

Women Development Corporation

**2nd Floor, Indira Bhawan, R.C. Singh Path, Bailey Road, Patna, 800 001.
www.wdcbihar.org.in Govt. of Bihar**

Request for Proposal (RFP)

For

Selection of “System Integrator for the design, development and operationalization of Web Based Management Information System (MIS) for Mukhya Mantri Kanya Utthan Yojana Project”

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1. Important Information about the RFP

Non Refundable Tender Cost	Rs.10,000/-(Rupee ten thousand only) through demand draft from a Nationalised /schedule bank Women Development Corporation, Govt. of Bihar drawn in favour of Women Development Corporation”, payable at Patna.
EMD	Rs. 4,00,000/(Rupee Four Lakhs only) in the form of Bank Guarantee in favour of Women Development Corporation, Govt. of Bihar”, payable at Patna from any nationalized / Schedule Bank.
Last Date of Submission of written queries on Bid document for pre bid conference	Any clarification and queries relating to tender document. Bidders have to submit their clarification and queries on or before 28.06.2019 17.00 Hrs Email:
Pre bid Meeting	At 16.00 Hrs on 28.06.2019 at Women Development Corporation conference hall
Last Date of Submission	15.07.2019 up to 15.00 Hrs
Opening of Technical Bid	15.07.2019 up to 15.30 Hrs
Opening of Financial Bid	Only those bidders who qualify in technical bid will be informed about Financial bid opening dates.

2. LIST OF ABBREVIATION

MIS	MIS for WDC Bihar
CFC	Citizen Facilitation Centre
CTI	Computer Telephonic Integration
DC	Data Centre
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name Services
DR	Disaster Recovery Site
EMS	Enterprise Management Software
EO	Executive Officer
EQMS	Electronic Queue Management System
FIFO	First In First Out
G2B	Government To Business services
G2C	Government To Citizen services
G2G	Government To Government services
GBPS	Gigabits per second
GIS	Geographical Information System
GOI	Government of India
H/W	Hardware
HOD	Head Of Bihar
ICT	Information and Communication Technology
IEEE	Institute of Electrical and Electronics Engineers
IMAP	Internet Message Access Protocol
ISO	International Organization for Standards
ITIL	Information Technology Infrastructure Library
ITSM	Information Technology Services Management
IVRS	Interactive Voice Response System
Kbps	Kilobits per second
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
Mbps	Megabits per second
MIS	Management Information System
MLLN	Managed Leased Line Network
MPLS	Multiprotocol Label Switching
N/W	Network

NIS	Network Information Service
NMS	Network Monitoring System
NOC	No Objection Certificate
O & M	Operations & Maintenance
PDA	Personal Digital Assistance
POP	Post Office Protocol
PPP	Public Private Partnership
BSWAN	Bihar State Wide Area Network
RFP	Request for Proposal
RTI	Right To Information
S/W	Software
SDC	State Data centre Bihar
SLA	Service Level Agreement
SMS	Short Messaging Services
SMTP	Simple Mail Transfer Protocol
TCP /IP	Transmission Control Protocol/ Internet Protocol
UID	Unique Identification
WDC	Women Development Corporation
VPN	Virtual Private Network
WAN	Wide Area Network
XML	Extensible Mark up Language

3. NOTICE INVITING TENDER

Women Development Corporation 2nd Floor, Indira Bhawan, R.C. Singh Path, Bailey Road, Patna
800001.

Phone No: 0612-2534096 / 2547843, www.wdcbihar.org.in

Tender Notice

Sealed Tenders are invited under two bid systems from reputed companies for "Development and Maintenance of Integrated MIS for Mukhya Mantri Kanya Utthan Yojana " .

Tender documents including terms and conditions , specification etc. can be downloaded from the website www.wdcbihar.org.in .The cost of the bid document is Rs. 10000/ payable in the form of demand draft in favour of Managing Director, Women Development Corporation, which shall be attached with the technical bid , otherwise the bid may be outrightly rejected .

The technical bid will be open in presence of the bidders or their authorized representatives .

Downloading the bidding documents	from 12.06.2019
Pre Bid meeting Date	21.06.2019 at 15.00 Hours
Bid submission end date	05 .07.2019 upto 15.00 Hours
Bid Opening Date	05 .07.2019 upto 15.30 Hours

Further Assistance regarding Tendering process kindly contact Mobile No. 9955998008 during office Hours or E Mail at support@wdbihar.org.in

The undersigned reserves the right to cancel bid process /bids without assigning any reasons.

Managing Director
Women Development Corporation,

4. DEFINITIONS

1. **"Bidder"** means any firm offering the solution(s), service(s) and for materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder or operator or service provider, and when used after award of the Contract shall mean the successful Bidder or operator or service provider.
2. **"Agreement"** means this Master Service Agreement together with the Service Level Agreement and the contents and specifications set out in of the RFP; which constitute an integral and inseparable part of the Agreement.
3. **"Applicable Laws"** includes all applicable statutes, enactments, acts of legislature or parliament, laws, ordinances, rules, by-laws, regulations, notifications, guidelines, policies, directions, directives and orders of any Governmental authority, tribunal, board, court or other quasi-judicial authority;
4. **"Bespoke Software"** means the software designed, developed, tested and deployed by the Implementing Agency for the specific and exclusive purposes of rendering the Services to the Stakeholders of the Project and includes the source code along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, but does not include third party software products (except for the customization components on such products), proprietary software components and tools deployed by the Implementing Agency, and which, i.e., the bespoke software, shall be solely owned by the WDC.
5. **"Confidential Information"** means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, customers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party (whether a Party to this MSA or to the SLA) in the course of or in connection with this MSA (including without limitation such information received during negotiations, location visits and meetings in connection with this MSA or to the SLA);
6. **"Control"** means possession, directly or indirectly, of the power to direct or cause the direction of the management or policies of any entity, whether through the ownership of voting securities, by contract or otherwise;
7. **"Data Centre" or "DC"** means the primary centre where data, software, computer systems and associated components, such as telecommunication and storage systems, redundant or backup power supplies, redundant data communications, environment controls and security devices are housed and operated from;
8. **"Effective Date"** means the date on which the MSA is signed by both the Parties;
9. **"Implementing Agency Proprietary Information"** shall mean Proprietary Information of the Implementing Agency and shall include all modifications, enhancements and other derivative works of such Implementing Agency;
10. **"Implementation Sites" or "Project Locations"** shall mean any or all the locations (including DC), where MIS Project is to be implemented by Implementing Agency pursuant to the Agreement;
11. **"Intellectual Property Rights"** means and includes all rights in the Application Software, its improvements, upgrades, enhancements, modified versions that may be made from time to time, database generated, compilations made, source code and object code of the software, the said rights including designs, copyrights, trademarks, patents, trade secrets, moral and other rights therein;

12. **"Listed Assets"** means entire hardware and software, network or any other information technology infrastructure components which are to be provided by the IA for and on behalf of Director, in the name of the Director.
13. **"Material Adverse Effect"** means material adverse effect on (a) the ability of the IA to perform/discharge any of its duties/obligations under and in accordance with the provisions of this MSA and/or SLA; and/or (b) the legal validity, binding nature or enforceability of this MSA and/or the SLA.
14. **"Operations and Maintenance" or "O&M"** means the services to be rendered, as per the SLA, during the period commencing from the "Go-Live date" till the expiry or termination of the Master Service Agreement;
15. **"Operations and Maintenance Phase"** means the phase in which O&M is to be carried out by the IA.
16. **"PBG" or "Performance Guarantee" or "Performance Bank Guarantee"** shall mean an unconditional and irrevocable Bank guarantee provided by a Nationalized Bank to Director on behalf of the Implementing Agency amounting to 5% of the Project Value calculated on annual basis. The Performance Guarantee shall be valid for three years from the date of work order/Agreement, unless extended pursuant to the Agreement;
17. **"Project Implementation"** means the implementation of MIS Project as per the testing standards and acceptance criteria prescribed in the Agreement;
18. **"Project Implementation Phase"** means the period between the Effective Date and the Go-Live date;
19. **"Proprietary Information"** means processes, methodologies and technical and business information, including drawings, designs, formulae, flow charts, data and computer programs already owned by party recreates or granted by third parties to a Party hereto prior to its being made available under this MSA, or the SLA;
20. **"RFP" or "Request for Proposal"** means the documents containing the Technical, Functional, Operational, Commercial and Legal specifications terms and conditions for the implementation of the Project and includes the clarifications, explanations and amendments issued by Project Director from time to time.
21. **"Service Level"** means the level of service and other performance criteria which will apply to the Services ; **"Service Level Agreement" or "SLA"** means the Agreement on service levels between Implementing Agency and Project Director, in terms of the Service Level requirements as per the model set out in MSA;
22. **"Services"** means the services to be rendered during the Project Implementation Phase and the Operation and Management Phase including but not limited to the services to be delivered to the Stakeholders, seeking information with respect to WDC sale and distribution, procured, installed, managed and operated by the Implementing Agency including the tools of information and communications technology;
23. **"Stakeholders"** means the Key Important stakeholders and other stakeholders, as defined in the RFP and the citizens of India;
24. **"Third Party Systems"** means systems (or any part thereof) in which the Intellectual Property Rights are owned by a third party and to which Implementing Agency has been granted a license to use and which are used in the provision of Services;
25. **"MIS Solution"** means System Integrator for the design, development and operationalization of Web Based Management Information System (MIS) for Mukhya Mantri Kanya Utthan Yojana

Project "which includes supply of Core IT infrastructure, Security Software's, IT Professionals Application System hosted at State Data Centre Bihar aiming to act as a single point of reference for users and citizens to retrieve information from the central database based on user roles and permissions.

26. "Project" means project involving design, development, implementation, and maintenance across all the locations as per terms and conditions laid down in the RFP in conformance to SLA.

5. INSTRUCTIONS

There are two parts of tender document papers namely: -

☐ **General Bid cum Technical Bid**

☐ **Financial Bid**

- a) The tender should be submitted by Post/hand only. No other form of tender submission will be valid for evaluation. The bidders can submit the EMD in form of DD or Bank Guarantee along with general bid of tender. Any Bid submitted without EMD shall be rejected.
- b) The Technical Bids of only the Bidders short listed from the General bids will be opened. Similarly, The Financial Bids of only the Bidders short listed from the Technical bids will be opened.
- c) Tenders should be fully in accordance with the requirements of the Terms and Conditions as specified in this RFP.
- d) Appropriate forms furnished with this specification shall be used in filling quotation. Incomplete, illegible form will be rejected.
- e) All offers should be made in English. 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.
- f) The Price and conditions of the offer should be valid for at least a period of 180 days from the date of tender opening. Quotations/ Bids with validity of less than 180 days may be rejected.
- g) Modification of specifications and extension of closing date of tender, if required, will be made by an Addendum. Copies of Addenda will be sent to those who have purchased the tender document. This shall be signed and shall form a part of the tender in full and /or part thereof.
- h) Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. The terms of payments, delivery and acceptance applicable in this case and indicated in the Terms and Conditions of this RFP.
- i) In comparing tenders and in making awards, WDC may consider such factors as compliance with the specifications, relative quantity of supply, ability to provide repairs and maintenance service, the time of delivery and such other conditions as it may consider relevant.
- j) Request from the bidder in respect of additions, alterations, modifications, corrections etc. of both terms and conditions or rates after opening of the tender will not be considered.
- k) The bidder shall make its own arrangements, for supply, installation and commissioning of materials at destination.
- l) While tenders are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting by any means Purchaser's personnel or representatives, on matters relating to the tenders under consideration. The purchaser 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. 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 WDC/Bihar tenders in future for a period of three years.

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

a. Bid Forms

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

b. Amendment of Bid Documents

The amendments in any of the terms and conditions including technical specifications of this RFP document will be notified to all prospective bidders through the given website or via email.

c. Pre bid Conference (PBC)

- i. WDC shall hold a pre bid conference (PBC) as per schedule mentioned in this RFP. In this PBC, WDC would address the clarifications sought by the bidders with regard to the RFP document and the project. The bidders would be required to submit their queries to the WDC in writing at least 2 days prior to the PBC. Queries not submitted within this deadline will not be taken up at the PBC.
- ii. Tenderer reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

d. Response to Bidder's Enquiries

All enquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person two days prior to the date specified for pre-bid meeting in the RFP Data Sheet. Any query received after the due date shall not be entertained. The queries should necessarily be submitted in the following format:

BIDDER'S REQUEST FOR CLARIFICATION					
Name of Organization submitting request		Name & position of person submitting request		Complete address of the organization including phone, fax and email points of contact	
				Tel:	
				e-Mail:	
				FAX:	
Sr.	Bidding Document (section number/ page)	Reference(s)	Content of Requiring Clarification	RFP	Points of clarification
1.					
2.					

All enquiries should be sent either through email or Fax or hand. Purchaser shall not be responsible for ensuring that bidders' enquiries have been received by them. Purchaser shall provide a complete, accurate, and timely response to all questions to all the bidders. However, Purchaser makes no

representation or warranty as to the completeness or accuracy of any response, nor does Purchaser undertake to answer all

the queries that have been posed by the bidders. All responses given by Purchaser will be distributed to all the bidders through publication at web site.

e. Cost of Bidding

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

f. Cost of Bid Document

The cost of Bid document is Rs. 10,000/ Rupees Ten thousand only, (Non refundable). The document will be available on website www.wdcbihar.org.in . In case the RFP is downloaded from the website, the bid document fees shall be submitted in form of Demand Draft in favour of Women Development Corporation payable at Patna along with Bid. Any Bid submitted without cost of bid document shall be rejected.

g. Earnest Money/Security Deposit:

- i. The General Bid should also contain relevant supporting documents and Earnest Money Deposit (EMD) as per details given below, by Bank Guarantee (valid for six month) of any nationalized/Schedule bank drawn in favour of Managing Director, Women Development Corporation payable at Patna. . The Earnest Money Deposit of the unsuccessful bidders will be refunded without any interest after issuance of LOI on successful bidder.
- ii. In the case of bidders whose bids are accepted for undertaking the work assigned for this tender, the successful bidder will submit a Performance Security deposit, which will be equal to 5% (FIVE percent) of the project Value. The same would have to be in form of irrevocable valid bank Guarantee and have to be submitted within 15 days from the issuance of the LOI.
- iii. The successful bidder will also submit an acceptance of the LOI within three days from the awarding of the Contract.
- iv. Earnest Money Deposit of the successful bidder will be refunded on receipt of Performance Security Deposit from the bidder.

h. Local Conditions

- i. Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
- ii. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Award as described in the bidding documents. The bidder shall not entertain any request for clarification from the Bidder regarding such local conditions.
- iii. It is the Bidder's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the bidder. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the bidder on account of failure of the Bidder to know the local laws / conditions.
- iv. The Bidder is expected to visit and examine the locations and obtain all information that may be necessary for preparing the bid at their own interest and cost.

i. **Purchaser's Right to Terminate RFP Process**

- a. The Purchaser reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder
or bidders or any obligation to inform the affected bidder or bidders of the grounds for Purchaser's action. The Purchaser makes no commitment, expressed or implied that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by the Purchaser. The bidder's participation in this process may result in Purchaser selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the Purchaser to execute a contract or to continue negotiations. The Purchaser may terminate negotiations at any time without assigning any reason.
- c. Failure to execute the Agreement with the selected bidder within the defined period may result in award of the same work to another agency at the risk and cost of the Bidder.

j. **Contacting the Tenderer**

- i. Any effort by Bidder influencing the Tenderer's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.
- ii. Bidder shall not approach Women Development Corporation officers after office hours and/ or outside Women Development Corporation office premises, from the time of the bid opening till the time the Contract is awarded.

k. **Bid validity**

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

l. **Period of Project**

This Project shall come into effect on the effective date and shall continue for a period of three years from the "Final Execution or Go-live" date of the MIS portal and unless terminated earlier. In case the parties agree to extend the period of the project, the project shall be extended for a period of another two years. The request and the response thereto shall be made in writing for extension term by either of the parties. The Performance Guarantee provided shall also be suitably extended. In case of extensions done, the approved project cost will be suitably revised on mutually agreeable terms and conditions.

m. **Supplementary Information / Corrigendum / Amendment to the RFP**

- a. If Purchaser deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be made available on website www.wdcbihar.org.in . Any such supplement shall be deemed to be incorporated by this reference into this RFP.
- b. At any time prior to the deadline (or as extended by the Purchaser) for submission of bids, Purchaser, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding on all the bidders.
- c. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Purchaser, at its discretion, may extend the deadline for the submission of bids.

n. Arbitration

WDC 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 ninety (90) 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 a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. 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.

o. Disqualification

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- a. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
- b. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- c. The bidder qualifies the proposal with his own conditions
- d. Proposal is received in incomplete form
- e. Proposal is received after due date and time at the designated venue
- f. Proposal is not accompanied by all the requisite documents
- g. If bidder provides quotation only for a part of the project
- h. Information submitted in technical proposal 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
- i. Commercial proposal is enclosed with the same envelope as technical proposal
- j. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- k. In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately
- l. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within stipulated date of notice of award of contract or within such extended period, as may be specified in the RFP.
- m. while evaluating the proposals, if it comes to Purchase Committee's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period, as decided by the Purchaser, from participation in any of the tenders floated by the Purchaser.

p. Conflict of Interest

SI shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the SI or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the Purchaser. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SI to complete the requirements as given in the RFP. Please use form given in Annexure for making declaration to this effect.

q. Commercial Proposal

- i. The Bidder is expected to price all the items and services proposed in the Technical Proposal. Purchaser may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.
- ii. Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in RFP may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes.
- iii. The Commercial Proposal must be detailed and must cover each year of the contract term. The bidder must provide the Commercial Proposal in hardcopy only.

r. Correction of Error

- i. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by Purchaser. All corrections, if any, should be initialled by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
- ii. Proposals will be checked by the Purchaser for any arithmetic errors during the evaluation of the Financial Proposal.

s. Prices and Price Information

- i. The Bidder shall quote a price for all the components, the services of the solution to meet the requirements as listed in this RFP. All the prices will be in Indian Rupees.
- ii. No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract.
- iii. The price quoted in the Commercial Proposal shall be the only payment, payable by the Purchaser to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between the Purchaser and the Bidder after negotiations.
- iv. The price would be inclusive of all taxes, duties, charges and levies as applicable. In case of change of tax structure, the taxes as actually applicable shall be paid by WDC.
- v. The prices, once offered, must remain fixed, and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- vi. Bidder should provide all prices, quantities as per the prescribed format given in Format for Bid Response – Commercial Bid. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (zero) in all such fields.
- vii. It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a discrepancy between the Bill of Material and the commercial bid, the technical Bill of Material remains valid. In no circumstances shall the commercial bid be allowed to be changed / modified.

- viii. It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable.
- ix. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.

t. **Language of Proposal**

The proposal and all correspondence and documents shall be in English. All proposals and accompanying documents received within the stipulated time will become the property of the Purchaser and will not be returned. The hardcopy version will be considered as the official proposal.

6. OVERVIEW OF WDC BIHAR

The Women Development Corporation, Bihar is a registered society registered under the Society Registration Act –1860 with the objective of implementing programmes for empowerment of women in the state and to formulate, promote and implement various schemes aimed at the development of women in Bihar. It came into existence in the year 1991. It works under the aegis of Dept. of Social Welfare; Govt. of Bihar. Its vision is to ensure overall survival, development, protection and participation of women and adolescent girls in the state. The WDC, over a period of time has evolved its vision and is currently implementing plans of action, programmes and schemes for advancement of women and adolescent girls with the support of Civil Society Organizations, Community Based Organizations and professional and technical Agencies for achieving its mandate, in addition to the regular support from the State Government.

6.1. PROJECT OVERVIEW

i. Introduction

MKUY (Mukhiya Mantri Kanya Utthan Yojana) is a set of twenty-three cash transfers targeted towards girls. These twenty-three transfers are a consolidation of the state's existing schemes under one umbrella, bringing together different programmes under the Departments of Social Welfare, Education and Health into one umbrella scheme to provide seamless coverage from birth to the age of 21 years of the girl child.

The vision of the MKUY is to transform an entire generation of girls through universal access to basic services. The scheme is unique in its convergent outlook, adoption of life cycle approach and universal nature.

MKUY aims to:

- prevent female feticide
- make sure that the parents register a girl's birth in the family
- correct sex ratio in the state
- decrease infant mortality rate
- promote girl education
- stop child marriage
- reduce fertility rates
- empower and make girls self-reliant
- increase the economic contribution of girls in society

The 23 transfers have been provided since before their consolidation under the MKUY and are provided to girls at the following stages of life:

Life Stage	Amount	Department / Scheme
At Birth (0-1 Yr)	2000	Department of Social Welfare MMKUY
At First birthday upon Aadhar registration(1-2 Yr)	1000	Department of Social Welfare MMKUY
After complete	2000	Department of Health

immunization on second Birthday (Completion on 2 Yrs)		MMKUY
School Class 1	600	Department of Education MBPY
School Class 2	600	Department of Education MBPY
School Class -3	700	Department of Education MBPY
School Class-4 School Class-5	700 700	Department of Education MBPY
School Class-6 School Class-7	700 1000	Department of Education MBPY
School Class-8 School Class-9 School Class-10	1000 1000 1500	Department of Education MBPY BSMBPY
School Class-10 School Class-11 School Class-12	1500 1500 1500	Department of Education BSMBPY
School Class-07 School Class-08 School Class-09	300 300 300	Department of Education MKHY
School Class-10 School Class-11 School Class-12	300 300 300	Department of Education MKHY
PLUS 2 PASS UNMARRAID	10000	Department of Education MIPY
GRADUATE PASS	25000	MBGPY
Total	54100	

7. SCOPE OF WORK

The government of Bihar and the key ministries and departments involved with the MKUY including the Women Development Cooperation and the Department of Social Welfare, the Department of Education, and Department of Health collectively believe in the value that a Management Information System provides in terms of monitoring and managing the programme. The total number of beneficiaries is expected to be around 1.7 Cr girls. The data for the MIS needs to be obtained from three departments (Social, Health & Welfare). The Education Department does not have any digital system for storing the data while data from the Health department is being stored in a separate digital system designed and maintained by NIC. The system should be able to integrate with existing databases or APIs to build a central repository of data. The portal shall leverage on this central database to provide access to various welfare schemes applicable to girls and women at various stages of their life. The portal shall be central resource for beneficiaries to apply and track the benefits under various government schemes. The portal shall capture the applications from beneficiaries under applicable schemes and provide a single point of tracking and management of these beneficiary applications. Thus the portal should have functionalities to accept applications from beneficiaries navigate these applications to various decision making points based on the workflow configured and provide status updates to the beneficiaries.

8. FUNCTIONAL REQUIREMENTS

8.1. Development of integrated MIS with features below

- a. Online application by various beneficiaries
- b. Online approval by various departments
- c. Integration with PFMS (Public Financial management System)/CFMS (Comprehensive Financial Management System of Government of Bihar) and transfer of funds through these portals. Inter-database linkages: ability to interact with key databases such as Aadhaar, CVRS and Banking portals and other payment gateways.
- d. Real-time tracking and monitoring: web-based MIS software with online and offline data entry capabilities, an interactive dashboard for all levels of governance/management, tracking of key conditionality indicators and timely tracking of online funds transfer
- e. Comprehensive reporting: indicators and performance by scheme, area, department, key indicators etc. for M&E.
- f. Data-sharing across departments: Two-way interaction with system and an ability to be able to track beneficiaries moving across systems.
- g. Good visual display: visual presentation of performance of key indicators, areas, identifying best and worst performers.
- h. Training module: a module within the system to support on-going training on the use of the Software
- i. Grievance Redressal Mechanism: (i) Online system to record grievances from users and pull that into the MIS, (ii) Online tracking of the status of the redressal etc.
- j. SMS alerts and communication platform: ease of communicating with beneficiaries

8.2. DEPARTMENT LEVEL PORTALS

8.2.1. Welfare department portal

The data for the welfare department is mainly comes from two sources.

- i. Block - the Anganwadi worker collects the details of the beneficiary and submits it to the data entry operator of the welfare department.

- ii. RTPS Centre (Right to Public Service Centre) – Applications are also received from RTPS centres.

After the applications are received, the beneficiary details are verified with the help of various documents submitted against their claims. The beneficiary then receives payment to the bank account which he/she provided when filling out the form.

The following details are currently being collected from the existing system

- a. Beneficiary First Name
- b. Beneficiary Last Name
- c. Date Of Birth
- d. Birth Certificate Number
- e. Mothers Name
- f. Mothers Aadhar Number
- g. Mother's Mobile Number
- h. Bank Account Number
- i. IFSC Code

A web portal and a mobile application needs to be developed for the above which could be used by 1.23 lakhs Anganwadi workers who can add beneficiaries . The process of beneficiary verification can be automated. The system should be able to identify and prevent the addition of duplicate beneficiaries. The web application should allow block level and district level officers to view and update the details of the beneficiaries in the system. The web application should provide notifications for any outstanding payments/transactions.

8.2.2. Health Department Portal

The health department primarily obtains data from the hospitals. Currently, the health department uses a portal designed by the NIC, which collects the following data

- a. Beneficiary First Name
- b. Beneficiary Last Name
- c. Date Of Birth
- d. Birth Certificate Number
- e. Mothers Name
- f. Mothers Mobile Number
- g. Mothers Aadhar Number

The data for immunization is maintained physically by the ASHA worker. The payments for the beneficiaries from health department is made using PFMS through the NIC developed portal.

The system designed needs to able to directly connect to the database of the health department through a mechanism whereby the data at the block level / hospital level can be imported into the MIS system. The proposed system should be able to identify duplicates and capture the payment status for a beneficiary when updated. The system should also be capable of tracking, if the beneficiary was already added by the Welfare department and show the previous transactions made to the same beneficiary. Also since the payment at birth for the beneficiary can be done by either Welfare or Health department functionaries, the system should provide feedback through APIs to the NIC MIS system so redundant transactions can be avoided.

8.2.3. Education department portal

The education department make payments to its beneficiaries only once in a year. The department does not currently have any digital system to track its beneficiaries or the payments made to its beneficiaries. The data for the education department is collected at the school level or college level.

The data collected currently by physical means are as follows

- a. Beneficiary First Name
- b. Beneficiary Last Name
- c. University
- d. College
- e. Roll Number

- f. Registration Number
- g. Aadhar Number
- h. Bank Name
- i. Bank Account Number
- j. IFSC Code
- k. Mobile Number
- l. Faculty
- m. Session
- n. Result Date

The proposed system by the bidder should provide a mechanism for the data entry at the school/college level with the same format as the physical means. The system should also provide a mechanism for bulk upload of data. The system should be able to detect beneficiaries previously enrolled through by either Welfare Department or Health Department. The system should be able to verify the beneficiary through system.

8.3. PUBLIC INTERFACE TO THE MIS

8.3.1. Public Portal

A public facing web application needs to be developed where the beneficiaries can track their application status, payment status and previous transaction if any. The site should also display the criteria for eligibility for various schemes. The site should also provide a mechanism for grievance redressal of the beneficiaries.

8.3.2. Mobile App for Beneficiaries

A mobile application needs to be developed where the beneficiaries can track their application status, payment status and previous transaction if any. The site should also display the criteria for eligibility for various schemes. The site should also provide a mechanism for grievance redressal of the beneficiaries'.

8.3.3. Women Empowerment App

A mobile application shall be developed to help girl children in class 10 and above to use their Smartphone and collect data related to beneficiaries. The application shall connect to the central beneficiary database and update the applications received.

8.4. OTHER FEATURES

8.4.1. MKUY MONITORING PORTAL

A portal needs to be developed to monitor and visualize the real-time data from MKUY. The system should allow the users to drill down at an individual level and view the application status, payment status related to the individual beneficiary. The users should be able to monitor, view, approve/reject beneficiaries manually and also respond to individual requirements.

8.4.2. Integrated MIS and Dashboard

All the data related to the three departments namely the Social Welfare Department, Health Department and the Education Department shall be maintained and updated in a single MIS after all de-duplication checks and other checks on the integrity of the data. The integrated MIS should be able to process all the data from the three departments and provide insights into the outreach of the programs at any point in time. The system should allow officials to create and save custom reports. The system should also provide a mechanism for effective report generation at regular intervals. The system should allow users to drill into individual beneficiary details if required.

The dashboards should showcase data with the dimensions below

- 1. Location wise data**
 - a. Block
 - b. District
- 2. Age Group wise data**
- 3. Department wise data** (Welfare, Health and Education)

4. The system should be able to pull reports on time lines
 - a. Date wise: (From date – to date) (Summary report)
 - b. Date wise: (From date – to date) (Details report)
 - c. Financial years wise

8.4.3. Backup Methodologies

For proper safety of data, backup of data, need to take proper and regular backup at regular intervals. The Backup shall include a copy of the complete data in the MIS system with a copy of incremental data at regular intervals. The backup must be archived into the separate storage medium and kept at different locations in case the system crashes or in case of fire or floods etc.

8.4.4. Technical Supports

Daily technical support shall include removing any technical issues, taking a backup, applying any changes. At technical team shall be stationed at WDC for doing all those activities on a regular basis.

8.5. SOFTWARE FUNCTIONALITY

8.5.1. Software Basic Functionality

1. Software would allow user to view any Service information from Departments displayed on Web portal.
2. User self-registration and first time password change prompt. Software would allow user to login and avail services from any of the modules.
3. Forgot password option in case the user forgets the login credentials
4. Software would prompt user to create password as per security policy. Alphanumeric passwords would be asked.
5. Software would ask user to create a transaction password to be used for performing any financial transaction with the concerned departments or while making any changes in the profile.
6. During user id creation, Software would ask user to furnish few personal details like
 - a. Name
 - b. Sex
 - c. Age
 - d. Address
 - e. Mobile no.
 - f. Email ID
 - g. Occupation
 - h. Family detail
7. PAN/License/Passport/Voter Registration No. / UID No. or any other Id proof details.
8. Software would prompt the user to login using user id and password created and verify them.
9. On successful password match, Software would allow the user to login to the portal and allow him to access his/her profile.
10. On unsuccessful password match, Software would generate password error message and ask user to enter correct password in order to login to his/her profile.
11. Software would allow user to view his/her profile after login.
12. Software would allow user to edit his/her personal details like Name, Address etc.
13. Software would display the service related information/Instructions to fill up requested details in the entry forms like applicable fee and documents to be attached/submitted along with application request.

14. For Operator, Software would initially allow operators to login using their login ids and passwords as given by Software administrator. After first time login by all operators the Software would ask them to change their password (alphanumeric) as per the security policy.
15. After successfully changing the password and verifying the same on to the Software, Operator would get access to all the modules, can accept and insert details of the requests received by the citizens for specific modules.
16. Software would display instructions to operators at the time of inserting details in the request form for various applications.
17. Operator would read out the instructions to citizen like applicable fee, documents required along with service request and collect the same. Required documents would be scanned & attached with the request by Operator.
18. Software would ask Operator “Do you really want to submit the form” to cross-verify and register a request when he clicks on the submit button for each request.
19. Software would allow Department official to login using his/her user id and password as provided by Software administrator.
20. On successful password match, Software would allow Department user to access requests submitted to him/her, pending for his approval or pending for field verification.
21. On unsuccessful password match, Software would generate password error message and ask department user to enter correct password.
22. Software would allow Department user to perform service processing functions as discussed in Department application module in the following sections.
 - I. If any of the login details are not authenticated then the User would be shown the error message “Invalid login details. Please re-enter”.
 - II. Deactivated Users should not be able to login into the application.
 - III. For all other active Users, in case of a successful login, the User would be directed to “My Dashboard/Profile” section of the application.
23. Software would automatically terminate the login session if user closes the window by any chance without logging out of the Software.
24. Software would automatically terminate the login session if no activity is noticed in the profile after login for a specified time interval. The time period defined for session log-out in must be configurable as per the requirements and when required. By default the time should be 15 minutes.
25. Once the user has logged out or automatically logged out by the Software, the Software would prompt user to re-enter user details and verify password if the user wants to login.
26. Software would prompt users to change their profile & transaction password after regular time intervals.
27. Software would notify the Department user on successful password change by showing alert message on screen during password change. Whereas for citizens an email would be sent to their registered mail id as specified in their profile informing the change in password for their user account.
28. In case the user forgets the password, Software would allow user to reset the password.
29. Software would ask user to answer the security question created during profile creation for resetting the password.

30. Software would match the user response with the user records.
31. On successful security question and answer match, Software would ask user to update new password. Software would prompt the user to re-enter the new password.
32. Software would match the new password entered twice before submission and notify user on successful password reset activity.
33. In case of unsuccessful match, Software would prompt user to enter same password twice for matching.
34. Once the password has been changed, Software shall ask user to use new password for any request submission.

8.5.2. General Requirements of the Software Application

- a. Application should be developed on open standards.
- b. The Application Modules should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server
- c. Any policy level changes in the tax rate, discounts, rebates, penalty, interests etc. should be possible without any change in the source code of the Application
- d. System should work on the latest version of the proposed RDBMS based database systems
- e. System should be compatible with all leading web browsers in India
- f. System shall be Unicode compliant and support English and Hindi character sets
- g. System should provide browser based access on a 24 x 7 basis
- h. System should enforce secure login as per the Login process, where the government official/staff will have to authenticate his/her Username and Password to access the home page.
- i. System, on successful login, should display the Main page or the Home page of the browser as customized by the user and links to various services as per his/her customization
- j. System should provide the ability to securely access the application(s) from a remote Location
- k. System should provide for online help, general information and instructions
- l. System should use standard drop-down lists wherever possible for standard values to be selected by the User
- m. System should have the capability to cut/ paste/ format, etc. at a field level on the inputs screens, output screens, etc.
- n. System's user interface should make use of horizontal and vertical scroll bar feature wherever needed, depending on the layout of the window
- o. System should have an ability to configure restricted and mandatory fields wherever relevant
- p. System should at the time of input pre-fill the field with the next value in the restricted list that matches the characters which have already been entered
- q. System should include a calendar tool which can be used to graphically select a date when a date field is to be used
- r. System should have the functionality to:
 - i. Define user groups
 - ii. Define users
 - iii. Map users to groups
 - iv. Assign the users a role and privileges in the applications
 - v. Assign the menus/ forms/ functionalities in the system to the users / groups
 - vi. Grant / impose data-based access / restrictions to the user's e.g. specific
 - vii. Citizens etc.
 - viii. Define menus and attach such menus to users/ groups
 - ix. Disable/re-enable users / groups from the system
 - x. Disable / re-enable modules within application
- s. System should store all authentication credentials of users in an encrypted format.

- t. System should suspend the user in case of a specified number of unsuccessful attempts to logon to the system and these suspended user IDs should only be reactivated by system administrator
- u. System should allow administrator to forcibly log out users, in case needed
- v. System should provide the facility for recording of audit trail. System should maintain following categories of logs:
 - a. System access logs
 - b. System health logs
 - c. System error logs
 - d. System should have an integrated audit log capable of recording, displaying and reporting all transactions occurring in the system
 - e. System should time-out after a stipulated period of idle time.

8.5.3. Usability Requirements

- a. System should be UNICODE compliant and should provide complete support for the Hindi and English language. It should be able to perform the necessary display, read, write, and update, query, generating data including all reports etc. operations in Hindi and English for all modules / functions.
- b. Screen layout and designs, menu options, and other system formats etc., should be designed keeping in mind ease of use by the department staff; and a final signoff from the nominated department staff to be taken before finalizing any of the above
- c. User should be able to customize the browser home page as per his/her interest with the options selected.
- d. Information Dissemination through User Interface of the Application Modules
- e. Should allow only the authorized Department officials/ Vendor to update information obtained from the departments
- f. Should be able to add new information components besides the above Should be accessible to citizens, department officials, other government officials
- g. Should not allow any user to upload information beyond his/ authorized sections
- h. Should have different presentation layer for each set of users i.e. Information seekers, updaters, approvers etc.
- i. Should update information over the portal only after digital signatures of the concerned person has been put up on the information update
- j. Should ask for digital signature of the concerned person in case of rejection also
- k. Should ask for changes from the desired in case of rejection by the department head
- l. Should request Department/ Vendor to put his digital signature after each update
- m. Should auto generate grievances in case of concerned person or Department/ Vendor are not performing against their set SLAs

8.5.3.1. Forms/ Templates Availability

- a. System should store all the forms/templates at predefined location for the selected Services
- b. System should be able to retrieve form/template from the predefined location
- c. System should allow for form/template to be easily downloadable both through HTML, PDF and word / open office format
- d. System should give service/ process/sub module/ module wise list of forms/templates required
- e. System should provide for printable version of the form/template
- f. System should give an error message in case it is not able to retrieve the form/template from the given location
- g. System should have a provision for uploading new version of the forms/templates as and when it is required to change the version
- h. System should maintain the version control for the form/template
- i. Forms/templates must carry a version identifier System should have a security feature embedded for changing the version of the form and should allow only predefined process owners to change the form version

- j. System should maintain log for all version change with the details of the process owner making version change
- k. System should not allow to change the fixed fields of the form and should be in read only version
- l. System should be able to make available form/templates should be through Online portal
- m. System should allow for easy searching of the form/template
- n. System should have a counter feature to keep track of number of forms being downloaded from the portal.

8.5.3.2. Status Check

- a. System should have integrated auto status tracking features embedded in the overall architecture of the system
- b. System should keep track of all the service requests from the citizens along with the respective unique application reference id generated at the time of the service request receipt
- c. System should be available in public and administrative view
- d. System should be able to keep track of the status of all the service requests with the help of the respective unique reference id (application id) and map the current status with the predefined service level against each process
- e. System should be able to detect any change in the status of a given unique application reference id
- f. In case there is a change in the status of a unique application reference id , the system should update the status information in the database
- g. System should have provisions for intimating the applicant about the current status of his/her application through SMS and/or Email especially if there is a change in the status with respect to the final delivery of the service
- h. System should provide details about the internal SLAs (citizen's charter) to the applicant and only provide an update about the status with respect to the final delivery. This feature should also allow the system to update the applicant if there is any change in the service level of the final delivery
- i. System should display the links for status check for each service from where the applicant can retrieve the status information by entering the unique application reference id
- j. System should also allow the applicant to retrieve his/her service request through the web portal by entering the reference id in the link provided on the portal
- k. System should display the number from where the applicant can retrieve the status Information by sending SMS along-with the unique application reference id
- l. System should also allow the applicant to retrieve update about his/her service request by sending a SMS containing the unique application reference id to the Application Module
- m. System should display an appropriate message if the system is unable to retrieve the details due to any reason like connectivity issues, maintenance issues, etc. and also provide contact details of the system administrator and alternate link (if available)
- n. System should have Side Menu on each page so as to reflect the contents of the containing directory, making it easier to navigate the site and locate the link for retrieving update against a given reference id
- o. System should be adequate security features built in the architecture of the system to ensure that it cannot be hacked or manipulated
- p. System should not allow the users to edit the details of the application upon retrieving the status update against a given reference id
- q. System should allow the end user to print the status update information if the applicant is retrieving the status through the portal or email
- r. System should have provision for Calendar System, which displays the dates and time of schedule events on a page formatted as a standard monthly calendar

- s. System should have provisions such that the System Administrator can add/remove/modify the hierarchy of the Government officials with adequate authentication mechanism
- t. If there is any modification in the hierarchy of the relevant authority against a given service (in the system), system should automatically map the escalation levels with the new hierarchy of Government officials.

8.5.4. WDC Information System Architecture and Requirements

8.5.4.1. Offline Synchronization Solution And Business Continuity

Considering the situation of the network, the solution proposed allow for data access and manipulation in occasionally connected or offline mode using the solution hosted at the WDC level offices. This would allow the users to continue to work even during the network downtime.

8.5.4.2. Multilingual

The solution will be UNICODE based and will support hosting of multi-lingual data/forms (English & Hindi) and would enable data entry in the multilingual formats by the users in web pages.

8.5.4.3. Modules/Services requirement for the WDC MIS Project

The following Section depicts the various modules/services requirement for the WDC Information System project

1. Enterprise Portal: Enterprise Portal will provide a secure unified access point in the form of a web-based user interface, and will be designed to aggregate and personalize information through application-specific portals/ web parts.
2. Application Modules: The various application modules are identified the Functional Requirement Specification is given in **Annexure-A**.
3. Directory Services: These services will be used to register, authenticate and manage users and their security privileges. These services will authenticate the Government users and find out user specific privileges. Authentication should be conducted using the standards based LDAP meta-directory server. The user directory capable of providing a unified view of all user profiles. Directory services shall be able to define centralized authentication & authorization mechanisms for all network users.
4. Web Application Services: The Web Application Services would be a container to manage the presentation and application logic. It will provide transactional integrity, scalability and availability services. In addition it manages the session, the requests and responses to and from its clients and resources.
5. Indexing & Search Services: This tool would be used for indexing and searching all the repositories of knowledge repository maintained across the portal infrastructure.
6. Workflow: Mailing & Messaging Infrastructure would provide workflow functionality and email services to Government Employees.
7. MIS Reporting: The following types of reports, but not limited to, are required to be generated from this sub module. The report should be generated in standard formats like pdf, xls, doc, etc.
 - a. Fixed Format Reports: Application should provide robust reporting capabilities. Application should publish reports using tools such as Microsoft Word or Adobe Acrobat and the publishing engine can generate output in multiple formats including PDF, HTML, and Excel etc. The output can also be delivered through email or can be printed or faxed.

- b. Ad-hoc Reports: Application should provide business users with ad hoc query & analysis capability. Application should create new analyses from scratch or modify existing analyses in dashboard pages. Business users do not need to understand physical data storage to combine data from multiple enterprise information sources intuitively, quickly, & easily. Tools and utilities should be provided to facilitate design layout using MS Excel, Adobe Acrobat etc.
- c. Mailing & Messaging Services: This would be used for sending the alerts as mail message to the registered users of the Portal and will be used for messaging and calendaring services. The Mail Server should provide a highly available, scalable and reliable platform for delivering secure communication services. This server will also act as Messaging Server.

8.6. Mobile Application

8.6.1. Functionality Compliance

1. The mobile application must be based on the latest technology. (Android & IOS)
2. A mobile application should normally be structured as a multi-layered application consisting of user experience, business, and data layers.
3. These layers are the same as described in the previous sections. The mobile application should be designed in such a manner that it should address the following key issues:
 - a. Authentication and Authorization-Failing to authenticate in occasionally connected scenarios
 - b. Caching-Caching unnecessary data on a device that has limited resources
 - c. Communication- Failing to protect sensitive data over any carrier
 - d. Data Access-Failing to implement data-access mechanisms that work with intermittent connectivity.
4. The proposed mobile application should be integrated with the main application. There should be facility to push and pull through mechanism to get and receive information using SMS service.
5. Should provide an enterprise App Store, hosting different Apps, including the solution App. Should be able to support Apps built using any mobile app technology
6. Should enable App development and Support for both Smart phones and Tablets, along with App delivery, licensing and configuration
7. Should have features to assist in Device Activation and provisioning
8. Should support version tracking and centralized updates of app versions across devices remotely. Should have functionalities to ensure secure App deployment and also to enforce regular updates remotely
9. Should provide App Security features allowing remote administrators to handle user management, data encryption, data backup and compliance.
10. Should provide Role Based Access control
11. Should be able to capture and track all events at device and console. The information should be visible from remote admin consoles.
12. Solutions with integrated Mobile Device Management functionalities would be preferred.
13. Should support Single Sign-On
14. Should come with mobile threat prevention and recovery system
15. Should provide facilities for secure App connectivity, ensuring secure connectivity for Apps.
16. Should have facility to download and upload files, including eForms

8.7. CALL CENTRE FOR MKUY

Women Development Corporation is an autonomous society under the Rural Development Department (RDD) – Government of Bihar (GoB). WDC mandate is to solve and make payments in case of grievances raised by any beneficiary.

1. **MKUY Helpline** is being setup by MKUY as a one stop information/facilitation centre for common people as well as MKUY officials who have some queries regarding services/schemes being implemented by MKUY. MKUY Helpline will have a toll-free number with at least 10 Calls connecting at the same time.

2. **Scope of work (Call Centre)**

a. **Information Helpdesk application**

The implementing agency should provide a web based Information management application for online registration of queries by the citizen as well by the 4 Call centre representatives and management. If required, MKUY may request to increase the number of Call Centre representatives, which vendor needs to provide on the same rate quoted in the Financial Bid. The software required to be developed should have the following modules:

User Management: The System should be Dynamic and the Super Administrator must be enabled to create users and provide access to the created user of certain modules based on their authority and hierarchy.

Feedback mechanism: The system should allow users to give their feedback/opinion regarding service or any relevant issue.

- **FAQ Console:** The software should have an inbuilt dynamic FAQ console webpage for call centre executives. Call centre executive should have provision to update questions and answers by himself/herself into the system. Concerned authority will verify and approve the same.
- **Beneficiary assistance :** In case the Beneficiary calls from the registered mobile number, the Console of the Call centre should be able to throw up the beneficiary details and all the details of the benefits, applications, transfer of fund details of the beneficiary so that the call centre executive is able to reply to the caller.

8.8. MIS Reports

The software should have facility to generate various MIS reports in pre-defined format.

8.9. SMS gateway integration

The system should have a feature to send auto-generated SMS to concerned authority/users.

- The software should have an inbuilt FAQ console webpage for call centre executives. The module will help in building centralized repository of generally asked questions and thus facilitating executives in quick reference.
- The implementing agency should arrange for hosting of the application for a period of 36 months from Go-Live.
- The implementing agency should provide a Ready to Use Call Centre.
- The Call Centre should be operational on all government working days.
- Implementing agency should provide 10 Call Centre Executives and 1(One) manager of the call centre with adequate knowledge of processes.
- The implementing agency will maintain the telephony equipment of the call centre.
- Implementing agency will 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 will make available a 10 seats computerized Helpline/Call Centre with adequate number of dedicated telephone channels to start with and this shall be extended at a later date depending upon the requirement.
- The implementing agency will also provide the reports to the MKUY in the pre-defined formats.
- Successful Implementing agency should provide Services for next 36 months.
- Successful Implementing agency should provide MIS on weekly basis in soft and hard copies and will also sign a SLA agreement.
- The implementing agency should provide the backup of the Voice logs and the call reports to the MKUY in every month.
- The set up should have automatic call distribution facility.

8.10. Computer Telephone Integration (CTI)

- a. Will be able to integrate with hybrid setup of a call centre solution
- b. It will be interfaced with the Core system and the other third party applications of the skill/Job so send/receive data which needs to be populated
- c. Ability to generate and service requests
- d. On transferring the call to another agent the screen too will be transferred to that agent's screen
- e. The CTI must be capable of activating the fast dialling feature of the ACD
- f. Call events will be handled from the system such as hold, retrieve hold, conference, transfer etc.
- g. CTI will be integrated with core call centre system and update the IVR

8.11. Recording

- a. 100% recording of calls is to be provided. The recording will contain detailed call information and the solution must provide advanced searching capabilities
- b. Calls must be stored for 30 days in IVR server and preserved. Data will be made available when required. The media for archival (tapes) will be provided by the Agency.

8.12. Language Requirements

- a. The call centre must initially support English, Hindi, Bhojpuri, and Maithili languages.
- b. The proposed call centre solution must be capable to handle other Bihar's dialects.

8.13. Process Flow

The Call centre should have a toll free number on which the citizens/officials will call. The toll free number should be a land line number. The number should be capable enough to entertain 10 calls at a time. If any citizen wants to get any help, any information, 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 he/she wants.
- In case the beneficiary calls through his registered mobile number, the system shall through up the complete status of the MKUY on the screen/console of the call centre.
- This conversation should be voice recorded and also entered into the information 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 detail is filled in the software application, the concerned information seeker should receive SMS on their registered mobile number for the feedback.
- 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 number. This will be recorded into the system.
- 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 addition to the above the agency also needs to formulate and implement the information management tool through which the system should be able to store the different types of information and classify that the same.
- The system should also generate department wise reports as per the queries made by the information seeker.

8.14. Contract Period of Call Centre

Initial Contract period is 3 year. The vendor is expected to provide 4 Call centre Executives and one Technical Supervisor at call centre during the operation period in one shifts for a year and if required this contract may be extended up to 3 years on the same monthly rate.

8.15. Maintenance & Handholding

The vendor shall take the responsibility to running the call Centre. The vendor is expected to provide 4 Call centre Executives and one Technical Supervisor at call centre during the operation period in one shift. Working hours will be 9:30 AM to 6:30 PM (6 Working day a week). All operational and maintenance cost will be borne by the selected vendor.

8.16. Training and capacity building Services

1. Training of staff is essential for ensuring that the Mobile/Web Application Software developed is actually put to use. Hence, the selected bidder shall also ensure a proper hands-on training to the designated end-users on the solution implemented so as to make them well conversant with the functionalities, features and processes built in the solution.
2. Training could have multiple sessions as per the need and requirement of the project/application. Hence, selected bidder shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan. There should be sufficient number of trainers in every training session for conducting the training program.
3. Training methodology will be an interactive workshop. The success of the training will be determined by the ability of the participants to clearly understand how to use the system with minimal help.
4. The content of the training plan and schedule shall be mutually decided by the WDC and the selected bidder later at an appropriate time period.
5. The space for training will be provided by the requisite training infrastructure like computers, projector with screen shall be provided the Service Provider.
6. The selected bidder shall provide training material (role base), the language of training material shall be in Hindi and English.
7. The bidder shall ensure that all the training documentation in Hardcopy and Softcopy is in place (user training, operation procedures, visual help-kit etc.).

8.17. Post-Implementation Phase / Operate and Maintenance Phase

The solution provider shall be responsible for the overall management of the Application, IT infrastructure and enabling infrastructure maintenance services/ facility management services at all offices, for ensuring adherence of SLAs. solution provider shall provide the Operations and Maintenance Services for a period of three years following the deployment and “Go-Live” of the complete solution in the offices.

8.18. Hosting of New Mobile/Web/Tab Application

Existing hardware at WDC can be utilized. Any additional requirements needed are to be proposed in the technical proposal by the bidder. The entire Application and its supportive Applications for WDC Software, shall be hosted on the State Data Centre. In the absence of availability of hosting space at

SDC , the application shall be hosted on CLOUD. The cost of hosting on the CLOUD shall be borne by WDC.

The Mobiles and Tabs required for the implementation of the MIS shall be procured separately by the individual departments.

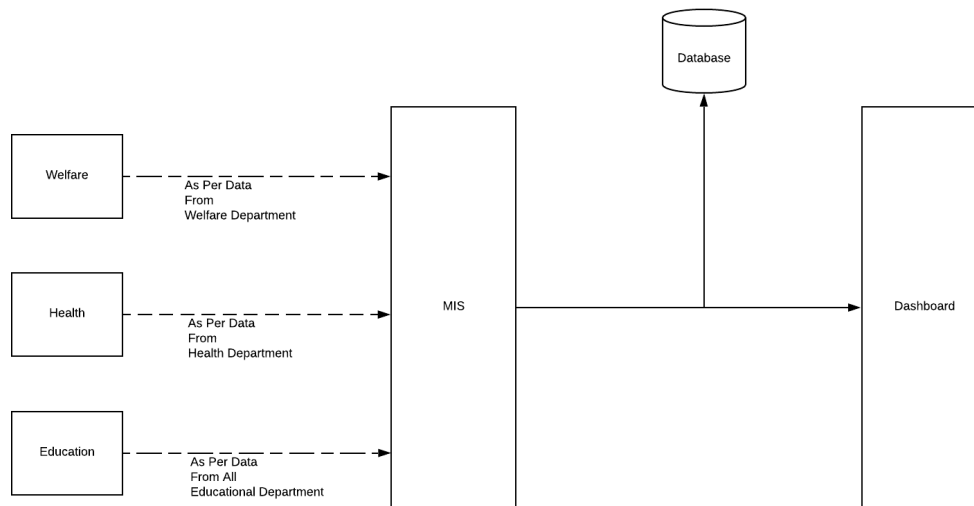
8.19. Helpdesk for Employees

Helpdesk and call management services will automate processes to consolidate, log, track, manage and escalate incidents and problems. The Service will act as a single point of contact Help Desk tool for all users\employees who will record an incident. It will help to accelerate detection and problem resolution, maintain accurate configuration details, and minimize the risk caused by any change. The centralized helpdesk would also facilitate resolution of day to day technical issues faced by the technical coordinators at the remote level through call ticket management system. Following activities shall be carried out at the help desk:

- i. Log user calls related to application and IT infrastructure in the Data Centre and assignment of a call ID number.
- ii. Assign severity level to each call
- iii. Track each call to resolution
- iv. Escalate the calls, to the appropriate levels, if necessary as per escalation matrix, which can be defined at the time of award of contract
- v. Escalate the call related to usage of application Mobile/Web Application Software to respective application owners
- vi. Provide feedback to callers.
- vii. Analyse the call statistics
- viii. Creation of knowledge base on frequently asked questions to aid users.

9. OVERALL ARCHITECTURE

- 9.1. Login will be provided to each department at block level using which beneficiaries can be added / edited .
- 9.2. Login will be provided to each department at district level / state level using which beneficiaries can be approved / rejected / edited
- 9.3. A central repository of all beneficiaries is constantly updated since beneficiaries are added into the platform by different departments.
- 9.4. Reports can be generated across departments



10. Project Management Support

Considering the low IT capabilities at WDC, Bidder is required to deploy experienced and trained manpower for smooth functioning of the project. Suitable manpower need to be deployed at centralized infrastructure and Back-office infrastructure, during the project period to meet the project objectives and outcomes. SDA would also be responsible to provide services of Database Administrator during contract period.

The Scope of work may increase or decrease as per the requirement of the client during the contract period accordingly the contract value for that portion may also be increased or decreased.

Suggested Qualifications for manpower: The Bidder would need to ensure that adequate & sufficiently trained resources are deployed if required to manage the Centralized Infrastructure components to meet the SLA and functional requirements of the project. The minimum qualifications and skills requirements are given in the table below:

S.no	Position Details	Qualification & Experience	Total Required	Period	Location of Deployment
1	Project Manager	Education: Full Time MCA/B.Tech/B.E. from a reputed institute Total Experience: At least 5 years in IT domain should have more than 4 years of experience of handling such large projects as a project manager Languages known (Read, Write and Speak): Hindi, English Excellent writing, communication, time management and multi-tasking skills	1	3 Years	Patna
2	Database Support	Education: Full time MCA/ M. Tech/ B.Tech/BE Total Experience: Certified DBA with at least 3 Years in IT domain Should have experience of more than 2 years as a Database Administrator in large projects of similar nature with experience in database activities like instance tuning, schema management, space management, backup and recovery, disaster recovery, data replication, database refresh etc.	1	3 Year	Patna
3	Software Maintenance Experts.	Education: Full Time MCA/B.Tech/B.E. from a reputed institute Total Experience: At least 3 Years in IT domain, Should have more than 2 years of experience as team member of handling such Large projects. Very Good Software Development Skill	2	3 Years	Patna
4	Network Engineer	Qualification: B. E. / B Tech. (Computer Science/IT) / MCA / MS (IT) from recognized institute. Experience: Minimum 3	1	3Years	Patna

S.no	Position Details	Qualification & Experience	Total Required	Period	Location of Deployment
		years of LAN/WAN Administration			
5	Project Support Supervisor	Qualification: BCA/MCA, Experience: Minimum 1 years	1	3 years	Patna
6	Project executives	Qualification: Graduate in any stream with 1 years of experience	4	3 years	Patna
7	Technical Supervisor at Call Centre	Qualification: Graduate in any stream with computer knowledge and call centre experience Experience: Minimum 5 years in managing call centre operations	1	3 years	Patna
8	Call Centre Executive	Qualification: Graduate in any stream with computer knowledge Experience: Minimum 2 years in Call centre Operations	4	3 years	Patna

11. REQUIREMENT OF Application Software

The application software components would be simple to use for stakeholders. The total set of software components would be uniform in their user interface, being consistent in their use and meaning of keystrokes and sequences and in their visual presentations to the user. The user interface for all kinds of users (Citizen, Business, Government employee, etc.) should be the WDC Portal, key requirements for which are explained in the subsequent section.

- a. **Project Requirements Study:** The SI shall study and understand the requirements of the project for designing the workable technology solution. Based on the requirements study, SI shall submit a project plan for application development which should be agreed upon with Purchaser through a formal sign off. The SI has to submit a detailed project plan.
- b. **Solution Design:** The SI shall design the solution, which includes portal solution framework, application software solution, security architecture, network architecture, data flow requirements, data storage requirements, encryption at various levels of the solution etc. The solution design should be based on system standards to enable the interoperability and integration of solution

with external solutions. The SI will submit the System Requirements Specifications (SRS), Solution Design Document (SDD) and Information Security Plan (in conformity with ISO 27001) to Purchaser and should obtain the sign off on the design document before commencing the development of the solution.

- c. **Solution Development:** The SI would develop the solution based on the system specifications frozen during systems requirements study and design phase.
- d. **Application Software Testing:** The SI shall identify various testing requirements of the solution and shall design test cases for the identified testing requirements including Unit Testing, System Testing, and Regression testing, Acceptance testing etc. The SI shall obtain the sign-off from Purchaser on solution testing approach and plan. The SI shall perform the testing of the solution based on the approved test plan, document the results and shall fix the bugs found during the testing.
- e. **Solution Implementation:** The SI shall be responsible for implementation of the solution, which includes implementation of application software in all the project sites (all WDC/Kiosks). The SI shall be responsible for defining and Implement ITSM/ITIL based IT asset management policy
- f. **Documentation:** Preparation of documents will include technical and user manuals, operational manual, maintenance manuals, etc. SI shall obtain the sign-off from Purchaser for all the documents submitted for the solution.
- g. Integration with State Service Delivery Gateway and other required external systems would be the responsibility of the SI.
- h. It will be the responsibility of the SI to arrange the necessary development tools and hardware/software required. During the implementation and commissioning, circumstances may arise when some of the functions (applications) at site have been computerized and some are still manual. The SI must state how the proposed applications will function in this interim period and how the applications will cater for circumstances where a site that is computerized or manual will communicate with other computerized or manual sites.
- i. **Application Software Architecture:** The indicative Application software architecture is depicted below: The application architecture would be designed to provide modular and efficient framework that
 - i. Will support multi-tenancy
 - ii. Will be multi-user and provide help facility through use of Function keys
 - iii. Automatic session time out
 - iv. Prompt facility in searching for the correct code for coded parameters
 - v. Ability to discard all data when the transaction is incomplete (Should not save)
 - vi. To carry forward data from a previous screen
 - vii. An audit trail for all transactions must be generated
 - viii. Procedures for data exchange with interfaced applications
 - ix. Web based GUI for all the business functionality

- x. Integrated web based Workflow System
 - xi. Optimal response time
 - xii. Unicode Standard based dual language interface
 - xiii. Highly available, reliable and scalable application
 - xiv. Highly transactional as well as MIS capable for all data elements
 - xv. Capability of Integration with third-party authentication devices like Biometrics etc.
- j. Various layers of the Application software architecture is described as below:
- i. **Client:** The client end application of the WDC Information System would be web-enabled and would run on any web browser. The system framework would support all widely used web browsers as per industry standards.
 - ii. **Application Container:** This will be deployed in a cost effective and robust technology keeping in mind the interoperability and portability of the system.
 - iii. **Presentation Layer:** Presentation tier should enforce uniform header, footer and standard side bar items and navigation in each screen to maintain uniform look and feel of the data across various departments and services and is supported by Unicode standard including English and Hindi for content viewing and entering the data in online forms. In Presentation layer, custom tag library and scripting language may be used for partial form submission and client side validations.
 - iv. **Business Layer:** Business Layer will implement the business process flow and logic that drives the business functionality. Inter-operable and open standard/protocols like web service, APIs, a standard framework like UML or Object Rational mapping may be used for development to make business layer a platform independent application. Business layer will implement the application functionalities. This layer would also give functionality for data exchange using web service based, component or database synchronization with external agency. This will have provision to keep all the user activity to be audited and logged during the business process.
 - v. **Persistence Layer:** It has been visualized that the application would manage very high volume of data, and store a large amount of data into the database for long term preservation of records at various repositories. It is mandatory to ensure faster access and better manageability of every repository in the database.

External System: System would require communicating with external applications or legacy systems running in other organizations. Web service interface would be provided to communicate with external systems. Offline data exchange using files would also supported by this layer

11.1. Requirement for Adherence to Standards

The following Technology and standards should be used while developing and implementing the overall solution for WDC Information System:

Application	Standard
Workflow Design	WFMC /BPEL or Equivalent Standard
Portal Development	W3C Specification
Information access / transfer Protocols	SOAP, HTTP/HTTPS, UDDI, WSDL, XML
Interoperability	Web Services, Open Standard
Photograph	JPEG(minimum resolution 640 X 480 Pixels
Scanned Documents	TIFF (Resolution of 600 X 600 dpi)
Finger print scanning	IAFIS specification
Digital signature	RSA standards
Document encryption	PKCS specification
Information Security	ISO 27001 certified System
Operational Integrity & Security Management	ISO 17799 certified System
Operation	ISO 9001 Certified
IT Infrastructure management	ITIL/ EITM specification
Service Management	ISO 20000 specifications or latest
Project Documentation	IEEE/ISO Specifications for documentation
Data Standards	All important data entities would be in line with standards published by DIT (http://egovstandards.gov.in)

Localization Standards	All Applications would comply with standards published on http://egovstandards.gov.in to ensure common look and feel
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12. IMPLEMENTATION SCHEDULE:

S. No	Milestone	Completion Time
1	Requirement Study, Business Process re-engineering for best fit solution and preparation of SRS	T+ 6 WEEKS
2	Design of Web Based Integrated portal application	T+ 14 weeks
3	Development of Web Based Integrated application	T+ 24 Weeks
4	Set up Installation & commissioning of Data centre and Call centre Hardware	T+ 8 weeks
5	User Acceptance of Call centre and Data centre	T+ 25 weeks
6	Go live (Successful deployment of Application)	T+ 26 weeks
7	Training of the staff on application	T+ 26 weeks
8	Project Management Manpower Deployment	T+ 8 Weeks

Note: - T Means date of issue of Signing of Contract

13. Applicability of MSA

Apart from the provisions as set out in this schedule, the terms and conditions stated in the MSA shall apply mutatis mutandis to this SLA. In the event of a conflict in interpretation of any Article in the MSA and the SLA, the provisions of the MSA shall prevail. The Table below summarizes the Indicative Performance Indicators for the services to be offered by the Service Provider. The detailed description of the performance indicators, SLA Terms and their definitions are discussed in the following sections.

S. No.	Indicative SLA Parameter	SLA Target
1	Online Software Availability	98%
2	Availability of Project Management Team with Retention capacity to be Optimized	98%
3	Availability of Help Desk during Prime Business Hours.	98%

Note: In case any failure identified is not attributable to IA the penalty shall not be imposed as enforced by the SLA. Decision of committee comprising of WDC and IA shall final and bindings to all stakeholders.

- a. Application Availability Standard:** Client Application Available 99% of the time for the entire calendar month.

Penalty: Failure to meet above availability requirement will result in a penalty payment of 5% total charges of the Monthly Payments to be paid in that concerned Location /category. Failure to meet above availability requirement for a second consecutive month will result in a penalty payment of 7.5% of the Monthly Payments to be paid in that concerned Location /category.

Failure to meet the above availability requirement for “n” consecutive month will result in maximum penalty of 10% from monthly payment.

- b. **Project Manpower and Helpdesk availability Standard:** manpower at HQ and Data centre must be available for the entire calendar month. Attendances of the manpower should be submitted to WDC for SLA calculation. Project manager may be given advantage for this on consent of WDC.

Penalty: Failure to meet above availability requirement will result in a penalty payment of 5% total charges of the Monthly Payments to be paid in that concerned Location /category. Failure to meet above availability requirement for a second consecutive month will result in a penalty payment of 7.5% of the Monthly Payments to be paid in that concerned Location /category. Failure to meet the above availability requirement for “n” consecutive month will result in maximum penalty of 10% from monthly payment.

14. System Software Requirements

S. No.	Required Software	Qty Licenses
1	Enterprise Database Server Software	SDA
2	Application Server Software	SDA
3	Portal Software	SDA
4	Content Management Software	SDA
5	Mail & Massaging Software	SDA
6	SMS Gateway with 1Lakhs SMS /Year	SDA
7	Virtualization Software for Server	SDA
8	Linux / Windows enterprises Server 64 bit	SDA
9	Backup Management Software	SDA
10	Antivirus for all server with 5 year support	SDA

15. Data Centre Setup Cost

S. No.	Services Provided During Post Implementation Phase	Duration
1	Deployment of Requisite infrastructure at State Data centre	Installation & testing charges
2		Others (Insert each item in a separate row as required)
		One Time
		One Time

16. Training of staff

Sr.	Type of Training	No. of Resources	Duration
1.	Trainings on the Application modules to IT Asst of	1000	2 Days each

17. ROLES AND RESPONSIBILITIES

Responsibly of Work	WDC	Service Provider
Space Allocation , Electric Power/solar / Gen set at Office	Y	
Internet Connectivity with Backup to head office at Patna Based on MPLS Minimum 10 MBPS and 4 MBPS Backup	Y	
PRI Line Call centre Hardware, Call centre Software and Call centre Setup	Y	Y
Application Development		Y
Backup and Recovery of Database		Y

Installation of Necessary application Software in Office and Datacentre/ Cloud		Y
Deployment Of Manpower at HQ		Y
Data Migration Related Work		Y
Maintenance of Application Software, 5 years from date of Signing of Contract		Y
Monitoring of work flow	Y	Y
Reporting on completion	Y	Y
Exit Management	Y	Y
Sign off Certificate on completion of Contract and successful Exit Management	Y	Y
Data Availability from other department in .xml or .xls format for migration if required	Y	
Data entry of employee master data	Y	Y
Project Management and Support Setup		Y
Source code of entire Software		Y
Payment Gateway Integrator for contractor Payment	Y	
Security Audit by Third Party		Y

Note:-Source Code will be provided by the bidder from day one. In case of completion or termination of project bidder will provide the updated software.

18. General Mandatory Requirement of the solution to be offered:

S. No.	Description
1	The proposed solution should be based on open standard and all System Software Should be available Commercially. The solution should be ready to be Developed/ implemented and should be customised/configured as per structure and functioning of WDC
2	Application licenses should be full use without any restriction on access/usage of any kind of functionality including read/write/update for all the users. The user licenses should be full and complete in all respects There should be a provision to create, modify, delete, enquire records and create transactions by each user. The bidders need to quote all the user licenses without any restrictions or limitations
3	All Major and Minor patched /releases should be provided as a part of the Support by the OEM for the proposed application.
4	Proposed Solution should support each of the following browsers i.e. Internet explorer, Chrome, Firefox & Safari.
5	Solution provided by OEM should follow Open Standards . The complete solution proposed must be SOA compliant.

19. GUIDELINES FOR SUBMISSION OF PROPOSAL

19.1. Guideline For Technical Proposal

1. A printed covering letter, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. Do not, otherwise, edit the content of the proposal cover letter.
2. The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as supplemental to the required response.
3. Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. WDC will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
4. **The bidder must address the following in their project implementation strategy:**
 - a. A detailed Project schedule and milestone chart.
 - b. Approach and Methodology of design, development and management of the Application software. The plan should adhere to the software development life cycle (SDLC).
 - c. Project Management tools proposed to be used for project.
 - d. Bidder's plan to address the key challenges of the project
5. **The technical proposal should address the following at the minimum:**
 - a. The proposal should have information specific to Project.
 - b. Describe how the functional requirements will be translated into technical implementations, that is, it should map with the Functional Requirements Specifications.
 - c. Comply with the State Portal Framework and the metadata publishing services.
 - d. Architectural details for integration with the NIC Pensioners Software legacy and future solutions.
 - e. Provide an infrastructure growth plan, including mechanisms for coping with a mismatch of traffic demand and network capacity, both at the time of launch and thereafter
6. **Project Management Plan including**
 - i. Team composition and Tasks assigned to be submitted in the format as enclosed in Form
 - ii. Implementation Methodology and Plan to include
 - a. Key implementation objectives, key deliverables and an implementation schedule for the same.
 - b. Rollout Plan at the specified locations including PERT chart of activities proposed.
 - c. Indication of Time Frame
 - d. Acceptance Testing Plan
 - e. Data Back-Up plan.
 - f. Escalation Process during implementation
 - iii. Quality and Security Assurance Plan
 - iv. Training Plan
 - v. Hand holding, Operation and Maintenance Plan
7. **Post Implementation Plan**
 - ☐ Manpower Deployment to support for data entry and maintenance of Software.
 - ☐ Method of calculating uptime of IT infrastructure and reporting format
 - ☐ Method of estimating man power efforts to develop, design and implementation and for data entry operators to be posted at various s.
 - ☐ Exit Plan
8. Escalation Mechanism on the bidder side

19.2. Guidelines for Financial Proposal

1. Unless expressly indicated, bidder shall not include any technical information regarding the services in the financial proposal.
2. Prices shall be quoted entirely in Indian Rupees.
3. No adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The contract price shall be the only payment payable to the selected bidder for completion of the contractual obligations by the bidder under the Contract, subject to the terms of payment specified in the contract. The price quoted would be inclusive of all taxes, duties, and charges and levies as applicable. Service tax as and when applicable shall be quoted separately.
4. The bidder should explicitly mention the details of the renewal of licenses and extended warranty cost of the third party software and hardware being used in the Project Solution.
5. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
6. **Discount** - The bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose.
7. **Correction of errors**
 - a. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted will be entertained after the quotations are opened. All corrections, if any, should be initialled by the person signing the proposal before submission, failing which the figures for such items may not be considered.
8. **Arithmetic errors in the financial proposal will be rectified on the following basis:**
 - 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 will be considered for future calculations.
 - b. In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.
 - c. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.
 - d. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.

20. GENERAL CONDITIONS

20.1. Limitation of Liability-

Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability of bidder shall be, regardless of the form of claim, the consideration actually received by bidder for the statement of work under which the claim arises

20.2. Confidentiality-

Bidder is allowed to use the reference of this contract in other bid for meeting eligibility criteria, but Confidentiality will survive till one year from the date of expiration/termination of contract

20.3. Site Preparation-

Bidder will not be responsible for delays in case there is a delay in site readiness as per the roadmap and will be compensated in case of delay is beyond reasonable period. WDC shall provide site readiness roadmap at the time of signing the contract. WDC shall provide site readiness roadmap at the time of signing the contract.

20.4. Approval / Clearances-

Bidder will support in getting clearance with all the authorities but the prime responsibilities lies with WDC.

20.5. Savings Clause-

Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidders non-performance is caused by omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.

20.6. Deemed Acceptance-

Any Deliverable(s) / Work Product(s) provided to the shall be deemed to have been accepted if the customer puts such Deliverable(s) / Work Product(s) to use in its business or does not communicate its disapproval of such Deliverable(s) / Work Product(s) together with reasons for such disapproval within 10 days from the date of receipt of such Deliverable(s) / Work Product(s).

20.7. Change Order Clause-

Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Bidder. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, bidder shall not be bound to perform any additional services

20.8. Taxes and Duties-

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties and levies as applicable up to the completion of job. Any increase in the taxes will be borne by WDC and any decrease would be passed on to WDC by the bidder

21. Payment terms :

S.NO	SERVICES	Payment Terms
	Mobilization Advance *	10 % of Project value against equal amount of BG
1	Hardware and System Software	80% Against Delivery of Equipment's/System Software 10% Against Installation at WDC
2	Application Development Cost (Module wise Payments)	20% Against Submission of SRS Document 40% Against UAT 20% Against Go Live 10% After Completion of One Year
3	Data Migration/System Integration Cost	70% on successful Data Migration and Integration 10% After Completion of One Year 10% After Completion of Two Year
4	Training Services	90 % on successful training.
5	Post-Implementation Phase / Operate and Maintain Phase	The selected service provider shall be paid on Monthly basis at the end of each Month based on the Monthly invoices raised by the Service Provider, at the rates specified in the Contract.
6	Project Management Cost	The selected service provider shall be paid on Monthly basis at the end of each Month based on the Monthly invoices raised by the Service Provider, at the rates specified in the Contract.

22. PRE – QUALIFICATION CRITERIA

S. No.	Pre-qualification Criteria	Document Required
1	The Bidder must submit Service Tax, VAT, PAN Card, In WDC under Company Act 1956, PF and ESI certificates.	Bidder should submit self attested copy of all required certificates
2	The bidder must have comprehensive experience in development and deployment of application software and must be in the business of information technology services for last 5 years in government sector or Govt. PSUs	Bidder should submit only self attested copy of 5 year old order copies or completion certificates
3	The Bidder Company must be minimum Average annual Turnover of Rs. 50 Crores (As on 31st March 2018) in the last three financial years from IT business only, as evidenced by the audited accounts of the company.	Certificate and audited report required from statutory auditor.
4	The Bidder should be profitable in during the last financial years and net worth of company should be positive.	Certificate and audited report required from statutory auditor.

5	The bidder must have prior experience of working on at least one live Mobile Application Software Project for Govt, e-governance project on any platform anywhere in India. Project must be worth at least Rs, 5 Cr.	Bidder must provide as a supporting documentary proof in form of work order confirming year and area of activity value of confirming year and area of activity, value of services to be delivered for the project, completion / partial completion certificate from client confirming year and value of bidder's scope of work with reference detail of the client
6	The Bidder Should have experience of implementation of at least One turnkey IT projects for Bihar Government/PSU (involving software development & implementation, Hardware procurement, installation, Maintenance etc.) with a project cost each of Rs. 5 Cr or above	Bidder must provide as a supporting documentary proof in form of work order confirming year and area of activity value of confirming year and area of activity, value of services to be delivered for the project, completion / partial completion certificate from client confirming year and value of bidder's scope of work with reference detail of the client
7	Certifications- CMMi Level 3 or above ISO 9001: 2015 and ISO 20000-1	Copies of certificates
8	The Bidder should have experience of implementation of executing E-Gov projects of value more than 10 CR	Bidder must provide as a supporting documentary proof in form of work order confirming year and area of activity value of confirming year and area of activity, value of services to be delivered for the project, completion / partial completion certificate from client confirming year and value of bidder's scope of work with reference detail of the client
9	The bidder should not have been blacklisted by any State / Central Government in India for corrupt, fraudulent or any other unethical business practices or for any other reason	Bidder Should be submitting the affidavit along with technical document
10	Consortium /JV	Not allowed

23. BID OPENING AND EVALUATION PROCESS

- A. Purchaser reserves the rights at all times to postpone or cancel a scheduled bid opening.
- B. The bids will be opened in two parts, one for pre-qualification & Technical and one for Commercial bid of those bidders whose technical bid qualifies, in the presence of bidders representatives who choose to attend the bid opening sessions on the specified date, time and address.
- C. The bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday, the Bids shall be opened at the same time and location on the next working day. However if there is no representative of the bidder, Purchaser shall go ahead and open the bids.
- D. During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.

23.1. Overall Evaluation Process

- a) A Three Stage evaluation procedure will be adopted for evaluation of proposals, with the technical evaluation being completed before the commercial proposals are opened and compared.
- b) Purchaser will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified. Purchaser may seek inputs from their professional, external experts in the technical and commercial evaluation process.
- c) Purchaser shall assign technical score to the bidders based on the technical evaluation criteria. The bidders with a technical score above the threshold as specified in the technical evaluation criteria shall technically qualify for the commercial evaluation stage.
- d) The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.

24. EVALUATION OF BIDS

24.1. Evaluation of PRE –QUALIFICATION

- a) For the evaluation of Pre - qualification Bid the documentation furnished by the Bidder will be examined to check if all the eligibility requirements stated in Pre - qualification Section d furnished in accordance with the RFP. The Purchaser may ask the Bidder for additional information whenever the Supplier feels that such information would be required. This may also include reference checks to verify credentials submitted by the Bidder.
- b) Proposals not meeting the pre-qualification criteria will not be processed further beyond this stage.

24.2. Evaluation of Technical Proposals

The evaluation of the Technical bids will be carried out in the following manner:

- a) The bidders' technical solution proposed in the bid document is evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the evaluation criteria

specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.

The committee may seek clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.

24.2.1. Technical evaluation methodology

- a) Each Technical Bid will be assigned a technical score out of a maximum of 100 points.
- b) Only the bidders, who score a total Technical score of 75 (Seventy Five) or more, will qualify for the evaluation of their commercial bids.
- c) The commercial bids of bidders who do not qualify technically shall be returned unopened to the bidder's representatives after the completion of the evaluation process.
- d) The technical scores of the bidders will be announced prior to the opening of the financial bids.
- e) The technically shortlisted bidders will be informed of the date and venue of the opening of the commercial bids through an oral/ written (e mail) communication.

24.2.2. Evaluation of Technical Bids

- a) The evaluation of the Technical bids will be carried out as follows for that Bidders who meets the Pre-Qualification requirements.
- b) Consequent upon the evaluation, each Technical bid will be assigned a Technical Score (T) out of a maximum of 100 points. Bidders who scores 75% or more will qualify for the evaluation of their commercial bid.

24.2.3. Scoring of Technical Proposals

Following outlines the broad parameters based on which evaluation of technical proposals of the bidders shall be carried out by Purchaser:

Sl. No.	Particular	Max Score
1	<p>Software Experience: The Bidder should have experience of implementation of proposed Application software or similar applications like MIS/Payroll/HRMS for Government/PSU with a project value each of Rs. 50 Lakhs or above.</p> <p>1 Project = 5 Marks , Maximum experience can be submitted - 2</p>	10
2	<p>Turnkey Project Experience: The Bidder Should have experience of implementation of turnkey IT projects for Government/PSU (involving Software development, & implementation, Manpower /Hardware procurement, Maintenance etc.) with a project cost each of Rs. 5 Cr or above.</p> <p>1 Project = 5 Marks, Maximum experience can be submitted - 2</p>	10
3	<p>Mobile Application Experience: The bidder must have prior experience of working on at least One Live Mobile e-Governance Application Software Project on any platform in any Government Department/PSU anywhere in India</p> <p>Project Value >50 Lakhs = 2 Marks Project Value >=1 Cr = 4 Marks Project Value >1.5 Cr = 6 Marks Project Value >=2.5 Cr = 8 Marks Project Value >=2.5 Cr = 10 Marks</p>	10

	Maximum experience can be submitted – 1	
4	Local Experience The Bidder Should have experience of Success implementation of IT projects for Bihar Government/PSU (involving software development & Manpower Support etc.). Max 5 Project Considered Project value >=200 Lakhs = 2 Marks Project value >=500 Lakhs = 5 Marks	15
5	Average Turnover from IT related business over the last 3 financial years (FY 2017-18, 2016-17, 2015-16) >= 50 crores: 10 marks, >=50 crores and <=100 : 15 marks	15
6	Resume of Key persons with Deployment Plan: Skill-sets of key professionals Important - With each CV, Bidders are required to provide details contacts like name, designation, project title, organization name, telephone Number where WDC may make references to verify the information provided therein. WDC reserves the right to cancel a CV, in-case information is found incorrect.	20
7	Project Plan: Project Understanding/Approach & Methodology proposed for carrying out the said Assignment and presentation of the same before the evaluation team	20
	Total	100

24.3. Financial Evaluation methodology

Only the bidders, who score a total Technical score of 75 (Seventy Five) or more, will qualify for the evaluation of their commercial bids. The bidder with lowest Total Commercial Quote (L1) shall be selected as the successful bidder.

Annexure- 1. FORMAT FOR FINANCIAL BID

RFP Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Name:

Designation:

Phone/Mobile No:

E-mail:

Telephone No(s):

Fax No.:

Subject: RFP for “System Integrator for the design, development and operationalization of Web Based Management Information System (MIS) for Mukhya Mantri Kanya Utthan Yojana Project”

Sir,

We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Services for the above mentioned subject do hereby propose to provide Services as specified in the Bidding documents for which the cost will be as under:

- PRICE AND VALIDITY –Cost of all works/ services mentioned in “Scope of Work” including the maintenance of the software for 3 years Rs. _____ (as per Detail Commercial Bid)**

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices include all taxes, duties and levies. We hereby declare that all taxes which are liveable under law prevailing at that time will be paid by us.

Note: The bidders should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

This should be kept in envelope number 2 marked as "FINANCIAL BID", which will be opened only after the Technical Bid is found suitable.

2. EMD

We have enclosed a Demand draft (DD no. -----, Bank -----, Dated-----) in favour of WDC, Patna, payable at Patna at for the sum of Rs. 4,00,000/- (Rs. Four Lakhs only). This EMD is liable to be forfeited in accordance with the provisions of Bid documents. We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.

3. Bid Pricing

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders as stated in bidding document.

4. Bid Price

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in attached with our proposal as part of the

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

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

Enclosed: Commercial Sheet

Annexure- 2. DETAIL FINANCIAL BID FORMAT AS PER SCOPE OF WORK

Annexure- 2. 1 Capex Cost (One Time) - CALL CENTRE INFRASTRUCTURE COST

S. No.	Description of Items as per Technical Specification	QTY	Lump Sum Rates (INR)	Tax (INR)	Total Cost (INR)
1	Call centre Hardware (give detailed description) for 10 seats	1			
2	Call Centre Software (Give detailed description) for 10 seats	1			
3	Call Centre (other Infrastructure) Give detailed description for 10 seats	1			
	Total				
	Grand Total				

Annexure- 2.2 Application Development Cost as per Scope of work

S. No.	Name of the Module	Rate (INR)	Tax (INR)	Amount (INR)
1	System Study			
2	Design & Architecture Presentation			
3	Development of Website of MKUY of WDC portal including provision to invite and process applications.			
4	Development of front end of MKUY of Health Department portal including provision to invite and process applications			
5	Development of front end of MKUY of Education Department portal including provision to invite and process application			
6	Development of front end of MKUY of Social Welfare Department portal including provision to invite and process application			
7	Required System Software such as OS, DB, Application servers, Middleware and any other required components			
8	Data integration module/Data Entry Module of Health Department and integration with the main database			
9	Data integration module/Data Entry Module of Education Department and integration with the main database			
10	Data integration module/Data Entry Module of Social Welfare Department and integration with the main database			
11	User Management And Permissions Module			
12	Mobile application of Anganwadi workers			
13	Mobile application of Beneficiaries			
14	Mobile application of User department personals			
15	Mobile application of women empowerment app			
16	SMS Gateway Integration			
17	Email System Integration			
18	Integration with RTPS			
19	PFMS Integration			
20	CFMS Integration			
21	Other Payment Gateway integration like internet banking and credit cards.			
22	Software for Backup generation			
23	MIS Dashboard			
24	Integration with existing Grievance Redressal Modules			
25	Helpdesk Module for Employee			
	Total			
	Grand Total			

Annexure- 2.3. Data Migration/System Integration Cost (One Time)

S. No.	Phase	Scope	Rates (INR)	Tax (INR)	Amount (INR)
1	Data Migration/ Integration Related Work	Data Migration through MIS System			
2		Data migration/ Integration from other department in .xml or .xls format			
3	Data Migration/Integration related Web Portal	Data migration from Old web Portals of the departments			
4	Application Integration Related Work	Integration with Web Portals of the state government			
5		Integration with Call centre Application & Solutions			
6	Hosting Charges	Hosting of Application at WDC/State Data centre/Cloud			
			Total		
			Grand Total		

Annexure- 2.4. Training Services: (One Time)

Sr.	Type of Training	No. of Resources	Duration	Rate (INR)	TAX (INR)	Amount (INR)
1.	Trainings on the Application modules to IT	1000	3 Days			
		Total				
		Grand Total				

(*) Figures may vary as per actual resource

Annexure- 2.5. Project Management Support for post implementation and maintenance phase

S. No.	Description of Product	Qty	Rate /Month Inclusive of Tax (INR)	Total Cost /Month (INR)	Rate /Annum (INR)	Rates / 5 Years (INR)
1	Project Manager	1				
2	Database Administrator	1				
3	Network Administrator	1				
4	Software Maintenance Experts	2				
5	Support Operator at Head Office/ Project Support Supervisor	1				
6	Project Executives	1				
7	Technical Supervisor at Call Centre	1				
8	Call Centre Executive	4				
	Total					

Annexure- 2.6. SECURITY AUDIT OF SOFTWARE

S. No.	Description of Items as per Technical Specification	QTY	Lump Sum Rates every Year (INR)	Tax (INR)	Total Cost (INR)
1	SECURITY AUDIT OF SOFTWARE Comply with industry, national and international standards. Detail in Annexure A	1			

Annexure- 2.7. Consolidated Price Bid

Ref. No.	Description of Project Components	Total Cost (in INR)	Tax (in INR)	Total Cost (INR)
Ann. 2.1	CALL CENTRE INFRASTRUCTURE COST			
Ann. 2.2	Application Development Cost as per Scope of work			
Ann. 2.3	Data Migration/System Integration Cost			
Ann. 2.4	Training Services			
Ann. 2.5	Project Management Support for post implementation and maintenance phase			
Ann. 2.6	SECURITY AUDIT OF SOFTWARE			
	Total			
	Grand Total			

Total Cost (in Numbers) =

In words:

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

Annexure A - Application Modules: The various application modules identified with the Functional Requirement Specification is given below, for detail please also refer Page 17 to 30

S. No.	Functional Requirement Specification
1	Development of integrated MIS with features below
	<p>Online application by various beneficiaries, Online approval by various departments, Integration with PFMS (Public Financial management System)/CFMS (Comprehensive Financial Management System of Government of Bihar) and transfer of funds through these portals. Inter-database linkages: ability to interact with key databases such as Aadhaar, CVRS and Banking portals and other payment gateways. Real-time tracking and monitoring: web-based MIS software with online and offline data entry capabilities, an interactive dashboard for all levels of governance/management, tracking of key conditionality indicators and timely tracking of online funds transfer, Comprehensive reporting: indicators and performance by scheme, area, department, key indicators etc. for M&E. Data-sharing across departments: Tow-way interaction with system and a ability to be able to track beneficiaries moving across systems. Good visual display: visual presentation of performance of key indicators, areas, identifying best and worst performers. Training module: a module within the system to support on-going training on the use of the Software, Grievance Redressal Mechanism: Online system to record grievances from users and pull that into the MIS. Online tracking of the status of the redressal. SMS alerts and communication platform: ease of communicating with beneficiaries</p>
2	Welfare department portal
	<p>The data for the welfare department is mainly comes from two sources.</p> <p>Block - the Anganwadi worker collects the details of the beneficiary and submits it to the data entry operator of the welfare department. RTPS centre (Right to Public Service Centre) – Applications are also received from RTPS centres.</p> <p>After the applications are received, the beneficiary details are verified with the help of various documents submitted against their claims. The beneficiary then receives payment to the bank account which he/she provided when filling out the form.</p> <p>A web portal and a mobile application needs to be developed for the above which could be used by 1.23 lakhs Anganwadi workers who can add beneficiaries . The process of beneficiary verification can be automated. The system should be able to identify and prevent the addition of duplicate beneficiaries. The web application should allow block level and district level officers to view and update the details of the beneficiaries in the system. The web application should provide notifications for any outstanding payments/transactions.</p>
3	Health Department Portal
	<p>The data for immunization is maintained physically by the ASHA worker. The payments for the beneficiaries from health department is made using PFMS through the NIC developed portal. The system designed needs to able to directly connect to the database of the health department through a mechanism whereby the data at the block level / hospital level can be imported into the MIS system . The proposed system should be able to identify duplicates and capture the payment status for a beneficiary when updated. The system should also be capable of tracking, if the beneficiary was already added by the Welfare department and show the previous transactions made to the same beneficiary. Also since the payment at birth for the beneficiary can be done by either Welfare or Health department functionaries, the system should provide feedback through APIs to the NIC MIS system so redundant transactions can be avoided.</p>

4	Education department portal
	The education department make payments to its beneficiaries only once in a year. The department does not currently have any digital system to track its beneficiaries or the payments made to its beneficiaries. The data for the education department is collected at the school level or college level. The proposed system by the bidder should provide a mechanism for the data entry at the school/college level with the same format as the physical means. The system should also provide a mechanism for bulk upload of data. The system should be able to detect beneficiaries previously enrolled through by either Welfare Department or Health Department. The system should be able to verify the beneficiary through software.
5	PUBLIC INTERFACE TO THE MIS
	A public facing web application needs to be developed where the beneficiaries can track their application status, payment status and previous transaction if any. The site should also display the criteria for eligibility for various schemes. The site should also provide a mechanism for grievance redressal of the beneficiaries. A mobile application needs to be developed where the beneficiaries can track their application status, payment status and previous transaction if any. The site should also display the criteria for eligibility for various schemes. The site should also provide a mechanism for grievance redressal of the beneficiaries. A mobile application shall be developed to help girl children in class 10 and above to use their Smartphone and collect data related to beneficiaries. The application shall connect to the central beneficiary database and update the applications received.
6	Software Basic Functionality
	Software would allow user to view any Service information from Departments displayed on Web portal. User self-registration and first time password change prompt. Software would allow user to login and avail services from any of the modules. Forgot password option in case the user forgets the login credentials, Software would prompt user to create password as per security policy. Alphanumeric passwords would be asked. Software would ask user to create a transaction password to be used for performing any financial transaction with the concerned departments or while making any changes in the profile. During user id creation, Software would ask user to furnish few personal details like
7	Security Audit
	Comply with industry, national and international standards, systematic measurable technical assessment of an application. An audit also includes a series of tests that guarantee that information security meets all expectations and requirements within an organization

Following Modules need to develop

S. No.	Name of the Module
1	Development of Website of MKUY of WDC portal including provision to invite and process applications.
2	Development of front end of MKUY of Health Department portal including provision to invite and process applications
3	Development of front end of MKUY of Education Department portal including provision to invite and process application
4	Development of front end of MKUY of Social Welfare Department portal including provision to invite and process application
5	Data integration module/Data Entry Module of Health Department and integration with the main database

6	Data integration module/Data Entry Module of Education Department and integration with the main database
7	Data integration module/Data Entry Module of Social Welfare Department and integration with the main database
8	User Management And Permissions Module
9	Mobile application of Anganwadi workers
10	Mobile application of Beneficiaries
11	Mobile application of User department personals
12	Mobile application of women empowerment app
13	SMS Gateway Integration
14	Email System Integration
15	Integration with RTPS
16	PFMS Integration
17	CFMS Integration
18	Other Payment Gateway integration like internet banking and credit cards.
19	Software for Backup generation
20	MIS Dashboard
21	Integration with existing Grievance Redressal Modules
22	Helpdesk Module for Employee

Annexure B- BIDDER PROFILE

Sr. No	Details	Description
1	Name of the Company	
2	Registered Office address Telephone Number Fax Number e-mail	
3	Correspondence/ contact address	
4	Details of Contact person Telephone Number Fax Number e-mail	
5	Is the firm registered with Commercial Taxes Department? In Bihar If yes, submit valid sales tax registration certificate.	
6	Is the firm registered for GST If yes, Submit valid registration certificate.	
8	How many years has your organization been in business under your present name? What were your fields when you established your organization? When did you add new fields (if any)?	
9	What type best describes your firm? (Documentary proof to be submitted) · Manufacturer · System Integrator · Consultant · Service Provider (pl. specify details) · Total solution provider (Design, Supply, Integration, O&M) · IT Company	
10	Number of Offices / Project Locations	
11	Do you have a local representation /office in Bihar? If so, please give the address and the details of staff, infrastructure etc in the office and no. of years of operation of the local office	
12	List the major clients with whom your organization has been/ is currently associated.	

Annexure C - Turnover Documents

Audited annual financial results certified by the Chartered Accountant, balance sheet and profit & loss statement of the bidder for the last three financial years.

Financial Year	Turnover	Net worth	Profit loss
2016-17			
2017-18			
2018-19			
Average			

[On the Letter head of the Bidder]

Date:

To

.....

Women Development Corporation
(Department of Social Welfare)
Government of Bihar

Sub: Selection of SDA to “System Integrator for the design, development and operationalization of Web Based Management Information System (MIS) for Mukhya Mantri Kanya Utthan Yojana Project”.

Dear Sir / Madam,

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal for the same.

We are submitting our Proposal in our own individual capacity without entering into any association / as a Joint Venture. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our Proposal is binding upon us and subject to the modifications resulting from project specific contract and contract negotiations.

We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal you receive nor to select the Agency, without incurring any liability to the bidders. We acknowledge the right of WDC to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

We shall make available to WDC any additional information it may find necessary or require to supplement or authenticate the Proposal.

We certify that in the last Three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.

We declare that:

- a. We have examined and have no reservations to the RFP Documents, including any Addendum issued by WDC;

- b. We have not directly or indirectly or through an executive engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any tender or request for proposal issued by or any agreement entered into with SDA or any other public sector enterprise or any government, Central or State; and
- c. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
- d. We declare that We/any member of the company, are/is not a Member of a/any other company applying for Selection.
- e. We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the services for the Project or which relates to a grave offence that outrages the moral sense of the community.
- f. 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 member.
- g. We further certify that no investigation by a regulatory authority is pending against us or against our CEO or any of our Directors/ Managers/ employees.
- h. We hereby irrevocably waives any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by WDC and / or the Government of Bihar in connection with the Selection of Agency or in connection with the Selection Process itself in respect of the above mentioned Project.
- i. We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, I/We shall have any claim or right of whatsoever nature if the Assignment is not awarded to me/us or our proposal is not opened.
- j. We agree to keep this offer valid for 180 days from the Proposal Due Date specified in RFP.
- k. A Power of attorney in favour of the authorized signatory to sign and submit this Proposal and documents is also attached herewith in Form Tech- III.
- l. In the event of my/our being selected, I/We agree to enter into an Agreement for the project awarded to us by the WDC.
- m. 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 sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Annexure E - FORMAT FOR AFFIDAVIT

Format for Affidavit

Affidavit

I, M/s....., (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s) / director(s) are not barred by Women Development Corporation (Department of Social Welfare) Govt. of Bihar/ or any other entity of GoB or blacklisted by any state government or central government / department / organization in India/World Bank /DFID/ADB from participating in Project/s, either individually or as member of a Consortium as on the _____ (Date of Signing of Application).

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period and the amounts paid till date shall stand forfeited without further intimation.

Dated this Day of , 2019

Name of the Applicant

Signature of the Authorized Person

Annexure F - TEAM PROFILES

Format for the Profiles	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications:	
<input type="checkbox"/> Degree	
<input type="checkbox"/> Academic institution graduated from	
<input type="checkbox"/> Year of graduation	
<input type="checkbox"/> Specialization (if any)	
<input type="checkbox"/> Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
Names of customers	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)	
Prior Professional Experience covering:	
<input type="checkbox"/> Organizations worked for in the past Organization name Duration and dates of entry and exit Designation Location(s) Key responsibilities	
<input type="checkbox"/> Prior project experience	
<input type="checkbox"/> Project name Client Key project features in brief Location of the project Designation Role Responsibilities and activities Duration of the project	
Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if read/write/Both)	

Each profile must be accompanied by the following undertaking from the staff member:

(Alternatively, a separate undertaking with the same format as below with all the names of the proposed profiles should be provided)

Certification

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

Signature:

Date:

[Signature of staff member or authorized representative of the staff]

Day/Month/Year Full name of authorized representative:

Annexure G - SOFTWARE SERVICES PROJECT EXPERIENCE

Relevant Software Services Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Details of Training Provided	
Other Details	
Total cost of the project (in crores)	
Total cost of the services provided by the bidder	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which are part of minimum qualification criteria)	
Mandatory Supporting Documents:	
a. Letter from the client to indicate the successful completion of the projects	
b. Copy of Work Order/Agreement	

Annexure H - CMMI – 3 OR ABOVE ASSESSMENT DETAILS

Date of Assessment	
Validity of the Assessment	
Name of the Assessing company and their contact coordinates	
Units / Locations Assessed	
Mandatory Supporting Documents	
Proof of Certification	

**Women Development Corporation, Bihar
(Social Welfare Department, Govt of Bihar)**

MukhyamantriKanyaUtthan Yojana (MKUY) benefits and Eligibility

Sl No	Age / Class	Name of the scheme under MKUY	Amount given under the scheme each year / single lumsum (in Rs.)	Name of the implementing department
01.	Birth of girl child (00 – 01 yr)	MukhyamantriKanya Suraksha Yojana	2000/-	Social Welfare
02	Age of girl child 01-02 yrs	MukhyamantriKanya Suraksha Yojana	1000/-	
03	On completion of 02 yr of girl child and completion of immunization	Complete Immunization Programme	2000/-	Health
04	Class 1	Mukhyamantri Balika Poshak Yojana	600/- annually	Education
05	Class 2	Mukhyamantri Balika Poshak Yojana	600/- annually	
06	Class 3	Mukhyamantri Balika Poshak Yojana	700/- annually	
07	Class 4	Mukhyamantri Balika Poshak Yojana	700/- annually	
08	Class 5	Mukhyamantri Balika Poshak Yojana	700/- annually	
09	Class 6	Mukhyamantri Balika Poshak Yojana	1000/- annually	
10	Class 7	Mukhyamantri Balika Poshak Yojana	1000/- annually	
11	Class 8	Mukhyamantri Balika Poshak Yojana	1000/- annually	
12	Class 9	Bihar Shatabdi Mukhyamantri Balika Poshak Yojana	1500/- annually	
13	Class 10	Bihar Shatabdi Mukhyamantri Balika Poshak Yojana	1500/- annually	
14	Class 11	Bihar Shatabdi Mukhyamantri Balika Poshak Yojana	1500/- annually	
15	Class 12	Bihar Shatabdi Mukhyamantri Balika Poshak Yojana	1500/- annually	
16	Class 7	MukhyamantriKishoriSwasthKaryakram	300/- annually	
17	Class 8	MukhyamantriKishoriSwasthKaryakram	300/-	

			annually	Education
18	Class 9	MukhyamantriKishoriSwasthKaryakram	300/- annually	
19	Class 10	MukhyamantriKishoriSwasthKaryakram	300/- annually	
20	Class 11	MukhyamantriKishoriSwasthKaryakram	300/- annually	
21	Class 12	MukhyamantriKishoriSwasthKaryakram	300/- annually	
22	Intermediate (Class 12) pass unmarried girl	Mukhyamantri Balika (Intermediate) Protsahan Yojana	10000/- lumsum	
23	Graduate girl	Mukhyamantri Balika (Snatak) Protsahan Yojana	25000/- lumsum	
TOTAL Cash Benefit			54100/-	