	1. Online Registration- Prospective Students register for programs and uploading students credentials based on which admission management process is triggered.
			2. Merit List - Admission Category wise seats handling, custom rule-based short listing, counseling, documents verifications and admission conformation at university level.
			3. Admission Process- Collection of Fees
			5. Admission Cancellation/Transfer- Handling admission cancellations and transfers of students.
2	I	Student Enrolment Module with Eligibility, Migration and Transcripts Eligibility Module	Set eligibility process in the system. Check login credentials of Academic section if OK allows access to system. Steps to set the process are
			1. Enter details from the provisional eligibility form filled by a particular student in the system.
			2. Accept and validate the data.
			3. Devise the numbering system for eligibility case number.
			4. Design the eligibility certificate
			5. Confirmation of Eligibility
			6. Issue final confirmation of admission (Link to declaration of results ie. Withhold the result if not confirmed)
			7. Save data into database.
			Enrolment Module
			Set enrollment process in the system. Check login credentials of Academic section if OK allow access to system. Steps to set the process are
			1. Get the application form filled by the student at the respective college.
			2. Enter details from the application form into the system.
			3. Accept the data. System should implicitly check for the re-registration cases.
			4. Devise the numbering system for issuing registration number.
			5. Design the registration card.
			6. On validation print and issue registration card.
			7. Save the data into database.
			8. In addition design and maintain student register in soft copy.
			Migration
			Set Migration process in the system. Check login credentials of Academic section if OK allows access to the system. Steps to set the process are
1. Get the migration form duly filled by the student.			
2. Enter details from the application form into the system.			
3. Accept and validate the data. System should implicitly check the passing records of the respective student & confirmation of Admission / Eligibility.			
4. Design the migration certificate.			
5. Save the data into database.			
6. In addition provision should be made to issue duplicate migration certificate			
4	II	Examination Management	1. Complete Pre and post Examination Management Process.
			Set Pre-Conduct Procedure of examination. Check login credentials of Examination Section if OK allow access to system. Steps to set the process are

			2. Design exam form
			3. Online submission of examination form / capture of examination details of the student along with fees collection.
			4. Generate Roll numbers & upload hall tickets , student register & other related reports..
			Set Conduct procedure of examination. Check login credential of examination section if OK allow access to system. Steps to set the processes are.
			1. Generate code numbers & Mark Input forms
			Set Post-Conduct procedure of examination. Check login credentials of examination section if OK allows access to system. Steps to set the process are
			1. Process the results. System should run the grading and logic engine implicitly to process the results.
			2. The result format changes from course to course. System Administrator should be able to design/modify the format as and when required.
			3. Statistical record to be maintained.
			4. List of ranker / topper and awarding for scholarships / medal as per the endowments.
			5. Mailing of result to the students.
5	II	Student Portal	1. Access through student ID & password
			2. Updation of personal information (Residential address, contact details)
			3. Inbox facility
			4. Examination notification and time table
			5. Hall ticket information and hall ticket printing facility available on the portal
			6. View examination result and related analysis
			7. Convocation notification
			8. Request for duplicate documents
			9. Auto reply facility
			10. News on College Sports/ Other activities
6	II	College Fee Management and Fee Accounting	1. Complete automation to fees Management process
			2. Create College fees structures manage reminders to colleges and reports
			3. Fee collection and submission process and automatic accounting entry in the accounting system
			4. Exam fee collection management and reporting
			5. Late fees and fine calculations and management
			6. Provision of collection of fee in bulk
			7. Provision for management of fee concessions
			8. Due fee reports, collected v/s due month on month fee report
			9. Auto Generation of Fee Receipts and duplicate receipts
7	III	College Financial Accounting	Presently College is using Tally Financial Accounting Package. Vendors are required to integrate all the financial transactions to the Tally Financial Accounting Package.

		automation	
8	III	College Level communication and notification management	<ol style="list-style-type: none"> 1. Notifications – College can Create, Manage, Display all kind of notifications within the campus or outside the campus to affiliate colleges, teachers, students etc 2. Automated Notifications -"Email, Mobile based and on-portal Notifications 3. System should support sending various system email notifications to learners / students and colleges / teachers via any standard internet email address."
9	III	College Payroll management	<ol style="list-style-type: none"> 1. Management of automated payroll processing including Salary Slips. 2. College defined income and deductions heads (graded pay and fix pay structures to be handled). 3. Rule based income tax and PF calculations and option for creating reports and formats. 4. Income tax rule based rebates handling for employees.
10	III	College Human Recourses Management & Establishment	<ol style="list-style-type: none"> 1. Recruitments - Handling employee recruitment process and personnel file management 2. Leave and Attendance - Leave management process with leave rules configuration, leave encashment, online leave approval workflow. 3. Attendance tracking and management, integration options with Bar code, card based, and biometric based attendance systems 4. Employee Performance Management - "Appraisals - Self / Superiors. 5. Increments and Incentives handling. 6. Resignations / Retirement. 7. Employee Training and Development.
11	III	Grievance/Call Centre	<ol style="list-style-type: none"> 1. I-Tracker 2. Voice – Telephone - Landline/Fixed Wireless 3. IVR – Interactive Voice Response <p>Space and Electricity will be provided to Vendor, all other arrangements will be done by vendor themselves.</p>
12	III	Library	<ol style="list-style-type: none"> 1. Integration with Fee module 2. Library Member Management 3. Catalog Management 4. Circulation Management 5. Catalog Reservation and Tracking 6. Library Fine 7. Suggestion and Subscription 8. Barcode Printing

The following points outline the broad areas of scope of work for the Service Provider:

- a) Design, Develop and Implement OFSS as per the modules mentioned in the RFP Document.
- b) Integration with Payment Gateways, SMS Gateways, Result Databases of several Boards/Councils etc.

- c) Providing e-Services as per the requirement of Education Department without any disruption to the Students, Colleges and other Stake Holders in a transparent, hassle free, economic and timely manner.
- d) Facilitate setting up of secure & reliable I.T. infrastructure at the State level and district level. Assisting BSEB for hosting the application in State Data Centre OR BSEB HQ.
- e) There would centralised Database for all the applicants hosted on state data center OR BSEB HQ.
- f) Complete alignment of I.T. with all activities of Colleges, BSEB, Universities, Directorates and the Department as well
- g) Set up & operationalize a Project Management Unit (PMU) at the State Level and District level & Support Helpdesk Management at the State Level.
- h) Security Audit of the entire application developed through CERT-In certified agency

2.1 Phase I

Online Admission Activities

The SP will conduct & support the online admission activities for the following courses / colleges in each academic session in different time schedule.

Modules/Activities

a)	Online Application & Admission in all Intermediate & Degree Colleges
b)	Online form fill-up for Annual Examination for both Regular / Ex-Regular candidates
c)	Online Selection of Honors Subject during selection of students e-Admission to Degree Colleges
d)	Online Application & Admission in all Sanskrit board and Madrasha board
e)	Online Application & Admission for Vocational Courses
f)	Online Registration for all Universities (in future during contract period)
g)	Online form fill-up for Annual Examination for Compartmental candidates of both Regular and Ex-Regular Students. (in future during contract period)
h)	Online form fill-up for Instant Examination of both Regular / Ex-Regular candidates (in future during contract period)
i)	Online form fill-up for vocational students (Regular / Ex-Regular & Annual / Instant) (in future during contract period)
j)	Online form fill-up for Sanskrit students (Regular / Ex-Regular & Annual / Instant) (in future during contract period)
k)	Verification of Students data of Intermediate Students who passed from Bihar School Examination Board. And Other Boards data will be verified physically at institute level.

2.1.1 Pre-Admission

2.1.1.1 Common Application Form

- a) Provision to publish e-Admission date lines on the website
- b) Provision to publish online CAF on the website
- c) Provision to give options (colleges with stream) in Common Application Form (CAF)
- d) Provision to download or print the common application form
- e) Provision to upload CAF and apply college and stream for admission
- f) Facilities to upload the photo and documents in the application

2.1.1.2 Tagging/Remove/Cancel of CAF

- a) Assign of Money-Receipt cum Index No (MRIN) to the application (MRIN includes the college code and College serial no)
- b) Provision to remove the tagged application or cancel the application
- c) Provision to modify the tagged application in case of wrong tagging.

2.1.2 College Profile Management

2.1.2.1 Creation of college codes

Administrator shall be able to generate the college code of colleges under the University

2.1.2.2 Basic Information Management

- a) Add, edit and update the stream information of the college.
- b) Add, edit and update the sanction strength of the stream.
- c) Add, edit and update the stream wise college fees.
- d) Add, edit and update the stream wise subject details.
- e) Add, edit and update the sanction strength of the subject.
- f) System should provide the following MIS report:
- g) MIS report on Stream and strength Updation
- h) MIS report on Fees updating
- i) MIS report on Defaulter

2.1.2.3 Employee Information Management/ Staff-in-Position

- a) Creating the Employee master list available in the college
- b) Provision to update staff relevant information like staff strength, basic details, and vacant position of colleges.

2.1.2.4 Monitoring Tools

- a) Provision to add, edit the DEO information details like name, designation, contact no, email id etc.
- b) Provision to add, edit the Principal information details like name, designation, contact no, email id etc.
- c) Provision to add, edit the Admission in charge information details like name, designation, contact no, email id etc.
- d) Provision to add, edit the Help desk in charge information details like name, designation, contact no, email id etc.
- e) Provision to add, edit the Validation team member in charge information details like name, designation, contact no, email id etc.
- f) Provision to add, edit the Examination in charge information details like name, designation, contact no, email id etc.
- g) Provision to add bank account details.
- h) MIS Report for monitoring details

2.1.3 e-Admission

2.1.3.1 Admission & Transfer Management

- a) Provision of downloading filled CAF and validation of data by University officials.
- b) Provision to validate Mark with result database.
- c) Provision to update the admission detail of the selected student
- d) Provision to enter the Admission fee and MR Number
- e) Provision to display the selected student list stream wise and admission date wise.
- f) Provision to cancel the admission details of the student in the college.
- g) Provision to transfer the student after admission.
- h) Provision to issue the CLC in case of transfer to another college.
- i) Provision to upload slide up mechanism form against the student who is willing to set

preference for sliding up.

2.1.3.2 Other Information

- a) Provision to update other information of the admitted students like permanent address, previous academic information.
- b) Provision to update roll no. of students and receipt of online payment details.
- c) Provision to update the SLC/CLC and Date of the admitted student.
- d) Provision to update the subject details of the student.
- e) Provision to update photo of the student

2.1.3.3 Selection List Publication

- a) Provision for Publishing selection list on website
- b) Intimation to students through SMS/email

2.1.3.4 MIS Reports

- a) CAF Validation Error Reports
- b) Monitoring Reports
- c) Admission Report

2.1.4 OFSS Mobile Apps

In phase-I, a mobile application with limited functionalities will be developed in both android and iOS platform to have knowledge on the below mentioned activities:

- a) College profile & information on stream, strength, subject, etc
- b) Detailed information of college facilities, infrastructure, etc
- c) Information on Admission rules, reservation, policies, etc
- d) Popularize the key dates of e-Admission
- e) Common Application status
- f) Admission schedules, selection, intimation, etc

2.2 Phase II

2.2.1 E- Administration:

This module shall help to streamline various administration processes of the board. It shall facilitate the services provided to the students post-admission like issuance of

ID/Library Card/ allotment of sections/subjects/hostels, attendance, College leaving Certificates, preparation of student master database etc.

2.2.1.1 Identity Card

- a) Provision to create and update the student information details
- b) Provision of issuing ID card to students
- c) Provision for generating stream wise identity card details.
- d) Provision for generating individual identity card
- e) Provision for print individual identity card.
- f) Provision for printing stream wise identity card.

2.2.1.2 Library Card

- a) Provision to create and update the student information details.
- b) Provision of issuing library card to the student only after issuance of valid ID card
- c) Provision to generate stream wise library card details.
- d) Provision for generation individual library card
- e) Provision for printing individual library card.
- f) Provision for printing stream wise library card.

2.2.1.3 College Leaving Certificate

- a) Provision for add the college leaving certificate details.
- b) Provision for generation of college leaving certificate details.
- c) Provision for surrendering the college leaving certificate

2.2.1.4 Section & Group Allocation

- a) Creating the Section of the college
- b) Creating master group of all streams in the college
- c) Allocation of section and group to student
- d) Check the student without section allocation list

2.2.1.5 Class Timing & Time table

- a) Provision of creating the class timing of the college

- b) Provision of creating the period master of the college
- c) Provision to tag the time to period
- d) Provision to tag the subject, section to a particular period
- e) Provision to attach the teacher to a period
- f) Provision to generate the time table stream wise
- g) Provision to track and monitor the classes attended by the students and classes taken by teachers of a particular college
- h) System facilitates to print the attendance of students and teachers.
- i) Provision to view detailed information pertaining to name, date of joining, present status about teachers.

2.2.1.6 Examination Pattern:

- a) Examination pattern need to be built with consultant with respective university/college
- b) For Intermediate, there will be 11th std Exam and for Degree colleges, there will be 1st year, 2nd year and 3rd year exam.

2.2.1.7 Registration Number

- a) Provision to generate registration number from the university.
- b) Provision to print the registration No. stream wise and individual wise.

2.2.1.8 Examination Online Form fill up

- a) Students after obtaining the Registration numbers shall fill out the forms which would further be verified by the college authority.
- b) Necessary interface for payment information will be updated by the colleges for this is mandatory.
- c) Online form fill-up will be done for all the courses conducted by BSEB such as Arts, Science, Commerce, Vocational, Correspondence for all type examinations like Annual (Regular & Ex-Regular), Compartmental, Instant Examination, etc.
- d) Provision to add, edit the form fill up detail information.
- e) Provision to remove the wrong entry in the filled up form
- f) Provision for view and print the form fill up details.
- g) Generation of various MIS reports.

2.2.1.9 Examination Form Fill up Fees

- a) Provision to link with Form fill up related activities for both Intermediate and Degree colleges
- b) Provision to create and update the form fills up fees.
- c) MIS report for Form fill up fees submitted
- d) MIS report for Form fill up fees not submitted

2.2.1.10 Send demand note

- a) Provision for sending the demand note details for total form.
- b) Provision for printing the demand note details.

2.2.1.11 Receive Form fill up

- a) Provision to receive the form fill up details college wise, stream wise and application wise.
- b) System should provide the different MIS reports

2.2.1.12 Approve Form fill up

- a) Provision to approve the form fill up details college wise, stream wise and application wise.
- b) System should provide the different MIS reports.

2.2.1.13 Examination Center Tagging

- a) Provision to create, edit the centre details.
- b) Provision for tagging and removing the other colleges to centre.
- c) MIS Report on list of colleges tagged to centre
- d) MIS Report on centre list

2.2.1.14 Generate Admit Card

- a) Provision for generating admit card
- b) Provision for printing the admit card stream wise and individual wise.

2.2.1.15 External Relieving

This section facilitates to view the details of external examiner to know from which college they got relieved.

2.2.1.16 External Appointment

This will facilitate to view and print the details of external examiner who get appointed from different colleges along with code of examination centers

2.2.1.17 Fund Management: CAF (Common Application Form) and Form Fill up Fees

- a) Provisions for CAF application details.
- b) Provision to create, update the fees.
- c) MIS report for CAF fees submitted
- d) MIS Report for CAF fees not submitted
- e) Provisions to create and update the form fill up fees.
- f) MIS report for Form fill up fees submitted
- g) MIS report for Form fill up fees not submitted

2.2.1.18 College Infrastructure Management

- a) IT inventory management.

2.2.2 Web Portal Management

- a) **News & Announcements:** To publish News and announcements on the portal.
- b) **Downloads:** There will be a download section on the portal where downloadable materials will be available such as different application forms, manuals/ codes/ guidelines etc.
- c) **Feedback Management:** Feedback system for website visitors, to provide their feedback to HE Department
- d) **Media Gallery:** System should have provision to publish best quality photos, videos in the portal.
- e) **Notices / Circulars:** To publish notices or circular on the portal
- f) **Archives Management:** Management of old or archived data on the portal
- g) **FAQ section:** To provide frequently asked question answers for website visitors
- h) **Links:** To various important sites relating to HE Department.
- i) **Within site search:** To provide within-site search for searching on basis of keyword.
- j) **Role based rights:** System should allow portal users to modify sections of website (content only), based on the authorization of the user.

2.2.3 Letter Tracking

- a) Provision to create, edit and upload letter details.
- b) Provision to view the letters received from various departments under BSEB.
- c) Provision for setting the priority details of letters as per requirement.

2.2.4 Student Life Cycle

The following are the high-level requirement of the Student Life Cycle Management module for each College, Council & Universities

- a) Student Fees (College & Hostel) Management
- b) Student Profile Management
- c) College / Student Alumni Management
- d) Student & Faculty Forum
- e) Student & Faculty Dashboard
- f) Parent Dashboard
- g) Student Self Services such as Leave, Certificates, Requests, etc
- h) Student Helpdesk
- i) Question Bank Management
- j) Course Allotment & Management
- k) Research /Published Paper Management
- l) Scholarship Management

2.2.5 OFSS Mobile Apps

The services to be included in phase-II in the mobile application are indicated below:

- a) Post admission activities such as college time-table, study syllabus, activity chat, etc
- b) Schedule of registration and download registration card
- c) Examination Schedules
- d) Examination Center (List, Know you center, etc)
- e) Get Admit Card / Registration Card
- f) Get your result & provisional Mark sheet

2.2.6 MIS Report

2.2.6.1 Validation Error Reports

Provision to generate the following validation error reports

- a) Validation comparison with changes
- b) CAF pending for validation
- c) Mark secured & maximum mark equal in CAF
- d) Abnormal Max Mark Put in CAF
- e) Applicants Passed Compartmentally
- f) CAF of Students Unsuccessful in Qualifying Exam
- g) Students Applied, Securing More Than 90% Marks
- h) Examination Board Wise Applicants
- i) Reservation Wise CAF Validated
- j) Weightage Wise CAF Validated
- k) Applicants Claiming International Sports Weightage
- l) CAFs Validation Summary

2.2.6.2 Monitoring Reports

Provision to generate the following monitoring reports

- a) CAF Monitoring Report
- b) College wise CAF Receipt Register
- c) College wise Preference Status
- d) Admission Monitoring Report
- e) College wise Admission Monitoring Report
- f) List of Support Engineers at District PMU
- g) Statistics Report [Applied vs. Admission vs. CLC].
- h) Report on Total Mark and Mark Secured
- i) CAF Fees Contribution
- j) Income certificate status details reports

- k) Reports on duplicate CAF received
- l) Validation Guidelines

2.2.6.3 Admission Reports

Provision to generate the following admission reports

- a) Admission Schedule
- b) Merit List (1st / 2nd / Spot): Notice Board
- c) Applicants Selected for OTHER College
- d) Applicants Selected for LOWER Option
- e) Applicants Selected for YOUR College
- f) Slide-Up TO Your College in 2nd selection
- g) Slide-Up FROM Your College in 2nd Selection
- h) Merit List (Hostel/Subject)
- i) Admission Register (Session Wise)
- j) Edit Name, Address, etc.
- k) PH/OH Wise Admitted Student.
- l) No of Students Admitted (Subject Wise).
- m) Selected Applicants Opted for Hostel
- n) Subject Wise Admitted Student
- o) Cancel Admission List
- p) Result of current year

2.2.6.4 Report Configuration

- a) Provision to create, edit the report details
- b) Provision for setting the priority details of reports as per requirement

2.2.7 Selection Engine

- a) Properly filled up system generated CAF, complete in all respects should be submitted online for Bihar State Board Student at any college by state as well as other state applicants.

- b) Applicant has to pay the fees as per the total option s/he has chosen in CAF Online. The Online Payment Gateway will be provided by BSEB.
- c) The Money Receipt-cum- Index Number will be generated from the software automatically.
- d) The selection list will be prepared according to the merit list and reservation policy of all colleges.
- e) Preparation of one merit list for all colleges and one merit list for individual colleges.
- f) Preparation of Cut-off marks for stream wise and reservation wise students.
- g) Preparation of merit list according to option selected

2.2.8 Principle of Selection

- a) Logic will be provided by University/Colleges

2.2.9 Intimation to Students

Provision to send merit list to the centers as well as colleges respectively along with a copy of the merit list is to be sent / displayed at the call center for providing detailed information to the students. There should also be provision with the colleges to intimate the students by the following means;

- a) System generated detailed printout for publishing in the notice board
- b) Send intimation through SMS from the system
- c) Send intimation through e-mail from the system
- d) Publish intimation in the website

2.3 Integration

Service provider has to carry out the integration of OFSS application with other applications/gateways to meet the project requirements. However, necessary APIs will be facilitated by BSEB.

2.3.1 SMS and e-Mail gateway:

Service provider will integrate relevant modules of OFSS application with mobile service delivery gateway of Govt. of India and email for SMS/e-mail gateway functionalities. The recurrent cost of SMS shall be borne by SP.

2.3.2 Payment Gateway:

The SP will integrate the OFSS application with the payment gateway of Govt. of Bihar for the relevant functionalities.

2.3.3 Databases Integration:

Databases of certificates like NCC/Sports/NSS certificates (if any) and result will be integrated to the OFSS database which will help in validating the CAFs.

2.4 Operations and Maintenance

As part of operation & maintenance of the application, the SP will be responsible for performing the following activities.

After the Go-Live, the agency is to provide operation and maintenance of the application for a period of 20 months from the date of Go-Live of phase 1. During this period the agency is required to provide all the necessary support and resolution for any technical or functional issue in the application. Upon completion of the initial 20 month of O&M, the department may extend the support services further if required after mutual agreement. Following activities will be carried out during this phase:

2.4.1 Setting up of State PMU for Application Support

- a) Responsible for managing and ensuring effective administration of IT Infrastructure, stakeholder engagement, etc.
- b) To act as an advisor to the department.
- c) To make coordination of project-based capacity building initiatives and to ensure project-related capacity building and meeting development objectives;
- d) To prepare a Management Information System (MIS) structure for the data generated from different systems, facilitate capturing of backlog information, monitoring and preparation of all necessary statutory compliance reports

Constituents of state PMU

S. No.	Position	Qty.	Qualification	Experience
1.	Project Director(Board representative) co-ordinating with University and Vendor.	1	----	-
2.	Project Manager	1	B.E/B.Tech/MCA/MBA	10+Yrs
3.	Functional Consultant	1	BE/B.Tech/MCA	6+ Yrs
4.	Database Administrator	1	BE/B.Tech/MCA	5+ Yrs
5.	Sr. Developer	1	BE/B.Tech/MCA	5 + Yrs
6.	Developer	1	BE/B.Tech/MCA	2 + Yrs

2.4.1.1 Application Maintenance support

The broad deliverables under the application maintenance support of the OFSS should be as follows:

- a) **Perfective Maintenance:** Tuning of the system to improve performance.
- b) **Corrective Maintenance:** Diagnosing and fixing errors, possibly ones found by users after implementation
- c) **Preventive Maintenance:** Detect and correct latent faults in software solutions after implementation before user department finds the same
- d) **Source Code:** Maintaining the updated version of all source code of the application software in a source code repository and handover the source codes as and when required by the Directorate.
- e) **Enhancements & Defect Fixes:** Service Provider shall perform minor changes (changes in the front end application/ GUI etc.), bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application.
- f) **Deployment/Re-Deployment of Application:** Deployment of the i3MS Application solution and re-deployment in case of any upgrades to the underlying hardware or operating System and carry out any necessary testing.
- g) Any changes to the application code that may be required because of patches to licensed software being used (if any)
- h) Centralized version and configuration control of the application.
- i) Ensuring uptime of the application software developed
- j) Installation and configuration / fine tuning / performance monitoring / back up of Database
- k) Minor (changes that do not affect database, table structure) changes in the application
- l) Carry out the configuration of new stakeholders as required by Directorate.
- m) Ensure efficient and smooth functioning of all the modules mentioned above
- n) Maintain the secrecy of data and not to act in any manner whatsoever that would jeopardize the interest of the Directorate.
- o) Performing Database tuning to optimize the performance to ensure higher throughput

2.4.2 Helpdesk Support

The Service Provider would have to operate & manage the Call Centre for receiving queries/ complaints of all types from the business users, register the query/ complaint in the application software, and take necessary action to resolve the query or attend to the complaint by escalating the issue to the appropriate level. Information on the action taken on each such query/Complaint would also have to be incorporated in the application software so that periodic reports on problems remaining unresolved can be generated for review.

- a) The helpline will handle complaints / queries of all descriptions in course of time.
- b) The Helpline would have to remain functional from 09:00 AM to 06:00 PM on all days excluding Saturdays/ Sundays/ Government Holidays during e-Admission (about 4 months in year).
- c) The Helpdesk service will serve as a single point of contact for all Application
- d) The Helpdesk service is to be provided in two languages – English & Hindi.
- e) The SP is required to provide necessary channels for reporting issues to the help desk
- f) The bidder has to provide specific e-Mail account, Mobile number, seating arrangement, and service desk tool for registering the calls. The service desk tool shall follow the below functionalities
 - Logging all the calls, classifying the calls and render first level support
 - Assigning the call for appropriate action, within the stipulated time.
 - Tracking the call till closure and ensure SLA adherence by service providers and vendors.
 - Generate reports on a daily, weekly and monthly basis. Generate exception reports.
 - Provide the need-based ad-hoc reports.
 - Ensure adherence to escalation processes.

Constituents of Helpdesk

S. No.	Position	Qty	Qualification	Experience
1.	Helpdesk Executives for 2 years	5	Graduate in any discipline	2+ Yrs

2.4.3 Setting up of District PMU for application support at District & University

- a) To provide on-site required support all across the State for successful implementation of OFSS
- b) To generate different types of reports from the software and submit to department
- c) To coordinate with State PMU and Helpdesk to rectify any operational issues

- d) To proactively report operational issues and ensure timely redressal of the same
- e) To handholding field functionaries for smooth implementation of the systems in day-to-day activities
- f) The Technical Support Executive will be placed at District HQ and report to the OFSS Nodal College.
- g) During the application & admission time the Technical Support Executive will attend each OFSS Resource Centre on daily basic
- h) Technical Support Executive will give the technical assistance like software Installation, Hardware Troubleshooting on spot, Internet connection establishment, Local Area Network checking Sharing of Printers, Sharing of Scanner, Bar code Connection, Antivirus updating, etc.
- i) In general provide assistance like helpdesk Management, Co-ordination with technical and management staff

Constituents of District PMU

S. No.	Position	Qty	Qualification	Experience
1.	Board Representative		-	-
2.	Technical Support Executives	75	Graduate in any discipline	1+ Yrs

Note: Technical Support Executives will be deployed at 38 Districts and different Universities in Bihar

2.5 Training & Capacity Building

2.5.1 Training & Hand-Holding

- a) SP shall be responsible for imparting training to the master trainers on developed applications. SP needs to conduct the training before Go-Live of each phase.

The SP needs to carryout the following as part of the training exercise:

- i. Developing the training content - SP shall ensure that the training content is relevant to the target trainees depending upon the role played by them. The training material should be illustrative enough for easy understanding of the user and smooth adaptability of the OFSS. The training material should carry specific sections like 'Dos and Don'ts', 'Frequently Asked Questions', 'Points to Ponder', 'Things to Remember' to make it more interesting. There should be

separate training materials for different level of users. The training materials should be revised on release of the revised software.

- ii. Prepare Training Schedule Objective of the training is to ensure proper implementation of the OFSS. To meet this objective, SP shall prepare training calendar for each phase of software development in consultation with BSEB. SP shall organize both classroom sessions and hands on practice for the trainees. There should be series of refresher training, but the number of refresher training will be decided by BSEB if it is felt required. Training venue and other logistical arrangements
- iii. SP needs to submit training completion report at end of training of both phase 1 and phase 2 separately.
- iv. Training shall take place in Patna and at 38 district and Other universities/Institutions.
- v. Cost of Travelling of participants for attending the training will be borne by SP.
- vi. SP is required to arrange for all equipment, software, hardware etc. required for the training, at no cost to BSEB.
- vii. Providing Hard copies of training material to participants shall be responsibility of SP and the cost for the same must be included in the training costs as proposed by bidder in their proposal
- viii. The firm number of end users and location wise distribution of these users will be shared by BSEB with SP.

Identification of Training Participants

BSEB shall be responsible for identifying the participants for the training based on the concerned modules going live during a particular phase.

Language for delivery of training

The mode of training delivery shall be in English and Hindi

- b) The SP shall provide handholding support at the central level and district level by state PMU and District PMU during entire contract period.
- c) Clarifying any doubts regarding the operations and functionality of the application software.
- d) Assistance in screen navigation, if required.
- e) Assistance in user authentication, if required.
- f) Assistance with authorization levels, if required.
- g) Help users in verbalizing and logging their problems.

- h) This shall be rendered through physical presence of a handholding support person as and when required.

2.6 Application Change Request

The process of change request may come as a major enhancement to the existing modules. Users of OFSS may suggest changes that in reality are functionality enhancements to the system. The policy decisions of the Government in BSEB from time to time followed by executive instructions for strengthening the academic administration and regulatory mechanism are needed for continuous enhancement and value addition to the existing system.

The following activities will be addressed under Change Request Component

- a) All planned changes to the application, especially major enhancements and changes in OFSS Application functionality, shall be coordinated within established change control processes.
- b) Development of new Module/Form/Report
- c) Any changes in the Workflow or Core application framework
- d) Any new integration with the other system
- e) The process to address the change request is as follows:-
- f) **Documenting change request requirement**- The details of scope of change will be analysed and documented. The service provider will submit the effort and timeline for incorporation of changes in the application.
- g) **Approval or disapproval of the change request** - A Committee constituted by BSEB will discuss with the SP and approve or disapprove the change request submitted
- h) **Implementation of the change Request** - After the final decision is taken SP shall start the process of incorporation of changes in the application. The change will be implemented in accordance to the agreed cost, effort, and schedule.
- i) **Validating CR implementation** - The end user group/committee will review the changes incorporated in the application and confirm on the same.
- j) **CR Cost Request** - The change request cost shall be calculated based on the man month rate finalized in the tendering process. The bidder needs to quote the man-month rate for Change Request component in the financial bid format. After receiving confirmation from the end user group, the service provider shall raise the invoice.

2.7 Security Audit

The SP would be responsible to get the security audit of the developed application from any CERT-IN certified vendor. 3 times security audit shall be conducted during the contract period. 2 audits shall be conducted prior to the go-live of the application and

one audit will be conducted during operation & maintenance phase of the application. The cost of the security audit shall be borne by the bidder.

3 Timeline & Payment Terms

3.1 Timeline

Description	Deliverable	Timeline
Phase-I	Submission of SRS	$T_0 + 0.5$ Months
	Security Audit	$T_0 + 2$ Months
	Go-Live	$T_0 + 2$ Months = T_1
Phase- II	Submission of SRS	$T_0 + 3$ Months
	Security Audit	$T_0 + 6$ Months
	Go-Live	$T_0 + 7$ Months
Phase- III	Submission of SRS	$T_0 + 8$ Months
	Security Audit	$T_0 + 9$ Months
	Go-Live	$T_0 + 10$ Months
Helpdesk Executive	Deployment of Helpdesk Executive	T_{0+1} Month onwards
District PMU [38 Districts + All University]	Deployment of Resources	To be deployed from 1 months onwards after issuance of work order for a period of 12 months
<i>T₀ = Date of signing of Contract</i>		

3.2 Payment Terms

Description	Deliverable	Payments
CAPEX A	Go-Live or Launching of Portal of Phase I	30% of Total amount of CAPEX A
	Go-Live or Launching of Portal of Phase II	20% of Total amount of CAPEX A
	Go-Live or Launching of Portal of Phase III	20 % Total amount of CAPEX A
	Completion of Security Audit of the Application	10 % Total amount of CAPEX A
	Completion of 12 Months after the Go Live	10 % Total amount of CAPEX A
	After Final Handover of code and training to BSEB person.	10% of Total amount of CAPEXA
OPEX B	Deployment of PMU at Central Level and District Level	Monthly Payment upon submission of invoice

3.3

PROJECT STAFF

Sl. No	Resource	Number of Resources
1	Project Manager	1
2	Functional Consultant	1
3	Database Administrator -	1
4	Sr. Developer	2
5	Developer	3
6	Helpdesk Executives	5
7	District PMU [38district + Different University]	75

4 Instruction to Bidders

4.1 General Information

- a) The bid process involves a three-stage evaluation namely Pre-qualification, followed by the evaluation of the Technical bid and Financial bid.
- b) The bidder shall submit only one proposal
- c) Proposal should be in the format prescribed in this RFP. Any other format shall not be acceptable.
- d) Proposals should be in English Language only.
- e) The bidder is not permitted to modify, substitute or withdraw their proposal after submission
- f) Bid should be valid for a period of 180 days from the date of submission
- g) Bidders should specify the price of their services in Indian Rupee (INR) only.
- h) Authority reserves the right to accept or reject any/all bid without assigning any reason thereof, and to annul the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) on the grounds for such decision. The decision of the competent authority would be final and binding on the bidders.
- i) All communication pertaining to this bid will be published in the designated website in case direct communication to bidders is not feasible, so it would be the bidders' responsibility to check website for such communication.

4.2 Proposal Submission

- a) all the bid documents need to be submitted online
- b) The bids must consist of the following documents:

- I. Pre-Qualification (Bid) Proposal
 - II. Technical (Bid) Proposal
 - III. Financial (Bid) Proposal
 - IV. EMD in a separate envelope or e-mode to be submitted with the Pre-Qualification (Bid) Proposal.
- c) Bid, “Technical bid” and “Financial Bid” to be submitted with tender.
- d) all documents should be in PDF Format/Excel Format.
- e) Proposals should be comprehensive where necessary and unwanted material, including repetition of the bid document contents should be strictly avoided.

4.3 Bid Opening

- a) The bids those have been received within the specified deadline would be opened at the specified date and time as indicated.
- b) Bidder’s representatives is allowed to be present at the time of bid opening.
- c) The bidders’ names and the presence or absence of requisite bid security and such other details considered appropriate, will be announced at the time of bid opening.
- d) Bids that do not contain necessary security amount or which has substantive material deficiencies shall be rejected upon opening.
- e) Bids received after the prescribed deadline (i.e. late bids) shall be returned unopened to the respective bidder.

4.4 Earnest Money Deposit

- a) The proposal must be accompanied by earnest money deposit of Rs. 10,00,000/- (Rupee ten lakhs only) in e-payment mode or in the form of Bank Draft or Bank Guarantee from any nationalized bank (valid for 180 days) in favour of “Secretary, Bihar School Examination Board” payable at Patna without which the proposal will be rejected outright. Earnest money deposit will not be accepted in cash or any other form. No interest is payable on the amount of EMD.
- b) The EMD will be refunded or returned to the unsuccessful bidders within one month of the placing of final order to the successful bidder. However for the successful bidder, the EMD so submitted will be refunded on submission of Performance Bank Guarantee against Security Deposit or as per the decision by the tendering authority.
- c) Non-acceptance of an award resulting from this bid process would entail forfeiture of the EMD.

4.5 Award of Contract

- a) The contract will be awarded to the bidder securing the highest Composite Bid Score.
- b) The tendering authority will issue LOI to the successful bidder within 15 days from the finalization of successful bidder.
- c) The successful bidder shall furnish Performance Bank Guarantee (PBG) i.e. 5% of the final project cost (excluding Tax component) with 7 days from the receipt of LOI.
- d) After receiving the PBG, a formal contract will be signed as per the tender terms & conditions and return the EMD of the unsuccessful bidders .
- e) Failure of the successful bidder to accept the correction of the errors as specified herein OR to sign the contract OR willful violation of the bid process shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD, in which event the tendering authority may choose to award the work to the next highest scoring bidder or call for fresh bids.

4.6 Bid Evaluation

Bidders will be selected through Lowest Financial Bidder (L1)

4.6.1 Preliminary Scrutiny

- a) Assessment of the eligibility criteria will be done to determine whether the proposal submitted conforms to all mandatory criteria specified to merit further evaluation.
- b) Bids not conforming to such preliminary requirements will be prima facie rejected.

4.6.2 Evaluation of Technical Bid

- a) Criteria for evaluation of technical bids have been specified in clause 4.6 of this document.
- b) The commercial bids of only the technically qualified bidders will be opened for further processing/evaluation.

4.6.3 Evaluation of Financial Bid

- a) The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder's representatives
- b) The bidder with lowest financial quote (L1) will be awarded the Bid.

4.6.4 Conditional Governing Receipt

The Financial (Bid) Proposal should only indicate prices without any condition or qualification whatsoever and should be exclusive of all taxes, duties, fees, levies and other charges levied by Central & State, as may be applicable in relation to activities proposed to be carried out which will be reimbursed on submission of payment bill.

4.6.5 Consortium

Consortium or sublets are not allowed in any case for the entire assignment.

4.6.6 Performance Bank Guarantee

PBG will be for an amount equal to 5% of the bid value (excluding tax component) which shall be submitted by the successful bidder upon signing the contract which shall be renewed annually. This PBG shall be valid from date of acceptance of LOI. PBG may be discharged/ returned by BSEB upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the PBG.

4.6.7 Service Levels & Penalty

The bidder shall perform the services and carry out their obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The bidder shall always act in respect of any matter relating to this contract as faithful advisor to the BSEB. In case of unjustified delay on any or all such Service Levels, the BSEB will reserve the rights to levy penalties on the Bidder as below

Sr. No.	Service / Deliverables	Expected Service Level / Timeline	Penalty Level
1	Software Development, Implementation, Deployment and Training	As per the timeline mentioned in the RFP	Delivery should in agile method. Delay in time line and quality. a) SRS – 2% b) System and Analysis – 2% c) Development – 2% d) System Testing – 2% e) UAT – 2% f) Deployment – 2% g) System Support/Application -2% h) Reconciliation -2% i) Weekly Delay in timeline – 2%

5 Eligibility Criteria

5.1 Pre-Qualification Criteria

Sl No	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The bidder should be a proprietary/partnership firm, a trust/society, software development/IT services/ ITeS	- Certificate of Incorporation - GST Registration Certificate - Copy of PAN - Work orders confirming 5

Sl No	Basic Requirement	Specific Requirements	Documents Required
		company registered under the Indian Companies Act and must be in operation since last 5 years as on date of submission of Bid.	years of operation
2	Manpower Capability	The bidder must have at least 100 full time employees in its payroll as on date of submission of bid.	Copy of the latest EPF deposit challan showing the number of subscribers
3	Quality Certification	The bidder must have valid CMMi Level 3 & ISO 9001:2015 Certificate as on date of submission of this RFP.	Copy of valid CMMi & ISO Certificate
4	Bidder's Turnover	The bidder must have average annual turnover of Rs. 20 Crores in last three financial years (FY 2014-15, 2015-16, 2016-17).	Copies of audited Balance Sheet and Profit & Loss statements OR Certificate from the statutory auditor.
5	Technical Capability	The bidder should have experience in implementation of at least one project of value INR 5 Crores having software development, implementation, support services and resource deployment for any Department / Agency / PSU in any State or Central Government of India during last 5 years as on 31/01/2018	Copy of Work Order + Completion/ Ongoing certificate <i>Projects which have gone live and in O&M phase will be considered for evaluation</i>
6	Technical Capability	The bidder should have experience of two successful implantation of UMS/ university ERP/ e-govt solution for Education to center/ state Govt /public enterprises/ education boards/ university. The project value should be of at least Two Crore.	Copy of Work Order + Completion/ Ongoing certificate
7	Technical Capability	The bidder should have executed at least one project of Online Pre and Post Examination/Admission Software of value at least of Two Crore.	Copy of Work Order + Completion/ Ongoing certificate
8	Technical Capability	The bidder should have experience in implementation of Mobile App project(s) with at least 10,000+ App downloads for any Department / Agency / PSU for any	Copy of Work Order + Relevant documents establishing number of installations

Sl No	Basic Requirement	Specific Requirements	Documents Required
		State or Central Government in India during last 5 years as on 31/01/2018.	
9	Blacklisting	The bidder should not be blacklisted by any Department / Agency / PSU in any State or Central Government of India as on date of submission of bid	Self-declaration duly signed by authorized bid signatory
10	EMD	The bidder should furnish, as part of its proposal, an EMD of Rs. 10,00,000. The EMD should be in the form of a Bank Draft or Bank Guarantee issued by a Nationalized Bank, in favour of secretary, Bihar School Examination Board payable at Patna as DD or e-payment mode through eproc.bihar.gov.in.	Attach original Bank Draft/ Bank Guarantee or e-payment receipt
11	Bid Document Cost	The bidder should furnish, as part of its proposal, an RFP Document fee of Rs. 10,000/-. The Document fee should be in the form of a e-payment mode only.	Attach original Bank Draft or e-payment receipt

6 Contractual Clauses

The Agreement for this engagement would contain the following key clauses: -

6.1 Term of Contract

This will include the period required to deliver the deliverables and other services specified in the terms of reference, including the duration of the support period (as may be applicable to this engagement).

6.2 Contract Period

Contract period will be initially for 2 years from the date of Letter of Intent (LOI) which may be extended depending upon further requirement and performance of the Service Provider.

6.3 Termination

- a) Normal termination of the contract would happen at the end of the tenure.
- b) Pre-mature termination of the contract would happen in case of insolvency of bidder or due to conditions of material breach.

6.4 Effects of Termination

- a) In the event of a pre-mature termination of this agreement by tendering authority, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed and services / deliverables accepted.
- b) Parties shall mutually agree upon a transition plan and comply with such a plan. The bidder must agree to extend full cooperation in supporting the transition process.

6.5 Scope of Work and Deliverables

This will be in conformity with the ToR specified in the RFP document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or such measurable criteria.

6.6 Norms Governing Service Delivery

- a) Provide necessary PBG on signing of the agreement;
- b) Shall deliver the services in a professional manner commensurate with accepted industry practices and/or technical standards which are generally expected of such an engagement;
- c) Bidders shall establish a formal team structures as stipulated in the RFP with competent resources to provide effective and expert service delivery, in tune with requirements and also must designate one person as Single Point of Contact (SPOC).
- d) Provide a road map and project plan for this engagement, describing clearly the responsibilities, timelines, dependencies, milestones and risks;
- e) The cost of travel & accommodation at various works should be borne by the bidder.

6.7 Fees & Payments

- a) The total fees payable to the bidder including a milestone based payment as specified in the ToR would be specified. Such payments shall be inclusive of all taxes / levies and other out of pocket expenses. Rate of taxes will be applicable as per the rate prevailing at the time of submission of Bill/Invoice.
- b) Payments for additional services in case of change in scope will also be specified as per the Financial (Bid) Proposal.
- c) The Service Provider alone shall invoice all payments after receiving due approval from the competent authority.
- d) Payment of undisputed fees shall be made within 30 working days of the receipt of invoice along with supporting documents, subject to deduction of taxes at source, as applicable.

- e) In case of a bona fide dispute regarding any invoice, the tendering authority shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

6.8 Ownership and Audit

- a) Software including source code, licenses, technical documents and services obtained for the express purpose of this engagement shall be in favour of the BSEB.
- b) All records pertaining to this work shall be made available to the BSEB and its authorized agencies upon request for verification and/or audit, on the basis of a written request.
- c) BSEB will do the third party audit at the cost of bidder after deployment of code.

6.9 Handover the Code after Go live

- a) After the end of each phase go-live period bidder should handover the source code and complete running and deployed software to BSEB.
- b) Bidder will give the hands-on training for at least 5 persons at BSEB.

6.10 Confidentiality

- a) Bidder and its agents shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to tendering authority / user data, wherever applicable.
- b) BSEB shall retain exclusive Intellectual Property Rights to all artefacts to which BSEB has sovereign rights or right to use on a formalized agreement with another party if any cots software has been used in the application.

6.11 Indemnity

The bidder shall indemnify, defend and hold BSEB and their officers, employees, successors and assigns harmless from and against any and all losses arising from personal injury or claims by third parties pursuant to this agreement, including but not limited to any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided.

6.12 Force Majeure

- a) Neither party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force
- b) Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

6.13 Dispute Resolution

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavours. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed by BSEB (Tendering Authority) for such purpose and abide by the decisions thereon.

On non-settlement of the dispute, same shall be referred to the Principal/Commissioner-cum- Secretary to Government, Education Department, Government of Bihar for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.

Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Patna, Bihar.

6.14 Governing Law and Jurisdiction

This agreement and all questions of its interpretation shall be construed in accordance with the Laws of India with the Courts at Patna (High Court) having jurisdiction.

6.15 Scope Changes

Process to manage changes to scope of the engagement and its impact on technical matters, project schedule and costs shall be detailed out. Cost impact can be settled on the basis of agreed professional monthly rate.

6.16 Limitation of Service Provider liability towards BSEB

Except in case of gross negligence or willful misconduct on the part of the SP Team in executing the work or in carrying out the Services, the SP, with respect to damage caused by it to property and/or assets of BSEB or of any of BSEB vendors, shall not be liable to BSEB.

- i) For any indirect or consequential loss or damage; and
- ii) For any direct loss or damage that is limited to 10% of the Contract Value.

This limitation of liability shall not affect the SP liability, if any, for damage to Third Parties caused by the SP Team or any person or firm/company acting on behalf of the SP in executing the work or in carrying out the Services

7 Bid Forms

{Notes to Service Provider/Bidder shown in brackets { }/< > throughout Section 7 (Bid Forms) provide guidance to the SP/Bidder to prepare the Technical Proposal; they should not appear on the Proposals to be submitted.}

7.1 Technical Proposal Template

Checklist of Required Forms

Sl. No.	FORM	DESCRIPTION
1	TECH-1	Technical Proposal Submission Form
2	Power of Attorney	No pre-set format/form. A power of attorney for the authorized representative who will be responsible to sign all the documents on the behalf of Bidders' company
3	TECH-2	Bidder's Organization and Experience
	TECH-2A	Bidder's Organization
	TECH-2B	Bidder's Experience
4	TECH-3	Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Client
	TECH-3A	A. On the Terms of Reference
	TECH-3B	B. On the Counterpart Staff and Facilities
5	TECH-4	Description of the Approach, Methodology, and Work Plan for Performing the Assignment
6	TECH-5	Work Schedule and Planning for Deliverables
7	TECH-6	Team Composition, Key Experts Inputs
8	Tech 7	Curriculum Vitae (CV)

All pages of the original Technical and Financial Proposal shall be initialled by the authorized representative of the SP/Bidder.

Form TECH-1

TECHNICAL PROPOSAL SUBMISSION FORM

To:

<Location, Date>

<Name>

<Designation>

<Address>

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

Dear Sir/Madam,

We, the undersigned, offer to provide the services for *[Insert title of assignment]* in accordance with your Request for Proposals dated *[Insert Date]* and our Proposal. We are hereby submitting our Proposal, which includes this Pre-Qualification, Technical Proposal and a Financial Proposal.

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 negotiated between the client and our company.

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

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

Yours sincerely,

Authorized Signature *[In full and initials]:*

Name and Title of Signatory:

Name of Firm:

Address:

Location: _____ **Date:** _____

Form TECH-2

Bidder's Organization and Experience

Form TECH-2: A brief description of the Bidder's organization and an outline of the recent experience of the Bidder that is most relevant to the assignment. For each assignment, the outline should indicate the names of the Bidder's Key Experts who participated, the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the Consultant), and the Bidder's role/involvement.

A - Bidder's Organization

1. Provide here a brief description of the background and organization of your company, along with

#	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	Incorporation status of the firm (Public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

B – Bidder's Experience

1. List only previous similar assignments.
2. List only those assignments for which the Bidder was legally contracted by the Client as a company or was one of the joint venture partners. Assignments completed by the Bidder's individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by the Client.

Assignment Name:	Approx. value of the contract:
Country: Location within Country:	Duration of assignment (months):
Name of Client:	Total number of staff-months:
Address of Client:	Approx. value of the services provided by your firm:
Telephone number:	E-mail address:
Start Date (Month/Year):	Completion Date (Month/Year):
Name of Associated Consultants, If Any:	No. of professional staff-months provided by associated Consultants:
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Form TECH-3

Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be Provided by the Client

Form TECH-3: Comments and suggestions on the Terms of Reference that could improve the quality/effectiveness of the assignment; and on requirements for counterpart staff and facilities, which are provided by the Client, including: administrative support, office space, local transportation, equipment, data, etc.

A - On the Terms of Reference

{Improvements to the Terms of Reference, if any}

B - On Counterpart Staff and Facilities

{Comments on counterpart staff and facilities to be provided by the Client. For example, administrative support, office space, local transportation, equipment, data, background reports, etc., if any}

Form TECH-4

Description of Approach, Methodology, and Work Plan in Responding to the Terms of Reference/ Request For Proposal

Form TECH-4: A description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training, if the Terms of Reference specify training as a specific component of the assignment.

{Suggested structure of your Technical Proposal:

- a) Technical Approach and Methodology
- b) Work Plan
- c) Organization and Staffing}

Technical Approach and Methodology {Please explain your understanding of the objectives of the assignment as outlined in the TOR/RFP, the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the TOR/RFP in here.}

Work Plan {Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client). The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the TOR/RFP and ability to translate them into a feasible working plan. The work plan should be consistent with the Work Schedule Form.}

Organization and Staffing {Please describe the structure and composition of your team, including the list of the Key Experts, Non-Key Experts and relevant technical and administrative support staff.}

Form TECH-5

Work Schedule and planning for deliverables

No.	Deliverables ¹ (D-..)/ Activities ¹	Months												
		1	2	3	4	5	6	7	8	9	n	TOTAL	
1														
2														
3														
4														
5														
N														

- 1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Clients approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in a form of a bar chart/ Gantt Chart.

Form TECH-6

Team Composition, Assignment, and Key Experts' inputs

Sl. No.	Name of Staffs ¹	Staff input in Months (in the form of a bar chart)									Total staff man-months proposed
		1	2	3	4	5	6	N	
1											
2											
N											

1. For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category

2. Months are counted from the start of the assignment.

Full time input

Part time input

Form TECH-7

CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, TEAM LEADER}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact infor for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of, advisor/consultant to... For references: Tel...../e-mail.....; Mr. Hbbbb, deputy minister]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work): _____

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant's Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
---	--

{List all deliverables/tasks as in TECH- 5 in which the Expert will be involved}	

Expert’s contact information: (e-mail....., phone.....)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Bank.

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Representative of the Bidder
(the same who signs the Proposal)

Signature

Date

7.2 Financial Form Template

FORM FIN-1

FINANCIAL PROPOSAL SUBMISSION FORM

To:

<Location, Date>

<Name>

<Designation>

<Address>

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

Dear Sir/Madam,

We, the undersigned, offer to provide the services for *[Insert title of assignment]* in accordance with your Request for Proposals dated *[Insert Date]* and our Proposal (Technical & Financial Proposals). Our attached Financial Proposal is for the sum of <<*Amount in words and figures*>>. This amount is exclusive of taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of submission of the Bid.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

3. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

4. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated in Commercial Bid attached with our Tender as part of the Tender.

5. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., *[Date]*.

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

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

Address:

Location: _____ **Date:** _____

8.3 Commercial Bid Format

8.3.1 Cost for Design, Development, Operation & Maintenance Support

Service Provide is to plan the number of resources & their engagement duration (in months) of each category is required during O&M phase to conduct the OFSS online admission & administration system throughout the session and accordingly quote. It should be match with resources mentioned in Technical Bid :

Component A

Sl. NO	Description	Cost (Exclusive of GST)*			
CAPEX A					
1.	Design, development, training and implementation cost of OFSS as per the Scope of the Work				
2.	Annual Maintenance Cost of the Software for the Second Year				
3.	Annual Maintenance cost of the Software for the third Year				
	Total of CAPEX A				
COMPONENT B					
OPEX B:					
	Resource	No of Resources	No of Months	Man Monthly Rate	Total Cost (Exclusive of GST)*
4	Project Manager	2	24Months		
5	Functional Consultant	1	24 Months		
6	Database Administrator	1	24 Months		
7	Sr. Developer	1	24 Months		
8	Developer	1	24 Months		
9	Helpdesk Executive	5	24 Months		
10	District PMU[For 38 district and different institutions site][Technical Executive]	75	24 Months		
Total of OPEX B					
Total of CAPEX A And OPEX B					

- GST will be applicable as per the Prevailing Rates

The financial cost for the evaluation of the Financial Bid will be considered for above Total of CAPEX A and OPEX B.