Government of Bihar

Request for Proposal (RFP)

Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of Aadhaar Data Vault along with AMC of BAAF Project

For

Department of Information Technology, Government of Bihar

March 2021

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Issued By:

Bihar State Electronics Development Corporation Limited
(A Government of Bihar Undertaking)
BELTRON BHAWAN, SHASTRI NAGAR, PATNA, BIHAR
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Table of Contents

ABBREVIATIONS & DEFINITIONS

Applicable Law	The laws and any other instruments having force of law in India as they may be issued and in force from time to time
API	Application Programming Interface
ASA	Authentication Service Agency
AUA	Authentication User Agency
Authorised Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BELTRON / BSEDC	Bihar State Electronics Development Corporation Limited
Bid / eBid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format.
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder / Agency / Firm / Supplier	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity.
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid.
BPR	Business Process Re-engineering
BSDC	Bihar State Data Center
BSDM	Bihar Skill Development Mission
CA	Chartered Accountant
CIDR	Central Identities Data Repository
CMMi	Capability Maturity Model Integration
Committee	Committee constituted by BELTRON for evaluation of Technical

	Proposals
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement MD, BELTRON in this document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement.
Contract Price	Price payable to the firm/company on the panel of BELTRON under the Contract for the complete and proper performance of its contractual obligations
Day	A calandar day as per GoB/ GoI.
DIT / DIT, Bihar	Office of the Department of Information Technology, Government of Bihar
EID	Enrolment ID
Effective date	The date on which the contract comes into force and effect
EMD	Earnest Money Deposit
GCC	General Conditions of Contract
GoB	Government of Bihar
GoI	Government of India
HSM	Hardware Security Module
ICT	Information and Communications Technology
INR	Indian Rupee
ISO	International Organisation for Standardisation
IT	Information Technology
KSA	KYC Service Agency
KUA	KYC User Agency
KYR / KYC	Know Your Resident / Customer
LoI	Letter of Intent
MeitY	Ministry of Electronics & Information Technology, GoI.

O&M	Operation & Maintenance
Personnel	Professional and Support staff provided by the firm/ company and assigned to perform service to execute an assignment and any part thereof.
Proposals	Proposals submitted by bidders in response to the RFP issued by BELTRON for selection of firm/company
RFP	Request for Proposal
Services	Work to be performed by the firm/ company pursuant to the selection by BELTRON and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by DIT, Bihar
SRS	Software Requirements Specification
SSP	Software Service Provider
TIN	Tax Identification Number
TPA	Third Party Auditor
UAT	User Acceptance Testing
UID	Unique ID
UIDAI	Unique Identification Authority of India
WO/ PO	Work Order/ Purchase Order
Working Days	Working days is defined as working days as per Government of Bihar and working hours are defined as 09:30 hours till 18:00 hours IST

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1. Invitation for Proposal

1.1 RFP Notice

a) Bihar State Electronics Development Corporation (BELTRON), on behalf of Department of Information Technology, Government of Bihar, invites proposals for "Selection of **Software Solution Providers** for Development, Implementation and Maintenance at Bihar State Data Center, **a software solution service to facilitate use of Aadhaar Data Vault along with the Maintenance of Bihar Aadhaar Authentication Framework**" with an intent to improve Public Service Delivery. BELTRON intends to select a Software Solution Provider Firm to provide technical experienced resources who have exposure to the use of Aadhaar Platform and can facilitate implementation of Aadhar based Authentication and its associated services as provided by government of Bihar to its citizens.

b) The requirement under this RFP is to provide an integrated software solution encompassing Aadhaar Data Vault & Aadhaar based Authentication services as required by various State government line departments to on-board and integrate services of providing Aadhaar-enabled Citizen Centric Services under various government schemes.

c) Any contract that may result from this public procurement competition will be issued for a "**Term**" of maximum of **six (06) months for development and commissioning** of the intended application ("Go Live") and thereafter followed by **three (03) years for support and maintenance**.

d) BELTRON reserves the right to extend the Term further for period of a maximum Two (02) years for support and maintenance on the same terms and conditions, if required. During the extension(s) fee may be revised based upon mutual agreement between the parties but not exceeding maximum of 10% of the current bid amount for the selected agency.

e) The RFP include the followings:

- Section 1 - Invitation for Proposals
- Section 2 – Project Profile & Background Information
- Section 3 - Eligibility Criteria
- Section 4 – About Bihar Aadhaar Authentication Framework (BAAF)
- Section 5 - Scope of Work
- Section 6 – Project Deliverables-cum-Time Line for Payment Schedule
- Section 7 - Technical Bid (manpower specification)
- Section 8 – Bidding Process
- Section 9 – General Terms & Conditions
- Section 10 – Exit management
- Section 11 – Annexure: Technical Proposal & Financial Proposal

f)   Interested firms / companies may download the RFP document from the website https://eproc2.bihar.gov.in.

g)   Bihar State Electronics Development Corporation Limited (BELTRON), reserves the right to reject any or all the Proposals in whole or part without assigning any reasons.

1.2 Data Sheet

S. No	Information	Details
1.	Bid Processing Fee	INR 5900/- (Non Refundable)
2.	Tender Fee	INR 10000/-(Non Refundable)
3.	Earnest Money Deposit (EMD)	INR 11,00,000/- (Refundable) submitted in form of BG/Online Mode
4.	Last date and time for submission of pre-bid queries	"08/04/2021" up to 1500 hrs.
5.	Last date and time for submission of proposals (General-cum-Technical and Financial) (Online)	27/04/2021 up to 1600 hrs.
6.	Opening of Technical Bids	28/04/2021 at 1600 hrs Bihar State Electronics Development Corporation Limited (BELTRON), Shastri Nagar, Beltron Bhawan Patna - 800015 Tel: 612-23256022, Fax: 612-2323892
7.	Place, Time and Date of pre-bid meeting.	09/04/2021 at 1500 hrs Bihar State Electronics Development Corporation Limited (BELTRON), Shastri Nagar , BeltronBhavan, Patna - 800015. Tel: 612-23256022, Fax: 612-2323892
8.	Contact Person for queries	Sujeet Kumar Manager(PMU) Bihar State Electronics Development Corporation Limited (BELTRON), Shastri Nagar , BeltronBhavan, Patna - 800015. Email-sujeet.kumar@bihar.gov.in
9.	Address at which proposal in response to RFP notice is to be submitted through online mode only.	Managing Director Bihar State Electronics Development Corporation Limited (BELTRON), Shastri Nagar , BeltronBhavan, Patna - 800015. Tel: 612-23256022, Fax: 612-2323892.
10.	Bid validity	180 days, From date of financial bid opening

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

2. Project Profile & Background Information

2.1 Introduction

2.1.1 Project Brief

The overall growth of information technology (IT) across India has resulted in creation of high-quality employment and wealth creation – both localized as well as for the country. Government of Bihar (GoB) recognizes the strategic importance of Technology as a key catalyst for development and hence, has continuously focused on constructive exploitation of the opportunities within the IT sector.

As a first step towards developing a strong technology base in the state, the GoB had laid out the following construct for itself:

Vision
> "Using Information and Communication Technology (ICT) to empower the masses through easier access to information, transforming governance for better service delivery and, as a vehicle, for economic development of the state."

2.1.2 Project Vision

UID Project involves enrolment of residents for unique identity and integration of the KYR database with departmental databases; firstly, to clean it for fake/bogus beneficiaries and then deliver benefits to entitled beneficiaries under various schemes existing in the state. The project is expected to improve the service delivery mechanism for residents of state especially the rural and poor population.

Subsequently the state also initiated and setup the required physical infrastructure for implementation of Aadhaar and undertakes Aadhaar enablement of selected GoB schemes as a working model to confirm Aadhaar usage and replicate it across other state schemes. This has resulted in a spin off to providing services to citizens based on Aadhaar Authentication and Aadhaar Enabled Payment System. The developed software BAAF platform / framework hosted at state data center forms a bridge between the departmental application and the UIDAI / Aadhaar system.

DIT, Bihar proposes to formulate a roadmap to proceed with a strategy to define the most effective mechanism to leverage Aadhaar in delivering services to the intended citizens. The State proposes to have a centralized infrastructure to facilitate Aadhaar enablement of its' citizen centric departments and schemes in a holistic manner and to authenticate identity of residents in the State through Aadhaar ID, for the purpose of processing resident benefits arising out of

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

Government Welfare Schemes. The State Government also envisages in long term to setup a single centralized platform which shall provide the citizen of Bihar with a distinct digital identity and unique profile to map all the services he/she is entitled for, tracking the benefit disbursement against the same for better governance, enable provision of secure 'Anytime, Anywhere' access to Government services and to facilitate better planning and design of Welfare schemes based on resident data.

This Centralized Digital Identity & Entitlement Platform is proposed to be developed around Aadhaar and shall also account for state level citizen identity management, targeted profiling of the services for identification of intended beneficiaries and social accounting for the services delivered. The State Government would like to design and develop a robust service delivery platform which shall be integrated with multiple service delivery channels like Physical Service Delivery Centers, Web Portal, Mobile Platforms, Kiosks etc. in the frontend and various department applications in the backend to enable seamless service delivery to the citizens.

DIT Bihar is a Global AUA & ASA of UIDAI.

2.1.3   Project Objectives

Bihar State Data Centre (BSDC) is the facility for storage of UIDAI's KYR database for citizens of Bihar State along with certain basic software utilities for enabling seeding and authentication through Central Identity Data Repository (CIDR). As the enrolment process makes progress, the uniquely authenticated data of resident enrolled and being assigned an Aadhaar is stored in BSDC. Department of Information Technology, Government of Bihar provides Aadhaar Authentication based services to all State government departments, while, its executive agency, BELTRON is responsible for implementation of this project.

UIDAI has developed the Application Framework, which provides the States with a utility and a placeholder to manage citizen service.

BAAF: A set of hardware and software has been deployed in BSDC and is being used
- As an interface to map citizen's UID with Service Delivery Databases (already existing like PDS, Education, BSDM, Health etc.) wherever legacy data is available.
- Validating the authenticity of the citizen's identity by using the AADHAR Authentication Framework wherever the line departments are willing to use BSDC and the developed Software Platform/Framework as the unique set of authenticated database to confirm citizen's identity and KYR details.
- BSDC and the developed software platform/framework also acts as an AUA to enable and route authentication request/responses from registered State applications as Sub-AUAs to CIDR
    I.   **Objectives**
        a.   Manage the complete State level Digitized, Centralized KYR data in Secure manner
        b.   Enhance Aadhaar Data Security
        c.   Leverage Resident Data in Service Delivery Applications

**RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar**

d. Easily incorporate Aadhaar authentication into various applications

II. **Functions work**

a. UIDAI shall provide the registrar with an EID-UID (Enrolment ID – Unique ID) Mapping XML file, which is generated by the CIDR after creation of Aadhaar number. It contains one or more pairs of EID and UID related to residents enrolled.

b. Having received the XML file the service delivery database/s, which are required to be cleaned and updated with the UID Number of the citizen; have to be made available on a centralized platform for comparing with the one or more KYR and KYR+ fields in KYR+ database to find a suitable match.

c. Upon finding a match, Aadhaar number from BSDC database is seeded into the service delivery database.

d. The BSDC and application provides for an option to either do the seeding manually or automatically with the best-fit case

e. It provides AUA application to help state in incorporating Aadhaar Authentication into various applications.

f. A utility to query Aadhaar seeded database.

Aadhaar Data Vault:

This project constitutes the creation of Bihar Aadhaar Data Vault (BADV), which has to adhere to the guidelines from UIDAI. The guidelines for the Aadhaar Data Vault to be created has been detailed in relevant paras in the Scope of Work section of this RFP, however any additional guidelines released by UIDAI or Government of Bihar in future regarding the Aadhaar Data Vault and has to be incorporated from time to time and adhered to by the SSP in terms of rules and guidelines to be followed.

The Aadhaar Data Vault shall have same configuration, equipment, software and API definitions, service, development and manpower requirements as detailed herein the RFP. The bidders are also advised to visualize the scenarios where integration efforts with transacting databases may be just a duplicate effort since some or many of the transacting line departments and their corresponding databases may be the same. Hence, the bidders are advised to rationalize integration efforts through various software development lifecycle techniques and hence become more competitive.

The scope of work includes minimum of 3 specific API development as per requirement mentioned therein. These API includes:

- Authentication API
- e-KYC API
- OTP Request API.

Hence, to comply with the guidelines of UIDAI and Aadhaar Act 2016, Purchaser intends to deploy Aadhaar Data Vault at its Bihar State Data Centre (BSDC) in order to generate reference key and share reference key with sub AUA's departments. The sub AUA share same reference key with

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

respect to related Aadhaar number to AUA in PID block. When AUA gets the PID block from sub AUA's, it will call ADV API and get the Aadhaar number from the ADV for respective reference number and put Aadhaar number in PID block and send to UIDAI. After getting the response from the UIDAI, AUA again fetch the reference number from the ADV with respect to respective Aadhaar number and return the response to sub AUA with reference key.

Preface to Solution Design:

Aadhaar Data Vault and Reference Key:

Aadhaar Data Vault is a storage facility for all the Aadhaar numbers collected by the AUAs/KUAs/Sub-AUAs/ or any other agency for specific purposes under Aadhaar Act and Regulations, 2016. It is a secure system inside the respective agency's infrastructure accessible only on need to know basis. Similar to the PCI–DSS Tokenization strategy, the Aadhaar Data Vault consists of reference key, which is a unique token to represent the Aadhaar number in the entire internal ecosystem of the agency. Mapping of reference key and Aadhaar number is to be maintained in the Aadhaar Data Vault.

Implementation Process to be followed

Store Aadhaar numbers and any connected Aadhaar data (e.g. eKYC XML containing Aadhaar number and data) on a separate secure database/vault/system. This system will be termed as "Aadhaar Data Vault" and will be the one and only place where the Aadhaar numbers and any connected Aadhaar data will be stored. Store any relevant demographic data and/or photo of the Aadhaar number holder in other systems (such as customer database) as long as Aadhaar number is not stored in those systems. Each Aadhaar number is to be referred by an additional key called as Reference key. Mapping of reference key and Aadhaar number is to be maintained in the Aadhaar Data Vault.

All business use-cases of entities shall use this Reference key instead of Aadhaar number in all systems where such reference key need to be stored/mapped, i.e. all tables/systems requiring storage of Aadhaar numbers for their business transactions should onwards maintain only the reference key once the Aadhaar Data Vault is being implemented. Actual Aadhaar number should not be stored in any business databases other than Aadhaar Data Vault.

Access to Aadhaar Data Vault shall be made secure and accessed through internal systems only. The Aadhaar number and any connected data maintained on the Aadhaar Data Vault shall always be kept encrypted and access to it shall be strictly controlled only for authorized systems. Keys for encryption are to be stored in HSM devices only.

Aadhaar numbers along with connected data if any (such as eKYC XML containing Aadhaar numbers and demographic data) shall only be stored in a single logical instance of Aadhaar Data Vault with corresponding reference key. Appropriate HA/DR provisions shall be made for the vault with same level of security. The Aadhaar Data Vault containing Aadhaar number/data and the referencing system must be kept in a highly restricted network zone that is isolated from any untrusted zone and other internal network zones.

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

Only trusted communications must be permitted in and out of the vault. This should ideally be done via API/Micro-service dedicated to get the mapping and controlling access to the API/Micro-service at application level. Any authorized users needing to access this mapping must go via applications allowing them to view/access this data with appropriate user authentication and logging. The Aadhaar Data Vault must implement strong access controls, authentication measures, monitoring and logging of access and raising necessary alerts for unusual and/or unauthorized attempts to access.

The Aadhaar Data Vault should support mechanisms for secure deletion/ updation of Aadhaar number and corresponding data if any, as required by the data retention policy of the respective entities and purchaser. The selected bidder may choose any method for generation of reference key. The chosen Reference Key generation method shall ensure that the recovery of the original Aadhaar number must not be computationally feasible knowing only the reference key or number of reference keys. It is suggested that a UUID (Universally Unique Identifier represented via hex string) scheme be used to create such reference key so that from such reference key, Aadhaar number can neither be guessed nor reverse engineered.

3. Pre-Qualification/ Eligibility Criteria

The Bidder is expected to submit the following supporting documents with respect to the below-mentioned eligibility criteria together with the Technical Proposal:

3.1 Pre-Qualification Criteria

S.No.	Basic Requirement	Eligibility Criteria	Documents Required
1	Legal Entity	The Bidder should be registered in India under the Indian Companies Act 1956 and should have operated in India for a minimum of **5 years**.	Copy of Certificate of Incorporation from Registrar of Companies

S.No.	Basic Requirement	Eligibility Criteria	Documents Required
2	Annual Turnover	Annual Turnover of the bidder from IT/ ITeS Services in India during each of the last three financial years, i.e., from 2017-18 to 2019-20 (as per the last published audited balance sheets), should be at least **INR 28 Crores** **Note:** *The Turnover shall not include any services related to hardware/ networking/ IT Audit/ Professional services like Financial Audit/ CA Services etc.*	CA Certificate with CA's Registration Number/ Seal
3	Net worth Certificate	The net worth of the bidder, as on 31-Mar- 2020, should be Positive	CA Certificate with CA's Registration Number/ Seal
4	Work Order Certificate	The bidder should have prior experience of having executed or executing at least one of similar scale and scope of project in India over the last five years for project like State Resident Data Hub / API development for beneficiary verification along with integration with UID platform	Copy of Work Order / Contract to be attached (with clear details around scope of work and value of the project).
5	Software Development for e-Governance	The bidder should have implemented a e-Governance Software Development project with minimum value of **INR 2 Cr**	Copy of Work Order / Contract to be attached (with clear details around scope of work and value of the project).
6	Tax Registration	The bidder should have a registered number of i. Service Tax ii. Income Tax / Pan number	Copies of relevant certificates of registration
7	Technical	The Bidder must have a minimum	Certificate from HR

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

S.No.	Basic Requirement	Eligibility Criteria	Documents Required
	Resource	strength of 150 fulltime IT / Software professionals (B.E./ B. Tech/ MCA) on the payroll of the company in India at the time of bid submission.	Dept. on company letterhead.
8	CMMi level certification	The firm/company should have a **CMMi Level 3 or above** certification	Copy of valid certificate

Technical Proposal of only bidders will be evaluated who qualify in Pre-qualification criteria.

3.2 General Instruction of Bidding Process

a) This invitation for bids is open to all Indian firms who fulfil prequalification criteria as specified in the RFP.

b) Consortium is not allowed.

c) Breach of general or specific instructions for bidding, general and special conditions of contract with GoB or any of its user organizations during the past 3 years may make a firm ineligible to participate in bidding process.

d) Any specific Company can submit only one bid, and a single company submitting more than one bid shall be disqualified and liable to be black-listed by the Department.

e) Terms and conditions of e-procurement tendering process is mandatory to all the bidders.

4. About Bihar Aadhar Authentication Framework (BAAF)

4.1 Module of BAAF

The BAAF application consists of following modules-
- ✓ Data Management
- ✓ User Access Management
- ✓ KYR Search
- ✓ Authenticate Services

- ✓ E-KYC validation
- ✓ MIS reports and Dashboard
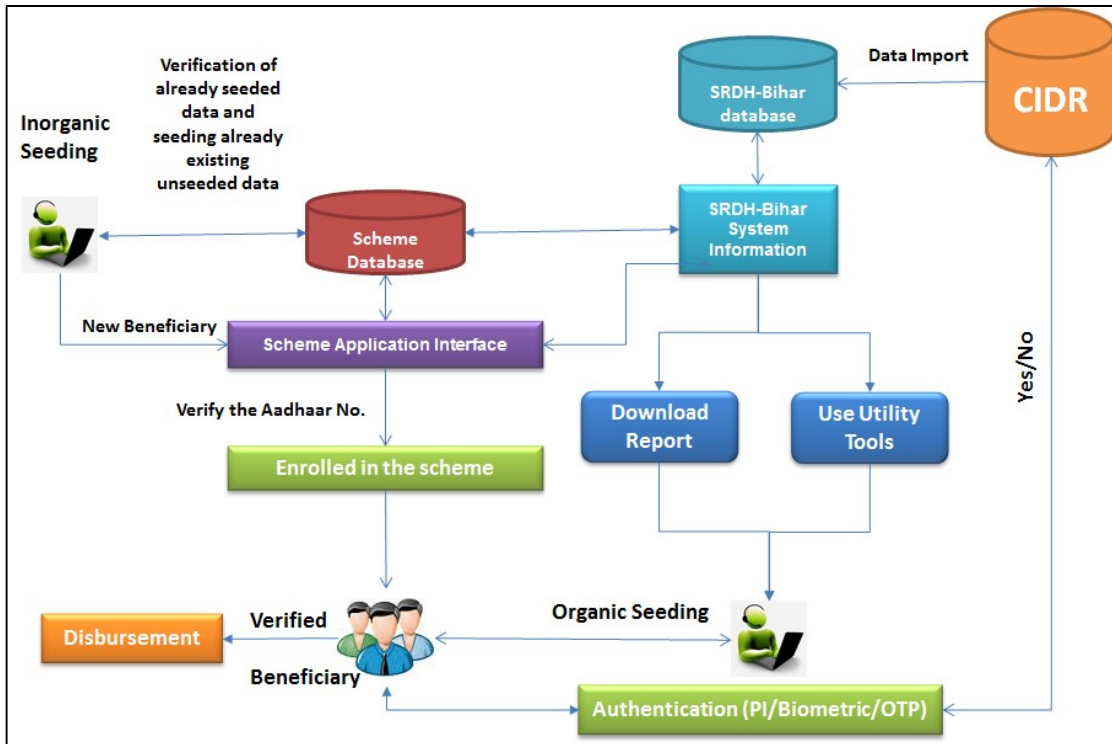
i) Data Management

Data management is the development and execution of architectures, policies, practices and procedures in order to manage the information lifecycle needs of an enterprise in an effective manner.

Bidder will do effective data management of various citizen databases. The Data management is broadly categorized in two parts
- ✓ SRDH data Management (Data Received from the CIDR database)
- ✓ Management of beneficiary data which are integrated with the SRDH from the various departments of Bihar.

ii) User Access Management

To use the proposed SRDH application the admin user needs to create Department wise user login ID for verification and validation. The features of the user management module are listed as below:
- ✓ Log in Id creation
- ✓ Change Password
- ✓ Forgot Password
- ✓ Role Based Menu access

iii) KYR Search

The portal allows the user following search options to know the KYR information of the beneficiary. To use the KYR search the user need to log in to the SRDH portal and select the type of search.

- ✓ Simple Search
- ✓ Advance Search

iv) Authenticate Services

System supports the following authentication types:

- ✓ Biometric Matching
    - o Finger Print Authentication
    - o IRIS Authentication
- ✓ Demographic Matching
- ✓ One-Time-PIN (OTP)

v) E-KYC validation

KYC (Know Your Customer) establishes the identity of the resident, their address, and other basic information such as their date of birth and gender. Typically, this KYC information is combined with other information at the point of service delivery to determine eligibility.

vi) Web Service Integration

The existing applications running in various state departments are integrated with the SRDH application through various web services. This helps the department users to perform the search operation in the existing application itself without log in to the SRDH application.

vii) Aadhaar seeding

Aadhaar seeding is a process by which UID id is attached to the database of beneficiaries. As a result, the database of beneficiary gets verified with the Aadhaar details. This also help state department to auto update the Aadhaar data in the beneficiary database.

Seeding of UID number in the beneficiary database serves to uniquely identify its beneficiaries. When each of the beneficiaries is uniquely identified, the database of beneficiaries can be clean set of:

- ✓ All beneficiaries who are non-existent (as non-existing persons cannot get UID)
- ✓ Duplicate beneficiaries entry, who are claiming benefit more than once
- ✓ Beneficiaries who are claiming benefits in the name of others

Seeding can be categorized in following categories.

- ✓ Inorganic seeding
- ✓ Organic seeding
- ✓ Self-Seeding

viii) MIS reports and Dashboard

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

Several dashboards are designed for easy access to different analytical reports and other defined operations.

ix) Other Services

Apart from the above mentioned modules, bidder will also support departments in seeding process during the period of tenure. Bidder will also propose and implement enhancement like e-payment facility, supporting Unicode, implementation of Mobile enabled services, self-seeding facility etc. in consultation with the department.

4.2 List of Schemes Integrated

APIs are developed for integration to various schemes with following features:

- ✓ XML based protocol for easy integration and cross platform support.
- ✓ Security mechanism inbuilt to the system to ensure unauthorized access to the system is prohibited.
- ✓ Log mechanism to create file, database log to record all activity done through API.
- ✓ The log content gives information of a transaction, which includes type of transaction, amount, originated front-end type, IP Address, Device ID etc.
- ✓ Encryption / decryption mechanism to accept data in encrypted format, and share the key to the department for encryption.

Below is the list of departments and schemes for which API has been developed-

S. No.	Sub-AUA Name	Scheme/Service Name
1.	Bihar Prasashanik Sudhar Mission Society (BPSMS)	Issuance of Caste Certificate
		Issuance of Income Certificate
		Issuance of Residential Certificate
		Service Plus Schemes
2.	Service Plus (NIC)	Service Plus Caste Certificate
		Service Plus Income Certificate
		Service Plus Mukhyamantri Kanya Utthan Yojana
		Service Plus Mukhyamantri Kanya Vivah Yojana
		Service Plus Rastriya Parivarik Labh Yojana
		Service Plus Residential Certificate
		Service Plus Social Security Pension Schemes
		Service Plus Economically Weaker Section Certificate
3.	Planning & Development	Bihar Student Credit Card
		Self Help Allowance
		Kushal Yuva Programme
4.	Agriculture	Online Farmer Registration
5.	Bihar Rural Livelihood Promotion Society (Jeevika)	Lohia Swach Bihar Abhiyan (LSBA)
		Self Help Group (SHG)
6.	Food Department	Public Distribution System
7.	Social Welfare	e-Labharthi
		Mukhyamantri Vridhjan Pension Yojna
		Indira Gandhi National Disability Pension

|		Indira Gandhi National Old Age Pension
		Indira Gandhi National Widow Pension
		Laxmi Bai Social Security Pension
		Bihar State Disability Pension
8.	Labor Resources Department	Labor Registration
		Bihar Skill Development Mission
		Bihar Building & Other Construction Workers Welfare Board
9.	BELTRON	Candidate KYC
10.	Health Department	Outreach Services
11.	Rural Works Department	Vendor Registration
12.	Information Technology	Sahaj Taknik Yojna

4.3 BAAF Technical Specifications

S.No.	Category	Software Title
1	Operating System	Windows / LINUX
2	Platform	JDK 1.7 or higher, Struts 2.0, Spring 4.0, Hibernate 4.0
3	DB Software	MS SQL
4	Web Server	Jboss 7.0 or higher

4.4 BAAF Deployment Architecture
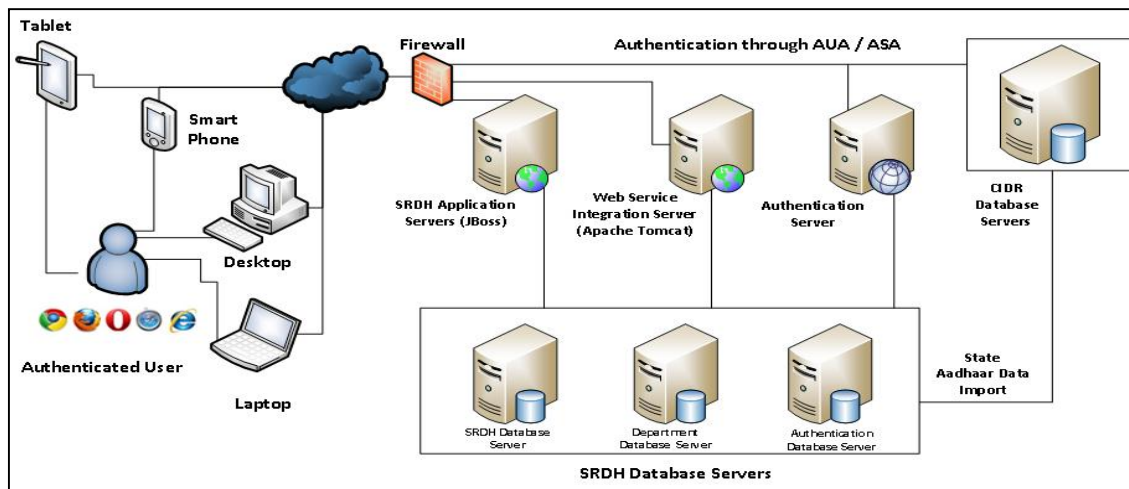
5. Scope of Work

5.1 Transition and Maintenance of BAAF Application

The successful bidder is required to transition and take over the operations of the BAAF project from the existing vendor and continue to provide AMC support for BAAF along with ADV.

i) The current AMC for BAAF is valid this June 2021. The successful bidder is required to transition (take-over) BAAF operations and related responsibilities before June 2021.

ii) The successful bidder is expected to provide IT solution services towards the achievement of Aadhaar based verification of beneficiaries for delivery of citizen centric services provided by Government of Bihar.

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

iii) The successful bidder will be responsible to maintain & design an IT system for providing interface of the application of the various Departments of Government of Bihar to UID-software system for identification verification and validation of the beneficiaries.

iv) The BAAF Application provides solution for Aadhaar Authentication using Authentication API; User Departments may be able to adopt Aadhaar Authentication into their applications with minimalistic configuration changes.

v) The Successful bidder will be responsible to maintain & design IT system for authentication of the beneficiaries of different Departments of Government of Bihar as per requirement. The IT system will route all the authentication transaction from State Government Departments to UIDAI and share response back to the State Government Department.

vi) The BAAF Application should enable authentication of demographics along with biometrics of beneficiaries of state Government schemes with CIDR Database managed by UIDAI.

5.2 Supply of Aadhaar Data Vault Solution

Selected bidder shall perform Aadhaar data vault lifecycle software set-up activities of Supply (Development), Installation, Customization, Integration, Configuration, Testing, Commissioning and thereafter comprehensive annual warranty and O&M support including but not limited to updates, patches, and upgrades for the 'Term' of the project. Selected bidder shall supply solution as per the technical specifications mentioned in this document & commission Aadhaar Data Vault solution along with associated components fulfilling but not limited to the indicative technical/ functional specification requirements as specified in bidding document & also as per UIDAI guidelines issued earlier and further being issued by UIDAI from time to time. Data vault Solution should comply operational requirements of Aadhaar for authentication operations as per UIDAI guidelines.

The successful bidder will be responsible for supply (development) and enhancements of the software and provide the same with complete source code of the software.

The Aadhaar data vault solution should encompass the following events:
   i)   Aadhaar Data Vault shall store Aadhaar number in an encrypted format and the encryption keys shall be stored within HSM to ensure security.

   ii) Each Aadhaar number shall be mapped to a unique reference key and encrypted Aadhaar number shall be stored corresponding to the unique reference key.

   iii) The Reference Key generation mechanism (Tokenisation) must be a secure solution and the keys should be managed in FIPS compliant module.

   iv) The encryption solution is required to encrypt any other sensitive data that may contain Aadhaar number ex: Photocopies, PDF copies.

   v)   The unique Reference key so generated shall be such that it wouldn't be possible to re-engineer the Aadhaar number using the key.

   vi) The following APIs shall be exposed by the Aadhaar Data Vault
        a) Picking Aadhaar Number from Dept. database(s)
        b) Storing Aadhaar number with a reference key in ADV
        c) Retrieving Aadhaar number from ADV based on reference key supplied from Dept.

d) Updating the status of Aadhaar number.

e) Querying Reference Key, which accepts Aadhaar number as input and returns reference key as output.

f) Storing e-KYC details, which stores the Aadhaar number and e-KYC details received from UIDAI

vii) Aadhaar Data Vault shall have functionality for first Time Migration Batch, which migrates the existing Aadhaar details to vault in an efficient manner like through Bulk Insertion / CSV Upload /any (multiple) suitable appropriate mechanism(s).

viii) Aadhaar Data Vault shall have functionality for Bulk Aadhaar Query, which accepts list of reference keys as input and return respective Aadhaar numbers against the reference keys as output.

ix) Aadhaar Data Vault shall have functionality for Bulk Aadhaar Update, which updates the status list of Aadhaar number in Aadhaar vault database.

x) Aadhaar Data Vault shall interface with HSM to perform encryption/decryption functions on Aadhaar data with the mapped keys.

xi) Aadhaar Data Vault shall have admin configuration module through which Users shall be able to configure channel and services and channel authentication parameters.

xii) Aadhaar Data Vault shall manage authentication of source to validate request originated from proper channel.

Apart from meeting the functional requirements as set out by UIDAI, the Aadhaar Data Vault also ensures the following:

xiii) **Application Security:** Aadhaar Vault System shall ensure security of Aadhaar data. Access to database system that stores the encrypted Aadhaar information shall be strictly controlled and only authorized persons/ applications shall be allowed to access it. Keys used to encrypt Aadhaar number/data shall be stored only in the HSM to ensure tamper proof security.

xiv) **Performance:** Since Aadhaar number is basis of multiple business transactions which happen in real time, Aadhaar Data Vault system shall respond fast enough to allow other systems to complete real time transactions without any noticeable time lag/delay.

xv) **High Availability:** Aadhaar Vault System shall be scalable enough to support clustered deployment for high availability.

5.3 Installation, Configuration, Testing, Commissioning & Onsite Maintenance Warranty & Technical Support

Selected bidder shall be responsible for performing the customization, configuration, testing, commissioning and deployment of the Aadhaar Data Vault solution, as per the details mentioned below:

Broad activities would include the following but not limited to: -

i) **Requirement gathering**, if any, as per UIDAI guidelines to comply all necessary guidelines of AADHAAR DATA VAULT as per the circulars till the date of Final sign off of the software system including the API/micro services, Database, Rules, Engines etc.

ii) **Customize, configure, integrate, test, commission and deployment** of the Aadhaar Data Vault solution at Server(s) on the basis of UIDAI guidelines/requirements gathered and as under:

   a) Provide users with all relevant data/information with respect to the current logged-in user and his/ her role in the respective applications.
   b) Ensure the compatibility of proposed Aadhaar data vault solution with existing HSM (Gemalto safenet HSM Luna SA 7000). The said ADV solution is expected to continuously handshake with already deployed AUA server application (including the requisite hardware, web services, other components like HSMs, Servers and applications including API/micro services for e-KYC request), Load balancer and Security appliances or integration with any other systems available at BSDC basis indicative technical architecture and as per UIDAI guidelines in order to ensure complete establishment of Aadhaar data vault ecosystem across the user departments or ASA,AUA,KUA etc.
   c) Selected bidder shall also perform Deployment/Customization, commissioning and Integration of solution along with service and maintenance as per indicative architecture mentioned below and as per the scope of work and schedules and timeliness as described herein. iii. Testing of deployed solution majorly covering performance, security, load test etc.

iii) Provide user and admin manual (editable softcopy and 1 hardcopy each)

iv) **Comprehensive onsite maintenance warranty & technical support**: Selected bidder shall provide onsite comprehensive warranty for the specified period from the date of Go-Live; the selected bidder shall be responsible for providing timely troubleshooting, updates, patches, upgrades, and bug-fixes including additional customization/upgradation, configuration & integration requirements as per the directions of UIDAI during the contract period from Go-Live.

5.4 Aadhaar Data Vault | Application Architecture

It has been proposed that the application design and development must follow industry best practices and standards. In order to achieve the high level of stability and robustness of the application, the system development life cycle must be carried out using the industry standard best practices and adopting the security constraints for access and control rights. The various modules / application should have a common Exception Manager to handle any kind of exception arising due to internal/ external factors.

Similarly, the modules of the application are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. The system should have a module exclusively to record the activities/ create the log of activities happening within the system/ application to avoid any kind of irregularities within the system by any User/ Application.

5.5 Adherence to Open Source Standard

The solution must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.

5.6 Compliance with Government standards & policies

The solution must comply with all the relevant standards & policies listed herein for 'Government of India related e-Governance application development' issued and updated from time to time.

i)   Standards and Specifications for e-Pramaan: Framework for e-Authentication.

ii)   Biometric Standards.

iii) Digital Preservation Standard: e-Governance Standards for Preservation Information Documentation of e-Records (Metadata & Schema).

iv)   Localization & Language Technology Standard & "Best Practices for Localization of e-Governance applications in Indian Languages".

v)   Metadata and Data standards.

vi)   Quality Assurance Framework (QAF).

vii) Conformity Assessment Requirement (CARE) for e-Governance applications.

viii) Technical Standards for Interoperability Framework for e-Governance (IFEG).

ix)   Software development for Reengineering Cloud.

x)   Policy on Collaborative Application Development by Opening the Source Code of Government Applications.

xi)   Policy on Adoption of Open Source Software for Government of India.

xii) Policy on Open Application Programming Interfaces (APIs) for Government of India".

xiii) Web Content Accessibility Guidelines (WCAG) 2.0.

xiv) Guidelines for Indian Government Websites (GIGW).

The above-mentioned documents/guidelines may be updated in future and new standards and policies may be defined. Hence, it is suggested to refer the following website along with other related websites for latest standards, policies and guidelines"

- MeitY | (http://meity.gov.in)
- EGov Standards | (http://egovstandards.gov.in)
- DARPG | (http://darpg.gov.in/sites/default/files/Guidelines_for_Government_websites_0_0.Pdf)

5.7 Compliance with Industry Standards:

In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are summarized below. However, the list below is for reference purposes only and is not to be considered as exhaustive.

i)   Portal development W3C specifications

ii)   Information access/transfer protocols SOAP, HTTP/HTTPS

iii) Photograph JPEG (minimum resolution of 640 x 480 pixels)

iv)   Scanned documents TIFF (Resolution of 600 X 600 dpi)

v) Biometric framework BioAPI 2.0 (ISO/IEC 19784-1:2005)

vi) Latest HTML standards

5.8 Adherence to Specifications

While developing an application in response to this RFP, the SI shall adhere to all applicable policies and standards published by Government of India, which includes:

i) Finger print scanning IAFIS specifications

ii) Digital signature RSA standards

iii) Document encryption PKCS specifications IV. Information Security to be ISO 27001 compliant

iv) Operational integrity & security management to be ISO 17799 compliant

v) IT Infrastructure management ITIL / EITM specifications VII. Service Management

vi) ISO 20000 specifications

vii) Project Documentation IEEE/ISO specifications for documentation

5.9 Adherence to Government Guidelines

i. Ministry of Electronics and Information Technology, Government of India as updated from time to time. The latest version of the standards which may be found at https://egovstandards.gov.in

ii. National Informatics Corporation - The latest version of the standards may be found at web.guidelines.gov.in/

iii. Guidelines for Indian Government Websites (GIGW), available at:
http://darpg.gov.in/sites/default/files/GuidelinesforGovernment websites00.pdf

iv. "Policy on Open Application Programming Interfaces (APIs) for Government of India" available at: http://www.egazette.nic.in/WriteReadData/2015/164238.pdf

v. "Policy on Adoption of Open Source Software for Government of India" available at URL http://www.egazette.nic.in/WriteReadData/2015/163746.pdf

vi. Policy On Collaborative Application Development by Opening the Source Code of Government Applications", available at :
http://www.egazette.nic.in/WriteReadData/2015/164611.pdf

vii. "Policy on Adoption of Open Source Software for Government of India", available at URL http://www.egazette.nic.in/WriteReadData/2015/163746.pdf

5.10 Minimum Functional Specifications required for Aadhaar data vault solution

Sr. No	Sub Point	Features and Functional Description
1.		**Encryption of Aadhaar Number and any connected Aadhaar Data**
	1.1	The Aadhaar number and any connected data maintained on the Aadhaar Data Vault should be kept encrypted and access to it is strictly controlled only for authorized systems.

Sr. No	Sub Point	Features and Functional Description
	1.2	The platform needs to comply with the data encryption standards and storage policies requirements as mentioned by UIDAI.
	1.3	All encryption keys should only be stored in HSM infrastructure as mandated by UIDAI.
	1.4	UID Token should be stored as a mandatory part of solution.
	1.5	The platform should be compliant / support API 2.5 as designed by UIDAI
2.		**Generation of Reference Number**
	2.1	Each Aadhaar number is to be referred by an additional key called as Reference key. The proposed solution should have the ability to generate a reference value (key) which should get automatically associated with the Aadhaar Number or any other data stored in the vault.
	2.2	Mapping of the reference key and Aadhaar number is to be maintained in the Aadhaar Data Vault in encrypted format.
	2.3	The reference number generated as such should be unique for each Aadhaar number. The chosen reference key method should ensure that the recovery of the associated Aadhaar Number must not be computationally feasible knowing only the reference keys or number of reference keys. Reverse engineering of the reference key or a series of reference keys to compute the Aadhaar number should not be technically possible as mandated by UIDAI.
	2.4	The solution should be capable of maintaining the integrity of encrypted Aadhaar number associated with reference key.
3.		**Retrieval of reference number**
	3.1	ADV should search for existence of encrypted Aadhaar Number in the storage during every call to store Aadhaar Number in ADV. If the encrypted value of the Aadhaar number being stored already exists in the ADV storage, then the same associated reference number should be returned back.
4.		**Support Storage of UID**
	4.1	The ADV solution provided by the bidder shall support storage of 72 digits UID Token
5.		**Support Storage of Scanned Aadhaar Card PDF / Image File**
	5.1	The ADV solution provided by the bidder shall support encryption and storage of scanned Aadhaar Card PDF / Image file and any other document / images as per the data encryption and storage guidelines issued by UIDAI in a separate File Server.
6.		**Implementation under HA Mode**
	6.1	The ADV solution provided by the bidder shall support implementation of the solution at state Data Center and DR Location with redundant configuration. The Solution shall be highly scalable to meet the future requirements of the department.
	6.2	The solution shall be configured in High Availability mode only at the DC Location. The Solution should have capabilities for Auto Sync for the DC and DR Location with same level of security.
7.		**Implementation in a highly secured network Zone**
	7.1	The bidder should assist departmental team for implementation of the Aadhaar Data Vault Solution in a highly restricted network zone. The storage of Aadhaar number / data

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

Sr. No	Sub Point	Features and Functional Description
		along with the referencing system should be isolated from any untrusted zone and other internal network zones as mandated by UIDAI.
8.		**User Management Functionality**
	8.1	ADV platform offered by the bidder should be capable of providing a GUI for enabling creation of multiple API / Admin users. Authorized Departmental Officials should be able to login to this web-based platform and should be to create multiple Admin / API users.
	8.2	This web-based interface should also support Edit / Delete / Modify user/reset password functionality.
9.		**Non-Repudiation of Stored Data**
	9.1	ADV platform provided by the bidder shall support Non-repudiation of stored data in database or storage and should not permit any user to replace the encrypted Aadhaar number / data associated with Reference number value with another encrypted Aadhaar number / data
10.		**API's for interfacing with ADV platform**
	10.1	Only trusted communications must be permitted in and out of the vault. This should be ideally being done via API / Micro Service dedicated to get the mapping and controlling access to the API/ Micro-Service at application level. Any authorized users needing to access this mapping must access via applications allowing them to view / access data with appropriate user authentication.
	10.2	The Aadhaar Data Vault Solution should be capable to interface with the other applications and the Client API should be made available for accessing Aadhaar Data Vault as a part of the solution. The bidder should assist department for sub system integration with Aadhaar Data Vault with the Web Services / APIs.
11.		**Security**
	11.1	The ADV Solution should support and adhere to:
	11.2	Security framework for AUA/ASA/AKA's
	11.3	Security framework for authentication devices
	11.4	Support for Security audit by UIDAI security consultant or department appointed consultant.
12.		**Following guidelines (issued by UIDAI) are required to be followed. domains will be covered to achieve the above objectives**
	12.1	Aadhaar Act (2016) along with amendments thereon.
	12.2	Aadhaar (Authentication) Regulations, 2016
	12.3	Aadhaar (Data Security) Regulations, 2016
	12.4	Aadhaar (Sharing of Information) Regulations, 2016
	12.5	UIDAI Information Security Policy
	12.6	UIDAI Circular No. K-11020/205/2017 (Auth I) dated 25-Jul-2017

5.11 Minimum Technical specifications required for Aadhaar data vault solution

Sr. No	Technical Specification

Sr. No	Technical Specification
1.	The solution should be capable of Supporting any one of the encryption algorithms such as 3DES, AES-256, SHA-256, SHA-384, SHA- 512, RSA-2048, RSA-3072, RSA-4096 used for encrypting Aadhaar Number and Aadhaar related data.
2.	The Aadhaar Data Vault solution should support the key rotation.
3.	The Application should have the capabilities for updating / retrieving the Aadhaar Number or related data from Aadhaar Data Vault, during the Key Rotation of the HSM Keys. The Activity should not require any Downtime.
4.	Auditing and Logging: The Aadhaar Data Vault Solution should have the capability of detailed logging and audit tracking of all key state changes, administrator access and policy changes. The Audit trails should be securely stored and signed for non- repudiation.
5.	Aadhaar Data Vault solution should support User Access restrictions with various access rights
6.	The solution must be able to support storage of the root of trust master Key on a FIPS 140-2, minimum Level 2 certified HSM device.
7.	Aadhaar Data Vault solution should be scaled to higher TPS on the same HSM, solution should be field upgradable and should not involve additional procurement of hardware post solution is implemented.
8.	The Aadhaar Data Vault solution should be designed to achieve 100 TPS with a 5-year projection of 200 TPS.
9.	Aadhaar Data Vault solution should have the capability to support the Bulk Insertion of records with Unique Token for each Aadhaar Number.
10.	The software should be able to tokenize numeric / alpha numeric and special character other than Aadhaar numbers in its current version.
11.	The Solution should be capable of managing at least 100 concurrent connections scalable with 10 % rise every year.
12.	The ADV platform provided by the bidder must implement strong access controls and authentication measures. It should have ability to provision granular access control and shall support monitoring and logging of access.
13.	The admin and user roles should be segregated.
14.	User access should be locked in case of 5 unsuccessful login attempts. Audit log of all the activities carried out in Aadhaar data vault should be maintained as per the policies mandated by UIDAI.
15.	The ADV platform provided by the bidder shall support highly secured communication between the internal business applications (if any) of department and ADV platform.

Sr. No	Technical Specification
16.	The Security between Client Application consuming API / web service and Aadhaar Data vault shall be permitted only after successful validation of the below mentioned parameters: • IP Validation • User ID and Password
17.	User Authentication to be integrated with DIT Bihar provided SSO (Single Sign-on) LDAP.

5.12 Adherence to Hardware Security Module (HSM)

Sr. No.	Items	Minimum Specifications
1	Power	Indian power specifications in terms of Phase, Voltage, Frequency, etc.
2	Physical	Rack Mountable & Redundant/hot-swappable power supply
3	Public Key Algorithm	RSA (Encrypt / Decrypt), RSA (Sign / Verify)
4	Algorithms Support	Asymmetric Algorithm: RSA (2048 - 4096), Diffie-Hellman, KCDSA, ECDSA, ECDH Symmetric Algorithm: AES, DES, TripleDES, SHA1, SHA2, SHA256 Hash/HMAC algorithm: SHA-1, SHA-2, SHA 256 Key Exchange Mechanism: DES / TripleDES, AES Algorithm Cryptographic algorithms: Asymmetric Key with Diffie-Hellman (2048-4096 bit), RSA (2048-4096 bit) and Digital Signing via RSA (2048-4096-bit), DSA, ECC
5	Signing Speed	More than 2500 signs per second (RSA- 2048bits)
6	Certifications	FIPS 140-2 Level 3
7	Standards	ROHS, FCC
8	Key Length Support	1024 to 4096
9	APIs	Published API for various functionalities to integrate with the Application software
10	Compatibility	PKCS#11, CAPI, Open SSL, JCE/JCA

11	Connectivity	Ethernet Network based appliance, Should Network Connectivity over TCP/IP for cryptographic communication between applications and HSM
12	OS Support	Windows 2008 (32 & 64 bits) and above, Red Hat Linux (32 & 64 bits) Version 6 and above Virtual: VMware, Hyper-V
13	Key generation, Digital Signing and Verification, and Storage	On-board key generation, Digital Signing & Verification process to be done inside the HSM only for better performance and security Private Keys should be securely generated in the Hardware and secured by the hardware as per UIDAI guidelines
14	Administration, Backup Disaster Recovery	Should support hardware based secure Backup & Restoration, Disaster Recovery and should support Remote Management & Administration with multiple factor Authentication.
15	Others	It should also ensure that it is tamper proof and in case of any tampering, necessary information/logs are captured Must Support unlimited protected key storage Should enable secure execution of custom security critical application code within the temper resistant hardware boundary.
16	Scalability	The performance of HSM should be upgradable on field. Should have Unlimited logical /cryptographic separation of application keys. Should support automatic and instant key reflection to all the HSMs in the system.
17	Support	OEM would provide 24x7 telephonic and email based support. For telephonic support, an Indian Telephone Number (toll-free) should be available. Additional / specific software's if any, required to support multiple HSM appliances to be provided. Provide new version upgrades, updates, patches, etc. for all the components / sub-components through the period of contract

Note: The HSM module will be procured by DIT Bihar / BSEDC and provided to the successful bidder.
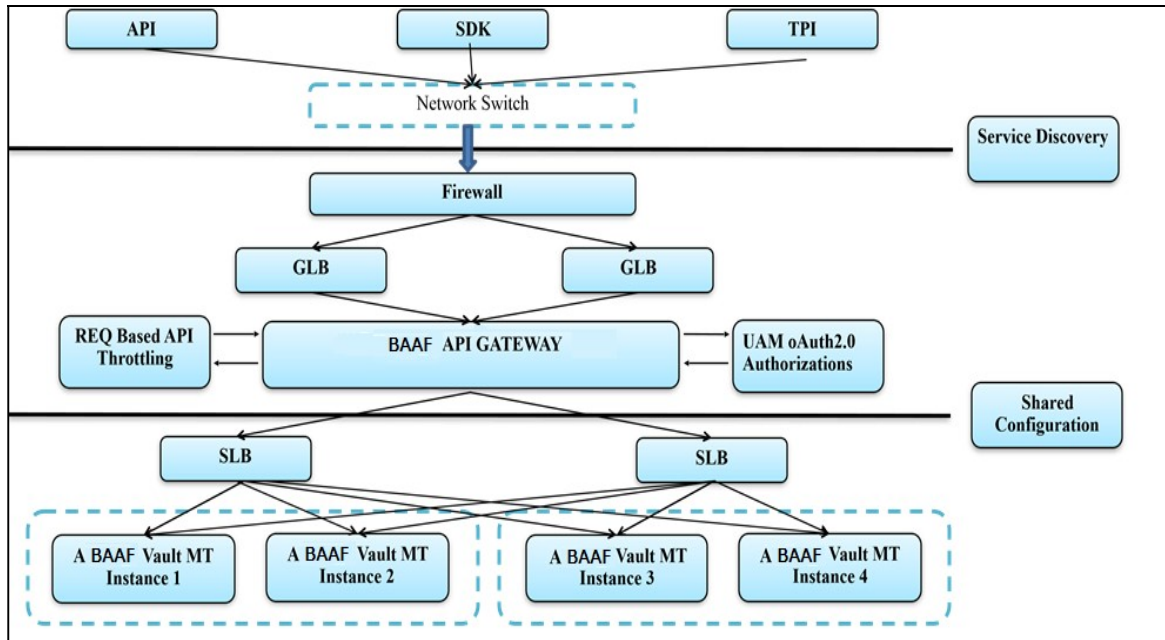
5.13 Other Specifications

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

| Sr. No.	Items	Tokenization Solution Specifications
1	Tokenization solution	– Should support data to be excluded from PCI DSS scope with minimal cost and effort – Should support cloud, big data and outsourced models—without increased risk Establish strong safeguards that protect sensitive assets from cyber-attacks and insider abuse – Virtual appliance enables fast increase and decrease in capacity – Ability to deploys in AWS, virtualized and physical environments – Ability to operate on batch data for faster as well as support to streamline large-scale tokenization. – Granular, policy-based dynamic data masking – Tokenization capabilities must include: Format preserving, Cryptographic tokens (alpha/numeric), Random tokens (numbers only), Single and multi-use tokens, Date tokenization, – Must have Dynamic data masking capabilities: Policy based, Alpha/numeric support, Customize mask character – Should support Validation: Luhn check – Must be available in form of Virtual appliance: Open Virtualization Format (.ovf), International Organization for Standardization (.iso), Amazon Machine Image (.ami) – Application integration: Should support REST APIs – Authentication integration: Should support Lightweight Directory Access Protocol (LDAP), Active Directory (AD) – Performance: Minimum 1 million credit card size tokenization transactions per second, per token server Must support multiple threads and batch (or vector) mode
2	Data Access Audit and Report	– The proposed data protection solution must provide fine-grained auditing records that show system accounts and processes accessing data based on security policy. – The proposed data protection solution must support integration with SIEM solution include: Archsight, Splunk, IBM Qradar, and deliver centralized access audit and monitoring report
3	Certification & Validations	– The encryption manager must be Common Criteria certified – The encryption manager should have option with FIPS 140-2 Level 1, FIPS 140-2 Level 2, FIPS 140-2 Level 3 Certified
4	High Performance	– The proposed data protection solution must support hardware cryptographic acceleration including Intel and AMD AES-NI, SPARC encryption, IBM P8 cryptographic co-processor
5	Key Management	– The proposed solution should be able to manage Keys (KMIP compliant) for third party applications
6	File level Encryption	– The solution should be able to support file level encryption in transparent manner. No downtime is expected while data is transformed into encrypted data

5.14   Data Flow Diagram (Indicative)

5.14.1 Aadhaar Data Vault Architecture (Part – I)

API – Application Programming Interface
SDK – Software Development Kit
GLB – Global Load Balancer
SLB – Software Load Balancer

5.14.2 Aadhaar Data Vault Architecture (Part – I)
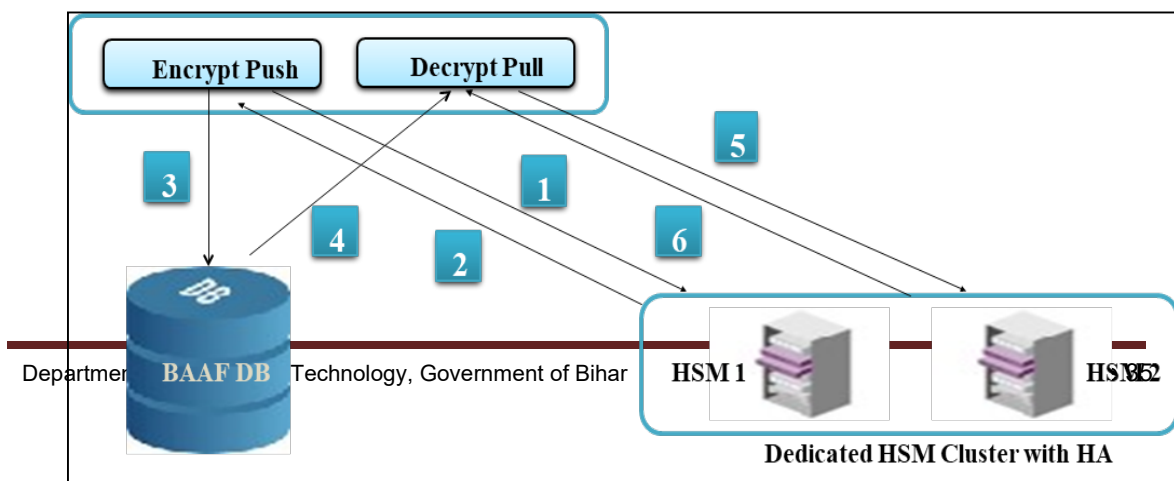
1. **HSM Encryption Service Request**
2. **HSM Encrypted Service Response with Encrypted Reference Key**
3. **Data Storage with encrypted BAAF Number and Reference Key**
4. **Data retrieval using Reference Key**
5. **Decryption Service using key stored in HSM**
6. **Decrypted Response of BAAF Number using reference key**

- **Department will host their private certificate or keys in HSM with password.**
- **All internal and external API calls are SSL based ensuring secured communication.**
- **BAAF Vault applications, Encryption and Decryption services, HSM will have HA in IDC setup. Also, the DR will be maintained with same architecture.**
- **Database store will have physical partition for each customer completing ensuring secure and private cloud storage.**

The above diagram is indicative; the Bidder is expected to propose the flow diagram as per proposed solution.

5.15 Responsibilities of Successful Bidder

i) It shall be the responsibility of the successful bidder to keep the equipment/ ADV solution in good working condition so as to ensure a minimum of 99.5% uptime (excluding planned preventive maintenance downtime with prior permission of the purchaser) on quarterly basis by carrying out the necessary repairs/maintenance of equipment, otherwise it shall be treated as a non-performance on the part of the vendor for which penalty may be imposed.

ii) Configure equipment for best performance.

iii) The bidder will configure the supplied equipment to meet out the all functional requirements.

iv) The system integrator is required to develop the functionalities as per requirement of the Department of IT / BSEDC Ltd.

v) All the transactions should be routed through secured network protocol.

vi) The scope envisages a complete turnkey software solution which may inter-alia include installation and maintenance of system software, application software, third party software and its customization, parameterization and implementation of the application software and system integration for the term of the project.

vii) The SSP shall study the requirements in discussion with DIT, Bihar, UIDAI and line Department(s). On the basis of the study, the SI shall prepare the System Requirement Specification and Customization requirements. Post approval from BELTRON, the SSP shall design the overall solution and its various components. The SSP shall customize and develop the software modules as per the Functional and Non-Functional requirements

agreed upon by DIT, Bihar and the state line departments.

viii) The SSP should ensure that any system software or third party software proposed is compatible with the proposed application and hardware.

ix) The SSP shall also perform Unit testing and Integration testing to ensure that the solution provided meets the requirements and highest quality standards.

x) The SSP shall also make provisions and provide necessary support for User Acceptance Testing (UAT) and Security Audit & Performance Audit. Post successful UAT and Audit, the SSP shall commission the audited solution on the Production environment.

xi) Development of Security Plan for integration of UIDAI and DIT, Bihar data center framework.

xii) Preparation of logical data warehouse model.

xiii) Dashboard and Analytical Report design.

xiv) Bidder is responsible to perform testing of the application before deployment for Go-Live.

xv) All licenses supplied by the SSP for the purpose of this project shall be perpetual in nature and shall be in the name of DIT, Bihar.

xvi) Delivery of Software along with Licenses (if any), Operational/ Technical manuals, Library Files, Setup Programs etc.

xvii) Unit and Integration testing of the software along with test summary report and bug report.

xviii) Necessary modifications to meet the requirements and Bug Closure report.

xix) Bidder is responsible to provide training module.

xx) Preparation of Technical On-boarding Kit for Departments to use the proposed solution.

xxi) Provide support and guidance to the Technology Partner of concerned Department in utilization of services offered by IT department.

xxii) Provide necessary role based access of the platform to the designated officials in the Department.

xxiii) Utilize the commissioned tools in extraction, data validation, de-duplication, Cleansing, and standardization of Departmental data.

xxiv) Setting up mechanisms for continuous data validation of beneficiaries details through the proposed application.

xxv) The SSP shall provide managed IT services for contract duration. The SSP needs to deploy the O&M Team at Patna. This would include maintenance for overall system stabilization,

solution maintenance, database administration and end-user problem resolution. The SSP has to ensure that the solution is functioning as intended and that all problems associated with operation are resolved to the satisfaction of stakeholders.

xxvi)   DIT Bihar will provide necessary policy guidance during the term of the project. Successful bidder will have to involve the GoB representative in each activity and educate them with required skill set to manage all the activities, if required.

xxvii)   Deployment and Implementation at BSDC & THE PROJECT COMPONENTS are:

The SSP will be responsible to **take account** of complete deployment, management and operations of its application & THE PLATFORM stack provided by UIDAI; wherein it will have to co-ordinate with UIDAI to ensure successful deployment and testing of the developed application & THE PLATFORM stack for its defined functionalities. The broad activities to be performed by SSP: -

- Review and confirm to the appropriateness of Hardware and Software Licenses procured for BSDC project in line of UIDAI guidelines.

- Prepare the detailed design document of THE PROPOSED API AND OTHER COMPONENTS   and the source code to confirm to the functional requirements of THE PROPOSED PLATFORM.

- Prepare and submit a report defining additional features/functional requirements to be incorporated in the PROJECT.

- Prepare SRS for the additional functionalities agreed and approved for incorporation.

- Design and Maintain the technical architecture for THE PROJECT, AUA and ASA environment in compliance of BSDC Policies in consultation with SDC composite team.

- Deploy and configure BSDC PROJECT stack and design and deploy functionality to decrypt and load KYR data of residents provided by UIDAI automatically on regular basis.

- Develop additional functionalities as approved by DIT, Bihar/ BELTRON based on the SRS

- Undertake all technical activities related to making the BSDC data usable like name cleaning, District, Block, Panchayat, Village and City cleaning, remove data quality issues with photographs and adopt any other innovative technology to enhance usability of BSDC DATA and Proposed Platform for UID based Verification   of beneficiaries

- Also create utility to perform cleansing and standardization of the KYR data received from UIDAI before inserting in the developed application and proposed Platform of the project.

- Define detailed methodology for multiple department database matching, validation and updating the data.

- Provision for User access management based on roles defined by Admin.

- Develop and implement web services for data exchange to maintain data consistency and data synchronization between the Line department's databases and the developed platform.

- Ensure deployment of updates and upgrades as made available by UIDAI and provide controlled and secure access to stakeholders within the State implementing Aadhaar enabled service delivery.

- Collaborate and partner with other departments and service-providers in the State and give controlled and secure access to BSDC interfaces such as BSDC web service, seeding features etc. to other departments.

- Facilitate implementation of Aadhaar authentication framework at the State, in compliance with all the specifications and standards prescribed by UIDAI and MeitY, from time to time.

- Maintain BSDC code and assets in a secure repository with proper versioning, access control and auditing both access and changes

- Seek UIDAI's guidance and support to resolve difficulties faced on the ground in the implementation of the developed Project Platform

- Follow the confidentiality, privacy and security protocols as prescribed by the UIDAI and DIT, Bihar.

- Follow protocols, processes and standards prescribed by the UIDAI for the implementation of the BSDC project.

- Propose and implement enhancement in the BSDC like e-payment facility, supporting Unicode, implementation of Mobile enabled services, self-seeding facility etc. in consultation with the DIT, BIHAR.

5.16 AUA and ASA

The SSP will have to facilitate necessary technical assistance and coordinate with UIDAI to maintain the AUA/ASA & KUA/KSA infrastructure at the State Data Centre on behalf of DIT, BIHAR. The SSP shall have to confirm to all necessary technical and process requirements as per guidelines laid down by UIDAI from time to time.

Broad activities to be performed by the SSP in this regard are:

i) Confirm to all technical and procedural requirements with respect to AUA & ASA as per UIDAI's standards and specifications

ii) Ensure compliance of authentication related operations (processes, technology, security, etc.) to UIDAI's standards and specifications.

iii) Coordinate with OEM/SI of Hardware Security Module for integration with AUA application.

iv) Define Authentication requirement of Sub-AUAs i.e. Line Departments and develop functionality to authenticate request from Line Department for accessing KYR data residing in the BSDC or Biometric Data residing in CIDR.

v) Define and develop a system for issuance and management of unique code for each of the Sub-AUAs and keep account of the service requests being raised by Sub-AUAs and its integrity.

vi) Keep record of all engagement/ disengagement of Sub AUAs and develop a mechanism to timely update to UIDAI of the same.

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

vii)   Log and maintain details of all authentication transactions as per UIDAI compliance.

viii)   Maintain and use a separate license key for each of the Sub AUAs when transmitting authentication packets to UIDAI, so engagement and disengagement of Sub-AUAs can be easily accomplished by creating and revoking their respective license keys.

ix)   Facilitate and Conduct audit of SUB-AUA Application as per UIDAI Standards and Specifications.

x)   Ensure Sub AUAs registered with it comply with UIDAI's standards and specifications.

xi)   Ensure that the meta-data and the responses should be logged for audit purposes.

xii)   Ensure that network between AUA and ASA as well as network between SUB-AUA and AUA is secure.

xiii)   Inform DIT, BIHAR and UIDAI of any misuse of Aadhaar data, authentication services, or any compromise of Aadhaar related data or systems.

xiv)   Perform all necessary technical and operational activities to implement KUA and KSA as per UIDAI requirements.

xv)   Undertake required modification in KUA/KSA as per requirements of DIT, BIHAR.

xvi)   Also perform integration of KUA/ KSA with HSM for e-KYC services by coordinating with UIDAI team and make necessary modification in existing KUA/ KSA software stack.

xvii)   Any other task which may be required to deliver the Authentication Services to all Line Departments in consultation with DIT, BIHAR and UIDAI.

xviii) **Aadhaar Enablement of GoB Schemes**: The SSP is required to demonstrate the effective use of Aadhaar Authentication Framework in Service Delivery by facilitating Aadhaar enablement of above selected schemes.

xix)   **Enablement of Aadhaar Authentication in Existing e-Services/Application:**
The SSP under the said scope will be required to facilitate deployment of necessary web services/ API for accessing BSDC and CIDR for the existing e-Services/Applications. The scope would include integration with Aadhaar Authentication for any given service. This task has to be time-bound and the SSP will be required to submit a report defining the understanding of the solution requirements and proposed time-frame to complete the task. DIT, BIHAR/Line Departments will be at sole discretion to assign work to the SSP for Enablement of Aadhaar Authentication in Existing e-Services/Application.

xx)   **Operations & Management**: The SSP is expected to provide operation & maintenance support for BSDC, AUA and ASA, KUA and KSA environment as well as new system components developed, installed, configured during the project period. The system components includes (but not limited to) applications, servers, software implementations for server clustering, data vault, database partitioning, advance security options etc., databases, web services provided by various system components, applications installed for reporting, analytics, quality analysis etc.

Following are the indicative list of activities expected from the Successful bidder during the operation and management phase:

a) Manage day-to-day operations of ALL COMPONENT OF PROJECT as per the scope of the SSP.

b) Provide support to the line departments for enhancement/improvement in the Remaining databases (Databases not selected for roll out of Aadhaar enabled services) for successful seeding with the UID.

c) Define the methodology of seeding and facilitates the seeding of the remaining databases with the UID.

d) Define and implement the synchronization mechanism of databases i.e. Between BSDC and UID and BSDC and Departmental Databases.

e) Release of the software - this may include software to be installed in the distributed environment like servers, desktops, individual laptops etc.

f) Proactively liaison with respective support team in the field to ensure smooth operations.

g) Proactively liaison with the development support team, departmental staff and UIDAI technical & support team for day-to-day activities.

h) Submission of progress report (Fortnightly) to the DIT, BIHAR or its authorized agency.

i) Handholding and support for all the activities during the O&M period.

j) Undertake all necessary steps to on-board departments to the BSDC platform and becoming Sub-AUAs as well as to use services of KUA/KSA for e-KYC.

k) Preparation and Submission of Manuals such as Operations & Maintenance support Manual- Technical support as well as User level support, Administrator Manual, Known Error Database, etc. as may be asked by DIT, Bihar or its authorized agency.

l) Any other task as may be defined by DIT, Bihar during the course of the project

5.17 **Third Party Audit (TPA) Audit:** Selected bidder shall be responsible to get the software/ application security audited by CERT-In empaneled auditor before deployment. The cost of such audit shall be borne by the SSP.

Thereafter the SSP will assist & facilitate the third-party audit and further shall be responsible to take corrective measures & comply with all the findings w.r.t. hardware/ software supplied, installed, integrated & commissioned. DIT Bihar will bear the cost of subsequent audit(s).

5.18 **Roles and Responsibilities of BELTRON and its authorized agency(s):**

- Evaluate and approve effort/ time estimates provided by the deployed team for development and deployment of application/ software module/ documents etc.
- Arrange suitable working environment at Patna and provide necessary hardware infrastructure and software environment to the team for on-site application development. However selected agency must provide fully loaded laptops (windows operating system, antivirus solution, Microsoft Office suite), data card etc. with each resource.
- Provide Sign-off / acceptance of various project deliverables submitted by the deployed

resources.

- Conduct project review meetings with the deployed team and monitor the implementation and overall progress of the application development activity.
- Provide direction to the deployed resources and enable them to achieve overall objective.
- Facilitate UAT and appoint external agency for conducting Security Audit of developed applications prior to deployment / hosting at State Data Centre.
- Provide periodic feedback on changes to be made in the solution to improve usability and functionality of the development application.
- Review and approve the payments to the Bidder as per quality services provided by the resources.
- Provide project status report(s) and MIS as desired by DIT, Bihar.
- Set-up and administration of escalation mechanism for faster issue / risk management

6. Project Deliverables-cum-Time Line & Payment Schedule

Phase 1 – Development

S.No	Project Component	Deliverables	Timeline (Max Limit)	Payment
1	Issue of LoI/ Work order	–	T0	NIL
2	Submission of Inception Report including Project Plan	Inception Report	T0 + 15 days	NIL
3	Aadhaar Data vault Software solution– Development, Customization, Supply, Installation, Integration, Configuration, Deployment, testing & Commissioning	Duly Security Audited Aadhaar Data vault solution and associated components Integration with e-KYC solution and all the requisite client / software under use by various AUA /KUA or ASA as provided by UIDAI	T1 = T0 + 120 days	50% Of Phase 1 cost
4	Setting up project environment at Bihar SDC	Successful deployment of all project components at Bihar SDC	T2 = T1 + 15 days	10% Of Phase 1 cost
5	**"Go-Live"** Integration of at least one scheme to be onboarded on Bihar Aadhar Data Vault	Successful running of the scheme integrated with BADV	T3 = T2 + 15 days	20% Of Phase 1 Cost

Phase 2 – Operations & Maintenance

S.No	Project Component	Deliverables	Timeline (Max Limit)	Payment
1	Transition (Takeover) BAAF Support	Successful Transition and deployment of manpower	Before June 2021	NIL
2	O&M and comprehensive onsite warranty support for BADV & BAAF	As per warranty requirements mentioned in the RFP	Starting from "Go-Live"	QGR = Prorated value as per quarter period value of ((20% of Phase 1 Cost) + (Phase 2 Cost)) – payable quarterly.

In case of extension of project beyond 3-year period, the QGR amount will be derived from the Phase 2 cost only.

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

7. Manpower Specifications

7.1 Development to Commissioning Phase

The development to commissioning phase (Go-Live) is a time bound activity. The SSP needs to evaluate and provide resources to deliver as per the required scope in a timely manner.

7.2 Operations & Maintenance Phase

SSP shall be responsible for deployment of below set of resources as per the desired skill-set and experience of various categories of resources.

S.No.	Competency Area	Nos	Minimum Education Qualification	Minimum Skill Level requirement
1	**Application & Database Architecture /Design Expert:** Web Services Design, Designing for Reusability, Configurable Rules based Interfaces, Scalable Web Architecture such as REST, Web Frameworks, Deployment of PKI based Digital Certificates for System Security, Database Schema Design, DB Architecture for Reliability, Scalability, & Responsiveness, DB Backup & Recovery, Audit Trail, DB Reorganization, DB Loading & Data Migration	1	BE/ BTech/ ME/ MTech/ MCA	Minimum 8 Years' experience in design and development of GUI applications using Java, HTML/CSS and Java Script. Design & Development using MVC Architecture. Experience of developing Web based application using Spring 3, Struts 2, Hibernate Application Testing using JUNIT System Design / Development experience in more than one type of Web Servers (e.g. JBOSS 7 AS) and RDBMS. Implementation experience in Web Services on multiple platforms, and in Web programming DB Design, & Administration, exposure to multiple RDBMS technologies, DB Migration, Reorganization, Backup, &Recovery, exposure to DW Design & Administration Oracle Certified Enterprise Architect J2EE Technologies

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

S.No.	Competency Area	Nos	Minimum Education Qualification	Minimum Skill Level requirement
2	**Application Developer:** Web Frameworks like Struts2 & Hibernate, CSS based Web site Design, Reusable Template based Web Design, Usability Design, Open Source & Open Standards Technologies, Database backed Application Programming, Unit, Integration and System Testing, Configuration & Release Management	1	BE / B.Tech / ME / M.Tech / MCA	Minimum of 3 years' experience in Application Programming Technologies such as J2EE & Frameworks like Struts 2, Spring 3 & Hibernate, Javascript, etc. Experience in development of web services. Experience in development of database backed websites / Portals/Applications. Should be able to write test plan and cases and test scripts, perform tests and generate test reports.

Note:

i) All quoted manpower shall be on rolls of the bidder. Outsourcing in any form will not be acceptable.

ii) The bidder needs to submit CV of all quoted manpower.

iii) The service provider will provide the bio data of the software engineers engaged for the maintenance support for screening. If any specific work could not be completed due to poor manpower quality, at the time of review, the service provider will provide a suitable substitute, if required. Any change of software engineer during the period of contract should be done only with the prior consent of DIT, Bihar/ BELTRON. For whatsoever reason provided the target for schedule of work shall not suffer.

iv) Above mentioned resource requirement is the minimum number and category of resources to be provided for the Term of the contract. It is upto the bidder to access the requirement and provide more resources if required. At all times, the schedule and delivery of the work shall not suffer.

v) The proposed team shall be available and stationed in Patna on all the working days of Govt. of Bihar, and on public holidays also as and when necessary as felt necessary by the department. This is necessary since the agency needs to support the department continuously throughout the consultancy period. The attendance of the personnel will be monitored by the Department or an authority/ authorities so specified by DIT Bihar / BSEDC.

vi) The successful bidder is advised to deploy experienced & qualified resources for the assignment.

vii) If at any point of time, DIT Bihar feels that a resource is not upto the mark, the replacement will be demanded in writing and will need to be obliged within 2 weeks. During such replacement, the incumbent shall be available for disposal of the task till the new resource comes on board.

viii) Leave for Consultancy Team Resources

a) The proposed team has to follow the working hours, working days and Holidays of State Government of Bihar.

b) Resources may avail maximum of 20 days/year of leave.

c) Leave entitlement and computation are linked to the year starting commencement of work prorated to December 31 of that year. Thereafter computations are linked to the calendar year from January 1 to December 31.

d) Leave can be refused, revoked, curtailed by the management based on business exigencies.

e) A resource can proceed for leave only after approval by the Reporting Manager of DIT Bihar.

f) When applying for a half day leave a resource is required to spend a minimum of 4 business hours at office.

g) Unused leaves cannot be accumulated or carried forward to next year.

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

8. Bidding Process

8.1 Time Schedule for Bidding

Tender reference No:	As mentioned in e-Procurement portal
Date of issue of RFP	As mentioned in e-Procurement portal
Non Refundable Tender Processing Fee	As mentioned in e-Procurement portal
EMD	As mentioned in e-Procurement portal
Pre-bid meeting & venue	BELTRON Bhawan Shastri Nagar Patna, Bihar – 800023
Last Date for Receiving Queries	As mentioned in e-Procurement portal
Last Date and Time for submission of Bids	As mentioned in e-Procurement portal
Venue, Date & Time of Opening Of Technical Bids	As mentioned in e-Procurement portal
Venue, Date & Time of Opening Financial Bids	As mentioned in e-Procurement portal
Contact Person, Phone No. and Email	Sujeet Kumar ,Manager(PMU) Email: sujeet.kumar@bihar.gov.in Phone: 0612-2281242, Tele Fax; 0612-2281857
Address for Communication:	Managing Director Bihar State Electronics Development Corporation Limited, Beltron Bhawan, Shastri Nagar, PATNA, Pin Code - 800023

1. Please visit web site **www.bsedc.bihar.gov.in** or **https://eproc2.bihar.gov.in** for full details

2. Complete sets of bidding documents will be available for free download, by interested bidders, from the e-Procurement portal of the Government of Bihar.

3. It will be in the interest of the bidders to familiarize themselves with the e Procurement system to ensure smooth preparation and submission of the tender documents.

4. The Bidders are advised to submit the Bids well in advance of the deadline as BELTRON/DIT Bihar will not be liable or responsible for non-submission of the bids on account of any technical glitches or any problems in connectivity services used by the bidder.

8.2 Site Visit

The Bidder if so desires, may visit and examine the project sites, and revalidate all the information required for preparing their response document to the bid. The cost of such visits to the sites

shall be at the bidder's expense. The bidder and any of its personnel or agents will be granted permission by DIT Bihar to enter its facilities at various locations in the state for the purpose of such visits, but only upon the condition that the bidder, its personnel, and agents, will indemnify the BELTRON / DIT, Bihar / GoB from and against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of such inspection, undertaken by the bidder. The Bidder shall at its own risk; peril; cost and liability undertake site visits to designated facilities in the state.

8.3 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid, if so desired by BELTRON. BELTRON/ DIT will in no case be responsible or liable for those costs, regardless of the outcome of the Tendering process.

8.4 Validity of Proposals

a) Proposals shall remain valid for a period of **180 days (one hundreds eighty days)** after the date of Proposal opening prescribed in RFP. A Proposal valid for shorter period may be rejected as non-responsive.

b) BELTRON/DIT, Bihar may solicit the bidders' consent to an extension of Proposal validity (but without the modification in Proposals). A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.

c) Bidders that agree to an extension of the period of validity of their bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security is considered to have refused the request to extend the period of validity of its Bid.

8.5 Clarification of Tender Document

A prospective bidder requiring any clarification of the tender document may notify BELTRON in writing along with a soft copy in excel format at BELTRON's correspondence email address before the date mentioned in under the 'important dates' section. BELTRON representative will respond to any request for clarification of the tender document in the pre-bid conference, which will be held as per the table of important dates given. BELTRON's response will be sent to all prospective bidders who have received the tender document. The clarification shall be asked as per the given format. Queries not adhering to this format will not be responded to.

S.No.	RFP Page No.	RFP Section	Content of RFP Clause requiring clarification(s)	Proposed Change	Reason of Proposed Change
1					
2					

8.6 Pre-Bid meeting

a) All those bidders who have obtained/purchased bid document can participate in pre-bid meeting to seek clarification on the bid, if any.

b) Not exceeding two employees from each of the bidding firm / company / organization are invited to attend the Pre-Bid Conference at their own cost, which is to be held at the venue indicated above.

c) The purpose of the meetings will be to clarify issues and to answer questions on any matter that may be raised at that stage.

d) The Bidder is requested, to submit any questions in writing to reach BELTRON as per the dates mentioned above. It may not be practical at the Pre-Bid Conference to answer questions received late. BELTRON will respond to any request for clarification to queries on the Tender Document, received not later than the dates prescribed in Invitation for Bids / Key events and dates. The clarifications (including the query but without identifying the source of inquiry) will be uploaded on the portal (http://eproc2.bihar.gov.in).

e) Non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a Bidder.

8.7 Clarification

a) A prospective vendor requiring any clarification of the bidding documents may notify BELTRON contact person. Written copies of the response (including an explanation of the query but without identifying the source of inquiry) will be shared with all prospective bidders that have received the bidding documents.

b) The concerned contact person will respond to any request for clarification of bidding documents, which it receives no later than bid clarification date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the close of date and time for seeking clarification mentioned in tender call notice. It is further clarified that GoB shall not entertain any correspondence regarding delay or non-receipt of clarification.

8.8 Amendment of Tender Document

At any time prior to the last date / time for receipt of bids, BELTON may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, reserves the right to modify the tender document by issuing an amendment. The amendment will be notified in e-procurement portal and will be binding on the bidders. In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, BELTRON / DIT may, at its discretion, extend the last date for receipt of bids.

8.9 **Bid Preparation**

i) **Language of Bids**

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and GoB, shall be written in the English language. If any supporting document and printed literature furnished by the Bidder is in a language other than English then the same should be accompanied by an accurate English translation in which case, for purposes of interpretation of the bid, the English translation shall govern. However, such translations shall be certified by the agency that has done the translations.

ii) **Bid Format**

The Bidder shall upload the digitally signed scanned copies of the Proposal in e-Procurement, as given below:

A. **Pre-Qualification Bid**

1. A letters on bidders letter head

   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,

   III. Asserting that the bidder is quoting for all the items mentioned in the tender,

   IV. Accepting all terms of this RFP

2. All forms mentioned in RFP document along with the requisite documents asked in the respective forms to prove that the bidder meets the eligibility criteria.

3. Power-of-attorney granting the person signing the bid, the right to bind the bidder as the 'Constituted attorney of the Agency'.

4. Permanent Account Number (PAN) from INCOME TAX authorities of area of operation of the bidder.

5. The Bidder should not be blacklisted by Government of Bihar or its agencies for any reasons whatsoever and/or the bidder should not be blacklisted by Central / any other State/UT Government or its agencies for corrupt or fraudulent practices or for indulging in unfair trade practices or for backing out from execution of contract after award of work. The Bidder shall submit an affidavit to this effect.

B. **Technical Bid as per specified criteria**

The Technical Bid document shall detail all the information sought from the bidders (as described in Section 10) and required for BELTRON to evaluate the bids as prescribed as part of the technical evaluation in Section 6.19 of this document. Hence it is mandatory that the bidders read this section in conjunction with the technical evaluation section to provide information as necessary and adequate to evaluate the proposals.

C. Commercial Bid Specified

The commercial bid shall be submitted for all requirements of the GoB for the Request for Proposal (RFP) Selection of an agency for providing services as per details mentioned in the RFP

8.10 Procedure for Submission of Bids

i) Tender Processing Fees

Bidder can download the tender document for free from the portal (http://eproc2.bihar.gov.in) till the due date and time for bid submission. Any interested bidder shall pay tender processing fee as specified in the e-Procurement portal. The tender processing fees has to be paid through e-Payments in favor of "Managing Director, Bihar State Electronics Development Corporation Limited" payable at Patna from any scheduled bank.

Note: It will be in the interest of the bidders to familiarize themselves with the e-Procurement system to ensure smooth preparation and submission of the tender documents.

ii) Modes of Submission

All interested bidders shall pay EMD and Tender Processing fee and submit their Technical and Commercial RFP responses electronically using the e-Forms in the e-Procurement platform. The e-Procurement portal is available at: http://eproc2.bihar.gov.in

Companies shall submit the tenders only through the unified e-Procurement system before the scheduled date and time for bid submission. Tenders submitted after the due date and time will not be considered. BELTRON will not be liable or responsible for any delays due to unavailability of the portal and the Internet link.

8.11 Authentication of Bid

The response bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. A written power-of-attorney accompanying the bid shall support a letter of authorization. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.

8.12 Validation of Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

8.13 Financial Bid

The bidder shall indicate prices according to the Performa prescribed in Section 11.2 of the tender document.

8.14 Firm Price

Prices quoted by the bidder must be all inclusive, firm and final, and shall not be subject to any escalation whatsoever during the period of the contract. Prices should indicate the price at site and shall include all state and central taxes. Attention of the bidder is invited to the terms and conditions of payment given in RFP document.

8.15 Revelation of Prices

Prices in any form and for any reasons shall not be revealed in the pre-qualification bid or technical bid or before opening the commercial bid. In case such violation happens, then the bid shall be immediately rejected.

8.16 Terms and Conditions of Tendering Firms

In case any of the terms and conditions to the RFP is not acceptable to any bidder, clearly specify the deviation in the forms given in RFP. Similarly in case the equipment and services being offered has deviations from the schedule of requirements laid down, the bidder shall describe in what respects and to what extent the equipment and services being offered differ/ deviate from the specification, even though the deviations may not be very material. Bidder must state categorically whether or not his offer conforms to requirement specifications and schedule of requirements and indicate deviations, if any in section as part of the response to the bid. Any substantial deviation may lead to rejection of the bid by GoB.

8.17 Bid Submission

8.17.1 Consortium and Sub-contracting

1. The bid shall be submitted only as single entity firm. Consortium or Joint venture shall not be allowed for the project.

2. The bidder shall not Sub-Contract Scope of Work other than wherever specifically mentioned. The performance of the subcontracted agency shall be purely the responsibility of the bidder. The bidder shall be purely and wholly held responsible in case the subcontracted agency fails to perform. The bidder shall be fully responsible for all acts of commission and omission.

8.17.2 Modification and Withdrawal of Bids

No bid shall be withdrawn in the interval between the last date for receipt of bids, and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval would result in forfeiture of the bidder's bid security.

8.17.3 Address for Correspondence

The bidder shall designate the official mailing address, place, telephone number, fax number and e mail address to which all correspondence shall be made by BSEDC. BSEDC will not be responsible for non-receipt of any communication sent by the bidder.

8.17.4 Clarifications

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

8.17.5 Verification of Reference Installations

GoB, if considers necessary, may conduct verification of reference installations to satisfy themselves on the performance of the equipment/ services offered with reference to their requirements.

GoB will satisfy themselves on the veracity of the reference works with reference to performance indicators relevant to the requirements specified.

8.17.6 Contacting GoB

Bidder shall NOT contact BSEDC/GoB on any matter relating to this bid, from the time of the submission of bid to the time the contract is awarded. During this period, all-important notices will be published in the e-procurement portal.

Any effort by a bidder to influence GoB's bid evaluation, bid comparison or contract award decision may result in the rejection of the bid. Such an act on the part of the Bidder shall amount to misconduct and will be liable for appropriate action, as decided by GoB.

8.17.7 Bid Currency

Price shall be quoted entirely in Indian Rupees (INR).

8.17.8 Disqualifications

The bid is liable to be disqualified in the following cases:

- The Bid not submitted in accordance with this document.
- During validity of the bid, or its extended period, if any, the Bidder increases their quoted prices.
- The Bidder qualifies the bid with his own conditions.
- Bid is received in incomplete form.
- Bid is not accompanied by all requisite documents.
- Information submitted in Technical Bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- Commercial bid/ pricing is uploaded in the Technical bid.

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

8.18   Earnest Money Deposit

An EMD of amount as mentioned above, must be submitted along with the Proposal. Proposals not accompanied by EMD shall be rejected as non-responsive. Earnest Money Deposit (EMD) shall be refunded to all the unsuccessful bidders within one month after award of the work to the successful/suitable bidder on a written request. No exemption for submitting the EMD will be given to any agency. The bidder is liable to pay liquidated damages and penalty imposed by the Tender Inviting Authority in the event of non-fulfillment of any of the terms or whole of the contract.

The EMD shall be forfeited:

1 If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form;

2 Or in case of a successful Bidder, if the Bidder fails:

- To sign the Contract; or
- To furnish the performance security.

8.19   Criteria for Evaluation of Proposals

BELTRON will form a Committee to evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, DIT, Bihar/BELTRON, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Only those proposals meeting the above qualification criteria will be evaluated as per the criteria mentioned below:

S. No.	Criteria	Documentary Evidence	Marks	Max. Marks
1	Average Turnover in last 3 years ending March 2020 from IT Buisness and related services of last three years. Note: The turnover **shall not include** any services related to hardware/ networking/ IT Audit/ Professional services like Financial Audit/ CA Services etc.	Audited Balance Sheet and Statutory Auditor's Certificate	≥30 Crore < 60 Crore = 5 ≥50 Crore to 100 Crore = 7 ≥ 100 Crore= 10	10
2	The company should have completed/ongoing Aadhaar Data Vault Soultion/ State Resident Data Hub / Aadhaar Authentication Based project in the Government/ PSU/ BFSI domain during the Last 5 years.	Work Order/Client Letter/ Job Completion certificate	1 projects = 5 Marks 2 projects = 10 Marks	10

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

S. No.	Criteria	Documentary Evidence	Marks	Max. Marks
3	The company should have had experience in implementation of e-Governance with Software Design and Development Projects during the last 5 years,.	Work Order/Client Letter/ Job Completion certificate	2 projects = 2 Marks 3 projects = 5 Marks 4 projects = 7 marks more than 4= 10 marks	10
4	The company should have the experience of successfully implementing Aadhaar Authentication Projects and have authenticated at least 5 crores Aadhaars.	Self-Certification	>5 crores = 2.5 Marks >10 crores = 5 Marks	5
5	The company should have the experience of successfully implementing Aadhaar Data Vault with Database size of at least 5 crores Aadhaar	Self-Certification	>5 crores = 2.5 Marks >10 crores = 5 Marks	5
6	The company should have full-time Technical Qualified manpower (Minimum B.E./ B.Tech./ MCA) on company's roll in India.	Letter from Authorized signatory/HR Manager	Minimum IT Professionals >50 = 2 Marks >75 = 3 Marks >100 = 5 Marks >125 = 7 Marks >150 = 10 Marks	10
7	The company should have a CMMi certification	Copy of a Valid Certificate	CMMi Level 3 = 3 Marks CMMi level 5 = 5	05
8	The firm/company should have ISO certification	Copy of a Valid Certificate	Either of ISO 27001 or ISO 20000 = 2 Marks Both of ISO 27001 and ISO 20000 = 5 Marks	05
9	**Presentation :** Understanding of Scope of Work and Detailed Approach & Methodology (45 mins)	Detailed Approach & Methodology along with CVs of resources to be deployed to be evaluated in presentation	Approach and Methodology	30
			Proposed technical resources	10
Total Score				100
Cut Off (to open the financial bid)				70

Note :
1. Financial Proposal of only those bidders will be opened who secure 70 marks as per the above evaluation criteria.
2. Bidders shall organize **presentation** covering the below mentioned parameters:
   - Approach & Methodology

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

- Setting up of Project Environment
- Configuration/ Change/ Release/ Event/ Incident/ Access/ SLA/ etc. Management
- Understanding of various components of Aadhaar Platform
- Understanding of Aadhaar Data Vault along with UIDAI guidelines
- Understanding of ASA/ AUA/ KSA/ KUA/ KYC
- Risk Mitigation Strategy & Plan
- Understanding of GoB Infrastructure
- Team Deployment & Retention Plan
- Key Differentiating Factors in establishing application software
- Metrics & Templates for Resource & Schedule Utilization tracking

8.20 Submission, Receipt and Opening of Proposals

- BELTRON will open all bids (only Technical Bids at the first instance) through the e- Tendering website, in the presence of Bidders or his representatives who choose to attend.
- The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for the tendering Authority, the Bid shall be opened at the appointed time and location on the next working day.
- The Bidder's names, bid modifications or withdrawals, bid prices and the presence or the absence of requisite bid security and such other details as BELTRON, at his discretion, may consider appropriate, will be announced at the time of opening. No Bid shall be rejected at the opening, except for late bids, which shall be returned unopened to the bidders.
- Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

8.21 Correction of Arithmetic Errors in Financial Bids

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids on the following basis, namely:

a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;

b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and

c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount is figures shall prevail subject to clause (a) and (b) above.

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

8.22 Right to Accept or Reject Proposal

BELTRON reserves the right to accept or reject any proposal, and to annul the proposal process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

8.23 Bid Selection Method

The selection method is **Least Cost Based Selection (LCBS)**.

The following rule shall be applied for selecting the L1 bidder:

S.No.	No. of Technically Qualified Bidders	Rule
1	1	Bid will be cancelled
2	2	LCBS will be applied
3	3 or more	LCBS will be applied for only the top 3 qualifying bidders.

8.24 Disqualification

BELTRON/DIT, BIHAR may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

a) Submitted the Proposal documents after the response deadline.

b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.

c) Exhibited a record of poor performance such as doing as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.

d) Submitted a proposal that is not accompanied by required documentation or is nonresponsive.

e) Failed to provide clarifications related thereto, when sought.

f) Declared ineligible by the Government of Bihar for corrupt and fraudulent practices or blacklisted.

g) Submitted a proposal with price adjustment / variation provision.

9. General Terms and Conditions

9.1 Application

These general conditions shall apply to the extent that provisions in other parts of the contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the BELTRON/ DIT, Bihar/ GoB shall be final and binding on the firm/ company.

9.2 Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time. The contracts shall be interpreted in accordance with the laws of the Union of India.

9.3 Relationship Between Parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the BELTRON and 'the firm/company'. The firm/company subject to this contract for selection has complete charge of personnel, performing the services under the Project executed by BELTRON from time to time. The IT Professional(s) provided by firm/company shall be fully responsible for the services performed by them or on their behalf hereunder. BELTRON will allocate work/assignment to the IT Professional(s) provided by firm/company.

9.4 Standards of Performance

The IT Professional(s) provided by selected firm/ company shall give the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The IT Professional(s) provided by selected firm/ company shall always act in respect of any matter relating to this contract as faithful advisor to BELTRON/DIT, Bihar. The firm/company shall abide by all the Provisions/ Acts/ Rules etc. of information Technology prevalent in the country. The firm/ company shall conform to the standards laid down in RFP in totality.

9.5 Firm/company Personnel

The firm/company shall employ and provide such qualified and experienced personnel as may be required to perform the services as specified under the Scope of Work of this RFP. There are

specialized domains mentioned under the Manpower Specification and it is desirable from the firm/company to deploy the personnel, who have adequate experience in the domain related with the project.

9.6 Documents/Knowledge Transfer

All the documents prepared and updated time-to-time by the firm/company under this contract shall be the exclusive property of DIT, Bihar/ BELTRON and will be handed over to the DIT, Bihar/ BELTRON at the time of completion/ termination of the contract. Following are the indicative list of documents needs to be prepared & updated by the Successful bidder:

- Process documents

- Change Management Plan

- Final Acceptance Test Plan, Test Cases and Results

- Standard Operations Procedure, QA Process, Release Notes

- Documentation on Data Storage, Security & Data Sharing Guidelines

- The SSP shall obtain the sign-off from the DIT, BIHAR or its nominee for all the documents submitted for this Project and shall make necessary changes as recommended by DIT, BIHAR before submitting the final version of the documents.

- The SSP shall maintain logs of the internal review of all the deliverables submitted to the DIT, BIHAR or the agency designated by the DIT, Bihar. The logs shall be submitted to the DIT, BIHAR or the designated agency on request.

9.7 Governing Language

The Contract shall be written in English Language. English version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language.

9.8 Intellectual Property Rights (IPR)

The IPR in respect of all the processes, software, applications and components (including source code), developed in pursuance of this Project, shall vest with DIT, Bihar, immediately on their creation. Following conditions apply:

- Ownership and Title: Title to all the enhancements, point updates and documentation, including ownership rights to patents, copyrights, trademarks and trade secrets therein shall be the exclusive property of DIT, Bihar.

- All the deliverables submitted by firm/company under the contract will be the exclusive property of DIT, Bihar.

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

9.9 Assignments

The firm/company shall not assign the project to any other agency, in whole or in part, to perform its obligation under the Contract, without prior written consent of DIT, BIHAR-GoB.

9.10 Award of Contract

a) On acceptance of Proposal for awarding the contract, the BELTRON will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variation in or modification of the term of the Contract shall be made except by written amendment signed by the parties.

b) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a **Letter of Intent (LoI)** may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance of letter of intent is posted and/ or sent by e-mail to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LoI shall constitute a binding contract.

9.11 Monitoring of Contract

a) An officer or an agency or a committee of officers named **Contract Monitoring Committee (CMC)** may be nominated by procuring entity to monitor the progress of the contract during its delivery period.

b) During the contract period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of service delivery is in proportion to the total delivery period given.

c) If delay in delivery of service is observed a performance notice would be given to the selected bidder to speed up the delivery.

9.12 Bank Guarantee

1) The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract

2) The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the date of issue of Purchase order for the duration of warranty of any of Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Bihar or Co-Operative Bank of Bihar (operating in India having branch at Bihar/ Patna)

3) The Performance security shall be payable to the BELTRON as compensation for any loss resulting from the SI's failure to complete its obligations under the Contract.

4) The Performance Security will be discharged by BELTRON and returned to the Bidder on completion of the bidder's performance obligations under the contract.

5) In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period.

6) No interest shall be payable on the PBG amount. BELTRON/ DIT, Bihar may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidders.

9.13 Execution of Agreement

a) A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.

b) The successful bidder shall sign the procurement contract within 15 days from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.

c) If the bidder, who's Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required performance security within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the contract with the bidder and debar the bidder to participate in any future bid.

d) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchased anywhere in Bihar only.

9.14 Penalty

9.14.1 Penalty during various phases of the project:

Project Component	Deliverables	Timeline (Max Limit)	Value of Penalty
PHASE I (Development to Commissioning)			
Submission of Inception Report including Project Plan	Successful submission of Inception report	T0 + 15 days	After T0+ 15 days, a Penalty of 1% of Contract value of Phase-I cost per week and part thereof up to the maximum value of 5% of the Contract Value. Delay beyond Five (05) weeks would lead to termination of contract.
Aadhaar Data vault Software solution– Development, Customization, Supply, Installation, Integration, Configuration, Deployment, testing & Commissioning	Successful delivery of Duly Security Audited Aadhaar Data Vault solution and associated components. Integration with e-KYC solution and all the requisite client / software under use by various AUA/ KUA or ASA as provided by UIDAI.	T1 = T0 + 120 days	After T1, a Penalty of 2.5% of Contract value of Phase-I cost per week and part thereof. Delay beyond Four (04) weeks would lead to termination of contract.

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

Project Component	Deliverables	Timeline (Max Limit)	Value of Penalty
Setting up project environment at Bihar SDC	Successful deployment of all project components at Bihar SDC	T2 = T1 + 15 days	After T2, a Penalty of 2.5% of Contract value of Phase-I cost per week and part thereof. Delay beyond Five (02) weeks would lead to termination of contract.
"Go-Live" Successful Integration of at least one scheme to be onboarded on Bihar Aadhaar Data Vault.	Successful Running of the scheme integrated with Bihar ADV	T3 = T2 + 15 days	After T3, a Penalty of 2% of Contract value of Phase-I cost per week and part thereof up to the maximum value of 10% of the Phase 1 Contract Value. Delay beyond Five (05) weeks would lead to termination of contract.

T0 = Issue of LoI

Project Component	Deliverables	Timeline (Max Limit) / Uptime	Value of Penalty
PHASE II (Operations & Maintenance)			
Transition (Takeover) BAAF support	Successful Transition of BAAF and deployment of manpower + Post successful Go Live of ADV	Before June 15, 2021	Beyond June 15, 2021, a Penalty of 2.5% of Contract value of Phase-2 cost per week and part thereof up to the maximum value of 10% of the Phase 2 Contract Value. Delay beyond Five (04) weeks would lead to termination of contract.
Application Uptime	%age overall uptime target (calculated monthly)	99.5%	After T3, a Penalty of 2% of Contract value of Phase-I cost per week and part thereof up to the maximum value of 10% of the Phase 1 Contract Value. Delay beyond Five (05) weeks would lead to termination of contract.
Project Deliverables	Derived Deliverables as part of the O&M	As per agreed timelines as defined from time to time.	After 3 days of agreed timeline, a penalty of 0.5% of QGR value per 3 days and part thereof up to the maximum value of 2.5% of the QGR Value.
Project Deliverables	Other deliverables (as per BSEDC's requirements)	As per agreed timelines as defined from time to time.	After 3 days of agreed timeline, a penalty of 0.25% of QGR value per 3 days and part thereof up to the maximum value of 2.5% of the QGR Value.

Measurment	Definition	Interval	Target in %	Target in Time	Penalty

Software Availability (Both BAAF & ADV)	Availability = {1- [(Downtime) / (Total Time – Maintenance Time)]}*100	Monthly	>= 99.7%	130 minutes	No Penalty
			>= 99.5% to < 99.7%	216 minutes	1% of the QGR value
			>= 99.3% to < 99.5%	302 minutes	2% of the QGR value
			>= 99.0% to < 99.3%	432 minutes	5% of the QGR value [Record as Event of Default] [Escalation to Customer and Bidder Management]

9.14.2 Other Penalties:

- Replacement of resources shall generally not be allowed. The replacement of resource by the bidder shall be allowed only in the case, where the currently deployed resource(s) leaves the organization by submitting his/her resignation. In such cases bidder needs to take prior approval from the DIT, Bihar/ BELTRON before providing replacement.

- The replaced resource will be accepted by the DIT Bihar/ BELTRON only if he/she meets the minimum qualification and experience criterion as mentioned in this RFP and is found suitable to their satisfaction. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the DIT Bihar/ BELTRON.

- In case of failure to meet the requirement of the client (which includes efficiency, cooperation, discipline and performance) DIT Bihar/ BELTRON may ask bidder to replace the resource.

- Bidder is not allowed to replace those resources whose profile has been submitted at the time of bidding process along the bid documents, with in the First one year of the contract from the date of signing of the contract. Further in un-avoidable circumstances where bidder is not able to retain the resources quoted in the bid, then the DIT Bihar/ BELTRON reserves the right to impose the penalty as mentioned below:
    a) **Within First 6 Months: -** INR 1,00,000 (Rupees One Lakh) per resource per month during the period of non-availability.
    b) **From 6 months to 1 Year: -** INR 50,000 (Rupees Fifty Thousand) per resource per month during the period of non-availability.
    c) A penalty of INR 2,00,000 (Two Lakhs) per resource will be levied if a resource that has not resigned and is removed/shifted from the project by the bidder.

- A resource is allowed leaves as defined in the RFP. Any additional leaves taken (calculated per resource), penalty will be imposed as follows:
  For each additional day leave taken beyond those allowed as per RFP – 3 days of that resource cost as per the quoted rate will be deducted. DIT Bihar / BSEDC will have the right to request selected agency to replace the resource immediately.

9.15   Fraud and Corruption

BELTRON/DIT requires that firm/company selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this

policy, BELTRON/DIT, BIHAR defines, for the purposes of this provision, the terms set forth as follows:

- "Corrupt practice," means the offering, giving, receiving or soliciting of anything of value to influence the action of BELTRON/DIT, BIHAR or any personnel of firm/company(s) in contract executions.

- "Fraudulent practice" means a miss-presentation of facts, in order to influence a procurement process or the execution of a contract, to BELTRON/DIT, BIHAR, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive BELTRON/DIT, BIHAR of the benefits of free and open competition.

- "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work, which was given by the BELTRON/DIT, BIHAR in Section 4.

- "Coercive Practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

- Will reject a proposal for award, if it determines that the bidder recommended for award, has been determined by BELTRON/DIT, BIHAR to having been and engaged in corrupt, fraudulent of unfair trade practices.

- Will declare a Firm/company ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it any time determines that the Firm/company has engaged in corrupts, fraudulent and unfair trade practice in competing for, or in executing the contract.

9.16   Confidentiality

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidders or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of the other party, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

No party shall, without the other party's prior written consent, disclose contract, specifications, plan, pattern, samples or other documents to any person other than an entity employed by the affected party for the performance of the contract.

9.17   Termination

Under this Contract, BELTRON may by written notice terminate the contract agreement entered with the firm/company in the following ways:

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

a) Termination by Default for failing to perform obligations under the Contract or if the quality is not up to the specification or in the event of non-adherence to time schedule.

b) Termination for Convenience in whole or in part thereof, at any time. However, termination for Convenience will be invoked with a notice period of one month.

c) Termination for Insolvency if the firm/company becomes bankrupt or otherwise insolvent.

In all the three cases termination shall be executed by giving written notice to the firm/company. Upon termination of the contract, payment shall be made to the firm/company for:

   i. Services satisfactorily performed and reimbursable expenditures prior to the effective date of termination

   ii. Any expenditure actually and reasonably incurred prior to the effective date of termination

No consequential damages shall be payable to the firm/company in the event of such termination.

9.18   Force Majeure

Notwithstanding anything contained in the RFP, the firm/company shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

For purposes of this clause "Force Majeure" means an event beyond the control of the consulting firm/company and not involving the consulting firm/company's fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargos. The decision of the DIT, BIHAR regarding Force Majeure shall be final and binding on the firm/company.

If a Force Majeure situation arises, the firm/company shall promptly notify to the DIT, BIHAR in writing, of such conditions and the cause thereof. Unless otherwise directed by the DIT, BIHAR in writing, the firm/company shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

9.19   Resolution of Disputes

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

9.19.1 Amicable Settlement

Performance of the Contract is governed by the terms the conditions of the Contract, however at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then Clause shall become applicable.

9.19.2 Resolution of Disputes

State and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

If, after fifteen (15) days from the commencement of such informal negotiations, State and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by the Development Commissioner, GoB.

All negotiations, statements and/or documentation pursuant to these disputed matter shall be without prejudice and confidential (unless mutually agreed otherwise).

The time and resources costs of complying with its obligations under this Governance Schedule shall be borne by respective parties.

All Arbitration proceedings shall be held at Patna, Bihar State, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

9.20   Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the Patna, Bihar courts situated in Bihar only.

9.21   Notice

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the project specific Contract Agreement.

9.22   Limitation of Liability

The aggregate liability of the SSP under this agreement, or otherwise in connection with the services to be performed hereunder, shall be limited to two times of the contract value. The preceding limitation shall also apply to liability arising as a result of the SSP's fraud or willful misconduct in performance of the services hereunder.

9.23   Deliverables

The selected bidder's firm/company should have to submit deliverables in hard/ soft copy (including editable soft copy); as desired by the DIT, Bihar/ BELTRON.

9.24   Validity of Contract

The validity of the contract is for "the Term" of the contract and shall be extended for further period of one year at the same terms and conditions.

9.25   Others

- The Bidder will need to coordinate and approach various agencies working under BSWAN, BSDC and likes during course of providing the solution.
- The successful bidder is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. Bidder will have to submit the progress reports regularly, as per the guideline issued by GoB.
- GoB shall provide office space to the operational SSP in its own premise during project period (Phase 2). All other expenses related to transportation, consumables, stationary, telephone, food, snacks, etc. in case required, has to be completely borne by the Bidder as part of Contract Agreement.
- Time is the essence of the Project and hence the bidder shall at all times maintain sufficient manpower, resources, and facilities, to provide the Services in a workman like manner on a timely basis. If required and to meet SLAs, the bidder shall pool additional resources to ensure that work is completed within defined time frame with no additional cost to DIT, Bihar/ BELTRON
- The bidder shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. Bidder also agrees and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000 (as amended from time time).

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

10. Exit Management

10.1   Purpose

a) This clause sets out the provisions which will apply upon completion of the contract period or upon termination of the agreement for any reasons. The Parties shall ensure that their respective associated entities, in case of BELTRON/ DIT, Bihar, any third party appointed by the DIT Bihar and in case of the SSP, carry out their respective obligations set out in this Exit Management Clause. Exit Management criteria will be a part of Master Service Agreement with detailed information about exit criteria and exit management plan.

b) The exit management period starts, in case of expiry of contract, or on the date when the contract comes to an end or in case of termination of contract, or on the date when the notice of termination is sent to the SSP. The exit management period ends on the date agreed upon by the BELTRON.

c) The SSPs shall pay all transfer costs and stamp duty applicable on transfer of project assets except in case the Project is being terminated due to default of BELTRON, GoB, where BELTRON, GoB 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 due to transfer of the Aadhar Authentication Framework project, if any. At the beginning of the exit management period, the SSPs shall ensure that:

1. 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 Aadhar Based Authentication Framework is compliant with the Specifications and Standards set forth in the RFP, Agreement and any other amendments made during the contract period;

2. SSP delivers relevant records and reports pertaining to the Aadhar Based Authentication Framework project and its reports, concepts notes and feasibility report including all manuals pertaining thereto and complete as on the Divestment Date;

3. On request by BELTRON/ DIT Bihar or any third party appointed by BELTRON/ DIT Bihar, the SSP shall effect such assignments or service provision agreement between SSPs and any third party, in favor of BELTRON/ DIT Bihar or any third party appointed by BELTRON/ DIT Bihar if it is required by BELTRON/ DIT Bihar or any third party appointed by BELTRON/ DIT Bihar and is reasonably necessary for the continuation of services by BELTRON/ DIT Bihar or any third party appointed by BELTRON/ DIT Bihar;

4. The SSP shall comply 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 Aadhar Based Authentication Framework Project free from all encumbrances absolutely and free of any charge or tax to BELTRON/ DIT Bihar or its nominee

10.2   Cooperation and Provision of Information

a) **During the Exit Management Period:**

I.   The SSP will allow BELTRON/ DIT Bihar or any third party appointed by BELTRON/ DIT Bihar, access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable BELTRON/ DIT Bihar or any third party appointed by BELTRON/ DIT Bihar to assess the existing services being delivered;

II. Promptly on reasonable request by BELTRON/ DIT Bihar or any third party appointed by BELTRON/ DIT Bihar, the SSP shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with the "Contract", the Project Plan, SLA and Scope of Work, relating to any material aspect of the services. BELTRON/ DIT Bihar or any third party appointed shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The SSP shall permit BELTRON/ DIT Bihar or any third party appointed to have reasonable access to its employees/ facility as reasonably required by BELTRON/ DIT Bihar or any third party appointed to understand the methods of delivery of the services employed by the SSP and to assist appropriate knowledge transfer.

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

11.Annexure: Forms and Template for Bid Response

11.1 Technical Proposal Forms

1. Form – 1: Covering letter
2. Form – 2: Declaration of Acceptance of Terms and Conditions in RFP
3. Form – 3: General Information about the bidder
4. Form – 4: Bidder's Annual Turnover and Net-worth Certificate
5. Form – 5: Bidder's Relevant Experience
6. Form – 6: Particulars of key professionals
7. Form – 7: CV's of key professionals
8. Form – 8: Approach, Work plan and Methodology
9. Form –9: Power of Attorney for authorised signatory
10. Form – 10: Undertaking on Being Not Black-Listed
11. Form – 11: Undertaking an office premises Bihar (in company letter head)

11.2 Financial Proposal Forms

1. Form – 1: Covering letter
2. Form – 2: Financial Bid

12.TECHNICAL PROPOSAL FORMS

Form – 1: Covering Letter

(On Bidder's Letter head)

(Date and Reference)

To,

The Managing Director,
Bihar State Electronics Development Corporation Ltd. (BELTRON)
BELTRON Bhawan, Shastri Nagar
Patna - 800023
Bihar India.

Sub: Request for Proposal (RFP) "**To Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of Aadhaar Data Vault along with AMC of BAAF Project for Department of Information Technology, Government of Bihar**".

We hereby propose to provide software solution provider services for **" Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of Aadhaar Data Vault along with AMC of BAAF Project for Department of Information Technology, Government of Bihar"** as outlined in your bidding document.

We have understood the instructions and the terms and conditions mentioned in the Bid Documents furnished by you and have thoroughly examined the detailed scope of work laid down by you and are fully aware of nature and scope of work required. We hereby confirm our acceptance and compliance to the provisions and terms & conditions contained in the Bid Documents.

We confirm that the prices quoted by us in the "Financial Bid" are firm and shall not be subject to any variation for the entire period of the contract.

We further confirm that any deviation to the clauses found anywhere in our Bid Proposal, implicit or explicit, shall stand unconditionally withdrawn, without any implication whatsoever to Department of Information Technology, failing which the Earnest Money deposit may be forfeited.

We certify that all the information provided in our bid, including the information regarding the team members, is true. We understand that any wilful misstatement in the bid may lead to disqualification or cancellation of award if made or termination of contract. We also

understand that in such a case we may be debarred for future assignments with GoB, for a period of maximum three years from the date of such disqualification.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

Form – 2: Declaration of Acceptance of Terms and Conditions in RFP

(On Bidder's Letter head)

(Date and Reference)

To,

The Managing Director,
Bihar State Electronics Development Corporation Ltd. (BELTRON)
BELTRON Bhawan, Shastri Nagar
Patna - 800023
Bihar India.

Subject: Request for Proposal (RFP) "**To Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of Aadhaar Data Vault along with AMC of BAAF Project for Department of Information Technology, Government of Bihar**".

Ref. No.:

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document [No. …………………………………] Regarding "**To Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of Aadhaar Data Vault along with AMC of BAAF Project for Department of Information Technology, Government of Bihar**".

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Form – 3: General Information about bidders

Requirements in Technical Bid	
Name of the Company / Firm	
Date of Incorporation (Registration Number & Registering DIT) VAT No., CST No., PAN No.	
Legal Status of the Company in India & Nature of Business in India: *Public Ltd Company / Private / Partnership firm*	
Address of the Registered Office in India	
Date of Commencement of Business	
Address of the office in Bihar (if any)	
Details of the Contact Person: Name: E-mail id: Phone number Fax number	
Web-Site	
Quality Certifications attained by the firm – CMMi certification issued date and expiry date	
ISO certification issued date and expiry date	

Note: Please provide incorporation certificate

Form – 4: Bidder's Annual Turnover and Net-worth Certificate

(On Applicant's Statutory Auditor's letterhead)

TURNOVER CERTIFICATE

Date:

This is to certify that we M/s-------------------- are the statutory Auditors of M/s--------------------
and that the below mentioned calculations are true as per the Audited Financial Statements of
M/s------------- for the below mentioned years:

Sr. No	Financial Years	Annual Revenue
1	2017-18	
2	2018-19	
3	2019-20	

Note: -

Please attach Audited Annual Financial Statements for all the corresponding years

RFP for Selection of Agency for Supply, Installation, Configuration, Testing, Integration, Commissioning and
Maintenance of Aadhaar Data Vault along with AMC of BAAF Project
For Department of Information Technology, Government of Bihar

Net Worth Certificate

(On Applicant's Statutory Auditor's letterhead)

NET WORTH CERTIFICATE

Date:

This is to certify that we M/s--- are the statutory Auditors of M/s---and that the below mentioned calculations are true as per the Audited Financial Statements of M/s--for the below mentioned years:

S.No.	Items	2017-2018	2018-2019	2019-2020
1	**Paid up Share Capital** (A)			
2	**Add:** Free Reserves S (B)			
3	**Less:** Deferred Payment if any (C)			
4	Amount of probable impact on reserves due to audit qualification (D)			
5	**Net Worth (F)** =(A)+(B)-(C)-(D)			

Place: Bidder's signature and seal.

Date:

Name of the Firm:

Note: Please attach audited Balance Sheets and IT returns statements to confirming the figures mentioned in columns (2).

Form – 5: Bidder's Relevant Experience Certificate

Please provide information as per the criteria set so as to facilitate fair evaluation:

Assignment Name:		**Country:**
Location within Country:		**Professional Staff Provided by your Firm / entity (profiles):**
Name of Client:		**No. Of Staff:**
Address& Contact Number:		**No. Of Staff-Months: Duration of assignment:**
Start Date (Month/Year):	**Completion Date (Month/Year):**	**Approx. Value of Services (in Rupees):**
Name of Associated firm (s) if any:		**No. Of Months of Professional Staff provided by Associated firm (s):**
Name of senior staff (Project Director / Coordinator, Team Leader) involved and functions performed:		
Narrative description of Project:		
Description of Actual Services provided by your staff:		

Note: Kindly attach work order / work completion certificate

Form – 6: Particulars of key professionals

Sr.No	Name	Educational Qualification	Length of Professional Experience	Present Employment (Name of the Employer & Employed Since)	Number of Eligible Assignments

Form – 7: CV's of key professionals

1	Proposed Position:	
2	Name of Firm:	
3	Name of Staff:	
4	DOB:	
5	Nationality:	
6	Education:	
7	Membership of Professional Associations:	
8	Other Training:	
9	Country of Work Experience:	
10	Language	
11	Detailed Task assigned:	
11	Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned	

Year	Location	Employer	Main project feature	Position held	Activities performed

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

Yours Sincerely

Name:

Designation:

Seal:

Date:

Place:

Form – 8: Approach, Work Plan and Methodology

The descriptive part of submission under this will be detailed precisely under the following topics.

A. Understanding of TOR [not more than Two pages]

The Applicant will submit his understanding of the TOR specified in the RFP in a brief manner underlying the crucial and important aspects of it. The Applicant may supplement various requirements of the TOR if he considers this would bring more clarity and improvements over the existing requirements and assist in achieving the Objectives laid down in the TOR.

B. Proposed Approach [not more than Two pages]

C. Methodology and Work Plan [not more than two pages]

The Applicant will submit his methodology for carrying out this assignment to achieve the Objectives laid down in the TOR. The Applicant will submit a brief write up on their proposed team and organization of personnel explaining how various areas of expertise needed for this assignment have been fully covered by their proposal. In case the Applicant is a consortium, it should specify how expertise of each firm is proposed to be utilized for this assignment. The Applicant should specify the sequence and locations of important activities, and quality assurance plan for carrying out the Consultancy Services.

Form – 9: Power of Attorney for signing authorities

(On Rs. 100/- court stamp paper)

Know all men by these presents, we, …………………………………………………………… (Name of Firm and address of the office) do hereby constitute, nominate, appoint and registered.
Authorize
Mr./MS…………………………………………….. Son/daughter/wife and presently residing at ………………………………………………………..Who is presently employed with/ retained by us and holding the position of ....as our true and lawful attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for and selection to work as Request for Proposal (RFP) "**To Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of Aadhaar Data Vault along with AMC of BAAF Project for Department of Information Technology, Government of Bihar"**, for SSP, including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the BELTRON/ DIT Bihar, representing us in all matters before BELTRON/ DIT Bihar, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the DIT in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us till the entering into of the Agreement with the BELTRON/ DIT Bihar.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS
POWER OF ATTORNEY ON THIS............ DAY OF ...., 2021

For............................

(Signature, name, designation and address)

Witnesses:

1

2

Notarized   Accepted

                                                                        ....

(Signature, name, designation and address of the Attorney)

Form – 10: Undertaking on being not black listed

(On Rs. 100 court stamp paper)

This is to certify that **<< COMPANY NAME >>** is not blacklisted by the Government of Bihar or any of its agencies for any reasons whatsoever and not blacklisted by Central / any other State/UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices and not backed out from executing the work after award of the work as on the 31st March 2020.

Company Secretary / Authorized Signatory

Name of Signatory:

Bidder Name:

Date

Place

Form – 11: Undertaking on office premises

(On Bidder's Letter head)

This is to certify that **<< COMPANY NAME >>** is not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this RFP.

Company Secretary / Authorized Signatory

Name of Signatory:

Bidder Name:

Date:

Place:

13.FINANCIAL PROPOSAL

Form – 1: Covering Letter

(On Bidder's Letter head)

(Date and Reference)

To,

The Managing Director,
Bihar State Electronics Development Corporation Ltd. (BELTRON)
BELTRON Bhawan, Shastri Nagar
Patna - 800023
Bihar India.

Sub: Request for Proposal (RFP) "**To Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of Aadhaar Data Vault along with AMC of BAAF Project for Department of Information Technology, Government of Bihar**".

I/We, (Applicant's name) herewith enclose the Financial Proposal for selection of my/our firm for the **To Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of Aadhaar Data Vault along with AMC of BAAF Project for Department of Information Technology, Government of Bihar.**

I/We agree that this offer shall remain valid for a period of 180 days (One Hundred And Eighty Days) days from the Proposal Due Date or such further period as may be mutually agreed upon.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Form – 2: Financial Bid

Phase 1 : Development

S.No	Item	Price INR (Excluding Taxes	Tax INR	Total INR (Including Taxes)
	A	B	C	D = B + C
1	Price for Aadhaar Data Vault software solution – Development, Customization, Supply, Installation, Integration, Configuration, Deployment, Testing & Commissioning			
Amount in Words				

Phase 2 : Operations & Maintenance

S.No.	Manpower Proposed	No. of Resources	Resource Monthly Rate INR (Excluding Taxes)	No. of Months	Total for project period INR (Excluding Taxes)	Tax INR	Total INR (Including Taxes)
	E	F	G	H	I = F * G * H	J	K = I + J
1	Application & Database Architecture /Design Expert	01	Rate1	36			
2	Application Developer	01	Rate1	36			
				Total Manpower Cost (Including taxes)			
	Amount in Words						

Total Cost of the Bid

S.No	Item	Price INR (Excluding Taxes	Tax INR	Total INR (Including Taxes)
	L	M	N	O = M + N
1	Price for Phase 1			
2	Price for Phase 2			
Amount in Words				

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

e-Procurement 2.0 - General instructions.

1. For all tenders published through e-Proc2.0 website eproc2.bihar.gov.in, the bidder shall submit the bid/tender online on e-Procurement 2.0 platform at eproc2.bihar.gov.in. Physical bid submission is not allowed and shall not be entertained for any reason.

2. Prerequisites for submission of online bid on eproc2.bihar.gov.in for a bidder are:

    a. The bidder must have a Class II/III Digital Signature Certificate (DSC) with Signing & Encryption certificate.

    b. A valid account registration (User-id & password) of the above website for participating in tenders published through it.

    c. Bidder needs to pay portal registration/ renewal fee through online modes listed/ provided through the e-Procurement 2.0 platform.

    d. Users need to map the DSC to their respective account to enable submission of bids on the platform.

    e. Existing DSC can be used if they've validity and complies with point 'a' above.

    f. Bidders can purchase DSC from any of the Controller of Certifying Authority (CCA) authorized agencies.

3. As per GoB order 752 dated 21/08/2020, cost for new registration is Rs.1000.00 and renewal is Rs.500.00. The registration validity is for one year.

4. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given in e-Procurement 2.0 web site at the respective stage only. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement 2.0 web site. The bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender by uploading the same during the bid submission process as per the tender notice/ bid document.

5. All the required documents should be attached at the respective places as mentioned in the tender document/ e-forms else the tender of the bidder is liable to be rejected.

6. Tender Processing Fee (TPF) shall be paid through online modes (i.e. NEFT/RTGS, Debit/ Credit Card, Net Banking) only in e-Procurement 2.0 platform.

7. Cost of BOQ/ Form Fee shall be paid through online modes (i.e. NEFT/RTGS, Debit/ Credit Card, Net Banking) only in e-Procurement 2.0 platform.

8. All NEFT/ RTGS payments are to be made as per the instructions printed on the NEFT/ RTGS challan.

9. Earnest Money Deposit (EMD) can be paid either through online mode (i.e. NEFT/RTGS, Debit/ Credit Card, Net Banking) or by way of Bank Guarantee (BG). In case payment of EMD is done through BG, the scanned copy of EMD (BG) should be uploaded online at relevant section as detailed out in the tender document and the original hardcopy of the EMD i.e. BG should be submitted as per instructions specified in the tender document.

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

10. The tender opening and evaluation will be done through online mode only.
11. Any corrigendum or date extension notice will be published on the above e-Procurement website only and it is the responsibility of the bidder to regularly check the status on the e-Proc2.0 website.
12. For any support related to e-Procurement process, bidders may contact at following toll free no. or address:

Toll Free No. 1800 572 6571,
Email Id: - eproc2support@bihar.gov.in

mjunction services limited,
RJ Complex, 2nd Floor,
Canara Bank Campus, Khajpura,
Ashiana Road,
P.S. - Shashtri Nagar,
Patna- 800014