

**Request for Proposal (RFP) for  
Implementation of  
IT Enabled Services in Nalanda, Aurangabad and  
Madhubani Districts of Bihar State  
(e-District Project)**

For supply, installation and maintenance of I.T. Infrastructure (Establish Citizen Facilitation Counter, Computerized Back-office, Hardware, Networking Equipment, Uninterrupted Power Supply, DG Set, Develop Application Software (e-District Application) for IT enabled services, Data Digitisation, Training to office staff and provide Operators etc. in 3 Collectrates, 10 Sub Divisions and 52 Block / Circle Offices for Nalanda, Aurangabad and Madhubani Districts in an efficient and effective manner on Lease, Maintain, and Transfer Basis (LMT) for three years.

*NIT No: e-District/BSEDC 2008/003*



**28<sup>th</sup> April 2008**

**Bihar State Electronics Development Corporation Limited**

(A Government of Bihar Undertaking)

**Beltron Bhawan, Shashtri Nagar,**

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**IMPORTANT INFORMATION**

<b>Non-Refundable Tender Cost</b>	Rs. 25000/- in cash or through demand draft from a scheduled bank, drawn in favour of “MD, BSEDC”, payable at Patna
<b>Sale of RFP document</b>	All working days during office hours starting from 28 <sup>th</sup> April 2008 till 01:00P.M. on 27 <sup>th</sup> May 2008.
<b>EMD</b>	<u>Rs. 15,00,000/-</u> in the form of Demand Draft / Bank Guarantee in favour of MD, BSEDC Ltd. payable at Patna from a scheduled bank
<b>Last Date of Submission of written queries on Bid document</b>	Any clarification and queries relating to tender document. Bidders have to submit their written clarifications & queries on <u>5<sup>th</sup> May 2008 up to 5.00 PM</u> in enclosed format [Ref: Appendix 15]. Any clarification or query received after the due time and date will not be entertained.
<b>Pre bid conference</b>	At 4.00 P.M. on 6 <sup>th</sup> May 2008 Venue: Beltron Bhavan, Shastri Nagar, Patna
<b>Last date for submission of Bids</b>	Up to 3.00 P.M. on 27 <sup>th</sup> May 2008
<b>Opening of Pre-Qualification Bids</b>	4.00 P.M. on 27 <sup>th</sup> May 2008

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## Preface

- 1.1. e-District as a concept proposes integrated and seamless delivery of citizen services by District Administration through automation of workflow, backend digitization, integration and process re-design across participating Departments such as Revenue, Civil Supply, Social Welfare, Election, Land Records, and Registration etc. for providing services to the citizens.
- 1.2. Government of India is planning under NeGP to set up IT enabled services in District level offices through e-Districts Mission Mode pilot Project for Nalanda, Aurangabad and Madhubani District in Bihar State. The IT Enabled Service Model uses a Network of computers (Bihar State Wide Area Network and Office LAN) in back office at Collectorate, Sub-division and Block / Circle level offices, District Data Center and Citizen Facilitation Counter (CFC). Genesis behind the project is to provide IT infrastructure, centralized database and automated/re-engineered process at District/ Sub-division/ Block level offices to fulfill the dream of common citizen to use modern age technology in public service delivery.

### 1.3. Objectives

'e-District' can be defined as a District where more than 75% of the services from the Collectorate, Sub-division and Block/Circle level offices are ICT enabled. The fundamental objective of the e-District is to ensure backend computerization to enable efficient delivery of government services.

The broad objectives of the project are as under:

- Creation of ICT infrastructure for rolling out e-Governance plans right up to Sub Division and Block / Circle levels through e-District Mission mode project
- IT enabling of internal processes of Public Service Delivery through BPR for increase functional efficiency of District Administration and line departments and reducing the transaction cost for citizen as well as District Administration
- Develop mechanism for growth of electronic database with routine internal functions of District Administration
- Seamless integration of various databases across the District like UID database, voter list, Land records, BPL database etc.

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- Provide self-sustainable operational model to extend run time operational support right up to Sub Division and Block / Circle levels for zero down failure risk through user charges
  - Human Resource Development, capacity building and Change Management: Develop capacity building of human resources of Government to own and operate IT enabled System with confidence and change management of employees, may not be immediate but certainly after an years time.
  - To provide easy access and quality services (Government) to common man through Common Services Centers (CSC) in rural area and Citizen Facilitation Counter (CFC) at Govt. office level.
  - To reduce the workload of the Government Officials thus enabling them to contribute more with less effort.
  - To facilitate the District Administration to efficiently monitor the functioning of various Government Departments and to generate an efficient MIS for better decision-making to District Collector, SDOs and BDOs/ COs
  - Develop secured data exchange layer in between concern Departments and District Administration for exchange of Data for efficient authentication of service request for reducing service time cycle
- 1.4. Bihar State Electronics Development Corporation Limited (BSEDC), A Government of Bihar undertaking is considering the appointment of a of a Bidder (herein after referred to as "bidder") for supply, installation and maintenance of I.T. Infrastructure (Establish Citizen Facilitation Counter, Computerized back-office, Hardware, Networking Equipment, Uninterrupted Power Supply, DG set Develop Application Software (e-District Application) for IT enabled services, Data Digitisation, Training to office staff and provide Operators etc. in Three Collectrates, ten Sub Divisions and fifty two Block / Circle Offices for Nalanda, Aurangabad and Madhubani Districts in an efficient and effective manner on Lease, Maintain, and Transfer Basis (LMT) for three years. Bidder has to quote for the supply, maintenance, management, e-District application and provision of operators of the e-District Project on Lease, Maintain and Transfer Basis (LMT) model for duration of three years, in accordance with the various provisions of this RFP document.

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- 1.5. Bihar State Electronics Development Corporation Limited (BSEDC), now invites sealed tender containing pre-qualification, technical and financial proposals from eligible Bidders for selection as bidder, to implement and maintain the e-District Project. The bidder shall be selected as per the procedures described in this Request For Proposal (RFP).
- 1.6. Bidder shall submit three sealed envelopes containing:
- Part I: Three hard copies and one soft copy of Pre-qualification Bid
  - Part II: Three hard copies and one soft copy of the Technical Bid.
  - Part III: Three hard copies and one soft copy of the Commercial Bid
- 1.7. Bidders are hereby invited to submit pre-qualification, technical and financial Proposals as per the provisions detailed in this RFP. The last date for submitting the pre-qualification, technical and financial Proposal is 27<sup>th</sup> May 2008 latest by 3.00 P.M. to the following address which is to be used for all communication in regards to this bid process

**Sh. Alok Vardhan Chaturvedi**

**The Managing Director**

Bihar State Electronics Development Corporation Limited

BELTRON Bhawan, Sastri Nagar, Patna,800023

Please note that a pre-bid conference would be held on 6<sup>th</sup> May 2008 at 3.00 PM in the office of Managing Director, Bihar State Electronics Development Corporation Limited, BELTRON Bhawan, Sastri Nagar, Patna, 800023

- 1.8. All the communication including this RFP and the bid documents should be signed on each page by the authorized representative of the bidder. Only one signed copy of RFP to be annexed with original pre-qualification bid envelop.

## Section 1 Letter for Invitation

Date of Issuance: \_\_\_\_\_

Ref. No.: \_\_\_\_\_

To,

\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

BSEDC invites proposals For supply, installation and maintenance of I.T. Infrastructure (Establish Citizen Facilitation Counter, Computerized back-office, Hardware, Networking Equipment, Uninterrupted Power Supply, DG set, Develop Application Software (e-District Application) for IT enabled services, Data Digitisation, Training to office staff and provide Operators etc. in three Collectorates, ten Sub Divisions and fifty two Block / Circle Offices in Nalanda, Aurangabad and Madhubani Districts in an efficient and effective manner on Lease, Maintain and Transfer Basis (LMT) for a period of three years. More details on the services are provided in the Schedule of requirements.

You are requested to go through the document carefully and submit your proposals as per the instructions and guidelines given in the document.

Yours sincerely,

**(Alok Vardhan Chaturvedi)**

Managing Director

Bihar State Electronics Development Corporation Limited

BELTRON Bhawan, Sastri Nagar,

Patna, 800023



## **Section – 2**

### **Project Profile**

## SECTION 2 - PROJECT PROFILE

e-District as a concept proposes integrated and seamless delivery of citizen services by district administration through automation of workflow, backend digitization, integration and process redesign across participating departments such as Revenue, Civil Supply, Social Welfare, Election, Land Records, and Registration etc. for providing services to the citizens.

Nalanda, Aurangabad and Madhubani Districts has been chosen for e-District Project on the basis of geographical representations and also taking into account their socio-economic profile in Bihar. 'Administrative Units' in numbers are as follows for Nalanda, Aurangabad and Madhubani Districts:

**Table 2.1 Administrative Units in Three Districts**

S.N.	Administrative Units	Numbers		
		Nalanda	Aurangabad	Madhubani
1.	Collectorate	1	1	1
2.	SDM Offices	3	2	5
3.	Blocks/ Circle Office	20	11	21

### OUTCOME ENVISAGED FROM PROJECT 'e-DISTRICT'

#### To the District Administration

- Generation of an efficient MIS for better and fast decision-making
- Fast delivery of services through retrieving of the records from computerized database networked Department/Office
- e-District model based on sustainable operations through applying the user charges
- Improvement in efficiency of the employees and reduction in workload
- Post project evaluation could provide feedback for further improvements
- Better monitoring system
- Bring transparency in the delivery system
- Faster processing of files and information resulting in efficient working of the District Administration
- Feedback analysis through grievances
- Reducing the interdependency
- A holistic citizen centric approach

#### To the Citizens

- The service delivery is faster to the citizens

- Payment of bills at Citizen Facilitation Counter/Common Service Centre (Vashudha)
- Issue of domicile certificate in few hours
- Reducing the cost to citizen like travel cost, wages lost etc.
- Reducing the time in availing the services like travel time, waiting time
- Reducing the visits to Governments Departments
- Status of application at Citizen Facilitation Counter / Common Service Centre (Vashudha)
- Reducing the interdependency
- Citizen grievance within a stipulated time frame
- Access to information easily with service deliver counters within reach
- High level of convenience
- Facility of payment at convenient points and extended hours
- Negligible queuing
- All the above services over the counter

**List of core services proposed to be delivered from project 'e-District':**

**Table: 2.2 Core Services for e-District Project**

<b>S.N.</b>	<b>Services</b>	<b>Description</b>
1.	Certificates	Domicile, Caste, Marriage, Income, Character Certificate: Application / Status /Issuance / Updation, etc. at District Collector, SDO, and BDO /CO level
2.	Social Welfare services	All kind of Scholarships: Application / Evaluation / Sanction / Updation/ payments etc. at District Collector, SDO, and BDO /CO level
3.	Revenue Court	Case listing, Case adjournment, Enquiry, filing, notice to parties, intervening orders, Stay orders, Final orders, Status of execution of orders: Information and Tracking at District Collector, SDO, and CO level
4.	Government dues and recovery as part of Land Revenue	Including Issue of notices, Record payments, Track default processes, Updation of treasury receipts etc: Information and Tracking at District Collector, SDO, and BDO /CO level
5.	Public Distribution System	Ration coupon related services: Information / Application / Issuance / Updation at BDO, DSO, SDO, marketing officer and supply inspector level
6.	A. RTI services	Application, tracking, monitoring, appeals etc.
	B. Information dissemination	Dissemination of information related to various government developments schemes, subsidies and programs. Information on Government Orders and Regulations, Disaster management

S.N.	Services	Description
	C. Tourism	Tourism promotion: Information dissimilation (Location map, distance from major cities, sight sheen, Hotel list, hotel rents, advance booking of hotels and taxies, etc.) (For Nalanda District only)
	D. Different types of application forms	For Education, Electricity, Drinking Water, Panchayats, Health, Police, Revenue, Road, Treasury, Social Welfare, Irrigation, Woman & Child, Public Distribution System, Transport, Disaster Relief, etc.
	E. Grievances Management	Registration / Status of Grievances, of Grievances, list of pending Grievances, Redressed list

**List of Allied Services for e-District Project:**

**Table: 2.3 Allied Services for e-District Project**

S.N.	Services	Description
1.	Bills Payments	Payment of Electricity bills, Payment of Telephone bills, Payment of House tax
2.	Election services	Issue of Voter's Identity Card, Registration of Names in Electoral Roll
3.	Office Management	Stock entry, office layout, manpower management, Employee profile, employee service book, leave management, biometric attendance system, Record room maintenance, Receipt and Dispatch monitoring
4.	Patients recording system	Recording of patents through biometric system, tracking of patients

**TARGET BENEFICIARIES**

Following will be the target beneficiaries of e-District Project services:

- Citizens
- Tourist
- Students
- Government Employees

**STAKEHOLDERS of E-DISTRICT PROJECT**

The e-District Project Stakeholders will be as follows:

- Department of Information Technology (DIT), Government of India
- Government of Bihar
- State Project Committee
- State Designated Agency
- District e Governance Society, concerned District

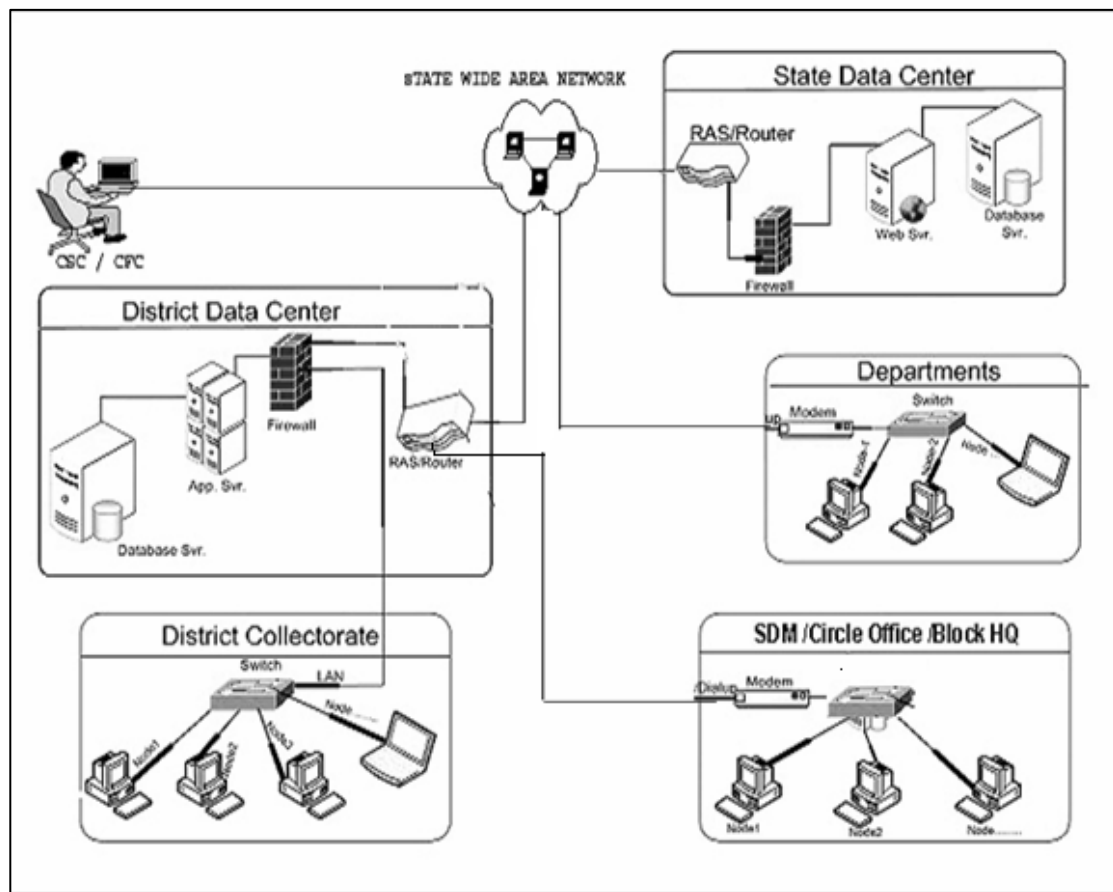
- National Informatics Center (NIC)
- Implementation Support Agency (ISA) –Consultant
- Project Implementation Partner (PIP) – Selected Bidder

## TECHNOLOGY MODEL OF E-DISTRICT PROJECT

### Application Software:

The customized application software needs to be developed for enabling IT based information system at various levels of District Administration like Collectorate, Sub-divisional offices and Block / Circle level offices. The software must cover functional as well as reporting requirements of the administration. The software needs to be developed on the basis of software requirement specifications (SRS) for e-District (details are given in Scope of Work in Section 5).

**Figure: 2.1 Network Architecture of District Administration**

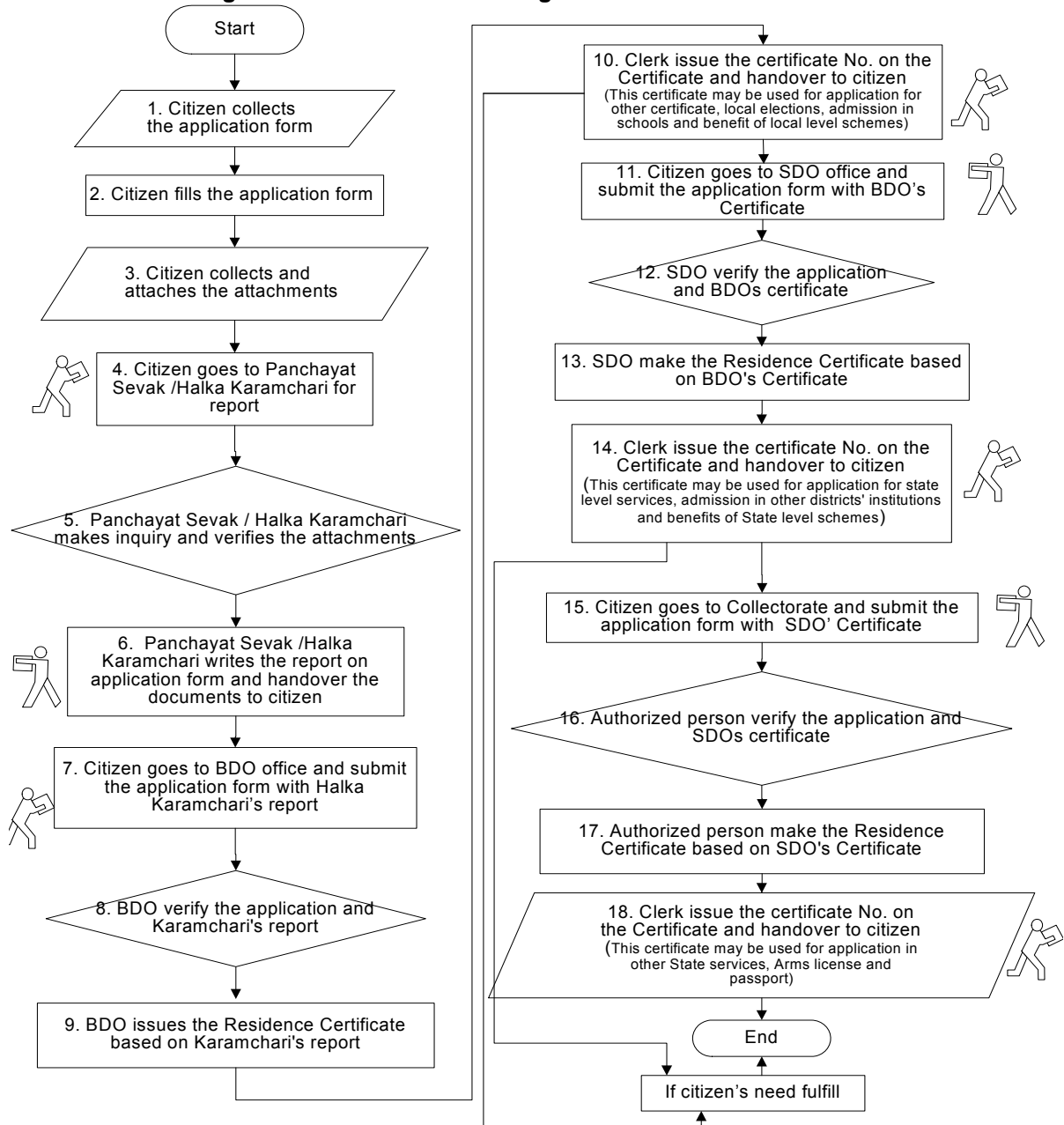


### SERVICE LEVELS

The service level is defined as the time taken in the delivery of a particular service. Defining the service level would entail stating the present time taken for the service to be delivered manually, and prescribing the time, which would be taken for the service to be delivered either electronically or manually subsequent to the execution of the project.

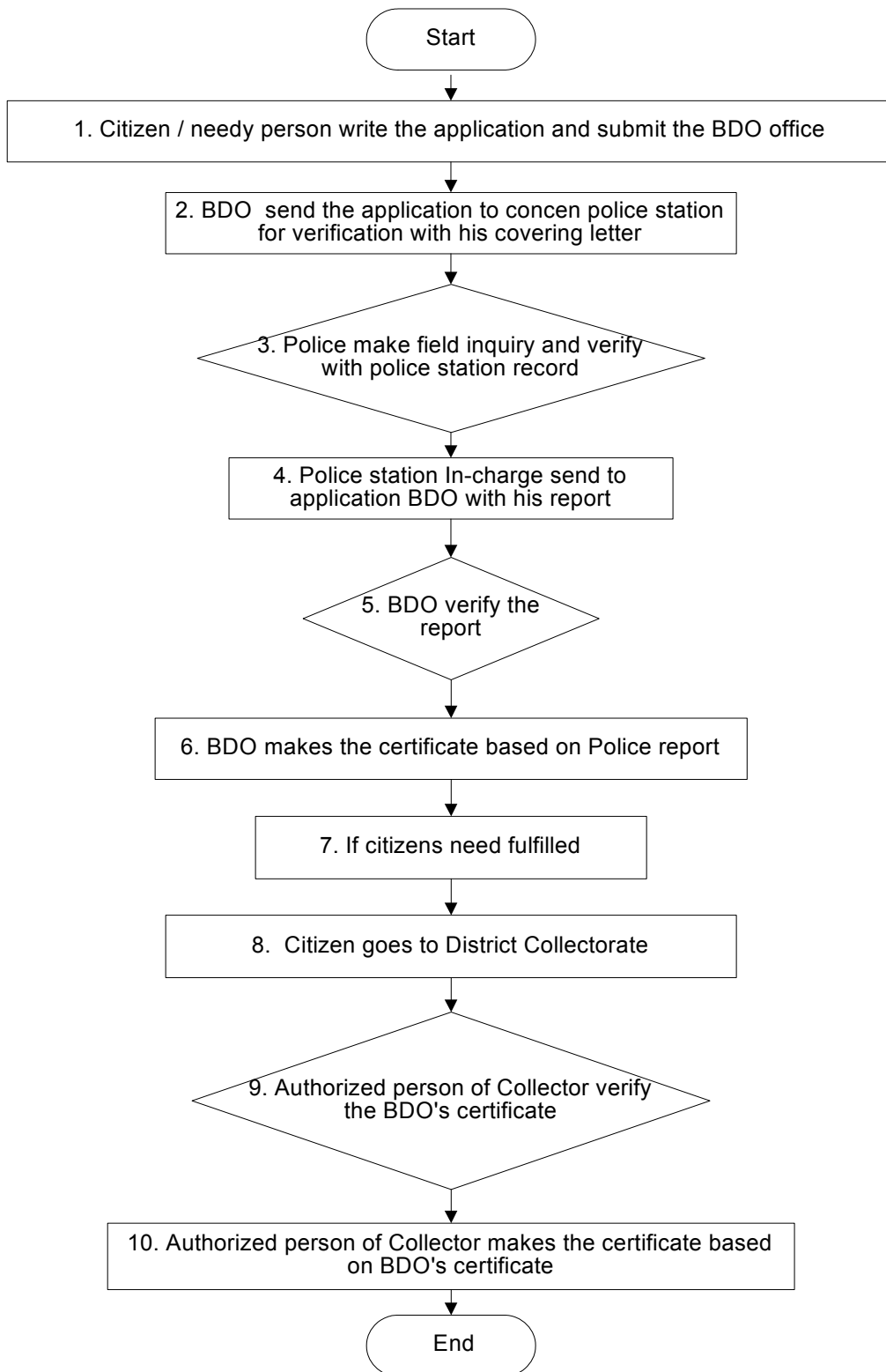
The current process of Domicile Certificate, Income Certificate and Caste certificate is similar. Example of availing the Domicile Certificate is given below:

**Figure: 2.2 Indicative Flow Diagram of Residential Certificate**



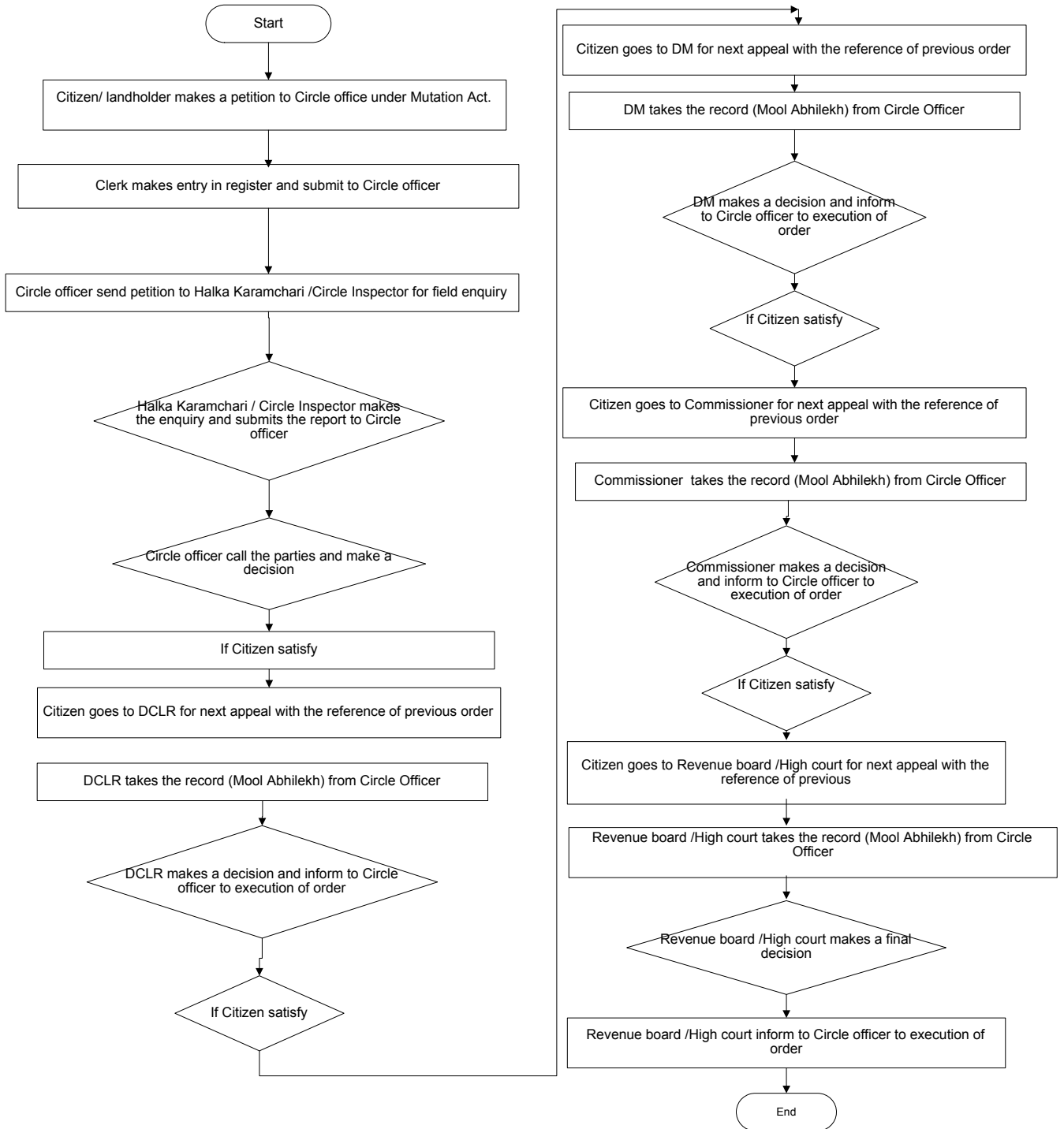
The current indicative flow diagram of process of Character Certificate is given below:

**Figure: 2.3 Indicative Flow Diagram of Character Certificate**



The current indicative flow diagram of process of Court Cases (Under Mutation Act.) is given below:

**Figure: 2.4 Indicative Flow Diagrams of Revenue Court Cases (Under Mutation Act.)**





The indicative flow diagram of process of Court Cases (BPPHT Act.) is given below:

**Figure 2.5 Indicative Flow Diagram of Revenue Court Cases (BPPHT Act.)**

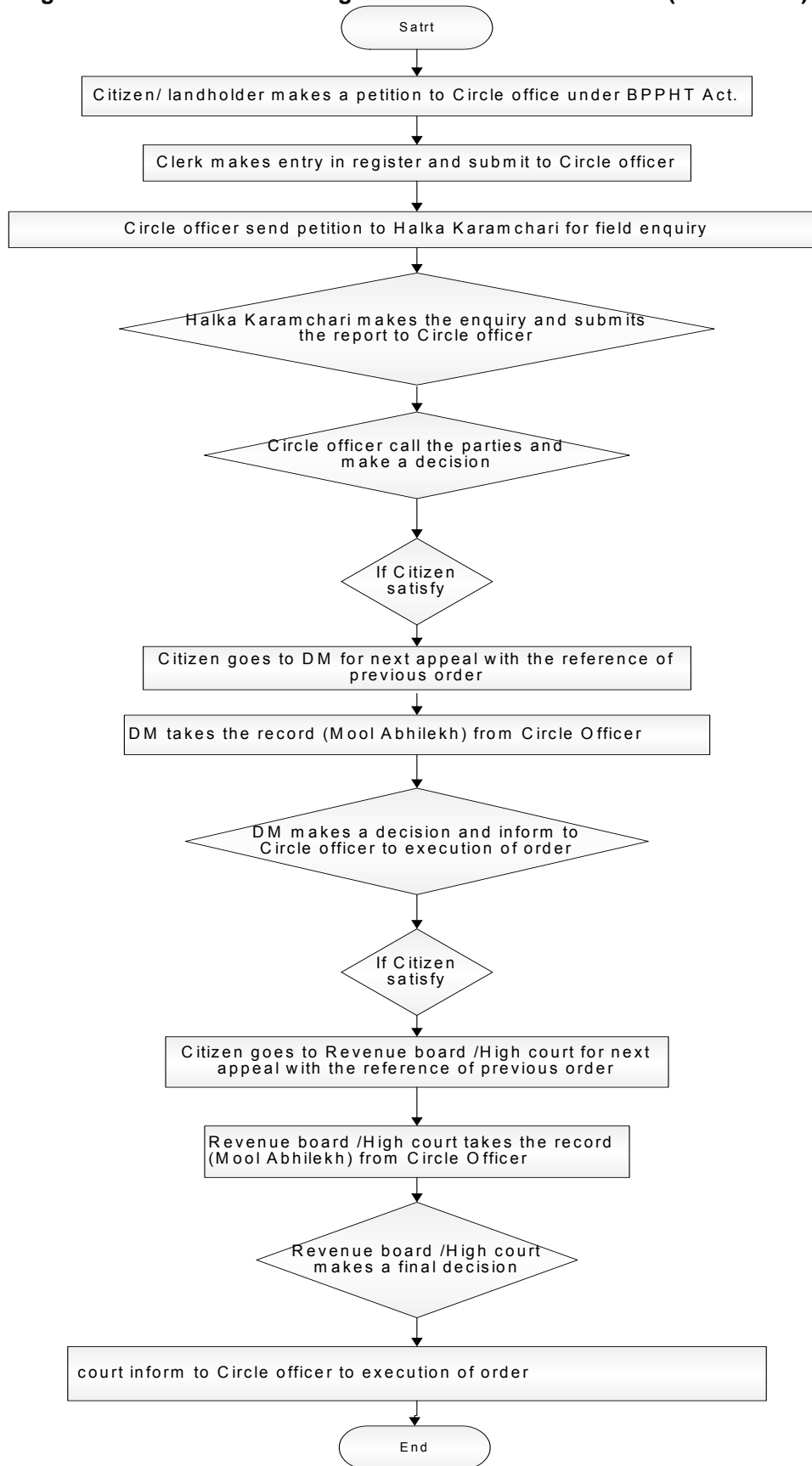
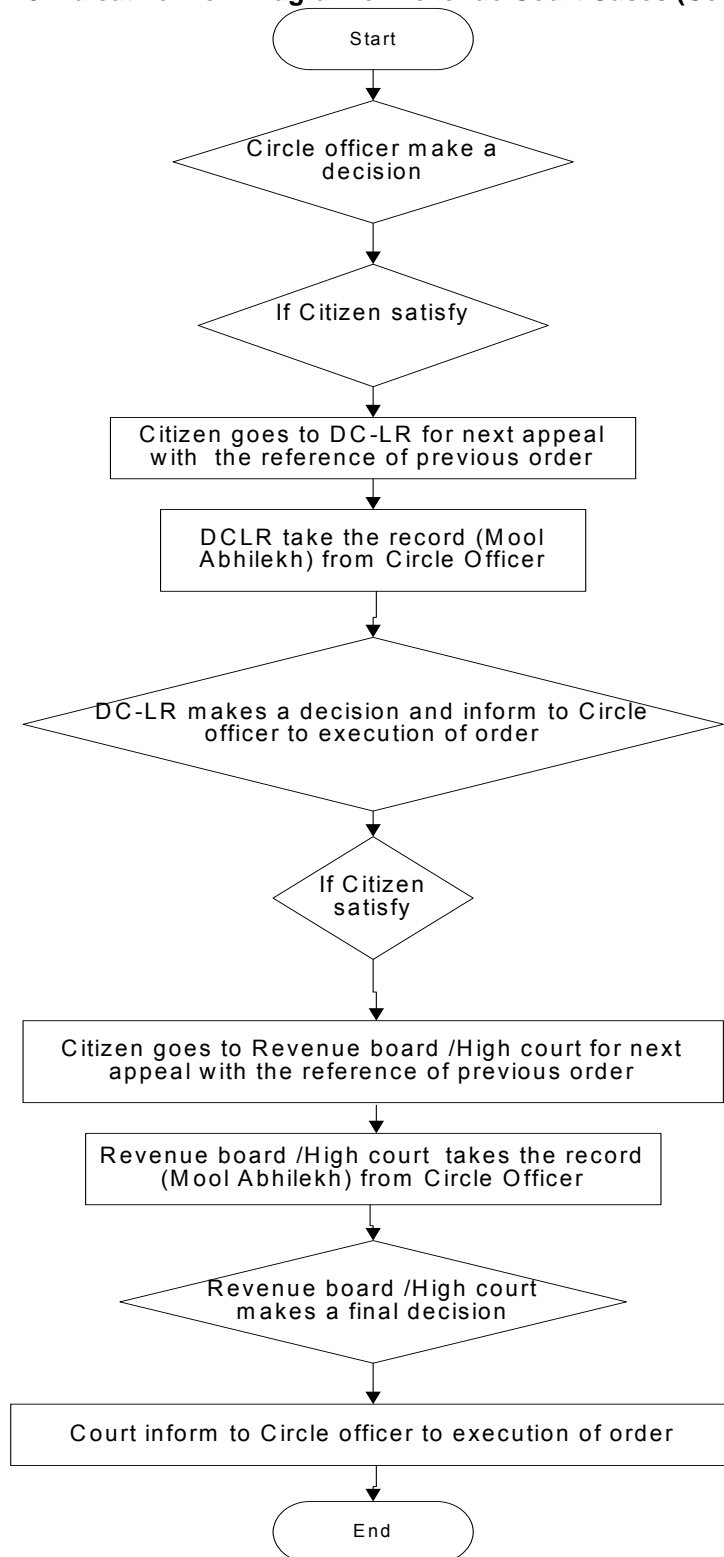
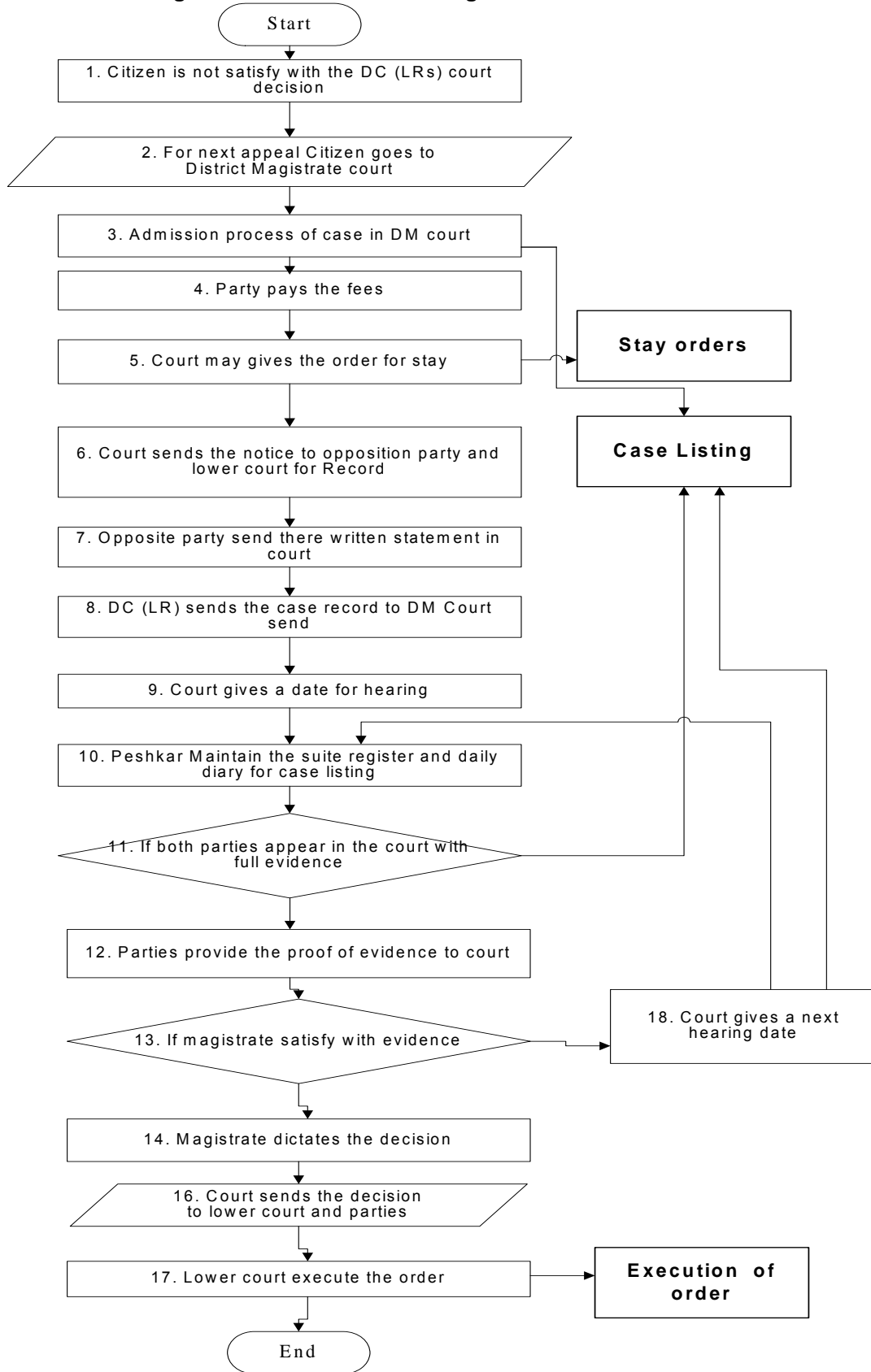


Figure: 2.6 Indicative Flow Diagram of Revenue Court Cases (Ceiling Act.)



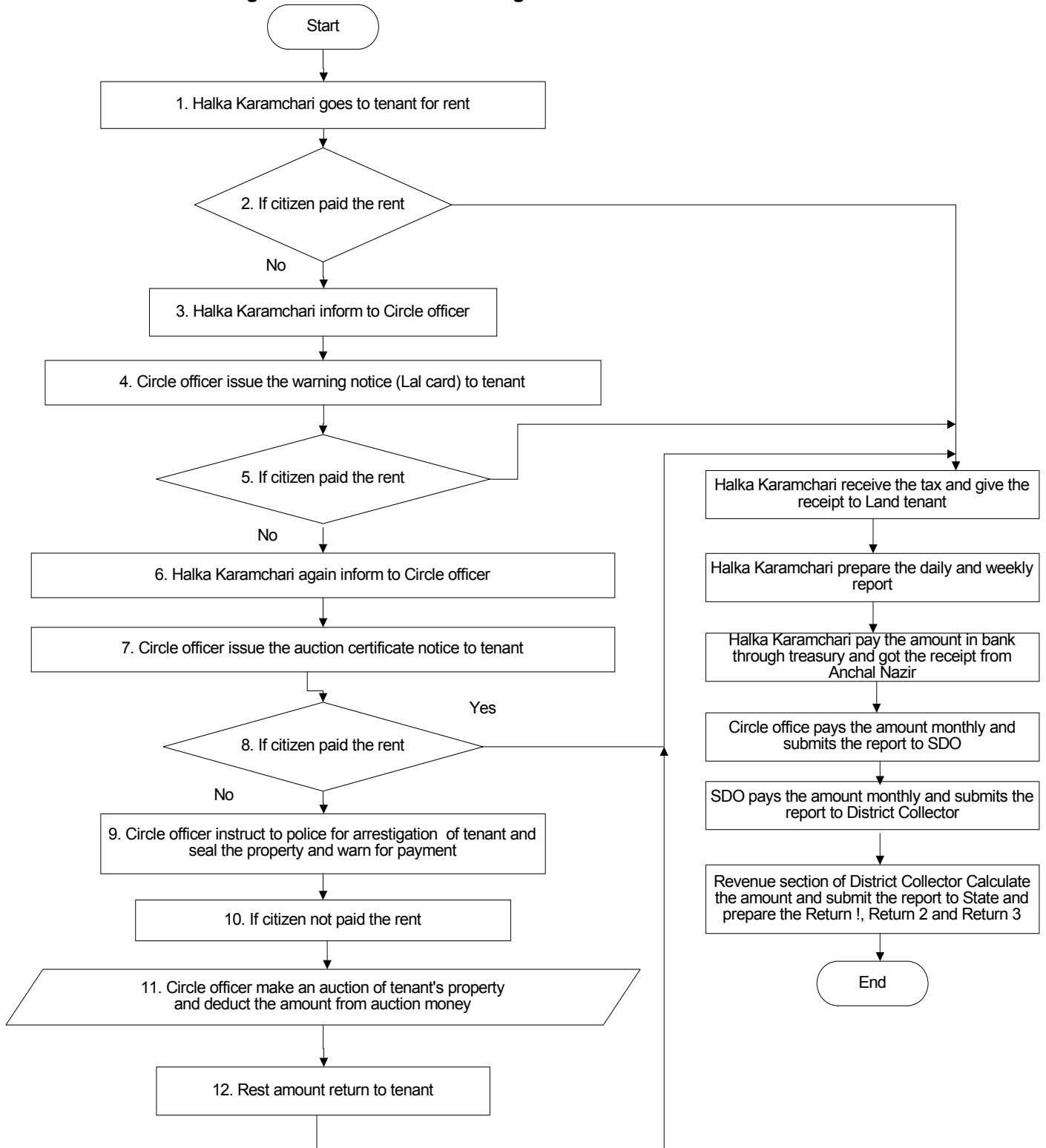
The current indicative flow diagram of process of cases in DM Court is given below:

**Figure: 2.7 Indicative Flow Diagram of Case in DM Court**



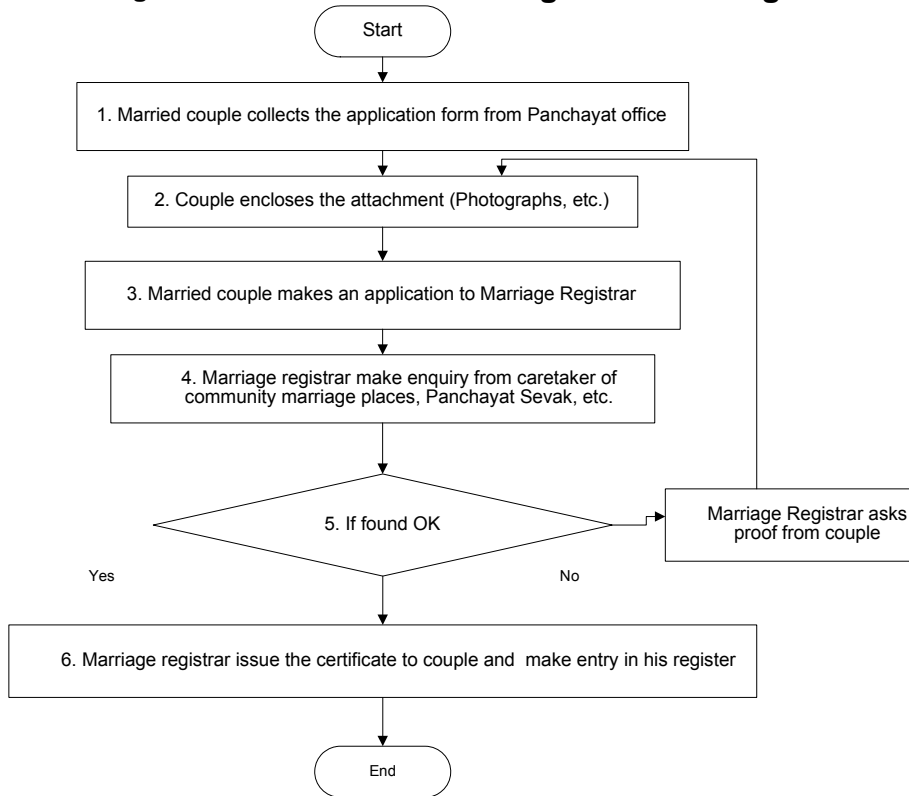
The indicative flow diagram level of process of Land Tax Collection of Land Tax is given below:

**Figure: 2.8 Indicative Flow Diagram of Land Tax Collection**



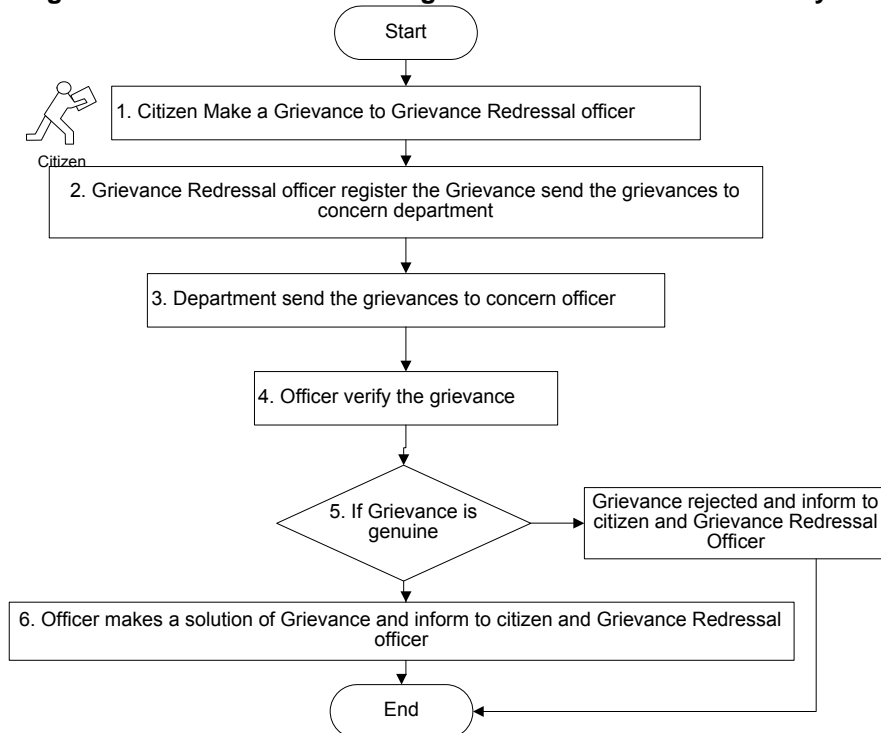
The current indicative flow diagram of process of marriage is given below:

**Figure: 2.9 Indicative Flow Diagram of Marriage Certificate**



The current indicative flow diagram of process of Grievances Redressal system is given below:

**Figure: 2.10 Indicative Flow Diagram of Grievance Redressal System**



**SERVICE LEVEL AFTER E-DISTRICT IMPLEMENTATION**

Based on above quality parameters and other system inputs, keeping in view Process Re-engineering in mind, the new system should be evolved as follows. Process after BPR (for Domicile, caste, Income, Marriage, character certificate) will be as follows:

**Figure: 2.13 Indicative Flow Diagram of issuing Certificate After Process Reengineering**

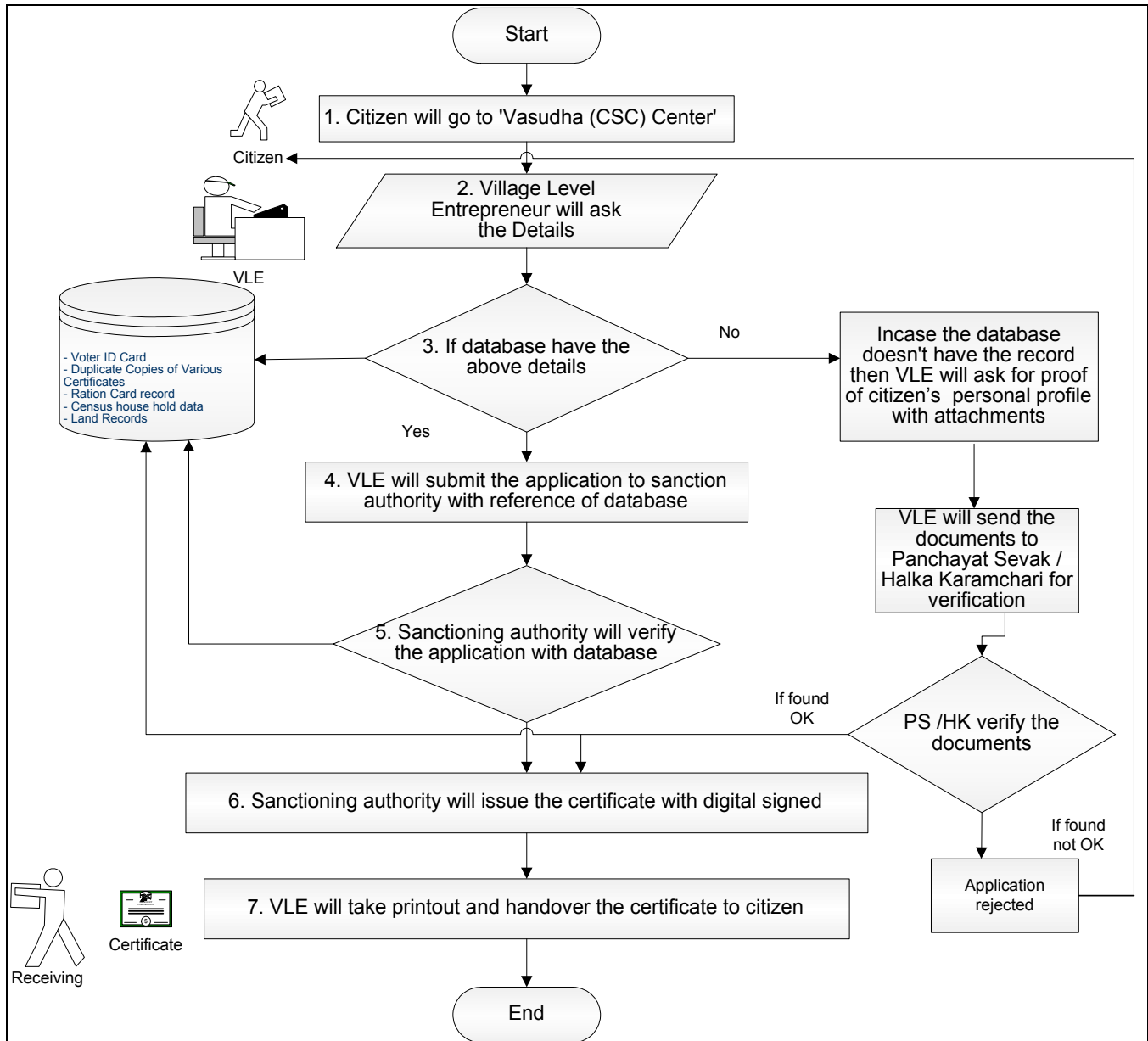


Figure 2.14 Indicative Flow Diagram of Information Under RTI Act. After BPR

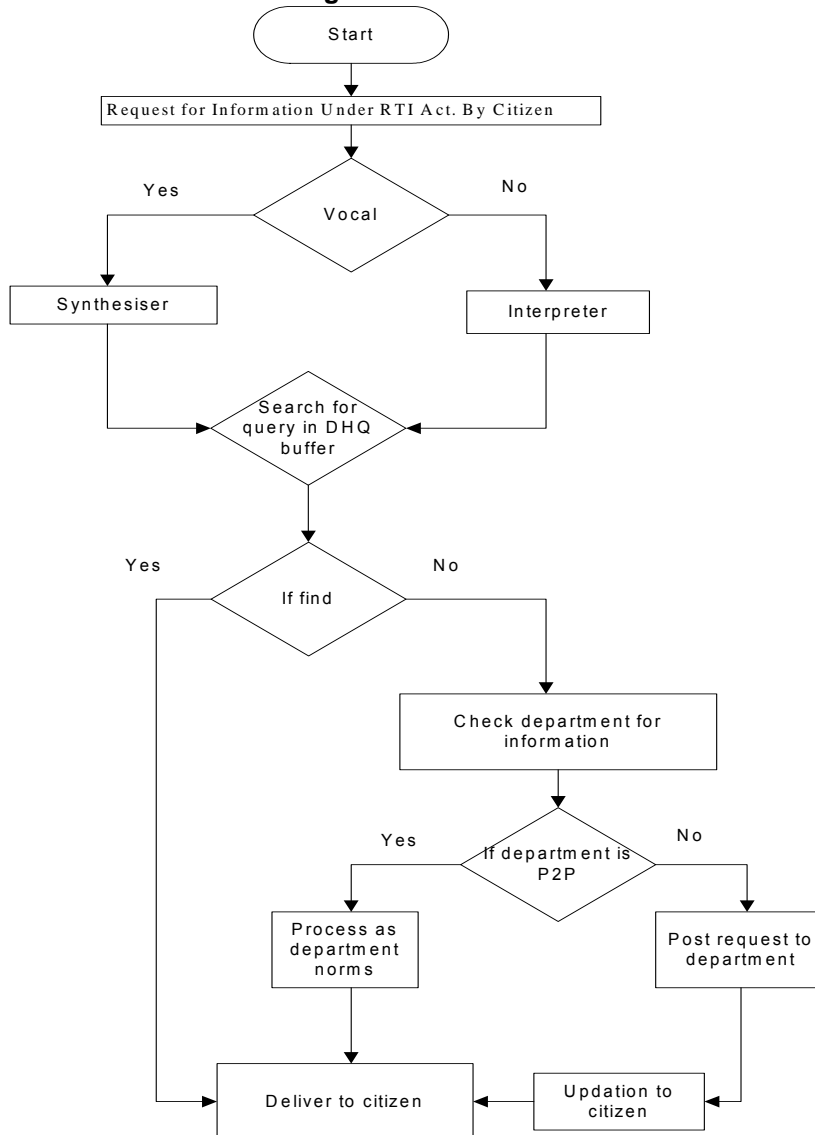
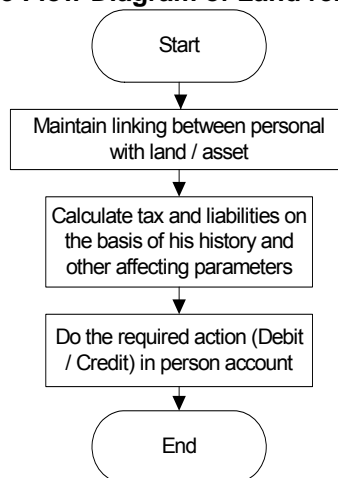


Figure: 2.15 Indicative Flow Diagram of Land rent Collection after BPR



## **Section 3**

### **Instructions to Bidders**



## SECTION 3 - INSTRUCTIONS TO BIDDERS

### 1. Definitions

In this document, the following terms shall have following respective meanings:

- I. **“Acceptance Test Document”** means a mutually agreed document, which defines procedures for testing the e-District Project deliverables against requirements laid down in the Agreement.
- II. **“Affiliate”** shall mean any holding company or subsidiary company of a part to the Agreement or any company, which is subsidiary of such a holding company. The expressions "holding company" and “subsidiary company” shall have the meaning specified in section 4 of the Companies Act 1956 (as amended from time to time).
- III. **“Agreement”** means the Agreement to be signed between the successful bidder and District e-Governance Society, Concern District including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations, etc.
- IV. **“Authorized Representative”** shall mean any person authorized by the bidder.
- V. **“Bidder”** means any firm offering the solution(s) and /or materials required in the RFP on their own or lead bidder in a consortium. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom Managing Director, BSEDC signs the agreement for rendering of services/solutions for e-District Project.
- VI. **“CFC”** means Citizen Facilitation Counter located inside the Collectorate / Sub-division / Block office premises.
- VII. **“Contract”** is used synonymously with Agreement.
- VIII. **“Corrupt Practice”** means the offering, giving, receiving or soliciting of any thing of value or influence the action of an official in the process of Contract finalization and execution.
- IX. **“Default Notice”** shall mean the written notice of default of the Agreement issued by one Party to the other in terms hereof.

- X. **“Flow Diagram”** All Flow diagrams in e-district RFP (Tender No: BSEDC/2008/e-District/003) document are indicative only.
- XI. **“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the BSEDC of the benefits of free and open competition.
- XII. **“GoB”** means Government of Bihar.
- XIII. **“Good Industry Practice”** shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Bidder engaged in the same type of undertaking under the same or similar circumstances.
- XIV. **“Guaranteed Revenue”** means the rate payable to the Bidder under the Agreement for the performance of the Bidder’s Contractual obligations.
- XV. **“Implementation Period”** shall mean the period from the date of signing of the Agreement and up to the issuance of Final Acceptance Certificate of e-District Project.
- XVI. **“Law”** shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or Government of Bihar or the BSEDC or any other Government or regulatory authority or political subdivision of Government agency.
- XVII. **“LOI”** means issuing of Letter of Intent, which shall constitute the intention of the Tenderer to place the Purchase Order with the successful bidder.
- XVIII. **“LMT model”** the services as required by the Tenderer are specified in Schedule of requirements on Lease, Maintain and Transfer (LMT) model.
- XIX. **“Party”** means BSEDC Ltd. or Bidder, individually and “Parties” mean BSEDC Ltd. and Bidder, collectively.
- XX. **“Period of Agreement”** means 3 years from the date of signing the contract with the respective selected bidder of the e-District Project.
- XXI. **“Proposal”** means the pre-qualification, Technical Proposal and the Financial Proposal.

- XXII. **“Request for Proposal (RFP)”**, means the detailed notification seeking a set of solution(s), materials and/or any combination of them.
- XXIII. **“Requirements”** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards as applicable and specified in the RFP.
- XXIV. **“Site”** shall mean the location(s) of Collectorate/ Sub-division / Block / Circle office for which the Contract has been issued and where the service/ solution shall be provided as per agreement.
- XXV. **“Service/ Solution”** means provision of Contracted service /solution viz., operation, maintenance and associated services /solution for e-District Project as per this RFP.
- XXVI. **“Implementing Support Agency”** means any agency other than the successful bidder, appointed by BSEDC Ltd. for monitoring the e-District Project during commissioning and operation. BSEDC Ltd. has appointed Bihar e-Governance Services & Technologies Limited (BeST), a joint venture Company between Bihar State Electronics Development Corporation Ltd. and Infrastructure Leasing and Financial Services Limited as Implementing Support Agency for supporting the e-District Projects.
- XXVII. **“Termination Notice”** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.
- XXVIII. **“Uptime”** means the time period when specified services/solution/network segments with specified technical and service standards as mentioned in this RFP are available to BSEDC Ltd. The uptime will be calculated as follows: Total time in a quarter (in minutes) less total Service Down time (in minutes) in the quarter.
- XXIX. **“%Uptime”** means ratio of 'up time' (in minutes) in a quarter to Total time in the quarter (in minutes) multiplied by 100.
- XXX. **“Service Down Time” (SDT)** means the time period when specified services / solution with specified technical and operational requirements as mentioned in this document are not available to District/ SDO/ Block/ CO level offices. The Services shall be available on all working days of lease period with in the uptime specified in the Service Level Agreement (SLA).
- XXXI. **“System Integrator” (SI)**, Mean successful bidder who will implement the e-District Solutions and would maintain for a period of 3 years

## 2. Bid 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 7<sup>th</sup> May 2008 at 3.00 PM:

### A. Pre-qualification bid as per eligibility criteria specified

1. A letter on the bidder's letter-head (Appendix – 1)
  - i. Describing the pre-qualifying technical competence and experience of the bidder,
  - ii. Certifying that the period of validity of bids is 180 days from the last date of submission of bid, and
  - iii. Asserting that the bidder is quoting for all the components mention in Part A, B & C of the bid document arriving at a consolidated quote to be decided as L1.
2. The profile of the bidder (template given in Appendix -2)
3. Audited annual financial results (balance sheet and profit & loss statement) of the bidder for the last three financial years. (template provided in Appendix 3)
4. The bid security in the form of a Demand Draft / Bank Guarantee issued by a Nationalized / Scheduled Bank, in favour of Managing Director, Bihar State Electronics Development Corporation Ltd .
5. Quality certification in delivery of services / solutions sought under this RFP, from an internationally recognized/reputed agency, e.g. ISO 9000 and 14000/ CMM Level 3 (minimum)
6. Manufacturer's authorization form(s) (Template provided in Appendix -4)
7. Reference list of major clients (using equipment/services similar to BSEDC Ltd. requirement). (Template provided in Appendix 5)
8. Solvency Certificate from the Bank where the Company account is held.
9. Power-of-attorney granting the person signing the bid the right to bind the bidder as the 'Constituted attorney of the Directorate'.

10. Permanent Account Number (PAN/TIN) from INCOME TAX authorities of area of operation of the bidder.
11. A copy of the RFP, all pages duly signed by the authorized signatory towards acceptance of the terms and conditions of the RFP. Only one signed copy to be annexed with original pre-qualification bid.
12. A teaming agreement should be enclosed if the bid is submitted as a consortium with specific roles. (please refer Appendix 16)

**B. Technical bid**

- a. Bid particulars (Bidders understanding on the requirement)
- b. Bid letter
- c. Proposed details of equipment and services offered
- d. Un-priced Bill of Material (BOM)
- e. Team Composition, Qualification and Deployment Schedule of the staff proposed for the project (Appendix 6 and 7)
- f. Proposed Project Plan and Implementation Schedule
- g. Technology Architecture for the e-District Application (Mythology, Specifications, Tools Used, Backend Database, Operating System, etc.) supported by technical presentation to be enclosed (Softcopy) along with technical Bids.
- h. Statement of deviation from requirement specifications (Appendix 8)
- i. Statement of deviation from tender terms and conditions (Appendix 9)
- j. Schedule of delivery
- k. Warranty

**C. Commercial bid**

- a. Bid letter (As per Appendix 10)
- b. Bid particulars including priced item-wise Bill of Material (BOM)
- c. Statement of commercial deviation (template provided in Appendix 11)
- d. Quarterly Guaranteed Payment (template provided in Appendix 12)

Bidders should enclose with their offers full details of all the equipment and services/ solutions offered as well as their latest equipment and services available 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. Pre-bid Conference (PBC)**

- I. Tenderer shall hold a pre-bid conference (PBC) after the sale of the RFP document as per schedule mentioned in this RFP. In this PBC, tenderer would address the clarifications sought by the bidders with regard to the RFP document and the project. The bidders would be required to submit their queries to the BSEDC Ltd. in writing to be received at least 1(one) day prior to the PBC. Queries submitted after this deadline may not be taken up at the PBC.
- II. Tenderer will entertain queries of and clarifications sought by only those bidders who have purchased this RFP document. Bidders who have purchased the RFP document are welcome to attend the PBC, even if they do not have any specific queries.
- III. 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 minutes of the PBC shall be circulated by tenderer to all those companies who have purchased this RFP document and also host the same on the [www.beltron.in](http://www.beltron.in).

### **4. Amendment of Bid Documents**

The amendments in any of the terms and conditions including technical specifications of this RFP document will be notified in writing either through post or by fax or by email to all prospective bidders who have purchased the tender documents and will be binding on them.

### **5. Cost of Bid Document**

The cost of Bid document is Rs. 25000/- (Rupees twenty five thousands only), the document can be purchased from the office of Managing Director, BSEDC, Beltron Bhavan, Shastri Nagar, Patna 800 023 during office hours from 28<sup>th</sup> April 2008 to 27<sup>th</sup> May 2008 and the document is also uploaded on [www.beltron.in](http://www.beltron.in) In case the RFP document is downloaded the bidder has to enclose a Demand Draft in favour of Managing Director, Bihar State Electronics Development Corporation Ltd payable at

Patna along with pre-qualification proposal. To participate in the pre-bid conference the bidders have to purchase the document.

## **6. Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the Bihar State Electronics Development Corporation Ltd. The Bihar State Electronics Development Corporation Ltd will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.

## **7. Bid Security i.e. Earnest Money Deposit (EMD)**

- a) The Bid security shall be in Indian rupees (INR) and shall be a Demand Draft / Bank Guarantee, issued by a nationalized bank in India and shall be valid for at least six months. No interest shall be payable on Bid Security under any circumstance.
- b) The bidder shall furnish, as part of his bid, a bid security in the form of Demand Draft / Bank Guarantee (irrevocable) of Rs.15 Lakhs (Fifteen Lakhs Only)
- c) Unsuccessful Bidder's Bid security (EMD) shall be discharged or returned within sixty (60) days after the placement of firm Purchase Order (PO) to successful bidder.
- d) The successful Bidder's Bid security shall be discharged upon the Bidder signing the Agreement.
- e) Performance guarantee @10% of bid value in the form of bank guarantee issued by nationalized bank should be submitted along with Agreement
- f) The Bid security will be forfeited at the discretion of Bihar State Electronics Development Corporation Ltd on account of one or more of the following reasons:
  - The Bidder withdraws their Bid during the period of Bid validity.
  - Bidder does not respond to requests for clarification of their Bid.
  - Bidder fails to co-operate in the Bid evaluation process, and
- g) In case of a successful Bidder, the said Bidder fails:
  - To furnish Performance Guarantee; or
  - To sign the Agreement in time

## 8. Bid Prices

- a) The Price Bid as prescribed should be filled up and sealed along with enclosures in a separate cover super-scribed as "Price Bid – Envelop C, Tender No: e-District Project / Bihar State Electronics Development Corporation Ltd 2008 / 01 Due on 27<sup>th</sup> May 2008 at 3.00 PM".
- b) The prices quoted by the bidder shall be in sufficient detail to enable the Tenderer to arrive at the price of equipment/system/solution offered. If there is any variation in figures and words the price mentioned in words will be taken as final price.
- c) The covers received without superscription are liable for rejection. The tenders not submitted as specified above will be summarily rejected.
- d) If any or all of the information asked in the RFP are not available in the Commercial Proposal the bid is liable for rejection.

## 9. Discounts

The Bidders are informed that discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purposes.

## 10. Bid validity

The bids shall remain valid for a period of 180 days from the last date of submission of tender.

## 11. Submission of Proposals

- a) All the proposals will have to be submitted in hard/spiral bound form with all pages numbered. It should also have an index giving page wise information of above documents. Incomplete proposal will summarily be rejected.
- b) All bids should be submitted in triplicate (3 Hard Copies) with each bid marked as Original, Copy 1 and Copy 2
- c) No bid will be considered unless and until each page of the bid document is duly signed by the authorized signatory
- d) The bidder shall also submit the soft copy of Pre-qualification, technical and commercial bids on separate CDs duly packed in the respective envelopes.
- e) Prices should not be indicated in the Technical Bid.
- f) All the columns of the quotation form shall be duly, properly and exhaustively



filled in. The rates and units shall not be overwritten. Rates shall always be both in the figures and words. If any variation found in figures and words, the price written in words will be taken into consideration.

- g) The proposals shall be submitted in three parts, viz.,
- **Envelope - A:** Pre- qualification documents super-scribed as “**Envelope A- Pre- qualification Documents**” containing Earnest Money Deposits (EMD), Pre- qualification documents complete with all details.
  - **Envelope B:** - Technical Proposal super-scribed as “**Envelope B – Technical Proposal**”, complete with all technical details”. In the technical proposal, there should not be any indication about the prices of any of the products offered.
  - **Envelope-C:** Commercial Proposal containing Price Schedule super scribed as “**Envelope C – Commercial Proposal**”.
- h) All the three sealed envelopes should again be placed in a single sealed envelop super scribed as “**e-District Project Tender No e-District Project / BSEDC/ 2008 / 003, Bid from: \_\_\_\_\_)**” “**NOT TO BE OPENED BEFORE 27<sup>th</sup> May 2008 at 3.00 PM**”, which will be received in the office of the **Managing Director, BSEDC Limited, Patna** up to the due date and time mentioned in the Schedule of Events of this document.

## **12. Language**

The Bids and all correspondence and documents relating to the bids, shall be written in the English language.

## **13. Late Bids**

Any bid received by the Tenderer after the time and date for receipt of bids prescribed in the RFP document will be rejected and returned unopened to the Bidder.

## **14. Modification and withdrawal of Bids**

- a) At any time prior to deadline for submission of proposal, BSEDC Ltd. may for any reason, modify the RFP. The prospective bidders having received the RFP shall be notified of the amendments through mail and other communication. And such amendment shall be binding on them.

- b) The Bidders cannot modify or withdraw the bid in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the Bid. Such withdrawal may result in the forfeiture of its EMD from the Bidder.

**15. Bid Forms**

- a. Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- b. For all other cases, the Bidder shall design a form to hold the required information.
- c. Bihar State Electronics Development Corporation Ltd shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms

**16. Local Conditions**

- a. Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
- b. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of letter of Award as described in the bidding documents. The tenderer shall not entertain any request for clarification from the Bidder regarding such local conditions.
- c. It is the Bidder's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tenderer on account of failure of the Bidder to know the local laws / conditions.
- d. The Bidder is advised to visit and examine the location of Nalanda, Aurangabad and Madhubani Districts Collectorate, Sub-division office, Block / Circle Office and its surroundings and obtain all information that may be necessary for preparing the bid at their own interest and cost.

### **17. Contacting the Tenderer**

- a) Any effort by a Bidder influencing the Tenderer's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.
- b) Bidder shall not approach Bihar State Electronics Development Corporation Ltd officers after office hours and/ or out side Bihar State Electronics Development Corporation Ltd office premises, from the time of the bid opening till the time the Contract is awarded.

### **18. Eligibility Criteria**

The bidder shall meet the following criteria for eligibility:

- a. The bid shall be submitted by an individual organization or in consortium with one lead bidder and maximum of two partners are allowed.
- b. The bidder shall be Information & Communication Technology Company and specializing in providing IT Solution in the field of application software and system integration.
- c. The bidder should have annual turnover of INR 50 Crores and above in the last three financial years. Incase of consortium the lead bidder should meet turnover criteria and would be responsible for end to end delivery.
- d. The Net Worth of the bidder or lead bidder should be positive in the last three financial years.
- e. The bidder must have successfully completed at least any one of the following:
  - 1 project of comprising of hardware installation, Application Development and system integration of Rs. 5 Crores in India
  - 2 project of comprising of hardware installation, Application Development and system integration of Rs. 3 Crores each, in India
  - 3 project of comprising of hardware installation, Application Development and system integration of Rs. 2 Crores each, in India
- f. References (contact details, customer completion certificate, customer satisfaction certificate etc) for these projects shall be provided. Projects executed for bidder's own, bidder's group of companies or bidder's Joint Venture companies shall not be considered.

- g. The bidder should have direct authorization from the Original Equipment Manufacturer (OEM) and with developer of the System Software / Application Software for selling and supporting the components offered.
- h. The bidder must have had at least 100 employees on roll over each of the last three years (as on March 31, 2006, 2007 & 2008)
- i. The bidder shall have Quality certification from an accredited and internationally reputed / renowned firm (viz. ISO 9001 and ISO 14000) / CMM level 3
- j. The bidder should have office in Bihar. In case bidder has no presence in Bihar, bidder shall furnish an undertaking that an office shall be opened in Bihar, with sufficient personnel and inventory of spares within a month of selection as Successful Bidder.
- k. The bidder shall have bank's certificate of solvency.
- l. The bidder must produce copy of company registration certificate, registration under Labour Laws Contract Act, valid sales tax registration certificate and valid service tax registration certificate.

#### **19. Schedule of Events**

**Table 3.1 Schedule of Events**

<b>S.N.</b>	<b>Events</b>	<b>Date</b>
1	Tender notification date	28 <sup>th</sup> April 2008
2	Last date for submission of queries	05 <sup>th</sup> May 2008 at 5.00 PM
3	Pre-bid Conference at the BSEDC premises	6 <sup>th</sup> May 2008 at 4.30 PM
4	Last date and time of proposal Submission	27 <sup>th</sup> May 2008 Up to 3.00 PM
5	Date and time of opening of the Pre-qualification Documents at BSEDC Premises	27 <sup>th</sup> May 2008 on 4.00 P.M
6	Date and time of opening of the Technical Proposals at BSEDC Premises	Will be notified by the BSEDC Ltd and will be displayed at office Notice Board
7	Date of Technical presentation	Will be notified by the BSEDC Ltd and will be displayed at office Notice Board

S.N.	Events	Date
8	Date of opening of the Commercial Proposal at BSEDC premises	Will be notified by the BSEDC Ltd and will be displayed at office Notice Board
9	Contract Signing	Will be intimated to successful bidder & will be notified by the BSEDC Ltd and will be displayed at office Notice Board

## 20. Opening of Proposal

The Bid Evaluation Committee or its authorized representative will open the tender. First, the envelope containing pre-qualification will be opened and if found that the bidder meets the eligibility criteria and has furnished all the documents in the prescribed manner, then the second envelope containing Technical Proposal shall be opened. The timing for opening the technical bid will be at the sole discretion of evaluation committee. All the pre qualified bidders are required to give a presentation during the evaluation process of their technical proposal. The commercial bid of only technically short listed bidders would be opened in their presence. Sequence of opening shall be as follows:

- Pre-qualification
- Technical Proposals
- Commercial Proposals

## 21. Evaluation

An evaluation committee so constituted by BSEDC Ltd. will evaluate the bids i.e. technical and commercial as per the following pattern.

- I) Conditional bids shall be summarily rejected.
- II) Evaluation committee will examine the bids to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order.
- III) Arithmetical errors will be rectified by the tender evaluation committee.
- IV) The Tenderer may conduct clarification meetings with each or any bidder to discuss any matters of technical importance etc.

- V) Further, the scope of the evaluation committee also covers taking of any decision with regard to the RFP, implementation of the project including management period.
- VI) All Bids received before 3.00 PM shall be opened on same day at 4.00 PM on 27<sup>th</sup> May 2008 in the presence of bidders representatives who intend to attend at their cost. The bidders' representatives who wish to attend the bid opening shall produce an authorization letter and should sign a register evidencing their attendance.
- VII) Bid document shall be evaluated as per the following steps.

(a) **Preliminary Examination of Pre-qualification documents:** The Pre-qualification document will be examined to determine whether the bidder meets the eligibility criteria, completeness of the bid, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or eligibility criteria specified in the various sections of this RFP will be rejected and not included for further consideration.

(b) **Evaluation of document:** The technical bid of only pre-qualified bidders would be evaluated as per the following parameters:

**Table 3.2 Parameters**

<b>S. N.</b>	<b>Parameters</b>	<b>Score</b>
1	Organization Strength	15
2	Proposed Technical solution	20
3.	Prior experience in similar projects	20
4	Proposed Staff at project sites	15
5	Compliance with Requirement	10
6	Experience in Digitisation and integration inline with proposed solutions	10
7	Local Presence in State	10

The bidders scoring more than 70 marks would be technically qualified and their commercial bid will be opened in their presence.

All the commercial bids of the technically qualified bidders will be evaluated and the bidder having Lowest Commercial quote (L1) would be awarded the contract.

The BSEDC reserves the right to accept or Reject any of the proposals submitted without assigning any reasons thereof and no further communication will be entertained in this regard.

## **22. Deciding Award of Contract**

- a) The evaluation committee of the tender process reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time before opening of the Commercial Proposal. The Bidder shall furnish the required information to Bihar State Electronics Development Corporation Ltd. and its appointed representative on the date asked for, at no cost to the Tenderer. The Tenderer may at its discretion, visit the office / Network Operation Center (NOC) of the Bidder for Services, any time before the issue of Letter of Award.
- b) Bihar State Electronics Development Corporation Ltd shall inform those Bidders whose proposals did not meet the eligibility criteria informing that their Commercial Proposals will be returned unopened after completing the selection process. Bihar State Electronics Development Corporation Ltd shall simultaneously notify those Bidders who had qualified the Evaluation process as described in this RFP, informing the date and time set for opening of Commercial Proposals. The notification may be sent by mail or fax.
- c) The bidder's names, the Bid Prices, the total amount of each bid, and such other details as the Tendering Authority may consider appropriate, will be announced and recorded by the Tenderer at the opening.

## **23. Confidentiality**

- a) As used herein, the term "Confidential Information" means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all

the business process and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.

- b) The Bidder shall keep confidential any information related to this tender with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason whatsoever.
- c) At all times during the performance of the Services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the term of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.
- d) The Bidder should not disclose to any other party and keep confidential the terms and conditions of this Contract agreement, any amendment hereof, and any Attachment or Annexure hereof.
- e) The obligations of confidentiality under this section shall survive rejection of the contract.

#### **24. Publicity**

Any publicity by the bidder in which the name of e-District Project is to be used, should be done only with the explicit written permission from Bihar State Electronics Development Corporation Ltd.

#### **25. Applicable law**

The contract shall be governed by the laws and procedures established by Government of India, within the framework of application legislation and enactment made from time to time concerning such commercial dealings/ processing.

#### **26. Insurance**

The equipment and services supplied under the contract shall be fully insured by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. The period of insurance shall be up to the date the supplies are accepted and the rights of the property are transferred to Bihar State Electronics Development Corporation Ltd.

#### **27. Liquidated Damages during Delivery, Installation & Warranty**

Subject to section, if the bidder fails to provision the e-District solution & services within the time period(s) specified in the contract, BSEDC shall without prejudice to



its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the contract price. Once the maximum is reached, BSEDC may consider termination of the contract pursuant to section.

e-District Solution and services that are reported to be faulty on a given date should be either fully repaired or replaced by temporary substitute within the time frame indicated in the Service Level Agreement (SLA) forming a part of the contract. The reporting will be through a telephonic message or any other mode as BSEDC may decide.

In case service provider fails to meet the above standards of maintenance, there will be a penalty in Indian rupees per day as specified in the SLA.

#### **28. Delays in the service providers performance**

Provisioning of e-District Solution & services shall be made by the bidder in accordance with the time schedule specified by BSEDC in the contract.

Any unexcused delay by the bidder in the performance of his provisioning of e-District solution and services obligations shall render the bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default.

If at any time during performance of the contract, the bidder or its sub-contractor(s) should encounter conditions impeding timely performance of services; the bidder shall promptly notify BSEDC in writing of the fact of the delay, its likely duration and its cause(s), before the scheduled delivery or provisioning date. BSEDC evaluate the situation after receipt of the bidders notice and may at its discretion extend the bidder's time for performance, in which case the extension shall be ratified by the parties by amendment of the contract. If the bidder's request to delay the provisioning of e-District solutions & services is not found acceptable to the above mentioned clause would be invoked.

#### **29. Termination for Default**

BSEDC may, without prejudice to any other remedy for breach of contract by written notice of default sent to the service provider, terminate the contract in whole or in part:

- i. If the service provider fails to deliver/provision any or all of the e-District Solutions and Services within the time period(s) specified in the contract, or any extension thereof granted by BSEDC,

OR

- ii. If the service provider fails to perform any other obligation(s) under the contract

In the event BSEDC terminates the contract in whole or in part, BSEDC may procure, upon such terms and in such manner, as it deems appropriate, data centre facilities/ services similar to those undelivered and the service provider shall be liable to BSEDC for any excess costs for such similar facilities/ services. However, the service provider shall continue performance of the contract to the extent not terminated.

### **30. GOVERNING LAW & DISPUTE SETTLEMENT**

- 30.1 This RFP shall be construed, governed and implemented in accordance with the law applicable in India.
- 30.2 BSEDC and the implementing agency shall make every effort to resolve amicably by direct negotiation for any disagreement or dispute arising between them, under or in connection with the Purchase Order. Any dispute arising between parties on aspects not covered by this RFP or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to Arbitration Tribunal of Three Arbitrators, one to be appointed by each party and the said arbitrators shall appoint a Third Arbitrator in writing before entering on the reference and the award of the Arbitration or Third Arbitrator, as the case maybe, shall be final and binding on both the parties. The arbitrators or the third arbitrator as the case maybe, with the consent of parties, may modify the timeframe for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or reenactment, thereof.
- 30.3 The place of such Arbitration shall be at Patna, Bihar.
- 30.4 The language of the Arbitration proceedings and that of all documents and communications between the Parties shall be in English.

## **Section 4**

# **SPECIAL CONDITIONS OF CONTRACT**

**SECTION 4 - SPECIAL CONDITIONS OF CONTRACT**

The following clauses shall supplement the Instructions to Bidders:

**1. Responsibility Matrix**

**Table: 4.1  
Responsibility Matrix**

S. N.	Activity	BSEDC Ltd.	BeST (Consultant)	Bidder
1.	Preparation of RFP for the Selection of e-District Project Implementing Partner		√	
2.	Tender Process for the Selection of e-District Project Implementing Partner	√	√	
3.	Approval for Appointment of e-District Project Implementing Partner	√		
4.	Review and suggestion on Solution offered		√	√
5.	Site Identification	√	√	
6.	Site Handover	√		√
7.	Site Survey and Preparation			√
8.	Installation and Commissioning of the e-District Project hardware & networking equipment and Application Development			√
9.	Monitoring the Installation and Commissioning of the e-District Project hardware & networking equipment and software	√	√	
10.	Acceptance Tests		√	
11.	Application acceptance		√	
12.	Onsite Inspection and Verification of Acceptance Tests	√	√	√
13.	Trial Run			√
14.	Witness of Trial Run	√	√	
15.	Issue of Final Acceptance Test Certificate	√		
16.	Operation, Management and Maintenance of the e-District Project			√
17.	Periodical Generation of MIS report			√
18.	Verification of the MIS Report	√	√	
19.	Approval of MIS Report	√		
20.	Periodical Auditing of the e-District Project		√	
21.	Submission of the Audited Report of e-District Project as advised by Consultant	√		√

## **2. Consultant (Implementing support Agency)**

Bihar State Electronics Development Corporation Ltd has appointed Bihar e-Governance Services & Technologies Limited (BeST) as Implementing support Agency, which shall monitor the e-District Project during implementation, commissioning and operation. The BeST shall also conduct the Final Acceptance Test as per the technical requirement of the Agreement and shall issue the Certificate of Completion e-District sites. BeST shall verify the services as mentioned in Section III provided by the bidder. BeST will be responsible for verification, validation of all invoices under the terms & conditions of the Agreement and will recommend on the eligible payment. BeST will be responsible for performance audit and will recommend release of QGR.

## **3. Site Preparation and Site Survey**

As per implementation plan, BSEDC/ District e-Governance Society of concerned districts shall arrange the necessary minimum constructed rooms/ space permanent construction for locating CFC and back-office for operation of the e-District Project. BSEDC/ District e-Governance Society of concerned districts shall arrange for necessary clearances, which shall enable the Bidder to undertake electrical wiring, earthing, room lighting (including fan), dust free room, Distemper & floor preparation using vinyl flooring, furniture, installation of diesel generator sets, installation of UPS equipment, network cable laying etc., at the respective unit sites.

## **4. Acceptance Test**

**Acceptance Test:** After successful testing by the Implementing support Agency (BeST Ltd.) an Acceptance Test Certificate shall be issued by Bihar State Electronics Development Corporation Ltd to the Bidder. The acceptance of 90% of the e-District sites in accordance with the requirements in Section V shall made eligible to the successful bidder for start of the QGR. The test shall include the following:

1. All hardware and software items must be installed at particular site as per the specification given in Section V.
2. Availability of all the defined services shall be verified. The successful bidder shall be required to demonstrate all the features/facilities/functionalities as mentioned in the RFP.

3. Detailed test plan shall be defined and submitted by successful bidder to the consultant for verification and acceptance. Testing will be carried out site wise for software, hardware, network (LAN & WAN) and total functionality. Test report will be submitted to Bihar State Electronics Development Corporation Ltd for release of payment.
4. Successful bidder will arrange the testing tools for Application Software testing. Successful bidder will also provide documented test results for the application software during development.
5. Any delay by the Bidder in the Acceptance Testing shall render the Bidder liable to the imposition of appropriate Penalties.
6. In the event the Bidder is not able to complete the installation at e-District site as defined by District e-Governance Society of concerned districts due to non-availability of site, the Bidder and Bihar State Electronics Development Corporation Ltd may mutually agree to redefine the completion dates so the Bidder can complete installation and conduct the Acceptance Test within the extended timelines.

#### **5. Performance Security for Operations**

Within 15 days of the issuance of Lol the Bidder shall furnish revolving Performance Guarantee, as provided, to Bihar State Electronics Development Corporation Ltd for an amount equal to 10% of the arithmetic sum of 3 years of the Guaranteed Revenue according to the Agreement. The Performance Guarantee shall be valid initially for a period of one year. The guarantee shall be renewed year by year, at least 30 days before expiry date, for a minimum period of one year and thus cover the balance period of the agreement. The guarantee amount for each year shall be calculated on the basis of Guaranteed Revenue for the remaining years of operation under the agreement subject to minimum Performance Guarantee based on sum of two years Guaranteed Revenue. The Bihar State Electronics Development Corporation Ltd may forfeit the Performance Guarantee for any failure on part of Bidder to complete its obligations under the Agreement. The Performance Guarantee shall be denominated in Indian Rupees and shall be in the form of a Bank Guarantee issued by a scheduled bank located in India with at least one branch office in Patna, in the format provided by Bihar State Electronics Development Corporation Ltd. The Performance Guarantee shall be returned to the Bidder within 30 days of the date of successful discharge of all contractual obligations at the end of the period of the Agreement by Bihar State Electronics Development Corporation Ltd. In the event of any amendments

to Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Guarantee as required.

## 6. Force Majeure

Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the Bidder shall promptly notify Tenderer in writing of such condition and the cause thereof. Unless otherwise directed by Tenderer, the successful bidder shall continue to perform his 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. The successful bidder shall be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

## 7. Implementation Schedule

**Table: 4.2**  
**Implementation Schedule**

S. N.	Activity	Completion Schedule
1	Issue of LOI (Letter of Indent). (T0)	30 <sup>th</sup> June 2008
2	Site Préparation (T1) (T0+3 Months)	At least 20 unit sites per month and all 65 unit sites in three months.
3	Dispatch of Hardware to the Centers. (T2) (T0+10Weeks)	At least 20 unit sites per month and all 65 unit sites with in 3 months.
4	Installation of Server and Network for 3 Districts' Collectorate (T3) (T2 + 1Week)	All the 3 District Data Centers should be ready with in a weeks time after dispatch
5	Implementation and commissioning of the LAN and hardware (T2) (T0+3 Months)	At least 20 unit sites per month and all 62 unit sites with in 3 months.
6	e-District Application Development Trail run (T4) (T0+10weeks) Total Application (T5) (T4+12weeks)	At mid September 2008 Trial version should be ready and Complete application should be ready by end November 2008.
7	Data Digitization	Bidder has to quote the time line for basic data entry and integration with citizen database
8	Acceptance test	65 unit sites by end December 2008. QGR starts from 1 <sup>st</sup> January 2009

*Note:* The bidder has to complete at least 55 sites or 90% of the total sites per District for acceptance test.

## 8. SLA Requirement

1. Service Level Agreement (SLA) is the contract among the Bihar State Electronics Development Corporation Ltd, District e-Governance Society of concerned districts and the e-District Project Implementation Partner. SLA defines the terms of the System Integrator's (SI) responsibility in ensuring the performance of the e-District Project based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators for e-District Project, which can be considered by the State in the Service Level Agreement with operator.
2. The Table below summarizes the Indicative Performance Indicators for the services to be offered by the e-District Project Operator. The detailed description of the performance indicators, SLA Terms and their definitions are discussed in the following sections.

**Table: 4.3 SLA Parameters**

S. N.	Indicative SLA Parameter	SLA Target
1	Availability of Servers and Desktops during office working Hours	98 %
1.1	Availability of peripherals like printer, scanner, LAN etc	95 %
2.1	UPS System with Battery Backup	98 %
2.2	Generator Set	98 %
3	Availability of Operator	95 %
4	Availability of Application software to Office Staff in office working Hours	98 %

### 3. e-District Project SLA Terms & Definitions

**Table: 4.4 SLA Terms & Definitions**

S.N.	SLA Terms	Description
1	e-District Project Backbone	'e-District Project Backbone' refers to Hardware & Local Area Networking equipment, UPS, Generator, Software (System and Application), and Operator
2	Uptime	'Uptime' refers to e-District Project backbone availability in site. "%Uptime" means ratio of 'up time' (in minutes) in a month to Total time in the month (in minutes) multiplied by 100.
3	Prime Business/working Hours (PBH)	PBH refers to the prime network utilization period for e-District Project, which shall be typically starting from 09:00 AM hrs till 18:00 hrs Monday to Friday or any other period to be defined by the <i>Bihar State Electronics Development Corporation Ltd</i> .
4	Unplanned Local Area Network Outage	'Unplanned Network Outage' refers to an instance in which non-availability e-District Project LAN and applications for more than 3 consecutive Days.

#### a. Measurement of SLA



The Measurement of SLA parameters shall be decided by BSEDC Ltd. jointly with the DeGS of concerned district and Implementing Support Agency (BeST). Successful bidder should provide necessary monitoring software like NMS for SLA Monitoring of Servers, peripherals and other network devices.

### b. SLA Reporting

Other than the standard reports generated from NMS tool, any other customized reports required by BSEDC Ltd and DeGS of concerned districts has to be submitted by the selected bidder to be mutually agreed by both the parties.

### 9. Penalties

The bidder shall be paid QGR as per the services (i.e. availability) provided to the tenderer.

**Table: 4.5 Penalties**

Parameter	Availability during working hours	Penalty
Backbone	>= 95%	Nil
	Less by 1%	0.5% of the QGR
	Less by >1% but < 2%	Additional 1% of the QGR
	Less by >2% but <5%	Additional 2% for every %age
	Less by >5% but <20%	Additional 2.5% for every %age
	>20% (Less than 80% uptime)	No payment
Local Area Network	>= 95%	Nil
	Less by 1%	0.5% of the QGR
	Less by >1% but < 2%	Additional 1% of the QGR
	Less by >2% but <5%	Additional 2% for every %age
	Less by >5% but <20%	Additional 2.5% for every %age
	>20%	No payment
Operator	>= 95%	Nil
	Less by 1%	0.5% of the QGR
	Less by >1% but < 2%	Additional 1% of the QGR
	Less by >2% but <5%	Additional 2% for every %age
	Less by >5% but <20%	Additional 2.5% for every %age
	>20%	No payment
e-District Application (After Acceptance)	>= 98%	Nil
	Less by 1%	0.5% of the QGR
	Less by >1% but < 2%	Additional 1% of the QGR
	Less by >2% but <5%	Additional 2% for every %age

Parameter	Availability during working hours	Penalty
Test)	Less by >5% but <20%	Additional 2.5% for every %age

Note 1: This is an indicative QGR penalty and the bidder is requested to quote the deviation if any. The final QGR penalty would be decided during signing of the Master Service Agreement (MSA)/ contract agreement mutually agreed upon both the parties.

Note 2: e-District project requires changes post implementation and the successful bidder has to carry out the changes as and when the application so desires.

**i. Penalties for delay in implementation**

If the Project Implementing Partner fails to complete the Acceptance Test within the time period (s) specified in the implementation plan, Bihar State Electronics Development Corporation Ltd may, without prejudice to its other remedies under the Agreement, levy as Penalties, a sum equivalent to 0.25 % per week of the arithmetic sum of the quarterly guaranteed revenue for 75% of the overall site for the three years payable under the Agreement, for each week or part thereof of delay, until actual delivery of performance. The maximum penalty for delay shall not exceed 2% of the arithmetic sum of three years Guaranteed Revenue for 90% of overall site. If the delay continues beyond 20 weeks, Bihar State Electronics Development Corporation Ltd may terminate the Agreement.

**ii. Operational Penalties**

In the event the bidder is unable to meet any one of the SLA parameters defined in this RFP for 10% or more of the operational sites during two quarters in a year or four quarters during the three years of the contract, Bihar State Electronics Development Corporation Ltd reserves the right to terminate the contract.

**iii. Payment Terms**

No payment shall accrue until after the performance guarantee bond has been furnished and the acceptance test certificate is issued by BSEDC. The selected Bidder engaged shall be responsible to invest in the project to implement and operate the facilities, for a period of 3 years. After expiry of 3 years, the ownership of the e-District Solutions will be transferred to Bihar State Electronics Development Corporation Ltd. During the contract period of period of 3 years, the operator shall have full responsibility for the delivery of

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the Services / Solution, including all operational, maintenance, and management activities, etc.

The Project Implementing Partner shall be paid Minimum Guaranteed Revenue on quarterly basis in arrears at the end of each quarter for the unit sites which have been accepted in the Acceptance Test by Bihar State Electronics Development Corporation Ltd based on the certificate provided by the Implementing Support Agency, at the rates specified by the Project Implementing Partner.

**10. Quarterly Guaranteed Payment for part B excluding Part A & C**

The payment period will be through the contract period of 3 years, which would start from the date of issuance of Acceptance certificate after the Acceptance Test of the sites as defined in the RFP.

The selected e-District Project Implementing Agency (Bidder) shall be paid Guaranteed Revenue on quarterly basis at the end of each quarter for each site that has been accepted in the Acceptance Test by Bihar State Electronics Development Corporation Ltd. at the rates specified by the bidder.

Quarterly guaranteed payment for each site shall include the procurement, implementation, operation and maintenance of equipments as specified in Part B i.e. for each site along with the specified solution/ services for the entire service period.

Eligible quarterly payments, for each site accepted in the Acceptance Test shall become due from the date of issuance of Acceptance Certificate. The quarterly guaranteed revenue in the Agreement shall be adjusted in proportion to the actual number of unit sites included in the Acceptance Test of e-District Project i.e. total revenue shall depend on the number of unit sites.

Prices indicated for each unit site should include cost of all equipments for the specified site, cost of installation, configuring, erection, commissioning, making equipment and services fully operational, maintaining and providing service for the next 3 years thereafter. Bidder has to install brand new equipment at all sites. Refurbished and second hand equipment will not be accepted. Original Equipment Manufacturer's certificate should accompany along with the material despatch. BSEDC reserves the right to verify the Delivery Challan of OEM on the SI if required.

The Selected operator shall make a payment request after the end of each quarter with the following supporting document:

- Acceptance certificate for the sites accepted by BSEDC and eligible for QGR
- Acceptance certificate for inclusion of new unit sites in QGR
- SLA compliance report as prepared by the Implementing Support Agency

Bidder is expected to quote a rate for a single Unit at each tier in the given Performa

**Table: 4.6 Quarterly Guaranteed Payment Format**

<b>S. N.</b>	<b>Particulars</b>	<b>Total Units (A)</b>	<b>Unit Value per QGR in Rs. (B)</b>	<b>Total value per QGR in Rs. (C)= (A)*(B)</b>	<b>Total Value for 12 QGR in Rs. (D)=12*(C)</b>
1	Collectorate	3			
2	SD/Block Headquarters	62			
3	FMS to be located at three respective district HQ for managing 65 sites	3			
	<b>Grand Total</b>				

Note: Above prices should include all taxes, transport, insurance, installation etc as applicable at Collectorate, Sub-division and Block / Circle Office site (in each Unit of District). Conditional bids will be summarily rejected. FMS quote should include service tax.

## 11. Fixed Payment for Data Digitisation and training

**Table: 4.7 Cost of data digitisation, Integration and user training for E-District**

S. N.	Particulars	Total Cost (Rs.)	Remarks
1	Integration of existing Data (as per section V part 3)		Approximate 80 lakhs records
2	User Training		5 days training for batch of 25 people (Total nos. of employees to be trained is approx. 500)
3	Grand Total		

Note:

1. Approximate records and staff are only for cost estimation.
2. Financial repercussion arising out of any increase or decrease in the volume of records shall be borne by the Bidder.
3. The payment against the number of staffs trained shall be solely done on that basis. Such payments will be done in a given quarter (3 Months) on basis of actual number of staffs trained and terms and conditions of deliverables under capacity building section of special conditions of contract to be decided later.

## 12. Fixed Payment for Application Development

**Table: 4.7 Payment schedule for Application Development**

S.N	Development Activity	Time schedule	Payment schedule
1	Requirement Study	21 days	10 % against BG
2	Preparation of SRS	15 days	Nil
3	Application coding	45 days	20%
4	User Acceptance Test	7 days	Nil
5	Trial run	90 days	Nil
6	Final Acceptance	15 days	30%
7	Application Maintenance as per SLA	18 months	20%
8	Handover of total project after 3 years as per SLA	7 days	20%

## **Representations and warranties**

### **Representations and Warranties by the Bidder**

- a. It is a company duly organized and validly existing under the laws of India and has all requisite legal power and authority and corporate authorisations to execute the Agreement and carry out the terms, conditions and provisions hereof;
- b. It has in full force and effect all requisite clearances, approvals and permits necessary to enter into the Agreement and perform its obligations hereof;
- c. It will have the legally valid and enforceable title to all Equipment as may be necessary for proper functioning and it will be free from all encumbrances, liens, charges, any security interest and adverse claims of any description;
- d. The Agreement and the transactions and obligations hereof do not contravene its constitutional documents or any law, regulation or government directive and will not contravene any provisions of, or constitute a default under, any other Agreement or instrument to which it is a party or by which it or its property may be bound or any of its obligations or undertakings by which it or any of its assets are bound or cause a limitation on its powers or cause it to exceed its authorized powers;
- e. There is no pending or threatened actions, suits or proceedings affecting the Bidder or its affiliates or any of their respective assets before a court, governmental agency, commission or arbitrator or administrative tribunal which affects the Bidder's ability to perform its obligations under the Agreement; and neither Bidder nor any of its affiliates have immunity from the jurisdiction of a court or from legal process (whether through service of notice, attachment prior to judgment, attachment in aid of execution or otherwise);
- f. The Bidder confirms that all representations and warranties of the Bidder set forth in the Agreement are true, complete and correct in all respects;
- g. No information given by the Bidder in relation to the Agreement, project documents or any document comprising security contains any material misstatement of fact or omits to state as fact which would be materially adverse to the enforcement of the rights and remedies of *Bihar State Electronics Development Corporation Ltd* or which would be necessary to make any statement, representation or warranty contained herein or therein true and correct;

- h. All equipment including material to be installed by the Bidder in the e-District Project shall be new and the product should not be de-supported or declared end of life within next 3 years. A certificate to that effect should be furnished from OEM. All equipment shall conform to the codes, standards and regulations applicable to networking facilities and benefit from the usual manufacturer's guarantees. Bidder has to provide proof of purchase of such equipment by submitting Delivery Challan from the OEMs.
- i. The warranties for all the equipment are valid for 3 years from the date of commissioning of the equipment at unit sites.
- j. IPR rights for the software lies with Government of Bihar.

**Representations and Warranties by BSEDC Limited**

- a) It has full legal right; power and authority to execute the e-District Project and to enter into and perform its obligations under the Agreement and there are no proceedings pending.
- b) The Agreement has been duly authorized, executed and delivered by BSEDC Limited and constitutes valid, legal and binding obligation of Bihar State Electronics Development Corporation Ltd .
- c) The execution and delivery of the Agreement with the Bidder does not violate any statutory judgment, order, decree, regulation, right, obligation or rule of any court, government authority or arbitrator of competent jurisdiction applicable in relation to Bihar State Electronics Development Corporation Ltd, its assets or its administration.

**Each Day during the Agreement**

The Parties agree that these representations and warranties are taken to be made on each Day during the term of the Agreement.

**No title to the equipment**

The Bidder and Bihar State Electronics Development Corporation Ltd agree that BSEDC Limited shall have no title to any of the equipment and construction/ pre-fabricated site & laid cables made available for delivery of services by the Bidder during the period of the Agreement. After 3 years, it shall be transferred to Concerned District e-Governance Society/ BSEDC Limited.



### 13. Approval / Clearances

- a) Necessary approvals/ clearances from District Administration, for establishing the unit sites shall be provided to the short listed Bidder.

### 14. Exit Management

1. Upon completion of the contract period or upon termination of the agreement for any reasons, the e-District Project Bidder shall comply with the following:

- (a) notify to the Bihar State Electronics Development Corporation Ltd forthwith the particulars of all Project Assets;
- (b) deliver forthwith actual or constructive possession of the e-District Project free and clear of all Encumbrances and execute such deeds, writings and documents as may be required by the Bihar State Electronics Development Corporation Ltd for fully and effectively divesting the e-District Project Bidder of all of the rights, title and interest of the e-District Project Bidder in the e-District Project and conveying the e-District Project;
- (c) Comply with the Divestment Requirements set out in Section 2 except in case if Termination of this Agreement is due to Bihar State Electronics Development Corporation Ltd Event of Default, Indirect Political Event or Political Event. In case of Termination due to Bihar State Electronics Development Corporation Ltd Event of Default, Indirect Political Event or Political Event, the e-District Project Bidder shall have implemented the maintenance schedule as well as any repairs pointed out by the Independent Consultant in its Operations & Maintenance Inspection Report prior to date of Termination Notice. In case of Termination due to Non-Political Force Majeure Event, the Divestment Requirements shall be agreed between Bihar State Electronics Development Corporation Ltd and the e-District Project Bidder; and
- (d) pay all transfer costs and stamp duty applicable on hand back of project assets except in case the Project is being transferred due to Bihar State Electronics Development Corporation Ltd of Default, Indirect Political Event, Political Event or expiry of Concession period, where Bihar State Electronics Development Corporation Ltd shall be responsible for transfer costs and stamp duty, if any. For clarification of doubt, transfer costs in this Clause relate to taxes and duties applicable at transfer of e-District Project, if any.

2. Subject to clause 1 of exit management, upon completion of the contract period or upon termination of the agreement, the e-District Project Bidder shall comply and conform to the following Divestment Requirements in respect of the e-District Project:
  - (i) all Project Assets including the hardware, software, documentation and any other infrastructure shall have been renewed and cured of all defects and deficiencies as necessary so that the e-District Project is compliant with the Specifications and Standards set forth in the RFP, Agreement and any other amendments made during the contract period;
  - (ii) the e-District Project Bidder delivers relevant records and reports pertaining to the e-District Project and its design, engineering, operation, and maintenance including all operation and maintenance records and manuals pertaining thereto and complete as on the Divestment Date;
  - (iii) the e-District Project Bidder executes such deeds of conveyance, documents and other writings as the Bihar State Electronics Development Corporation Ltd may reasonably require to convey, divest and assign all the rights, title and interest of the e-District Project Bidder in the e-District Project free from all Encumbrances absolutely and free of any charge or tax unto the Bihar State Electronics Development Corporation Ltd or its Nominee; and
  - (iv) The e-District Project Bidder complies with all other requirements as may be prescribed under Applicable Laws to complete the divestment and assignment of all the rights, title and interest of the e-District Project Bidder in the e-District Project free from all Encumbrances absolutely and free of any charge or tax to Bihar State Electronics Development Corporation Ltd or its nominee.
3. Not earlier than 3 (three) months before the expiry of the contract Period but not later than 30 (thirty) days before such expiry, or in the event of earlier Termination of the contract, immediately upon but not later than 15 (fifteen) days from the date of issue of Termination Notice, the Independent Consultant as nominated by the State Government shall verify, in the presence of a representative of the e-District Project Bidder, compliance by the e-District Project Bidder with the Divestment Requirements set forth in Section 2 in relation to the e-District Project and, if

required, cause appropriate tests to be carried out at the e-District Project Bidder's cost for determining the compliance therewith. If any shortcomings in the Divestment Requirements are found by either Party, it shall notify the other of the same and the e-District Project Bidder shall rectify the same at its cost.

4. Upon the e-District Project Bidder conforming to all Divestment Requirements and handing over actual or constructive possession of the e-District Project to Bihar State Electronics Development Corporation Ltd or a person nominated by Bihar State Electronics Development Corporation Ltd in this regard, Bihar State Electronics Development Corporation Ltd shall issue a certificate substantially in the form set forth in RFP document, which will have the effect of constituting evidence of divestment of all rights, title and lien in the e-District Project by the e-District Project Bidder and their vesting in e-District Project pursuant hereto. Issue of such certificate shall not be unreasonably withheld by State Government. The divestment of all rights, title and lien in the e-District Project shall be deemed to be complete on the date when all the Divestment Requirements have been fulfilled or the Certificate has been issued, whichever is earlier, it being expressly agreed that any defect or deficiency in any Divestment Requirement shall not in any manner be construed or interpreted as restricting the exercise of any rights by State Government or its nominee on or in respect of the e-District Project on the footing as if all Divestment Requirements have been complied with by the Concessionaire.

# **SECTION 5**

## **Schedule of Requirements**

## Section 5: Schedule of Requirements

### Scope of Work

Scope of work is divided into three parts

1. Application Development - PART "A"
2. ICT infrastructure creation - PART "B"
3. Data Digitisation, Integration and training to staff - PART "C"

### 1. APPLICATION DEVELOPMENT

**Main deliverables for application development will be as follows:**

1. Software Requirements Specification Document
2. e-District Application Software
3. Database Design
4. User manual
5. Security Manual
6. Change management manual

The bidder will conduct a detailed system study, based on the scope described in the Table given below:

**Table 5.1 Core Services for e-District Project**

S.N.	Services	Description
1.	Certificates	Domicile, Caste, Marriage, Income, Character Certificate: Application / Status /Issuance / Updation, etc. at District Collector, SDO, and BDO /CO level
2.	Social Welfare services	All kind of Scholarships: Application / Evaluation / Sanction / Updation / payments etc. at District Collector, SDO/ BDO /CO level
3.	Revenue Court	Case listing, Case adjournment, Enquiry, filing, notice to parties, intervening orders, Stay orders, Final orders, Status of execution of orders: Information and Tracking at District Collector, SDO, and CO level
4.	Government dues and recovery as part of Land Revenue	Including Issue of notices, Record payments, Track default processes, Updation of treasury receipts etc: Information and Tracking at District Collector, SDO, and BDO /CO level

S.N.	Services	Description
5.	Public Distribution System	Ration coupon related services: Information / Application / Issuance / Updation at BDO, DSO, SDO, marketing officer and supply inspector level
6.	A. RTI services	Application, tracking, monitoring, appeals etc.
	B. Information dissemination	Dissemination of information related to various government developments schemes, subsidies and programs. Information on Government Orders and Regulations, Disaster management
	C. Tourism	Tourism promotion: Information dissemination (Location map, distance from major cities, sight seen, Hotel list, hotel rents, advance booking of hotels and taxies, etc.)
	D. Different types of application forms	For Education, Electricity, Drinking Water, Panchayats, Health, Police, Revenue, Road, Treasury, Social Welfare, Irrigation, Woman & Child, Public Distribution System, Transport, Disaster Relief, etc.
	E. Grievances Management	Registration / Status of Grievances, of Grievances, list of pending Grievances, Redressed list

Table: 5.2 Allied Services for e-District Project

S.N.	Services	Description
1.	Bills Payments	Payment of Electricity bills, Payment of Telephone bills, Payment of house tax
2.	Election services	Issue of Voter's Identity Card, Registration of Names in Electoral Roll
3.	Office Management	Stock entry, office layout, manpower management, Employee profile, employee service book, leave management, biometric attendance system, Record room maintenance, Receipt and Dispatch monitoring
4.	Patients recording system	Recording of patents through biometric system, tracking of patients

The main deliverables of e-District Application should address end-to-end delivery of the service and would include the following:

1. Each of these modules should have provision for integration with the concerned Mission Mode Project to be served centrally from State Data Center.
2. Services requiring interaction from two (>2) applications should have a provision to route through National Service Delivery Gateway (NSDG) based on

standard messaging protocol such as SOAP, XML etc. and should also support both Hindi and English Languages.

3. The application development will be would be supervised by third party agency appointed by GoB.
4. The Intellectual property rights (IPR) and the source code would be owned by Government of Bihar
5. The application would be developed under the supervision of District Magistrate at one District. The developed application will be replicated in remaining 2 Districts with required customization.

#### **e-DISTRICT APPLICATION/ SOFTWARE/TECHNICAL ARCHITECTURE:**

##### **1. Software requirement specifications:**

Detailed study would require to be conducted for finalization of Software requirement specifications. The scope of SRS would be as under:

- **Comprehensive Study:** Micro level study of candidate systems of District Collectorate, Zila Parishad, Sub division, Circle, Block and other offices under the direct purview of District Administration
- **Identification of candidate systems:** List out office wise systems for Software development
- **Architecture:** The Architecture of the system should follow 4+1 View architecture
- **Use case view:** Would describe the system seen by its end users, analysts and testers. The static aspect of this view should be in use case diagram and the dynamic aspects of the system are captured in interactive diagram, state chart diagram and activity diagram.
- **Design view:** The design view of the system should encompass with classes, interfaces and collaboration that should form the vocabulary of the system of the problems and its solution. The view should primarily support the functional requirement of the system with the help of UML (Unified Modeling language). The static aspect of this view should be in class and object diagram and the dynamic aspect of the system are captured in interactive diagram, state chart diagram and activity diagram.
- **Process view:** This view should primarily address the performance, scalability and throughput of the system. Focus should be on active classes that respond thread and process.

- **Implementation view:** This view should describe the configuration management of the system's releases made up of somewhat independent component and files that can be assembled in various ways to produce a running system.
- **Deployment view:** Describe system encompasses the nodes that form the system hardware topology on which system executes. This view should primarily address the distribution, delivery and installation of the parts that make up the physical system.
- **Unified Modeling Language:** Use of UML (Unified Modeling Languages) tool for creation of use cases diagrams, use cases specifications, sequence diagrams, activity diagrams and etc.
- **Artifacts:** Preparation of artifacts following the best practices of Unified Modeling Languages (UML)

## **2. Application Software:**

The customized application software would needs to be developed for enabling IT based information system at various levels of District Administration. The software must cover functional as well as reporting requirements of the administration. The software needs to be developed on the basis of software requirement specifications (SRS) for identified candidate systems for Computerization.

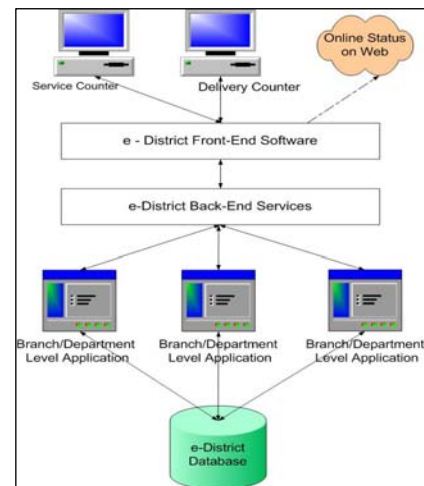
### **Essential Features of Application Software:**

The key design and development level considerations for effective roll out of 'e-District' Software should be as under:

- System should be designed keeping long-term e-Governance frame work in mind including standard codification, data integration and etc
- System should be more database driven rather than software code driven with an objective of implementation of District specific policies/ rules
- Process for creation and management of master data should directly be related with functional activities of the System for logical operations on master data
- System should be designed in a manner where extent of automation is on the higher side as automation is less prone to human error and save data entry time
- System should also be accessible from anywhere on anytime
- Interface of the Systems should be designed in such a way so that any common man who either may not have any or may have very little exposure to a computer system can also avail the services of the System with few clicks of mouse



- System should have automated provisioning specially in data backup, master version control, cleaning of data and etc
- System should contain proper security mechanism related with unauthorized access, internal application level permissions, privacy safeguard (Jurisdiction), data protection etc
- Use of UML tool for designing of System for the purpose of Software development - class diagram, component diagram, collaboration diagrams, deployment diagram, data base design and etc.
  - Make sure that the code maintains consistency between the design and its implementation
  - Promotes unambiguous communication



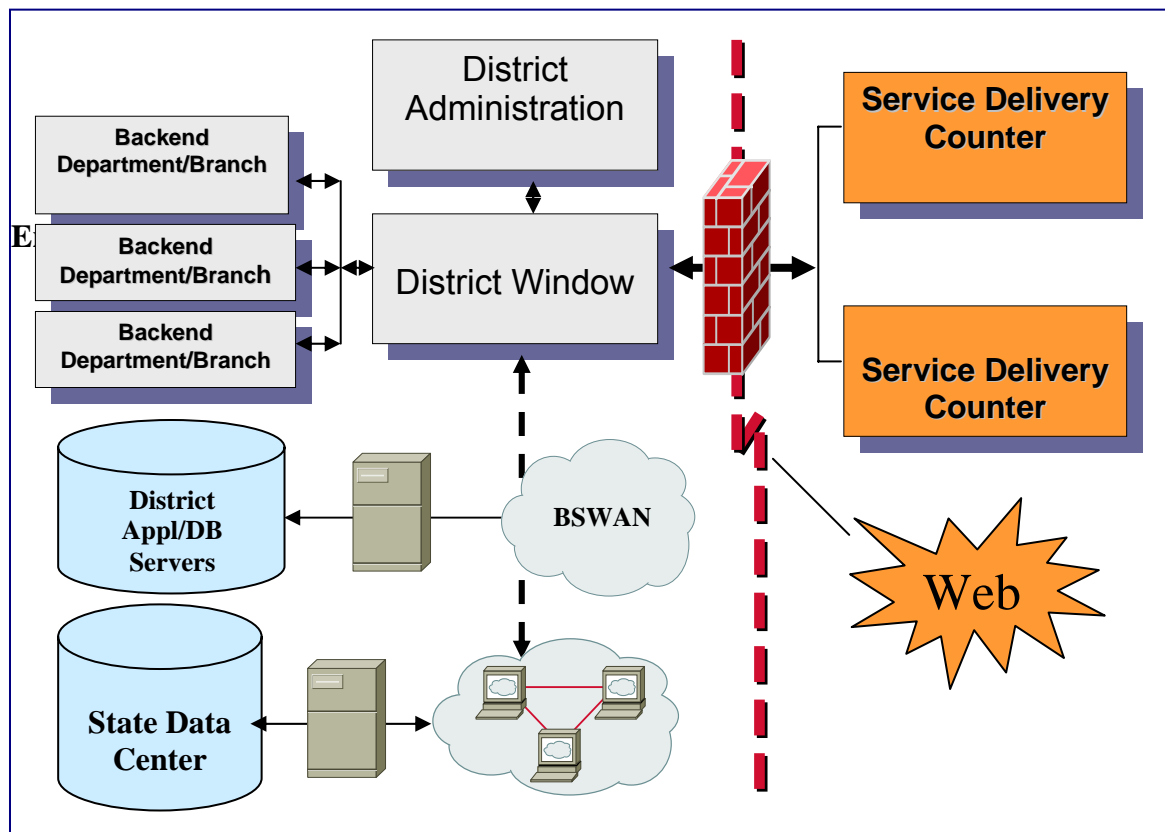
One of the most popular ways to model software is using Unified Modeling Language (UML).

### 3. Technical Architecture

e-District concept implements on Hybrid architecture model with centralized architecture at the State level and the decentralized architecture at district level. According to this model, all the districts in the state will be synchronized centrally to the State Data Center on offline/online basis using SWAN. And all the citizen facilitation counters in the District, Sub division, Circle and Block level are connected to the District e-District Servers through internet or broadband network. Rural linkage would be established with CSCs for delivery of services.

As per the suggested implementation architecture for e-District, a central server will be located at District HQ to host the application logic and also one database server to upload and maintain the data centrally at district level. The users of the District Administration HQ will access the Application Software through Local Area Network (LAN) and from field offices it will be accessed over the SWAN. In each field offices, i.e. Sub Division Office, Circle office, and Blocks Clients will be internally connected through LAN and will be connected to SWAN through PoPs. For giving access to the concerned Departments who are involved in the Service Delivery, connectivity will be provided through SWAN. From PoPs to the concerned offices, last mile connectivity will be required.

Following diagram explain the network architecture for the district:



The e-District applications would be accessed from the District servers till the time BSWAN is ready in the State of Bihar. Once BSWAN becomes fully operational in the State, the e-District applications would be accessed from the State Data Center.

#### 4. Design, development of the Application Software for the e-District

Design, development of the Application Software for the e-District should follow **n-tier** architecture and all applicable open standards Technology. This should include all the software modules required for the e-District Project as covered by the approved SRS document. The design and implementation of Security Architecture, along with preparation and implementation of a Security Administration Plan for the entire System is also included in the scope of this Project. The design architecture e-District Application should ensure that the ownership lies with the District administration both de-jure and de-facto.

The Project Implementing Partner is expected to follow established guiding principles and best practices in designing the solution in conformance with various technology standards that may be provided by the Department of Information Technology, Gol time to time.

***Design must include:***

- Technology and Architectural Design (Application and Database)
- Centralized architecture for database consolidation and application access
- SoA (Service Oriented Architecture) that follows EA (Enterprises Architecture)

The architecture proposed by the Project Implementing Partner for e-District will be designed as n-tiers architecture with different functionality at each of the locations such as the Collectorate, Sub-Division Office and Block / Circle Office.

**5. Standards and Technologies**

Open standards and technologies may be used such as XML for data interchange between applications and processes. Metadata and data standards for various artifacts and content such as certificates, documents, records, etc. may be used as defined by GOI time to time.

Open technologies such as Apache Tomcat web server, JBoss Application server, workflow and BPM systems, databases, middleware, Java technologies such as J2EE platforms etc would be preferred with suitable maintenance and support incorporated to ensure trouble free operation.

It is preferred to use Service oriented architecture (SOA) as also mentioned in the DIT guidelines.

## INDICATIVE APPLICATION MODULES OF E-DISTRICT

Table: 5.3 Indicative module will be as follows:

S.N.	Module	Sub module
1.	Registration Module	<ul style="list-style-type: none"> <li>▪ Registration of Citizens</li> <li>▪ Registration in Electoral Roll.</li> <li>▪ Registration for Ration Coupons.</li> <li>▪ Registration for Certificates.</li> <li>▪ Registration for Old age Pension, Disabled Pension, Scholarships etc</li> <li>▪ Registration for Complain</li> <li>▪ Registration for Patients.</li> <li>▪ Registration for Electricity connection.</li> <li>▪ Registration for Water connection.</li> <li>▪ Linkage of all above data with Citizen Master Database</li> </ul>
2.	Land & Revenue Module	<p>(A) Revenue Court Sub Module will be as follows:</p> <ul style="list-style-type: none"> <li>▪ Case listing</li> <li>▪ Case adjournment</li> <li>▪ Enquiry or Status Check</li> <li>▪ Filing</li> <li>▪ Notice to parties</li> <li>▪ Intervening orders</li> <li>▪ Stay orders</li> <li>▪ Final orders</li> <li>▪ Status of execution of orders</li> </ul> <p>(B) Government dues and recovery as part of Land Revenue</p> <ul style="list-style-type: none"> <li>▪ Generate and issue of notices for Land Rent</li> <li>▪ Record payments</li> <li>▪ Track default processes</li> <li>▪ Updation of treasury receipts etc:</li> </ul>

S.N.	Module	Sub module
		<p><b>Note:</b> This module will integrate to Land Resource Management Programme Application and the database will be updated centrally at State level.</p>
3.	Licensing Certificate Service module (Application/Status/Issuance /Update, etc.)	<ul style="list-style-type: none"> <li>▪ Issue of Voter ID, Ration Coupon</li> <li>▪ Issue of various certificates -               <ul style="list-style-type: none"> <li>- Domicile certificates</li> <li>- Caste certificates</li> <li>- Character certificates</li> <li>- Marriage certificates</li> </ul> </li> </ul> <p>Income certificates etc.</p>
4.	Utility Module	<ul style="list-style-type: none"> <li>▪ Electricity bills</li> <li>▪ Water and Sewerage bills</li> <li>▪ Telephone bills</li> <li>▪ House Tax</li> </ul>
5.	Office Management (HR) Module	<ul style="list-style-type: none"> <li>▪ Employee Profile</li> <li>▪ Employee Service Book</li> <li>▪ Employee's leave management</li> <li>▪ Stock Entry</li> <li>▪ Leave Details</li> <li>▪ Manpower management</li> <li>▪ Attendance module</li> <li>▪ Receipt and Dispatch monitoring</li> <li>▪ Record room maintenance</li> <li>▪ Office layout</li> </ul>
6.	Information on various services module	<ul style="list-style-type: none"> <li>▪ Information about various schemes, subsidies and programs.</li> <li>▪ Information about Orders and Regulation.</li> <li>▪ Information about achievements of various departments at District Level</li> </ul>

S.N.	Module	Sub module
		<ul style="list-style-type: none"> <li>▪ RTI Services</li> <li>▪ Information about various scholarships, Loans for citizen, educational loans, Development Schemes.</li> <li>▪ Tourism information:- <ul style="list-style-type: none"> <li>- Details of Tourist place</li> <li>- List of Hotels and its rents and facility.</li> <li>- Tourist Facility at a particular tourist place.</li> </ul> </li> </ul>
7.	Grievance Mgt. Module	<ul style="list-style-type: none"> <li>▪ List of Grievances</li> <li>▪ Status of Grievances as complain wise, Date wise, Name wise, etc.</li> </ul>
8.	MIS Reports Module	<ul style="list-style-type: none"> <li>▪ Monthly, quarterly and yearly reports of various certificates issued at deferent levels</li> <li>▪ Reports of collection of payments (fees / Bills / Land Rent)</li> <li>▪ Reports of Revenue Courts</li> <li>▪ Many other reports</li> </ul>
9.	IAM (Identity and Access Management) Module	<ul style="list-style-type: none"> <li>▪ Creation of User ID and Password.</li> <li>▪ Maintains the User authorization/Rights.</li> <li>▪ Change the user password and rights.</li> <li>▪ Deletion of User accounts.</li> <li>▪ Display the information about User's as like Login time, Logout time, types of transaction performed etc.</li> <li>▪ Tasks</li> <li>▪ Application / Data Backups</li> </ul>

Note: the above requirements are indicative and final requirements will be arrived at the time of SRS preparation.

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The design of the forms, formats and application for data entry will be approved by the BSEDC/ DEGS of concern District / BeST before the same is implemented. The Department's Database should have necessary mandatory fields, which must be keyed-in. The Database should also have a Remarks/ History Attribute to note all modifications made and reasons for the same.

**Preferred Application Environment**

Popular Open Source Technologies such as

- |                               |   |
|-------------------------------|---|
| Server Operating System       | : Linux   |
| Web Server                    | : Apache  |
| Database Server               | MySQL Enterprise Server or any other equivalent Servers (with vendor support Services) with Load Balancing and Replication features |
| Application Development Tools | : PHP, C, C++, Java Technologies, Ajax, XML, Symphony, Ruby on Rails, etc.  |
| Client Environment            | : All the Standard Browsers   |

Generation of MIS to manage operations in office sites and also at central Collectorate level. The MIS software should be able generate period reports on availability of systems (Uptime, downtime etc.,) Asset management, and Maintenance management.

## 2. ICT infrastructure creation

There are three types of e-District unit sites viz. Collectorate (3), Sub-division (10) and Block /Circle (52) in Nalanda, Aurangabad and Madhubani Districts. The Bidder has to undertake physical infrastructure creation at each unit site. The details are as follows:

**Table: 5.4 Physical & Technical Infrastructure Requirements:**

S.N.	Requirements	At Collectorate level (For one Unit)	At sub-division level (For one Unit)	At Block level (For one Unit)
Physical infrastructure creation				
1.	Web & Application Server	2	-	-
2.	Database Server	1	-	-
3.	Development Server (Only at Development site)	1	-	-
4.	36U Rack with 15" LCD Monitor, KVM Switch, Keyboard and Optical Mouse	1	-	-
5.	Personal Computer as a node with OS	10	5	5
6.	Antivirus	14	5	5
7.	Laser Printer	8	2	2
8.	Dot-Matrix Printers	4	1	1
9.	Scanner	4	2	2
10.	Ethernet Switch	2	1	1
11.	Patch Panel	2	1	1
12.	UPS & Servo Stabiliser with CVT	10 KVA UPS with 10 KVA CVT	3KVA UPS with 3 KVA CVT 1No	3KVA UPS with 3 KVA CVT 1No
13.	Diesel Generator:	15 KVA 1 No.	5 KVA	5 KVA
14.	Furniture & Fixtures:	As explained below	As explained below	As explained below
15.	Site preparation	As explained below	As explained below	As explained below
16.	Operator	2	1	1
17.	Database Administrator	1	0	0
18.	Help Desk Operator	1		
19.	Electrical wiring	As explained below	As explained below	As explained below
20.	UTP Cabling for LAN with 6U Rack:	As explained below	As explained below	As explained



S.N.	Requirements	At Collectorate level (For one Unit)	At sub-division level (For one Unit)	At Block level (For one Unit)	
				below	
21.	Miscellaneous Items:	Wall Clock	4	2	2
		Biometric Device	1	1	1
		Ceeling Fan	4	2	2

**Note: Details are given in below Table**

**Table: 5.5: Indicative Bill of Material and Specification of equipment supplies:**

S. N.	Item	Specification	Item at each Location	No of Locations	Total Qty
1.	Web & Application Server	<p>Intel Xeon based dual core dual processor Server @ 3.0 GHz or equivalent</p> <p>Dual Core Intel Xeon 5160 with 1333 MHz FSB and 2 x 2 MB L2 cache Chipset:- Intel 5000 or equivalent.</p> <p>3 PCI-X Slots 64 Bit</p> <p>8GB, RAM Type:- PC2-5300 Fully buffered DIMM scalable up to 32 GB or higher</p> <p>3x146GB 10k Hot Plug Ultra320 SAS drive or higher</p> <p>RAID 5 Configuration</p> <p>CD/DVD:- DVD RW Drive</p> <p>Redundant Power supply and redundant cooling fans</p> <p>OS: To be suggested by Vendor</p> <p>I/O Slots:- 2 PCI-Express expansion slots (x8): (1) full-length, full-height slot; (1) low-profile slot; 1 option PCI-X (64-bit/133MHz) or higher</p> <p>Embedded Dual Multifunction Gigabit Network Adapters</p> <p>Minimum 6 hot plug HDD bays or higher.</p> <p>Form Factor: Rack Mountable</p> <p>Remote Management:- Standard Remote management</p> <p>Diagnostics:- Displays specific failed component, not independently powered.</p> <p>OS/ database: Based on Open, interoperable and standard Platform</p>	2	3	6

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S. N.	Item	Specification	Item at each Location	No of Locations	Total Qty
2.	Database Server	<p>Intel Xeon based dual core dual Processor or equivalent capable Server @ 3.0 GHz</p> <p>Dual Core Intel Xeon 5160 with 1333 MHz FSB and 2 x 2 MB L2 cache Chipset:- Intel 5000 or equivalent.</p> <p>3 PCI-X Slots 64 Bit</p> <p>16GB, RAM Type:- PC2-5300 Fully buffered DIMM scalable up to 32 GB or higher</p> <p>5x146GB 10k Hot Plug Ultra320 SAS drive or higher with hot spare option</p> <p>RAID 5 Configuration</p> <p>CD/DVD:- DVD RW</p> <p>Internal Tape Drive 200/400 GB LTO-2 with Media Redundant Power supply and redundant cooling fans</p> <p>OS: To be suggested by Vendor</p> <p>I/O Slots:- 2 PCI-Express expansion slots (x8): (1) full-length, full-height slot; (1) low-profile slot; 1 option PCI-X (64-bit/133MHz) or higher</p> <p>Embedded Dual Multifunction Gigabit Network Adapters</p> <p>Minimum 6 hot plug HDD bays or higher.</p> <p>Form Factor: Rack Mountable</p> <p>Remote Management:- Standard Remote management</p> <p>Diagnostics:- Displays specific failed component, not independently powered.</p> <p>OS/ database: Based on Open, interoperable and standard Platform</p>	1	3	3

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S. N.	Item	Specification	Item at each Location	No of Locations	Total Qty
3.	Development Server	<p>Intel Xeon based dual core dual processor Server @ 3.0 GHz or equivalent</p> <p>Dual Core Intel Xeon 5160 with 1333 MHz FSB and 2 x 2 MB L2 cache Chipset:- Intel 5000 or equivalent.</p> <p>3 PCI-X Slots 64 Bit</p> <p>8GB, RAM Type:- PC2-5300 Fully buffered DIMM scalable up to 32 GB or higher</p> <p>3x146GB 10k Hot Plug Ultra320 SAS drive or higher</p> <p>RAID 5 Configuration</p> <p>CD/DVD:- DVD RW Drive</p> <p>Redundant Power supply and redundant cooling fans</p> <p>OS: To be suggested by Vendor</p> <p>I/O Slots:- 2 PCI-Express expansion slots (x8): (1) full-length, full-height slot; (1) low-profile slot; 1 option PCI-X (64-bit/133MHz) or higher</p> <p>Embedded Dual Multifunction Gigabit Network Adapters</p> <p>Minimum 6 hot plug HDD bays or higher.</p> <p>Form Factor: <b>Tower</b></p> <p>Remote Management:- Standard Remote management</p> <p>Diagnostics:- Displays specific failed component, not independently powered.</p> <p>OS/ database: Based on Open, interoperable and standard Platform</p> <p>17" LCD Monitor</p> <p>Keyboard</p> <p>Optical Mouse</p>	1	1	1
4.	Personal Computer as a node	<p>Processor: Intel Core 2 Duo or equivalent Processor, E6300 – 1.86GHz or equivalent VT/EM64T/XD/EISFF, Intel 963 Series Chipset, OEM mother board or equivalent.</p> <p>2-MB L2 cache, 1066-MHZ FSB,</p> <p>Memory: 512 MB DDR2 SDRAM @ 533 MHz</p>	10	3	30
			5	62	310

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S. N.	Item	Specification	Item at each Location	No of Locations	Total Qty
		<p>Hard Disk: 80 GB SATA-II SMART III 7200 rpm with pre failure Alert</p> <p>Display: 17" TFT Colour Monitor</p> <p>Network: Integrated 10/100 Mbps Ethernet Adapter (RJ-45), PXE support.</p> <p>OS: Pre installed Microsoft Windows XP Pro SP2 with Restore / Recovery s/w, OS CD and documentation CD with each PC (in absence of OS CD, OEM pack of OS to be supplied) or equivalent, Office 2007 professional with bilingual support (Hindi) or equivalent</p> <p>Integrated (on board) High Definition Audio controller with internal speaker</p> <p>Others: Min 52x Combo Drive</p>			
5.	36U Rack	<p>36U rack with casters</p> <p>Cable managers</p> <p>Electrical Power points 5A -10 Nos,</p> <p>Cooling Fans</p> <p>Front and Back door Locks</p> <p>All associated hardware</p> <p>Front Glass Door holes for cooling</p>	1	3	3
6.	Antivirus	Required for All Servers & Desktops	1	All	350
7.	Laser printer	<ul style="list-style-type: none"> <li>• Print Speed 25 ppm, Mono Laser Printer up to 1200X1200 dpi</li> <li>• Input Capacity-Upto 250 sheets</li> <li>• Duplex printing (printing on both side of paper)-Automatic (Standard)</li> <li>• Paper handling- Single sheet multipurpose input slot 250 sheet input tray</li> <li>• Media type – paper, envelop, labels, cardstock, transparencies, heavy media</li> <li>• Memory-32MB</li> <li>• Connectivity Std- USB 2.0 compatible port, IEEE 1284-B compliant parallel port, 10/100 Ethernet Port.</li> <li>• Inbuilt Processor (400 mhz /more)</li> <li>• A4 size, 25.ppm. Duplex.</li> </ul>	8	3	24
			2	62	124
8.	Dot Matrix	132 Column Heavy duty Dot Matrix Printer	4	3	12

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S. N.	Item	Specification	Item at each Location	No of Locations	Total Qty
	Printer	300 CPS 24 wire Print Head Life: Min. 200 million impressions /wire Paper Handling Cut sheet feeder Spool feeder	1	62	62
9.	Scanner	<ul style="list-style-type: none"> <li>•Up to 3600 dpi</li> <li>• Interfaces: Hi-Speed USB (compatible with USB 2.0 specifications)</li> <li>• Task speed: 4 x 6-in color photo to file: about 10 sec for multiple image scan, about 31 sec for single image scan; OCR 8.5 x 11-in text to Microsoft Word or open source: about 33 sec; 4 x 6-in color photo to share/e-mail; about 34 sec for single image scan</li> </ul>	2	3	6
			2	62	124
10.	Ethernet Switch	Layer 2 manageable Switch Number of port in Switch- 12/16 Data Switching Speed of Switch-1000mbps CAT-6e UTP Cable – as per requirements of the site RJ 45 Connectors Information Outlets with Surface mounting Box - As per requirements of the site Laying of cable with conduit pipe – as per actual 7' Patch cords for Server & Nodes	1	68	68
11.	Patch Panel	2x16 Port Patch Panel with 3' Patch Cords	1	3	3
12.1.	Online UPS 10 KVA With Stabiliser / CVT ISO Quality Certified	10KVA Input System-3phase I/p & 1 Phase O/p, Rated Voltage 220/230/240 Vac Input Voltage Range 330-480 Vac half Load, Frequency 50/60 Hz Output System 1 $\Phi$ plus PE Power factor 0.7 or better Voltage- 220Vac /230 Vac/240 Vac +- 2% Dynamic Variation <5% in 20ms Frequency 50/60 Hz $\pm$ 0.2Hz Inverter overload Capacity 108% -150% Bypass overload Capacity 300% for 5s Transfer Time Normal <-> battery 0ms DC component $\leq$ 200ms Battery Type: SMF with 1 Hr. Backup	1	3	3
12.2.	Online UPS 5Kva	5KVA Input System-1phase Plus PE Rated Voltage 220/230/240 Vac	1	62	62

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S. N.	Item	Specification	Item at each Location	No of Locations	Total Qty
	With Stabiliser / CVT ISO Quality Certified	Voltage Range 160-300 Vac full load 110 Vac, half Load, Frequency 50/60 Hz, Output System 1 $\Phi$ plus PE Power factor 0.7 or better Voltage- 220Vac /230 Vac/240 Vac $\pm$ 2%,Dynamic Variation <5% in 20ms, Frequency 50/60 Hz $\pm$ 0.2Hz Inverter overload Capacity 108% -150% Bypass overload Capacity 300% for 5s Transfer Time Normal battery $\approx$ 0ms DC component $\leq$ 200ms Battery Type: SMF with 1 Hr. Backup			
13.	Generator 15KVA	<p><b>Engine type:</b> Multi-cylinder, in accordance with IS 10002-1981with latest amendments.</p> <ul style="list-style-type: none"> <li>• Electric auto start 12 V DC &amp; Battery.</li> <li>• Water/Air cooled.</li> <li>• Fuel and Rating: Diesel, Rating Continuous.</li> <li>• <b>Output:</b> Suitable BHP rated to match the alternator Rated Speed 1500 RPM.</li> <li>• Fuel tank suitable for 8 Hrs of continuous running with necessary piping and fuel gauge, drain valve, inlet and outlet connections.</li> <li>• Anti vibration mounting pads</li> <li>• <b>Alternator:</b></li> <li>• Speed 1500 rpm.</li> <li>• Output Capacity: 15KVA .</li> <li>• P.F 0.8 lag .</li> <li>• Output: Voltage 415V, 3Ph 4wire. 50Hz</li> <li>• Insulation Class H.</li> <li>• <b>Control Panel</b></li> <li>• The Gen set control panel shall be of 14 SWG CRCA sheet and powder coated finish. The panel shall be provided with Voltmeter, Ammeter, Frequency meter, Instrument Fuses etc. MCCB/MCB of suitable rating shall be providing for overload and short circuit protection.</li> <li>• <b>AMF:</b> AMF facility shall be provided for the DG set. AMF relay shall be provided in</li> </ul>	1	3	3

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S. N.	Item	Specification	Item at each Location	No of Locations	Total Qty
		<p>the control panel/Electrical panel with required control wiring and Contactors for automatic operation shall be done.</p> <ul style="list-style-type: none"> <li>Acoustic enclosure: Weather and sound proof Acoustic enclosure shall limit sound level below 70 db at 3 m distance from the set.</li> <li>Suitable Platform &amp; Earthing is to be provided bi bidder.</li> </ul>			
14.	Generator (8KVA)	<p><b>Engine type:</b> Multi-cylinder, in accordance with IS 10002-1981with latest amendments.</p> <ul style="list-style-type: none"> <li>Electric auto start with suitable Battery.</li> <li>Water/Air cooled.</li> <li>Fuel type: Diesel.</li> <li><b>Output:</b> Suitable BHP rated to match the alternator Rated Speed 1500 RPM.</li> <li>Fuel tank suitable for 8 Hrs of continuous running with necessary piping and fuel gauge, drain valve, inlet and outlet connections.</li> <li>Anti vibration mounting pads</li> <li><b>Alternator:</b></li> <li>Speed 1500 rpm.</li> <li>Output Capacity: 8KVA .</li> <li>P.F 0.8 lag .</li> <li>Output: 230V, 1φ. 50Hz</li> <li>Insulation Class H.</li> <li>Suitable Platform &amp; Earthing is to be provided bi bidder.</li> </ul>	1	62	62
15.	Furniture	Standard Computer Table, Printer Table, Computer Operator Chairs	12	3	36
			5	62	310
16.	Visitors Chairs	Powder coated Iron Chairs with thro hole ventilated chairs in set of 3 chairs each	8 sets	3	24
			3 sets	62	186
17.	Site Preparation for Citizen Interface Counter	<p>Electrical Wiring for all the desktop computers, Printers, Scanners, other peripherals and Server Rack in the DHQ</p> <p>Earthing for UPS and Generator</p> <p>Room lighting (including Fan)</p> <p>Dust Free room with Air curtain</p> <p>With Distemper &amp; floor preparation using Vinyl</p>	1	65	65



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S. N.	Item	Specification	Item at each Location	No of Locations	Total Qty
		flooring, etc Citizen interface counter with metal grill and glass window. Area of site preparation should be quoted in slabs of 100 Sq. ft. UTP Cabling for LAN with CAT6 Cable, Data Outlet, Patch Cord and 6U Rack if necessary. The UTP cable should be extendable to 24 Ports in future			
18.	Operator	Qualification	2	3	6
		BCA / PGDCA (2-year) / equivalent	1	62	62
19.	Miscellaneous item	Standard brand wall clock	1	65	65
		<b>Biometric devices specification:</b> Identification Time (s): <=2 Sec. Enrollment: Up to 10 fingerprints per user Fingerprint Placement: Any angle (360 <sup>o</sup> ) FAR: < 0.0001% FRP : < 1% Transaction Storage : 1 00,000 (TA 102), 120,000 (TA 103) User Capacity: 1,500 templates approx Ethernet: 10/100 Base T (UDP) Serial Communication (bps): 9600 / 38400 / 115200 (RS 232/ RS 485) Operating Temperature (°C): 0 – 45 Operating Humidity (%): 20 – 80 Display Language: English Operating Voltage: 5VDC	1	65	65
		Ceeling Fan Standard Brand 1400 mm sweep	3	65	195

### **Operation and Management (O&M)**

- The bidder has to manage and operate the systems for the contracted period of 3 years, which includes maintenance of systems, loading of operating system and other allied software (these will be provided by Bihar State Electronics Development Corporation Ltd to the selected bidder), develop the e-District Application, loading and checking for upgrades etc., in all units of district.
- The bidder has to maintain the UPS and diesel generator located at all units for the period of contract. The diesel cost has to borne by the bidder.
- The bidder has to provide one overall in-charge project manager and other support staff of managing the project for 3 years.
- Deploying support engineers to ensure the service level/ uptime agreed in the Service Level Agreement (SLA) at appropriate locations for maintenance, trouble-shooting and repair purposes

### **3. DESIGN OF DATABASES, FORMS & APPLICATION AND, SCANNING, DATA DIGITIZATION AND TRAINING TO MANPOWER**

This will include design of databases (Tables, fields, etc.), forms and applications for capturing/entering all the citizen required data from the existing/available database formats and also the data to be collected through online. In some cases many of the required data fields may be filled up through physical survey (not the scope of ASP) for which the database should have provision to accommodate.

Main Features of the e-District Database should include:

- Flexible Folder Hierarchy
- Extensible up to 100% of Original Size
- Built-in Data Review and Approval Processes
- Data Utilization Tracking
- Versioning Control
- Data Usage Management
- Data Security and Restrictions
- Attribute, Keyword , Advanced Search and indexing
- Check-Sum Capabilities
- Capability to handle multitude of data-types, including Biometric Data
- Any other standard features of the Database

## DATA DIGITIZATION

Data entry is divided into two phases. The details has given below:

### Phase I (Data entry part)

#### (A) Legacy Records entry

- Different court case (data entry by operator)

#### (B) Basic Data entry

- User profile creation
- Various inputs for report generation

### Phase II (Data Integration part)

**Linking of existing data with citizen master <sup>♦</sup> (approximate records 80 Lakhs) for delivery of citizen services indicated in Services list in section 2**

- Electoral database
- BPL
- Land Records
- Driving license
- Electricity bills
- Telephone bills
- Water and Sewerage bills

## e-DISTRICT DATABASE

Indicative List of Tables for e-District Database has given below:

**Table: 5.6  
Indicative Database**

S.N.	Table name	Current Status/ASP's responsibility
1.	Citizen Master	To be used as master database generated from existing BPL and Electoral Data base
2.	Land Records	100% data digitized to be linked to the application

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<sup>♦</sup> The Citizen master will be based on BPL and Electoral Database,

S.N.	Table name	Current Status/ASP's responsibility
3.	Driving license	100 % digitized to be linked to the application
4.	Electoral roll	100% data digitized to be linked the application
5.	Court case (Land Record)	To be digitized by the operator
6.	BPL master (BPL database)	To be linked with master database
7.	Ration coupon beneficiary	To be linked with citizen master
8.	Employee details	To be created by the operator from the existing manual records
9.	Electricity bills	100 % data digitized to be linked to the application
10.	Telephone bills	100 % data digitized to be linked to the application

Note:

1. Approximate records are only for cost estimation. Actual numbers may increase or decrease.
2. Government of Bihar or District Administration shall not be responsible for any change in the volume of records to be digitised.
3. Financial repercussion arising out of any increase or decrease in the volume of records shall be borne by the Bidder.
4. The payment would be made as per the number of records digitised and would be based on actuals.
5. The payment for the number of records digitised shall be done on the basis of numbers of records actually digitised in a given Quarter.

Note: 3

1. Approximate number of staffs to be trained is only indicative. Actual figures may increase or decrease.
2. Government of Bihar or District Administration shall not be responsible for any change in the number of staffs to be trained.
3. Financial repercussion arising out of any increase or decrease in the number of staffs to be trained shall be borne by the Bidder.
4. The payment against the number of staffs trained shall be solely done on that basis. Such payments will be done in a given quarter (4 Months) on basis of actual number of staffs trained and terms and conditions of deliverables under capacity building section of special conditions of contract to be decided later.

**Section 6 Annexure – Template**

**Appendix 1 Bid Letter - Technical**

Date: dd/mm/yyyy

To,

The Managing Director  
Bihar State Electronics Development Corporation Limited  
Shastri Nagar, Beltron Bhawan  
Patna, Bihar

**Reference:** Tender Number ..... Dated .....

Sir,

We hereby declare:

- i. We are the authorized agents of the manufacturers of the hardware equipment proposed in our solution.
- ii. That we are equipped with adequate maintenance and service facilities within India for supporting the offered equipment. Our maintenance and service facilities are open for inspection by representatives of BSEDC.

We hereby offer to supply the equipment and provide the services at the prices and rates mentioned in the attached commercial bid.

In the event of acceptance of our bid, we do hereby undertake:

- i. To supply the equipment and commence services as stipulated in the schedule of delivery forming a part of the attached technical bid.
- ii. To undertake the project on LMT basis for a period of 3 years, for quarterly guaranteed revenue as mentioned in the financial bid.
- iii. We affirm that the prices quoted are inclusive of delivery, installation, and commissioning charges and all sales/service taxes. (Octroi and any local levies will be charged on actual on submission of proof of remittance.)

We enclose herewith the complete Technical Bid as required by you. This includes:

1. Bid particulars

**Tender No: BSEDC/2008/e-District/003**

2. This bid letter
3. Proposed detailed technical solution, details of equipment and services offered
4. Proposed Project Plan and Implementation Schedule
5. Statement of deviation from requirement specifications
6. Statement of deviation from tender terms and conditions
7. Schedule of delivery
8. Warranty
9. Manufacturer's authorization form(s)

We agree to abide by our offer for a period of 180 days from the last date of submission of commercial bid prescribed by BSEDC and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender. We do hereby undertake to provision as per these terms and conditions.

- i. The deviations from the requirement specifications of tendered items and schedule of requirements are only those mentioned in section

*OR (Strike out whatever is not applicable)*

There are no deviations from the requirement specifications of tendered items and schedule of requirements.

- ii. The deviations from the terms and conditions of the tender are only those mentioned in section

*OR (Strike out whatever is not applicable)*

There are no deviations from the terms and conditions of the tender.

We hereby certify that the Bidder is a Directorate and the person signing the tender is the constituted attorney.

**Tender No: BSEDC/2008/e-District/003**

Bid Security in the form of a Bank Guarantee issued by \_\_\_\_\_ (bank), valid till \_\_\_/\_\_\_/\_\_\_\_\_ (dd/mm/yyyy), for an amount of equal to @ 10% of total project cost is enclosed in the cover containing pre-qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

\_\_\_\_\_  
**Signature of Bidder (with official seal)**

**Date**

\_\_\_\_\_  
**Name**

\_\_\_\_\_  
**Designation**

\_\_\_\_\_  
**Address**

\_\_\_\_\_  
**Telephone**

\_\_\_\_\_  
**Fax**

\_\_\_\_\_  
**E-mail address**

**Details of Enclosures:**

**Appendix 2 Bidder profile**

S. N.	Items	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 <ul style="list-style-type: none"> <li>➤ Government/ Public Sector Undertaking propriety firm</li> <li>➤ Partnership firm (if yes, give partnership deed)</li> <li>➤ Limited company or limited corporation</li> <li>➤ Member of a group of companies (if yes, give name and address, and description of other companies)</li> <li>➤ Subsidiary of a large corporation (if yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any, will the parent company have in the</li> </ul>	



S. N.	Items	Details
	project.	
8	Is the firm registered with sales tax department? If yes, submit valid sales tax registration certificate.	
9	Is the firm registered for service tax with Central Excise Department (Service Tax Cell)? If yes, Submit valid service tax registration certificate.	
10	Is the firm registered under Labour Laws Contract Act? If yes, submit valid registration certificate.	
11	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	
12	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
13	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)?	
14	What type best describes your firm? (Documentary proof to be submitted)  · Manufacturer  · Supplier  · System Integrator  · Consultant  · Service Provider (pl. specify details)  · Software Development  · Total solution provider (Design, Supply,	

S. N.	Items	Details
	Integration, O&M) · IT Company	
15	Number of Offices / Project Locations	
16	Do you have a local representation /office in 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	
17	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.	
18	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 (documentary proof to be submitted)	
20	Is your organization has SEI –CMM / ISO 9001 certificates? If so, attach copies of the certificates. State details, if certified by bodies, other than that stated.	
21	List the major clients with whom your organization has been/ is currently associated.	
22	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.	
23	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)	
24	In how many projects you were imposed penalties for delay? Please give details.	
25	The bidder shall disclose details pertaining to all contingent liabilities, claims, disputes, matters in	

**Tender No: BSEDC/2008/e-District/003**

S. N.	Items	Details
	appeal & in court and any pending litigation against the bidder or any member of the Consortium. If nil, an undertaking from the bidder/ prime member of the consortium mentioning the same.	
26	Whether your organisation has Bank's certificate of solvency. If yes, submit documentary proof.	
27	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	

**Appendix 3 Financial Information Summary**

S. N.	NAME OF THE BIDDER	Turn Over ( Rs. Crores)		
		2004-05	2005-06	2006-07
1.				
2.				
3.				

*Note:* Please enclose balance sheet and profile & Loss statement.

**Appendix 4 Manufacturer's Authorization Form**

Date: dd/mm/yyyy

To,

**Reference:**

Sir,

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

Yours faithfully,

For and on behalf of M/s \_\_\_\_\_ (*Name of the manufacturer*)

Signature

\_\_\_\_\_

Name

\_\_\_\_\_

Designation

\_\_\_\_\_

Address

\_\_\_\_\_

Date

\_\_\_\_\_

**Directorate Seal**

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**Note:** This letter of authority should be on the letterhead of the concerned manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer.

**Appendix 5 Firm Experience**

Assignment Name:	
Location within Country:	Professional Staff Provided by Your Firm
Name of Client:	No. of Staff:
Address:	No. of Staff-Months; duration of assignment
Start Date (Month/Year):	Completion Date (Month/Year):
	Approx. Value of Services:
Name of Associated Consultants, if any:	No. of Months of Professional Staff, provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed:	
Narrative Description of Project:	
Description of Actual Services Provided by Your consultant:	

**Appendix 6 Team Composition and Task Assignments Summary**

Name	Qualifications	Year of Experience	Area of Expertise	Task & Position Assigned

## Appendix 7 Curriculum Vitae for Proposed Staff

1. **Proposed Position** [*only one candidate shall be nominated for each position*]:
2. **Name of Firm** [*Insert name of firm proposing the staff*]:
3. **Name of Staff** [*Insert full name*]:
4. **Date of Birth:** **Nationality:**
5. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]:
6. **Membership of Professional Associations:**
7. **Other Training** [*Indicate significant training since degrees under 5 - Education were obtained*]:
8. **Countries of Work Experience:** [*List countries where staff has worked in the last ten years*]:
9. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]:
- 10 **Employment Record** [*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

From [Year]: To [Year]:

Employer:

Positions held:



<p><b>10. Detailed Tasks Assigned</b></p> <p><i>[List all tasks to be performed under this assignment]</i></p>	<p><b>11. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned</b></p> <p>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.]</p> <p>Name of assignment or project:</p> <p>Year:</p> <p>Location:</p> <p>Client:</p> <p>Main project features:</p> <p>Positions held:</p> <p>Activities performed:</p>
--	---

**12. Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

*[Signature of staff member or authorized representative of the staff] Day/Month/Year*

Full name of authorized representative:

**Appendix 8 Statement of deviation from requirement Specification**

Date: dd/mm/yyyy

To,

**Reference:**

Sir,

There are no technical deviations (null deviations) from the requirement specifications of tendered items and schedule of requirements. The entire work shall be performed as per your specifications and documents.

*OR (Strike out whatever is not applicable)*

Following is the exhaustive list of technical deviations and variations from the requirement specifications of tendered items and schedule of requirements. Except for these deviations and variations, the entire work shall be performed as per your specifications and documents.

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

**Witness**

**Bidder**

Signature

\_\_\_\_\_

Signature

\_\_\_\_\_

Name

\_\_\_\_\_

Name

\_\_\_\_\_

Designation

\_\_\_\_\_

Designation

\_\_\_\_\_

Address

\_\_\_\_\_

Address

\_\_\_\_\_

Directorate

\_\_\_\_\_

Directorate

\_\_\_\_\_

Date

\_\_\_\_\_

Date

\_\_\_\_\_

**Directorate Seal**

**Appendix 9 Statement of deviation from tender terms and conditions**

Date: dd/mm/yyyy

To,

**Reference:**

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

**Witness**

**Bidder**

Signature

Signature

Name

Name

Designation

Designation

Address

Address

Directorate

Directorate

Date

Date

**Directorate Seal**

**Appendix 10 Bid letter – Commercial**

Date: dd/mm/yyyy

To,

**Reference:**

Sir,

We hereby declare:

- iii. We are the authorized agents of the manufacturers of the hardware equipment proposed in our solution.
- iv. That we / our principals (manufacturer) are equipped with adequate maintenance and service facilities within India for supporting the offered equipment. Our maintenance and service facilities are open for inspection by representatives of Bihar

We do hereby undertake that, in the event of acceptance of our bid, the supply of equipment and commencement of services shall be made as stipulated in the schedule of delivery forming a part of the attached technical bid.

In the event of acceptance of our bid, we do hereby undertake that:

- iv. To supply the equipment and commence services as stipulated in the schedule of delivery forming a part of the attached technical bid.
- v. To undertake the project on LMT basis for a period of 3 years, for quarterly guaranteed revenue as mentioned in the financial bid.
- vi. We affirm that the prices quoted are inclusive of delivery, installation, and commissioning charges and all sales/service taxes. And Octroi and any local levies.

We enclose herewith the complete Commercial Bid as required by you. This includes:

1. This bid letter
2. Bid particulars
3. Statement of commercial deviation
4. Quarterly Guaranteed Payment

We agree to abide by our offer for a period of 180 days from the last date of submission of commercial bid prescribed by *BSEDC* and that we shall remain bound by a communication of acceptance within that time.

**Tender No: BSEDC/2008/e-District/003**

We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender. We do hereby undertake to provision as per these terms and conditions.

- i. The deviations from the requirement specifications of tendered items and schedule of requirements are only those mentioned in section 12.1.4

OR (*Strike out whatever is not applicable*)

There are no deviations from the requirement specifications of tendered items and schedule of requirements.

- ii. The commercial deviations of tendered items are only those mentioned in section 12.2.3.

OR (*Strike out whatever is not applicable*)

There are no commercial deviations.

- iii. The deviations from the terms and conditions of the tender are only those mentioned in section 12.1.5

OR (*Strike out whatever is not applicable*)

There are no deviations from the terms and conditions of the tender.

We hereby certify that the Bidder is a Directorate and the person signing the tender is the constituted attorney.

Bid Security in the form of a Bank Guarantee issued by \_\_\_\_\_ (bank), valid till \_\_\_/\_\_\_/\_\_\_\_\_ (dd/mm/yyyy), for an amount of Rupees fifty Lakhs is enclosed in the cover containing pre-qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

\_\_\_\_\_  
**Signature of Bidder (with official seal)**

**Date**

\_\_\_\_\_  
**Name**

\_\_\_\_\_  
**Designation**

\_\_\_\_\_  
**Address**

\_\_\_\_\_  
**Telephone**

\_\_\_\_\_  
**Fax**

\_\_\_\_\_  
**E-mail address**

**Tender No: BSEDC/2008/e-District/003**

**Details of Enclosures:**

1.

**Appendix 11 Appendix Statement of Commercial Deviation**

Date: dd/mm/yyyy

To,

**Reference:**

Sir,

There are no deviations (null deviations) from the requirement specifications of tendered items and schedule of requirements and hence there are no commercial deviations. The entire work shall be performed as per your specifications and documents.

OR (*Strike out whatever is not applicable*)

Following is the exhaustive list of commercial deviations and variations from the exceptions to the specifications and documents for the above mentioned tender.

Except for these deviations and variations, the entire work shall be performed as per your specifications and documents.

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

**Witness**

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Address \_\_\_\_\_  
Directorate \_\_\_\_\_  
Date \_\_\_\_\_

**Bidder**

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Address \_\_\_\_\_  
Directorate \_\_\_\_\_  
Date \_\_\_\_\_

**Directorate Seal**

**Appendix 12a - Quarterly Guaranteed Payment for E-District Units**

S. N.	Particulars	Total Units (A)	Unit Value per QGR in Rs. (B)	Total value per QGR in Rs. (C)= (A)*(B)	Total Value for 12 QGR in Rs. (D)=12*(C)
1	Collectorate	3			
2	SD/Block Headquarters	62			
3	FMS to be located at three respective district HQ for managing 65 sites	3			
	<b>Grand Total</b>				

Note: Above prices should include all taxes, transport, insurance, installation etc as applicable at Collectorate, Sub-division and Block / Circle Office site (in each Unit of District). Conditional bids will be summarily rejected. FMS quote should include service tax.



**12 B Fixed Payment for Data Digitisation and training  
Cost of data digitisation, Integration and user training for E-District**

S. N.	Particulars	Total Cost (Rs.)	Remarks
1	Integration of existing Data (as per section V part 3)		Approximate 80 lakhs records
2	User Training		5 days training for batch of 25 people (Total nos. of employees to be trained is approx. 500)
	Grand Total		

Note:

1. Approximate records and staff are only for cost estimation.
2. Financial repercussion arising out of any increase or decrease in the volume of records shall be borne by the Bidder.
3. The payment against the number of staffs trained shall be solely done on that basis. Such payments will be done in a given quarter (3 Months) on basis of actual number of staffs trained and terms and conditions of deliverables under capacity building section of special conditions of contract to be decided later.

**C Fixed Payment for Application Development**

S.N	Development Activity	Time schedule	Payment schedule
1	Requirement Study	15 days	10 % against BG
2	Preparation of SRS	15 days	Nil
3	Application coding	45 days	20%
4	User Acceptance Test	7 days	Nil
5	Trial run	3 days	Nil
6	Final Acceptance	5 days	30%
7	Application Maintenance as per SLA	18 months	20%
8	Handover of total project after 3 years as per SLA	7 days	20%

	<b>Witness</b>		<b>Bidder</b>
Signature	_____	Signature	_____
Name	_____	Name	_____
Designation	_____	Designation	_____
Address	_____	Address	_____
Directorate	_____	Directorate	_____
Date	_____	Date	_____

**Directorate Seal**

**COMPONENT WISE PRICING**

**Brief particulars of the goods and services, which shall be supplied/ provided by the Bidder, are as under:**

**(A) Application Development Cost****(B) ICT infrastructure Cost**

S. N.	Item	Specification	Total Qty	Unit Price In Rs	Taxes and other charges in Rs	Total Amt per unit (Unit Price + taxes)	Total Amt X Total Qty
1.	Web & Application Server	<p>Intel Xeon based dual core dual processor Server @ 3.0 GHz or equivalent</p> <p>Dual Core Intel Xeon 5160 with 1333 MHz FSB and 2 x 2 MB L2 cache Chipset:- Intel 5000 or equivalent.</p> <p>3 PCI-X Slots 64 Bit</p> <p>8GB, RAM Type:- PC2-5300 Fully buffered DIMM scalable up to 32 GB or higher</p> <p>3x146GB 10k Hot Plug Ultra320 SAS drive or higher RAID 5 Configuration</p> <p>CD/DVD:- DVD RW Drive</p> <p>Redundant Power supply and redundant cooling fans</p> <p>OS: To be suggested by Vendor</p> <p>I/O Slots:- 2 PCI-Express expansion slots (x8): (1) full-length, full-height slot; (1) low-profile slot; 1 option PCI-X (64-bit/133MHz) or higher</p> <p>Embedded Dual Multifunction Gigabit Network Adapters</p> <p>Minimum 6 hot plug HDD bays or higher.</p> <p>Form Factor: Rack Mountable</p> <p>Remote Management:- Standard Remote management</p> <p>Diagnostics:- Displays specific failed component, not independently powered.</p> <p>OS/ database: Based on Open, interoperable and standard Platform</p>	6				

Tender No: BSEDC/2008/e-District/003

S. N.	Item	Specification	Total Qty	Unit Price In Rs	Taxes and other charges in Rs	Total Amt per unit (Unit Price + taxes)	Total Amt X Total Qty
2.	Database Server	<p>Intel Xeon based dual core dual Processor or equivalent capable Server @ 3.0 GHz</p> <p>Dual Core Intel Xeon 5160 with 1333 MHz FSB and 2 x 2 MB L2 cache Chipset:- Intel 5000 or equivalent.</p> <p>3 PCI-X Slots 64 Bit</p> <p>16GB, RAM Type:- PC2-5300 Fully buffered DIMM scalable up to 32 GB or higher</p> <p>5x146GB 10k Hot Plug Ultra320 SAS drive or higher with hot spare option</p> <p>RAID 5 Configuration</p> <p>CD/DVD:- DVD RW</p> <p>Internal Tape Drive 200/400 GB LTO-2 with Media</p> <p>Redundant Power supply and redundant cooling fans</p> <p>OS: To be suggested by Vendor</p> <p>I/O Slots:- 2 PCI-Express expansion slots (x8): (1) full-length, full-height slot; (1) low-profile slot; 1 option PCI-X (64-bit/133MHz) or higher</p> <p>Embedded Dual Multifunction Gigabit Network Adapters</p> <p>Minimum 6 hot plug HDD bays or higher.</p> <p>Form Factor: Rack Mountable</p> <p>Remote Management:- Standard Remote management</p> <p>Diagnostics:- Displays specific failed component, not independently powered.</p> <p>OS/ database: Based on Open, interoperable and standard Platform</p>	3				

Tender No: BSEDC/2008/e-District/003

S. N.	Item	Specification	Total Qty	Unit Price In Rs	Taxes and other charges in Rs	Total Amt per unit (Unit Price + taxes)	Total Amt X Total Qty
3.	Development Server	<p>Intel Xeon based dual core dual processor Server @ 3.0 GHz or equivalent</p> <p>Dual Core Intel Xeon 5160 with 1333 MHz FSB and 2 x 2 MB L2 cache Chipset:- Intel 5000 or equivalent.</p> <p>3 PCI-X Slots 64 Bit</p> <p>8GB, RAM Type:- PC2-5300 Fully buffered DIMM scalable up to 32 GB or higher</p> <p>3x146GB 10k Hot Plug Ultra320 SAS drive or higher RAID 5 Configuration</p> <p>CD/DVD:- DVD RW Drive</p> <p>Redundant Power supply and redundant cooling fans</p> <p>OS: To be suggested by Vendor</p> <p>I/O Slots:- 2 PCI-Express expansion slots (x8): (1) full-length, full-height slot; (1) low-profile slot; 1 option PCI-X (64-bit/133MHz) or higher</p> <p>Embedded Dual Multifunction Gigabit Network Adapters</p> <p>Minimum 6 hot plug HDD bays or higher.</p> <p>Form Factor: <b>Tower</b></p> <p>Remote Management:- Standard Remote management</p> <p>Diagnostics:- Displays specific failed component, not independently powered.</p> <p>OS/ database: Based on Open, interoperable and standard Platform</p> <p>17" LCD Monitor</p> <p>Keyboard</p> <p>Optical Mouse</p>	1				
4.	Personal Computer as a node	<p>Processor: Intel Core 2 Duo or equivalent Processor, E6300 – 1.86GHz or equivalent</p> <p>VT/EM64T/XD/EISFF, Intel 963 Series Chipset, OEM mother board or equivalent.</p> <p>2-MB L2 cache, 1066-MHZ FSB,</p> <p>Memory: 512 MB DDR2 SDRAM @ 533 MHz</p> <p>Hard Disk: 80 GB SATA-II SMART III 7200 rpm with pre failure Alert</p> <p>Display: 17" TFT Colour Monitor</p> <p>Network: Integrated 10/100 Mbps Ethernet Adapter (RJ-45), PXE support.</p> <p>OS: Pre installed Microsoft Windows XP Pro SP2 with Restore / Recovery s/w, OS CD and documentation CD with each PC (in absence of OS CD, OEM pack of OS to be supplied) or equivalent,</p> <p>Office 2007 professional with bilingual support (Hindi) or equivalent,</p> <p>Integrated (on board) High Definition Audio controller with internal speaker</p> <p>Others: Min 52x Combo Drive</p>	30				
			310				

Tender No: BSEDC/2008/e-District/003

S. N.	Item	Specification	Total Qty	Unit Price In Rs	Taxes and other charges in Rs	Total Amt per unit (Unit Price + taxes)	Total Amt X Total Qty
5.	36U Rack	36U rack with casters Cable managers Electrical Power points 5A -10 Nos, Cooling Fans Front and Back door Locks All associated hardware Front Glass Door holes for cooling	3				
6.	Antivirus	Required for All Servers & Desktops	350				
7.	Laser printer	<ul style="list-style-type: none"> <li>• Print Speed 25 ppm, Mono Laser Printer up to 1200X1200 dpi</li> <li>• Input Capacity-Upto 250 sheets</li> <li>• Duplex printing (printing on both side of paper)- Automatic (Standard)</li> <li>• Paper handling- Single sheet multipurpose input slot 250 sheet input tray</li> <li>• Media type – paper, envelop, labels, cardstock, transparencies, heavy media</li> <li>• Memory-32MB</li> <li>• Connectivity Std- USB 2.0 compatible port, IEEE 1284-B compliant parallel port, 10/100 Ethernet Port.</li> <li>• Inbuilt Processor (400 mhz /more)</li> <li>• A4 size, 25.ppm. Duplex.</li> </ul>	24				
			124				
8.	Dot Matrix Printer	132 Column Heavy duty Dot Matrix Printer 300 CPS 24 wire Print Head Life: Min. 200 million impressions /wire Paper Handling Cut sheet feeder Spool feeder	12				
			62				
9.	Scanner	<ul style="list-style-type: none"> <li>•Up to 3600 dpi</li> <li>• Interfaces: Hi-Speed USB (compatible with USB 2.0 specifications)</li> <li>• Task speed: 4 x 6-in color photo to file: about 10 sec for multiple image scan, about 31 sec for single image scan; OCR 8.5 x 11-in text to Microsoft Word or open source: about 33 sec; 4 x 6-in color photo to share/e-mail; about 34 sec for single image scan</li> </ul>	6				
			124				

Tender No: BSEDC/2008/e-District/003

S. N.	Item	Specification	Total Qty	Unit Price In Rs	Taxes and other charges in Rs	Total Amt per unit (Unit Price + taxes)	Total Amt X Total Qty
10.	Ethernet Switch	Layer 2 manageable Switch Number of port in Switch- 12/16 Data Switching Speed of Switch-100mbps CAT-6e UTP Cable – as per requirements of the site RJ 45 Connectors Information Outlets with Surface mounting Box - As per requirements of the site Laying of cable with conduit pipe – as per actual 7' Patch cords for Server & Nodes	68				
11.	Patch Panel	2x16 Port Patch Panel with 3' Patch Cords	3				
12.3.	Online UPS 10 KVA With Stabiliser / CVT ISO Quality Certified	10KVA Input System-3phase I/p & 1 Phase O/p, Rated Voltage 220/230/240 Vac Input Voltage Range 330-480 Vac half Load, Frequency 50/60 Hz Output System 1 $\Phi$ plus PE Power factor 0.7 or better Voltage- 220Vac /230 Vac/240 Vac +- 2% Dynamic Variation <5% in 20ms Frequency 50/60 Hz $\pm$ 0.2Hz Inverter overload Capacity 108% -150% Bypass overload Capacity 300% for 5s Transfer Time Normal <-> battery 0ms DC component $\leq$ 200ms Battery Type: SMF with 1 Hr. Backup	3				
12.4.	Online UPS 5Kva With Stabiliser / CVT ISO Quality Certified	5KVA Input System-1phase Plus PE Rated Voltage 220/230/240 Vac Voltage Range 160-300 Vac full load 110 Vac, half Load, Frequency 50/60 Hz, Output System 1 $\Phi$ plus PE Power factor 0.7 or better Voltage- 220Vac /230 Vac/240 Vac $\pm$ 2%,Dynamic Variation <5% in 20ms, Frequency 50/60 Hz $\pm$ 0.2Hz Inverter overload Capacity 108% -150% Bypass overload Capacity 300% for 5s Transfer Time Normal battery $\approx$ 0ms DC component $\leq$ 200ms Battery Type: SMF with 1 Hr. Backup	62				
20.	Generator 15KVA	<b>Engine type:</b> Multi-cylinder, in accordance with IS 10002-1981with latest amendments. <ul style="list-style-type: none"> <li>• Electric auto start 12 V DC &amp; Battery.</li> <li>• Water/Air cooled.</li> <li>• Fuel and Rating: Diesel, Rating Continuous.</li> <li>• <b>Output:</b> Suitable BHP rated to match the alternator Rated Speed 1500 RPM.</li> <li>• Fuel tank suitable for 8 Hrs of continuous</li> </ul>	3				

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S. N.	Item	Specification	Total Qty	Unit Price In Rs	Taxes and other charges in Rs	Total Amt per unit (Unit Price + taxes)	Total Amt X Total Qty
		<p>running with necessary piping and fuel gauge, drain valve, inlet and outlet connections.</p> <ul style="list-style-type: none"> <li>• Anti vibration mounting pads</li> <li>• <b>Alternator:</b></li> <li>• Speed 1500 rpm.</li> <li>• Output Capacity: 15KVA .</li> <li>• P.F 0.8 lag .</li> <li>• Output: Voltage 415V, 3Ph 4wire. 50Hz</li> <li>• Insulation Class H.</li> <li>• <b>Control Panel</b></li> <li>• The Gen set control panel shall be of 14 SWG CRCA sheet and powder coated finish. The panel shall be provided with Voltmeter, Ammeter, Frequency meter, Instrument Fuses etc. MCCB/MCB of suitable rating shall be providing for overload and short circuit protection.</li> <li>• <b>AMF:</b> AMF facility shall be provided for the DG set. AMF relay shall be provided in the control panel/Electrical panel with required control wiring and Contactors for automatic operation shall be done.</li> <li>• Acoustic enclosure: Weather and sound proof Acoustic enclosure shall limit sound level below 70 db at 3 m distance from the set.</li> <li>• Suitable Platform &amp; Earthing is to be provided bi bidder.</li> </ul>					
21.	Generator (8KVA)	<p><b>Engine type:</b> Multi-cylinder, in accordance with IS 10002-1981with latest amendments.</p> <ul style="list-style-type: none"> <li>• Electric auto start with suitable Battery.</li> <li>• Water/Air cooled.</li> <li>• Fuel type: Diesel.</li> <li>• <b>Output:</b> Suitable BHP rated to match the alternator Rated Speed 1500 RPM.</li> <li>• Fuel tank suitable for 8 Hrs of continuous running with necessary piping and fuel gauge, drain valve, inlet and outlet connections.</li> <li>• Anti vibration mounting pads</li> <li>• <b>Alternator:</b></li> <li>• Speed 1500 rpm.</li> <li>• Output Capacity: 8KVA .</li> <li>• P.F 0.8 lag .</li> <li>• Output: 230V, 1φ. 50Hz</li> <li>• Insulation Class H.</li> <li>• Suitable Platform &amp; Earthing is to be provided bi bidder.</li> </ul>	62				



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S. N.	Item	Specification	Total Qty	Unit Price In Rs	Taxes and other charges in Rs	Total Amt per unit (Unit Price + taxes)	Total Amt X Total Qty
22.	Furniture	Standard Computer Table, Printer Table, Computer Operator Chairs	36				
			310				
23.	Visitors Chairs	Powder coated Iron Chairs with thro hole ventilated chairs in set of 3 chairs each	24				
			186				
24.	Site Preparation for Citizen Interface Counter	Electrical Wiring for all the desktop computers, Printers, Scanners, other peripherals and Server Rack in the DHQ Earthing for UPS and Generator Room lighting (including Fan) Dust Free room with Air curtain With Distemper & floor preparation using Vinyl flooring, etc Citizen interface counter with metal grill and glass window. Area of site preparation should be quoted in slabs of 100 Sq. ft. UTP Cabling for LAN with CAT6 Cable, Data Outlet, Patch Cord and 6U Rack if necessary. The UTP cable should be extendable to 24 Ports in future	65				
25.	Operator	Qualification BCA / PGDCA (2-year) / equivalent	6				
			62				
26.	Miscellanies item	Standard brand wall clock	65				
		<b>Biometric devices specification:</b> Identification Time (s): <=2 Sec. Enrollment: Up to 10 fingerprints per user Fingerprint Placement: Any angle (360 °) FAR: < 0.0001% FRP : < 1% Transaction Storage : 1 00,000 (TA 102), 120,000 (TA 103) User Capacity: 1,500 templates approx Ethernet: 10/100 Base T (UDP) Serial Communication (bps): 9600 / 38400 / 115200 (RS 232/ RS 485) Operating Temperature (°C): 0 – 45 Operating Humidity (%): 20 – 80 Display Language: English Operating Voltage: 5VDC	65				
		Ceeling Fan Standard Brand 1400 mm sweep	195				

**(C) Data Digitisation/ integration cost and Training Cost**

	<b>Witness</b>		<b>Bidder</b>
Signature	_____	Signature	_____
Name	_____	Name	_____
Designation	_____	Designation	_____
Address	_____	Address	_____
Directorate	_____	Directorate	_____
Date	_____	Date	_____

**Directorate Seal**

**Appendix 13 Bank Guarantee- for Earnest Money Deposit**

**To**

**Managing Director,**

**Bihar State Electronics Development Corporation Ltd.**

**Patna**

Whereas .....(hereinafter called "the Bidder") has submitted its Bid dated ..... (Date of submission of Bid) for execution of e-District Project in terms of the Tender dated ..... issued by the Managing Director, Bihar State Electronics Development Corporation Ltd, (hereinafter called "the Bid").

Whereas as per Clause 7 Section 3 of the Bid, the Bidder is required to furnish a bank guarantee as Earnest Money Deposit from a scheduled commercial bank (Bank Guarantee)

In consideration of the fact that the Bidder is our valued customer and the fact that he has submitted the Bid, we, (name and address of the bank), (hereinafter called "the Guarantor Bank"), has agreed to bind ourselves, our successors, and assigns to irrevocably issue this Bank Guarantee and guarantee as under

NOW THIS GUARANTEE WITNESSETH: -

1. If the Bidder

- (a) Withdraws its Bid proposal during the period of Bid validity specified by the Bidder on the Technical Proposal Cover Letter; or
- (b) Having been notified of the acceptance of its Bid by the Managing Director, Bihar State Electronics Development Corporation Ltd during the period of Bid Proposal validity:
  - (i) Fails or refuses to enter into the Contract; or
  - (ii) Fails or refuses to furnish the performance guarantee, in accordance with the Terms of Reference of the Tender document issued to the Bidders.

The Guarantor Bank shall immediately on demand pay the Managing Director, Bihar State Electronics Development Corporation Ltd without any demur and without Managing Director, Bihar State Electronics Development Corporation Ltd having to substantiate such demand is equal to 10% of total project cost (Guaranteed Amount).

2. The Guarantor Bank will make the payment of the Guaranteed Amount forthwith on the demand made by the Managing Director, Bihar State Electronics Development Corporation Ltd, notwithstanding any objection or dispute that may exist or arise between the Managing Director, Bihar State Electronics Development Corporation Ltd and the Bidder or any other person.
3. The demand of the Managing Director, Bihar State Electronics Development Corporation Ltd on the Guarantor Bank for the payment of the Guaranteed Amount, shall be deemed as the final proof of fulfillment of the conditions stipulated in (1) above.
4. This Guarantee shall be irrevocable and shall not be discharged except by payment of the above amount by us to the Managing Director, Bihar State Electronics Development Corporation Ltd and our liability under this Guarantee shall be restricted to the Guaranteed Amount equal to 10% of total project cost (Thirty Lakhs).
5. If it is necessary to extend this Guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on the request of the Bidder under intimation to the Managing Director, Bihar State Electronics Development Corporation Ltd.
6. To give full effect to the Guarantee contained herein, the Managing Director, Bihar State Electronics Development Corporation Ltd shall be entitled to act as if the Guarantor Bank is the principal debtor in respect of claims against the Bidder and the Guarantor Bank hereby expressly waives all its rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this Guarantee.
7. Any notice by way of demand or otherwise may be sent by special courier, telex, fax, registered post or other electronic media to our address as afore-said and if sent by post, shall be deemed to have been given to us after expiry of 48 hours when the same has been posted.
8. Our liability under this Guarantee will continue to exist until a demand is made by the Managing Director, Bihar State Electronics Development Corporation Ltd in writing or up to and including One Hundred and Eighty (180) days after the period of the Bid Proposal validity, i.e. up to \_\_\_\_\_2008, and any demand in respect thereof should reach the Bank not later than the above date.

Dated ..... this ..... day .....

Yours faithfully,

**Tender No: BSEDC/2008/e-District/003**

For and on behalf of the ..... Guarantor Bank,

(Signature)

Designation

(Address and Common Seal of the bank)

**Appendix 14 Performance Bank Guarantee Format.**

To,

**The Managing Director,  
BSEDC,  
Beltron Bhavan, Shastri Nagar,  
Patna 800 013**

Whereas .....(hereinafter called “the Bidder”) has submitted its Bid dated ..... (date of submission of Bid) for execution of e-District project in terms of the Tender dated ..... issued by the Managing Director, Bihar State Electronics Development Corporation Ltd (hereinafter called “the Bid”).

Whereas as per Section 5 Clause 5 of the Bid, the Bidder is required to furnish a bank guarantee as Performance Guarantee from a scheduled nationalized bank (Bank Guarantee)

In consideration of the fact that the Bidder is our valued customer and the fact that he has submitted the Bid, we, (name and address of the bank), (hereinafter called “the Guarantor Bank”), has agreed to bind ourselves, our successors, and assigns to irrevocably issue this Bank Guarantee and guarantee as under

NOW THIS GUARANTEE WITNESSETH: -

1. If the Bidder

(a) having been notified of the acceptance of its Bid by the Managing Director, Bihar State Electronics Development Corporation Ltd , during the period of Bid Proposal validity:

(i) fails to perform as per the contract obligations.

(ii) On invoking of Section 5 Clause 14 “Termination for Default”;

The Guarantor Bank shall immediately on demand pay the Chairman, of Bihar State Electronics Development Corporation Ltd without any demur and without the Managing Director, Bihar State Electronics Development Corporation Ltd having to substantiate such demand a sum of Rs 30,00,000/- Lakhs (Rupees thirty Lakhs only) (Guaranteed Amount).

2. The Guarantor Bank will make the payment of the Guaranteed Amount forthwith on the demand made by the the Managing Director, Bihar State Electronics Development Corporation Ltd , notwithstanding any objection or dispute that may

exist or arise between the Managing Director, Bihar State Electronics Development Corporation Ltd , and the Bidder or any other person.

3. The demand of the Managing Director, Bihar State Electronics Development Corporation Ltd on the Guarantor Bank for the payment of the Guaranteed Amount, shall be deemed as the final proof of fulfillment of the conditions stipulated in (1) above.
4. This Guarantee shall be irrevocable and shall not be discharged except by payment of the above amount by us to the Managing Director, Bihar State Electronics Development Corporation Ltd , and our liability under this Guarantee shall be restricted to the Guaranteed Amount being Rs 30,00,000/- Lakhs (Thirty Lakhs only).
5. If it is necessary to extend this Guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on the request of the Bidder under intimation to the Managing Director, Bihar State Electronics Development Corporation Ltd .
6. To give full effect to the Guarantee contained herein, the Managing Director, Bihar State Electronics Development Corporation Ltd , shall be entitled to act as if the Guarantor Bank is the principal debtor in respect of claims against the Bidder and the Guarantor Bank hereby expressly waives all its rights of suretyship and other rights, if any, which are in any way inconsistent with any of the provisions of this Guarantee.
7. Any notice by way of demand or otherwise may be sent by special courier, telex, fax, registered post or other electronic media to our address as afore-said and if sent by post, shall be deemed to have been given to us after expiry of 48 hours when the same has been posted.
8. Our liability under this Guarantee will continue to exist until a demand is made by th the Managing Director, Bihar State Electronics Development Corporation Ltd , in writing or up to and including 3 years from the date of signing of contract, i.e. up to \_\_\_\_\_2008, and any demand in respect thereof should reach the Bank not later than the above date.

Dated ..... this ..... day .....2008....

Yours faithfully,

For and on behalf of the ..... Guarantor Bank,

(Signature)

**Tender No: BSEDC/2008/e-District/003**

Designation

(Address and Common Seal of the bank

*Note:* To be executed at the time of Signing of Contract by the Selected Vendor



Tender No: BSEDC/2008/e-District/003

**Appendix 15 Template for Pre-bid Conference queries/Clarifications.**

RFP purchase No:

Date:

Name of the Bidder:

Address:

Telephone Nos:

Fax No:

Mobile No:

Email ID:

S N:	Particulars of the query / clarification	Clause No:___ Section No:___	Corresponding page no in the RFP Document	Remarks
1				
2				
3				
4				

Authorized Signatory

Designation

**(If the queries / clarifications are submitted through e-mail, the bidder should send the queries / clarifications through official e-mail IDs only.)**

**Appendix 16 Letter for association of Consortium**