

# REQUEST FOR PROPOSAL

**Selection of Agency for Setting Up Centralized Grievance Redressal Cell At State Police Headquarter, Patna.**

**Published By:**



**Bihar State Electronics Development Corporation Limited**

(A Government of Bihar Undertaking)

BELTRON Bhawan, Shastri Nagar,

Patna – 800 023, Bihar

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Tender -BSEDC/----- /....

Dated: /..../.....

**e-Tender Notice**

e-Tenders are invited from companies by **Bihar State Electronics Development Corporation Ltd.** for **Setting up Centralized Grievance Redressal Cell at State Police Headquarter**, Patna. The details of the tender is available on the websites: [www.bsedc.in](http://www.bsedc.in) and [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in). Last date of tender submission is **23.03.2021 (2 P.M.)**

Sd/-  
Managing Director

## 1 Document Control Sheet

SI #	Particular	Details
1	Name of the Client (RFP Inviting Authority)	Managing Director, Bihar State Electronic Development Corporation
2	Method of Selection	Least Cost method
3	Start date and time for Bid submissions	23.02.2021 till 12:30 PM
4	Last date and time for receipt of bid	23.03.2021 till 02:00 PM
5	Date and time of opening General cum Technical Proposal	23.03.2021 after 04:00 PM
6	Date and Time of Opening of Financial Proposal	Will be intimated later
7	Cost of RFP Document	Rs. 10,000/-
8	Earnest Money Deposit (EMD)	Rs. 2,00,000/-

Note: This document is not transferable.

All bidders are advised to check for any further clarifications and corrigendum related to this RFP at the website [www.beltron.in](http://www.beltron.in) / [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in)

## 2 Instruction to Bidders

### 3 Instruction to Bidders

#### 3.1 Invitation to Bid

BSEDC invites bid from reputed Companies for **Implementation Setting up Centralized Grievance Redressal Cell at State Police Headquarter**. The RFP document can be downloaded from the website [www.bsedc.in](http://www.bsedc.in). and [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in) The bid document fee is to be paid online. The details of scope of work, technical requirements and format for submission of Technical and Financial Bids are given in the subsequent sections.

### **3.1.1 Issue of Corrigendum**

- (a) At any time prior to the last date for receipt of bids, BSEDC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by a corrigendum.
- (b) The corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website [www.bsedc.in](http://www.bsedc.in) and [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in) .
- (c) Any such corrigendum shall be deemed to be incorporated into this RFP.
- (d) In order to provide prospective bidders reasonable time for taking the corrigendum into account, BSEDC, at its discretion, may extend the last date for the receipt of proposals.

### **3.2 Cost of bidding**

- (a) The bidder shall bear all costs associated with the preparation and submission of its bid and BSEDC (hereinafter referred to as the 'Purchaser') will in no case be responsible or liable for these costs, whether or not the bid is finally accepted.
- (b) Non-transferable Tender: The RFP document is not transferable.

### **3.3 Language of proposal**

All correspondence and documents related to the proposal exchanged between the bidder and BSEDC shall be in English

### **3.4 Proposal Preparation**

The Bidder must comply with the following instructions during preparation of Proposals:

- The bidder is expected to carefully examine all the instructions, guidelines, terms and condition and formats of the RFP. Failure to furnish all the necessary information as required by the RFP or submission of a proposal not substantially responsive to all the requirements of the RFP shall be at bidder's own risk and may be liable for rejection.
- The proposal shall be typed or written in indelible ink (if required) and shall be signed by the bidder or duly authorized person(s) to bind the bidder to the contract.
- All pages of the proposal, where entries or amendments have been made, shall be signed by the authorized person.
- The envelopes containing the proposals shall mention the name and address of the bidder.
- It is not allowed to modify, substitute, or withdraw the proposal after its submission.

### 3.5 Currency of Proposal and Payment

The currency of the proposal offer & the payments shall be in Indian Rupees (Rs.).

### 3.6 RFP Document Fees

Bidders may download the RFP document from the website [www.bsedc.in](http://www.bsedc.in) and [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in) Bidders are required to submit the bid document cost of Rs 10000/- through online payment else the bid will be rejected. **Bidders also need to pay the mandatory e-proc charges as mentioned in the e-form.**

### 3.7 Proposal Validity

The bids shall remain valid for a minimum period of 180 days from the date of submission of the bid. On completion of the validity period, BSEDC may solicit the bidder's consent for an extension of the period of validity, if necessary. The request and the responses thereto shall be made in writing by post, fax or e-mail.

### 3.8 Earnest Money Deposit (EMD)

- The bidder shall furnish, as part of the Pre-qualification of Proposal, an Earnest Money Deposit (EMD) amounting to **Rs. 2,00,000/-**.
- The EMD shall be in Indian Rupees and in the form of **Bank Guarantee or e-payment** (EMD format in the form of BG is provided in this RFP).
- In case EMD submitted in the form of **Bank Guarantee**, the same should be in Indian Rupees and from any of the Nationalized / Scheduled bank in favour of Bihar State Electronics Development Corporation Ltd.
- The EMD of unsuccessful bidder shall be refunded on request by the bidder after finalization of award of contract.
- EMD of the successful bidder will be released after the bidder signs the final agreement and furnishes the Performance Bank Guarantee (PBG).
- The EMD will be forfeited on account of one or more of the following reasons:
  - Bidder withdraws its Proposal during the validity period.
  - Bidder does not respond to requests for clarification of its Proposal.
  - Bidder fails to provide required information during the evaluation process or is found to be non-responsive.

- In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee.

### **3.9 Financial Bid**

The bidders should submit their financial bid in the specified formats only. No changes would be allowed in the financial bid on account of any changes in local taxes, duties, levies, rate of inflation etc. The total quoted cost for completion of project shall include all applicable taxes, travel charges, out of pocket and other miscellaneous expenses.

### **3.10 Disqualification**

BSEDC may at its sole discretion and at any time during the evaluation of proposal, disqualify any bidder, if the bidder has:

- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- Exhibited a record of poor performance such as abandoning work, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- Proposal, that is not accompanied by required documentation, EMD & cost of RFP document
- Failed to provide clarifications related thereto, when sought;
- Submitted more than one Proposal;
- Submitted a proposal with price adjustment/ variation provision.

### **3.11 Deadline for Submission of Proposals**

Proposals must be received by BSEDC at the address specified in the RFP not later than the dates as mentioned in the "Fact Sheet". BSEDC may in unavoidable circumstances and at its' discretion, extend the deadline for submission of Proposals by issuing an addendum or by intimating all bidders who have purchased the RFP document. In this case, all rights and obligations of the BSEDC and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

### 3.12 Late Proposals

Any proposal received by the BSEDC after the deadline for submission of proposals prescribed in RFP will be summarily rejected and will be returned unopened to the bidder.

### 3.13 Right to Accept and Reject the Bid

Notwithstanding anything contained in this document, the BSEDC reserves the right to accept or reject any or all the bids without citing any reason thereof. BSEDC also reserves the right to cancel the bid process at any time prior to signing the contract BSEDC will have no liability for above-mentioned actions.

### 3.14 Corrupt or Fraudulent Practice

In the event of the bidder engaging in any corrupt or fraudulent practices during the bidding process by the judgment of the BSEDC, their bid will be summarily rejected. For the purpose of this clause: "Corrupt Practice" means offering, giving, receiving or soliciting anything of value to influence the action of an official of BSEDC or any related stakeholder engaged or related to the in the selection process. It also includes bringing undue influence through any quarter or interfering directly or indirectly in the selection process to affect its outcome. "Fraudulent Practice" means a misrepresentation of facts in order to influence selection process to the detriment of the BSEDC.

## 4 TENDER FORM

<b>Bihar State Electronics Development Corporation Ltd., Patna</b> (A Govt. of Bihar Undertaking)		
<b>Tender Form</b>		
<b>I. Firm Details:</b>		
1	Name of Bidder	
2	Name & Designation of Authorized Signatory	
3	Registered Office Address	
4	Address of Other Offices in Bihar	

5	Year of Establishment				
6	<b>Type of Firm</b>	<b>Public</b>	<b>Private</b>	<b>Partnership</b>	<b>Proprietary</b>
	Enter "Yes" in appropriate box				
7	Telephone Number(s)/ Mobile				
8	Website				
9	Fax No.				
10	Email Address				

**The Tender fee amounting to 10,000/- has been deposited**

Through e-payment provide e-payment transaction No.

Copy of this is attached as [TDFEE\\_DOC](#)

**II. Following documents are attached towards the proof of earnest money deposited.**

Sl. No.	Instrument of earnest money deposited e-payment BG from a scheduled bank	Amount	Transaction Detail
			DD/MM/YYYY

Copy of EMD is attached as [EMD\\_DOC](#).

**If exempted, the proof of exemption is to be attached in the same attachment.**

**III. ELIGIBILITY CRITERIA:**

**a) Copy of ROC**

Copy of this is attached as

**b) CMMI Level 3 certified Company**

Copy of this is attached as [CMM\\_DOC](#)

**c) Minimum Annual Turnover of Rs 5 Crores in each of last three years audited with positive net worth**

**Details of present / past turnover of our firm is given as below**

Sl.	Turnover (In Cr.)	FY Year
		2018-19
		2017-18
		2016-17



Copy of audited financial statement is attached as [TURNOVER\\_DOC](#)

e) Client's satisfactory executed work order for Grievance Management Software

**Details of the orders given to our firm is given below:**

Sl.	Date of Order	Project Name	Name of Ordering authority	Value of the Order in INR

Copy of original order is attached as [ORDER\\_DOC](#)

d) Work Order of Call Centre Operations for Central/ State Govt or their undertaking organization or nationalized banks

**Details of the orders given to our firm is given below:**

Sl. No.	Date of Order	Project Name	Name of Ordering authority	Value of the Order in INR

Copy of original orders is attached as [EXP\\_DOC](#)

(e) **PAN** - (Bidder must quote their PAN.) The details of bidder's PAN is as follows:

Name of the bidder	PAN allotted by Income Tax Department

Copy of PAN is attached as [PAN\\_DOC](#)

(e) **GST Registration** - (Bidder must provide Copy of valid GST Registration certificate.)  
Copy of Service Tax Registration is attached as [ST\\_DOC](#)

(f) **Company Incorporation Registration**- Company Registration certificate. Copy of company Registration is attached as [INC.\\_DOC](#)

(g) **EPF Registration**- (Bidder must provide Copy of EPF Registration document.)  
Copy of EPF Registration is attached as [EPF\\_DOC](#)

(i) **Human Resource** - Number Human Resource in the Company direct payroll.  
Copy of Self Declaration with latest EPF Challan is to be attached as [HR\\_DOC](#)

## 5 Terms of Reference

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### 5.1 Project Objective

Bihar Police is committed to achieve the highest standards of professional competence, adapting to changes both foreseen and unforeseen, using latest technology and synergising its vast human resources to the optimum. Transparency in working and accountability to the people and the Constitution is the special area of focus. Bihar Police has come up with this requirement to ensure transparency and assist citizens in availing services provided by Bihar State police through its network of police stations.

The project stakeholders are individuals and organizations that are actively involved in the project, or whose interests may be affected as a result of project execution or project completion. They may also exert influence over the project's objectives and outcomes. The project management team should identify determine their requirements and expectations, and, to the extent possible, manage their influence in relation to the requirements to ensure a successful project.

The stakeholders of the system are mentioned below:

- Bihar Police
- Citizens
- BSEDC
- Implementing Agency

### 5.2 Scope of work

#### (a) Grievance management Application

The implementing agency should provide a web based grievance management application for online registration of grievances by the citizen as well by the call centre agents (police personal) and management of the grievances by the officials. The software required to be developed should have below modules:

- User Management
- Online Grievance Application
- Application Processing
- Track Action
- MIS Reports

- SMS gateway integration
- Mobile App for grievance registration and management (Android as well as IOS Platform)

For the monitoring of the different types of Grievances received, a grievance management Application would be designed by the Agency in which an online form will be designed where form will capture the complaint and complaint details. The Software will carry the below scope:

- Nomination of the schemes / projects to be incorporated in the Grievance Redressal Helpline framework.
- Customization and Configuration of Grievance Redressal Helpline portal.
- Configuration of Escalation Procedure on thumb rule basis or customizable in case of any exemptions for any particular District depending on the size of its demography.
- The software should provide the option to Configure the Escalation timeframe and all level of action taking authorities through the Web Application dynamically.
- Template based Status updation regarding resolution of the escalations
- MIS report generation based of the following key criteria
  - Circle/District wise grievances status
  - Division/Block wise grievance status
  - Categories wise status
  - Grievance ageing Report
  - State/Circle/Division wise grievance resolution efficiency Report
  - Other Customized Reports
- Once the grievance will be registered the system will provide a unique token number which will be used as a key number for any further correspondence with the department. After registering the grievance an acknowledgement receipt will be generated and the details of the complains will be sent through the system to the concerned officer.

- The system should be capable enough to automatically escalate the grievance to the next level, if it is not resolved in the stipulated time. A flag will be raised in case such a delay.
- Integration with Social Media Platform such as Facebook and twitter for handling emergency as well regular policing requirements.
- For closing the grievance, the concerned officer will login to the system and will update the status.
- The implementing agency needs to provide the Social Media Management strategy and mechanism through which the Grievance management can be done through Facebook and Twitter also.
- The implementing agency should arrange for hosting of the grievance management application for a period of 36 months.
- The implementing agency should provide a Ready to Use Call Centre /Setting up a Call centre for Implementation of Centralised Grievance Redressal Act.
- One technical resource in each of the three shifts for required technical support.
- The Call Centre should be operational 24X7 for 365 days or BSEDC may provide space in its own Data Centre.
- Implementing agency should provide 21 new Computers for the 20 Operators and 1(One) for manager of the call centre with the adequate configuration as mentioned below so that the grievance management application can be accessed using those computers.
- The implementing agency should supply, install and maintain the telephony equipment of the call centre.
- Implementing agency should provide telephony system for recording of the complaint. The call logger software should be capable enough to generate the call log reports as per the need of the department.
- The system should also record the call of the callers and save the voice log for the future purpose.
- The successful implementing agency should make available a 20 seats computerized Helpline/Call Centre with adequate number of dedicated telephone channels.

- The implementing agency should also provide the reports to the Bihar State Police in the pre-defined formats.
- Successful Implementing agency should provide Services for 36 months.
- Successful Implementing agency should provide MIS on weekly basis in soft and hard copies and will also sign a agreement.
- The implementing agency should provide the backup of the Voice logs and the call reports to the Bihar State Police in every month.
- The set up should have automatic call distribution facility.
- The selected agency will do required integration of the grievance Redressal application with the SMS gateway so that reference unique ID may be sent to the person registering Grievance and also the concerned officials.
- The SMS component will be in the scope of the selected agency.
- The selected vendor will also have to supply router for internet leased line, PRI modem pair for 30 channel PRI line to be provided by Police Department.
- Hosting of application with sufficient space is the responsibility of the selected implementing agency. BSEDC Ltd., alternatively may provide space in its data centre.

**Below are the specifications of the hardware required at the call centre:**

<b>Sl.No</b>	<b>Type of Device (for 24 X 7 usage)</b>	<b>Specification</b>	<b>Nos.</b>
1	Desktop (Eligible Make: Dell/ HP/Acer/Lenovo)	CPU 4th Gen -Intel Core i3 - 3.0GHz or higher" Chipset Intel RAM- Minimum 4 GB Hard Disk Drive 1TB, 7200 rpm Monitor 18.5" – LED Keyboard and mouse- USB Ports 4 USB Ports (with at least 2 USB 3.0) Optical drive DVD Rom drive Network Gigabit Ethernet card with support for remote wake Up. Operating System Windows 10.0 Professional - 64 bit or above 3 years onsite warranty	21
2	UPS (Eligible make: Emerson/APC/Delta/Power one/ Uniline/ Numeric or equivalent)	600 VA  30 Minutes Backup	21 Nos.

NOTE: BSEDC may ask for original invoice for above hardware.

### **(b) Computer Telephony Interface**

The vendor must provide the complete Integrated CTI application suite with IVRS, CTI screen POP ups and application integration. The CTI application suite at each workstation must have the following features:

- Provides Screen Pop (on answer)
- Calling line information display (Caller number, Number dialed)
- On screen dialing (when enabled)
- Soft phone -> Onscreen phone control - Answer, hang-up, hold, conference etc.
- Call detail recording, call management software
- Option to record voice
- Clear voice quality

### **(c) System components:**

The system is required to provide 99% recording of calls, which is to be preserved for 2 months or such period as per the requirement. Such data should be handed over to Police Department regularly.

- Tagging of all recordings by CLI, DNI, Agent, complaint number and up to three user defined tags
- The system should provide for an application that can be invoked by either agents and above, which will allow for search and retrieval of recordings by using any of the tags / parameters like: name, telephone number, complaint number, extension, agent etc.
- The system should have the capability to produce performance review reports on a periodic basis – the formats of these reports should be decided during Transition period.

**(d) Call routing capabilities required:**

The system will need to support skills-based routing of consumer calls, using a database look-up. Skill based routing may also include language based routing.

- Callers will need to be notified of potential wait times based on number of agents, average time in queue, number of calls in queue, and current queue holding time and avg. talk time and after call work time
- System should be able to re-route calls after checking the status of other queues

**(e) Supervision & monitoring capabilities:**

Supervisors and above should be able to see a detailed list of agents by team, and view their present status The system should also provide summary information about at least the following elements:

- Number of agents logged in
- Number of calls being currently handled
- Service levels for the day, week and month
- Longest call waiting
- Number of calls waiting
- Abandoned call percentage for the day, week and month
- Average talk time

- Average wrap up time
- Average time to answer
- Longest time to answer
- Number of agents on break
- Number of agents idle
- Total number of agents on call

**Note**

- The space and infrastructure will be provided by the Bihar Police for the Operations of the call centre.
- 20 call centre operators required for running the call centre will be provided by Bihar Police.
- Bihar Police will be responsible for providing toll free PRI Line, internet leased line connectivity and power backup facilities to the call centre.
- Monthly charges for Toll free and PRI Line will be paid by Bihar Police.

**5.3 Social Media Management**

The bidder has to execute below set of activities as Social Media Management under the project:

1. Creation of social media handles on Facebook and Twitter.
2. Meeting Police requirements for public information and accessibility

Complaints received through Social Media should be integrated with the web application and follow a defined work flow for routing of complaints to the concerned authority. The integration should enable a two-way communication

**Technical Resources:-**

The proposed profile must be BE/B.Tech/ MCA with minimum 3 years of relevant experience. The CV of the profiles must be submitted as part of technical bid.



## 5.4 Process Flow

- The Call centre should have a toll free number on which the citizens will call; the call should land on PRI lines. Each number should be capable enough to entertain 20 calls at a time. If any citizen wants to get any help, any information or want to file the grievance he can call on that particular number and do the action as per his necessity.
- When a person calls up on the number, he/she will be asked to tell his name, address, what information does he/she want and his/her complaint is to which district, police station.
- This conversation should be voice recorded and also entered into the grievance management application simultaneously by the call centre executive receiving the call.
- Many ordinary citizens may not even know what type of information to ask for. They would just know their problem. Call Centre staff should be trained to help and deal with such cases. A good amount of handholding should be required to help poor and illiterate people.
- Once the Grievance is filled in the software application, the concerned district officers as well as the applicant should be getting the SMS on their registered mobile number.
- The Action taking authority should have a defined number of days (from the date of receipt of application in CC) to solve the grievance. During this period, the officer should do necessary actions on the grievance and update the same in the software application. The status update should be available to the applicant directly and to the Call Centre as well.
- The officer should login to the software application and has to update regarding the grievance application. If the officer doesn't post any kind of information against a Grievance application, then it would be understood that no action has been taken by the officer.
- After updating the information in the application Software, if the caller calls to the call centre then the Call Centre should tell the applicant, about the status of the application.

- If applicant is not satisfied with the information received, he/she can call up the Call Centre again and express his dissatisfaction after telling his reference no.
- His/her dissatisfaction should be voice recorded and typed. The application received earlier should be reopened and it will move automatically to the next level of escalating authority by the software application in the same manner as the grievance application was done in first place.
- The officer should deal with the appeal as he normally does. The results should be updated in the software application and the same should be available to the Call Centre and to the applicant. Call centre should inform the applicant on phone also.
- In addition to the above the agency needs to also formulate and implement the integration of Social Media Platform (Facebook & Twitter) with Grievance Management application.

### **5.5 Related Deliverables**

The Service Provider is expected to follow under said phases during Project Implementation. System Study with respect to all the above modules and Submission of System Study report consisting of:

- ❑ System requirement and Specifications
- ❑ Grievance Management Application with Social Media Integration
- ❑ Call Centre Establishment
- ❑ Training to Stake holders
- ❑ User Manual Operations and Maintenance (O&M) Manual

### **5.6 Payment Terms**

- (a) The payment to the respondent shall be made by the BSEDC based on the services provided by the respondent (bidder) to the BSEDC as per the Scope of Work under this Tender and the Contract signed between the respondent and the BSEDC.
- (b) All payments will be made in Indian Rupee Only.
- (c) The payment would be made as per the following table on submission of invoice by the by the respondent to the BSEDC.

Component	Payment Terms
<b>SRS Document Sign off</b>	80% of CAPEX
<b>Supply, Installation of the hardware</b>	
<b>Call Centre Operationalization</b>	
<b>AT by BSEDC/consultant of BSEDC</b>	
<b>Operations &amp; Maintenance</b>	20% of CAPEX and 100 % OPEX 12 QGRs

(d) The Respondent shall submit the requisite deliverables and satisfactorily perform work as specified under this tender to the BSEDC. The requisite payment will be released by BSEDC upon acceptance of the deliverables and satisfaction with work performed by the Respondent.

### 5.7 Timeline

The following outer dateline on major head has been fixed for the project delivery. The detailed component wise date will be worked out before signing the contract with in the outer dateline indicated below.

T0 = Date of issue of Lol

Sl#	Items		Timeline
<b>(a)</b>	System Requirement Study document signoff	T1	T0+1 Weeks
<b>(b)</b>	Design and Development of GMA with social media integration	T2	T1+ 3 Weeks
<b>(c)</b>	Call Centre Setup	T3	T2+ 1 Weeks
<b>(d)</b>	Training	T4	T3 + 1 weeks
<b>(e)</b>	AT	T5	T4+2 weeks
<b>(f)</b>	Annual Maintenance	T5	T5 + 36 Weeks

### 5.8 Penalty/Liquidated damage:

Service provider is expected to meet the time lines in the normal course of carrying out the activities out the activities as per the detailed scope of work. In case of unjustified delay in commissioning of project due to reasons completely attributable to the selected bidder, BSEDC will reserve the right to levy Liquidated damage on the service provide i.e. 3% penalty every week to a maximum of 9 % of total cost of the project component.

2. In case of non-performance, BSEDC may impose LD (Liquidated damage) during O&M period depending upon the quantum of loss of services delivered with a cap of max. 5% of bill value.

## 6 Evaluation Criteria

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BSEDC will constitute a committee, which will evaluate the RFP in different stages as per following.

- (a) The committee will first undertake a preliminary evaluation of the pre-qualification eligibility criteria and with reference to completeness of the proposals and whether the proposals are generally in order. During the evaluation, the committee may ask the bidder for clarification during the time schedule mentioned in the RFP. Proposals found to be non-responsive for any reason or not meeting the minimum eligibility criteria, as specified in this RFP will be rejected and not included for further detailed technical evaluation.
- (b) Thereafter, the committee will undertake a detailed evaluation of the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub criteria, etc. During the evaluation, the committee may ask the bidder for clarification during the time schedule mentioned in the RFP.
- (c) Finally, the committee will evaluate the financial bids of the technically qualified bidders and based on the Least cost Method, the selection of the vendor will be done.

### 6.1 Disqualification

BSEDC may at its sole discretion and at any time during the evaluation of proposal, disqualify any bidder, if the bidder has:

- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- Exhibited a record of poor performance such as abandoning work, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- Submitted a proposal that is not accompanied by required documentation, EMD and cost of RFP document
- Failed to provide clarifications related thereto, when sought;

- Submitted more than one Proposal;
- If secured zero '0' in any items mentioned in the technical evaluable table in this RFP.
- Submitted a proposal with price adjustment/ variation provision.

## 6.2 Prequalification Criteria

All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals, only those who qualifies all Prequalification criteria, are eligible for evaluation of technical bids.

Sl#	Basic Requirement	Specific Requirements	Documents Required
(i)	Legal Entity	Should be a Company registered under Companies Act, 1956 and should have been operating for the last five years as of <b>March 31, 2019</b> . Registered with the Service Tax / Provident Fund / and the bidder must have cleared up-to-date Service Tax &EPF.	Certificates of incorporation and MOA. Copy of PAN, Service tax registration certificate, VAT Registration Certificate, EPF Registration Certificate and latest copy of EPF Challan.
(ii)	Average Annual Turnover as on 31st March 2019	The average annual turnover of the bidder from IT/ITES during last three financial years ending at 31/03/2019 should not be less than Rs. 5 Crores	Certified copy of the audited statement of accounts (PL Account & Balance Sheet, Certificate from Chartered Accountant, as a proof of annual turnover stated.
(iii)	Net Worth	The bidder company should have positive net worth.	Certified copy from the C.A has to be enclosed.
(iv)	Consortiums	Consortium bidding is not allowed	
(v)	Certifications	The bidder must possess CMMi Level 3	Copy of certificate

		certification or above.	
(vi)	Technical Capability	<p>The bidder should have experience of running at least two call centre with at least 10 resources or above of value more than Rs 50 lacs or above for Govt institution.</p> <p>The bidder should have successfully Deployed Two software application for Help desk Management / Grievance management for Govt institution.</p>	Copy of the Work Order and relevant certificates
(vii)		The Bidder should have experience in Project of Social Media Integration/ management with/in any other application of Any Government Department/ PSU in India.	
(viii)	Blacklisting	Applicants must not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Govt. of India/ State Govt.	A Self Declaration letter
(ix)	Fees	<p>- The Bidder must submit Rs. 10,000/ towards the cost of the Tender Document.</p> <p>- The Bidder must furnish the EMD of Rs. 2 lakhs.</p>	<p>- Tender fee in shape of e-payment only</p> <p>- EMD in shape of Bank Draft / Bank Guarantee/e-payment</p>

### **5.3 Selection Process:**

Least Cost Method based selection.

## **6 Instructions**

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- i. The tender should be submitted through e-Procurement portal [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in) only. No other form of tender submission will be valid for evaluation.
- ii. Tenders duly filled and accompanying all supporting documents, should be uploaded in the e-Procurement portal.
- iii. The online bids will be opened at BIHAR STATE ELECTRONICS DEVELOPMENT CORPORATION LTD., Beltron Bhawan, Shastri Nagar, Patna- 800 023.
- iv. Tenders should be fully in accordance with the requirements as the specified in this RFP document.
- v. Appropriate forms furnished with this specification shall be used in filling quotation. Incomplete e-forms will summarily be rejected.
- vi. All offers should be made in English Language. Conditional offers and offers qualified by such vague and indefinite expression such as “Subject to immediate acceptance”, “Subject to prior sale” etc. will not be considered.
- vii. Submitted tender forms with overwritten or erased or illegible rate or rates not shown in figures and words in English will be liable for rejection. In case of discrepancy between words and figures noted against each items of the tender and between unit rates and the total amount, the value in word will be final and binding on the bidders. Total of each item and grand total of whole tender should be clearly written.
- viii. While tenders are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting Purchaser's personnel or representatives, on matters relating to the tenders under study. M/s BSEDC Ltd. if necessary will obtain clarification on tenders by requesting such information from any or all the bidders either in writing or through personal contact as may be necessary. The bidder will not be permitted to change the substance of his offer after the bid submission date. Any attempt by any bidder to bring pressure of any kind, may disqualify the bidder for the present tender and the bidder may be liable to be debarred from bidding for BSEDC Ltd in future also.
- ix. All disputes are subject to jurisdiction within the geographical and administration confines of Patna only.

## 7 General Conditions of Contract

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### 7.1 Application

These general conditions shall apply to the extent those 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 BSEDC shall be final and binding.

### 7.2 Relationship between the Parties

The service provider shall be fully responsible for the services performed by it or any of its personnel on behalf of the contract hereunder.

### 7.3 Standards of Performance

The service provider shall perform the services and carry out its obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The service provider shall always act in respect of any matter relating to this contract as faithful advisor to the BSEDC. The service provider shall always support and safeguard the legitimate interests of the BSEDC, in any dealings with the third party. The service provider shall abide by all the provisions/Acts/Rules etc. of Information Technology prevalent in the country. The service provider shall conform to the standards laid down in the RFP in totality.

### 7.4 Applicable Law

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

### 7.5 Performance Bank Guarantee (PBG)

- Within 7 days of the issue of Lol by BSEDC, the qualified service provider shall furnish a PBG, amounting to the 5% of contract value for the contract period i.e, 38 months as its commitment to perform services under the contract.
- Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG.



- The PBG shall be released immediately after expiry of contract provided there is no breach of contract on the part of the service provider.
- No interest will be paid on the PBG.

## **7.6 Termination of Contract**

The service provider association with BSEDC will terminate in case of following conditions:

- The term of contract expires
- Termination of contract by the BSEDC due to non-performance of service provider during execution of project.
- The vendor commits a material breach of the agreement or Scope of Work and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice from BSEDC

## **7.7 Termination for Insolvency, Dissolution, etc**

BSEDC may at any time terminate the Contract by giving written notice to the service provider, if the service provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company.

## **7.8 Termination for Convenience**

BSEDC reserves the right to terminate, by prior written notice, the whole or part of the contract, at any time for its convenience

## **7.9 Force Majeure**

Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the Bidder shall promptly notify BSEDC in writing of such condition and the cause thereof. Unless otherwise directed by BSEDC, the Bidder shall continue to perform its obligations under this Agreement as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event

## **7.10 Taxes and Duties**

The taxes & duties incurred for the delivery of services under this contract shall be paid at time of billing at the prevailing rate to the service provider by BSEDC

## **7.11 Resolution of Disputes**

If any dispute arises between parties, then these would be resolved in following ways:

**(a) Amicable Settlement:** The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this contract or the interpretation thereof. In case of employer, the decision of the independent arbitrator nominated under mutual consent of either party shall be final and binding.

**(b) Resolution of Disputes:** Disputes which cannot be settled amicably within thirty (30) days after receipt by one party of the other party's request may be taken up by either party for settlement in accordance with the Applicable Arbitration Tribunal Act of Bihar.

## **7.12 Clarification of Bids**

During evaluation of bids, the client at its discretion may ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

## **7.13 Confidentiality**

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any Bidder 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. During the execution of the project except with the prior written consent of Managing Director, BSEDC, the Project service provider or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Bidder/ service provider and/ or the Managing Director, BSEDC to each other including,

but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.

## 8 e-Procurement Process Related Instructions

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

hardcopy of the EMD which may be a NSC/KVP/BG or any other instrument that should be submitted in the tendering authority office within the next working day after tender closing date.”

- ***Note: "Bids along with necessary online payments must be submitted through e-Procurement portal [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in) before the date and time specified in the NIT/RFP. The department/Tendering Authority doesn't take any responsibility for the delay / Non Submission of Tender / Non Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason."***
- For support related to e-tendering process, bidders may contact at following address “e- Procurement HELP DESK 2.0 address: Junction Services Ltd., RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiyana Road, P.S-Shastri Nagar, Patna-800014, Bihar, Ph No- 18005726571" or may visit the link "vendor Info" at [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in)

## 9 Annexure – Proposal Formats

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### 9.1 Annexure T1- Covering letter

[Bidders are required to submit the covering letter as given here on their letterhead]

Date: \_\_/\_\_/\_\_

Ref.: \_\_\_\_\_

To  
Managing Director,  
BSEDC  
BELTRON Bhawan  
Patna

**Sub: Proposal for Implementation of Setting Up Centralized Grievance Redressal Cell for State Police Headquarter, Govt. of Bihar**

Sir,

1. With reference to your request of proposal document, I/we, have examined the bid documents and understood the contents, hereby submit my/our proposal for the aforesaid project. The proposal is unconditional and unqualified.
2. All information provided in the proposal and appendices is true and correct.
3. I/We shall make available to the tendering authority for any additional information it may find necessary or require to supplement or authenticate the bid.
4. I/We acknowledge the right of tendering authority to reject our proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. I/We declare that:
  - (i) I/We have examined and have no reservations to the RFP Documents, including any addendum issued by the tendering authority.
  - (ii) I/We hereby certify that we have taken steps to ensure that, no person acting for us or on our behalf have engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
6. I/We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.

7. I/We further certify that no investigation by a regulatory authority is pending either against us or against our associates or against our CEO or any of our Directors.
8. In the event of my/ our being declared as the successful, I/We agree to enter into an agreement in accordance with the draft that has been provided to in the RFP document. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
9. The fee has been quoted by me/us after taking into consideration all the terms and conditions Stated in the RFP.
10. I/We undertake to provide Performance Security of 5% of the order value in case the contract is being awarded to us.
11. I/We agree and understand that the Proposal is subject to the provisions of the RFP documents. In no case, I/We shall have any claim or right of whatsoever nature if the project is not awarded to me/us or our proposal is not opened.
12. I/We agree to keep this offer valid for 180 days from the proposal due date specified in the RFP.
13. I/We agree and undertake to abide by all the terms and conditions of the RFP document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date:

Name:

Designation:

## 10 Commercial Bid

To  
Managing Director,  
BSEDC  
BELTRON Bhawan  
Patna

Dated:

### **Sub: Proposal for Implementation of Centralized Grievance Redressal Cell for State Police Headquarter, Govt of Bihar.**

Dear Madam/Sir,

We, the undersigned, offer to provide above service in accordance with your RFP. Our financial proposal for project is given as below:

#### **10.1 A: CAPEX with three years warranty:-**

Sl. No	Expenditure Head	QTY	Unit Rate	Applicable Tax	Total Cost
1	Design and Development of Software Application	Lumpsum			
2	Training Cost	Lumpsum			
3	SMS gateway cost for 5 lacs SMS.	Lumpsum			
4	Computers with microphone and Other Required Infra Setup	21			
5	Call recording, Automatic call Distribution, LAN and Telephone Channel Setup	Lumpsum			
6	Router for internet leased line connectivity	1			
7	PRI line modem	01 pair			
<b>Total CAPEX</b>					

#### **B: OPEX**

Sl. No	Expenditure Head	Qty	Unit Rate	Applicable Tax in %	Applicable Tax in INR	Total Cost
1	Technical support staff for 3 years	3				
2	Hosting Charges with storage per year	3				
<b>Total Amount of OPEX</b>						

NOTE: In case BSEDC provides Hosting space, Hosting charges will not be given to bidder.



**Total Project Cost**

<b>Expenditure Type</b>	<b>Total Cost</b>
Capital Expenditure (CAPEX)	
Total Amount of OPEX	
<b>GrandTotal</b>	

In Words.....

Our financial proposal shall be binding upon us subject to any modifications resulting from contract negotiations, up to the expiration of the validity period of the proposal, i.e. 180 (days).

We undertake in competing for and, if the award is made to us, in executing the above services, we will strongly observe the laws against fraud and corruption to force in India namely Prevention of Corruption Act 1988. We understand that you are not bound to accept any proposal you receive.

Yours faithfully,

(Authorized signatory)

Date:

Name:

Designation: