



**SCHEDULED CASTE AND SCHEDULED TRIBES
WELFARE DEPARTMENT**

Block A, Officer's Hostel Bailey Road, Patna Pin-800001, Bihar
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REQUEST FOR PROPOSAL (RFP)

FOR SELECTION OF IT SOLUTION PROVIDER

**INTEGRATED SCHOOL MANAGEMENT IT SOLUTIONS AT ALL
SC&ST WELFARE DEPARTMENT SCHOOLS**

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1. DISCLAIMER

- i. The information contained in this Request for Proposal document (RFP) or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the Purchaser or any of their employees or advisers, is provided to bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
- ii. This RFP is not an agreement and is neither an offer nor invitation by the Purchaser to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Purchaser in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Purchaser, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
- iii. Information provided in this RFP to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- iv. The Purchaser, its employees and advisers make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.
- v. The Purchaser also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this RFP. The Authority may in its absolute discretion, but without being

under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

- vi. The issue of this RFP does not imply that the Purchaser is bound to select a bidder or to appoint the selected bidder, as the case may be, for the Project and the Purchaser reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
- vii. The bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an bidder in preparation of submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

2. IMPORTANT INFORMATION

IMPORTANT INFORMATION ABOUT THE RFP

Non Refundable Tender Cost	Rs.5000/- in cash or through demand draft from a scheduled bank/Nationalised bank, drawn in favour of “Director , Scheduled caste and Scheduled Tribes Welfare Department ”, payable at Patna.
EMD	Rs. 5,00,000/(Five Lakhs Only) in the form of Demand Draft /Bank Guarantee in favour of “Director, Scheduled caste and Scheduled Tribes Welfare Department ”,payable at Patna from any scheduled/nationalized bank.
Last Date of Submission of written queries on Bid document for pre bid conference	Any clarification and queries relating to tender document. Bidder s have to submit their written clarifications & queries on/before 17:00 hrs 10/06/2015. Bidder can submit their quarries by hand or by email on secy-welfare-bih@nic.in , directorscst@gmail.com
Pre bid Conference	At 16:00 hrs. on 11/06/2015 SC & ST Welfare Department Block A, Officer's Hostel Bailey Road, Patna Pin-800001, Bihar
Last date for submission of Bids	Up 15:00hrs on 23/06/2015
Opening of General Cum Technical Bids	15:30 hrs on 23/06/2015
Opening of Financial Bids	Only those bidders who qualified will be informed about the Financial bid opening dates.
Address for Communication	SC & ST Welfare Department Block A, Officer's Hostel Balley Road, Patna Pin-800001, Bihar
Contact Person	Shri Indrajit Mukherjee. Asst. Director (Computer) Mobile No :9304940484

3. LIST OF ABBREVIATIONS

CFC	Citizen Facilitation Center
CTI	Computer Telephonic Integration
DC	Data Center
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 Department
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	IT Service Management
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 Center
SLA	Service Level Agreement
SMS	Short Messaging Services
SMTP	Simple Mail Transfer Protocol
TCP /IP	Transmission Control Protocol/ Internet Protocol
UID	Unique Identification
SC&ST	SC&ST Welfare Department
VPN	Virtual Private Network
WAN	Wide Area Network
XML	Extensible Markup Language
Service Provider	Software Development Agency
SI	System Integrator

4. NOTICE INVITING TENDER



GOVERNMENT OF BIHAR

SCHEDULED CASTE AND SCHEDULED TRIBES WELFARE DEPARTMENT

Block A, Officer's Hostel Bailey Road, Patna Pin-800001, Bihar

FAX NO 0612- 2215265 PHONE NO 0612-2203707, 2217526

secy-welfare-bih@nic.in , directorscst@gmail.com Web: www.scstwelfare.bih.nic.in

NOTICE INVITING TENDER(NIT)

Sealed Tenders are invited in two bid system from reputed companies by the Scheduled Caste And Scheduled Tribes Welfare Département ,Government Of Bihar for an integrated school management IT solution at all SC&ST Schools of the Department of SC&ST Welfare on a turnkey basis.

Quotation forms including terms and conditions, specifications etc can be obtained from the office of Director, Scheduled Caste And Scheduled Tribes Welfare Département on all working days (Monday to Friday) between 11.00 hours to 16.00 hours by payment of a demand draft of Rs 5000/- drawn in favor of Director, Scheduled Caste And Scheduled Tribes Welfare Département Patna. It may also be downloaded from the website <http://scstwelfare.bih.nic.in>. In case of a downloaded form D.D of Rs 5000/- to be attached with the form.

The last date for submission of the completed bid will be on or before 15.00 hrs on 23-06-2015 and there will be a pre bid meeting on 11-06-2015. The bids will be opened on 23-06-2015 at 15.30 hrs in presence of the bidders or their authorized representatives.

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

Sd/-

Director

Scheduled Caste And Scheduled Tribes
Welfare Département

5. DEFINITIONS

- i. **"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.
- ii. **"Agreement"** means this Master Service Agreement together with the Service Level Agreement and the contents and specifications set out in all the volumes of the RFP; which constitute an integral and inseparable part of the Agreement.
- iii. **"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;
- iv. **"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 managing Director;
- v. **"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);
- vi. **"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;
- vii. **"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;

- viii. **"Disaster Recovery Centre" or "DRC"** means the centre that is designed to act as the Data Centre on occurrence of a disaster / non-functioning of the DC
"Deliverables" means the products, infrastructure and services required to be delivered by the Implementing Agency in pursuance of the Agreement as defined more elaborately in RFP in relation to the Project Implementation Phase and the Operations and Maintenance Phase and includes all documents related to the solution, user manual, business designs, training materials, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines and source code and all respective modifications ;
- ix. **"Effective Date"** means the date on which the MSA is signed by both the Parties;
- x. **"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;
- xi. **"Implementation Sites" or "Project Locations"** shall mean any or all the locations (including DC), where E-Scholarship Project is to be implemented by Implementing Agency pursuant to the Agreement;
- xii. **"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;
- xiii. **"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 Project Director, in the name of the Project Director.
- xiv. **"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.
- xv. **"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;
- xvi. **"Operations and Maintenance Phase"** means the phase in which O&M is to be carried out by the IA.
- xvii. **"PBG" or "Performance Guarantee" or "Performance Bank Guarantee"** shall mean

an unconditional and irrevocable bank guarantee provided by a Nationalized/ Scheduled Bank to Project 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;

- xviii. **"PMU"** means **Project Monitoring Unit** that would work as the extended arm of SC&ST Welfare Department to implement the project. It would be primarily responsible for supporting Government in supervising, monitoring and evaluating the **"Project Assets" or "Assets"** shall mean to include (i) Listed Assets and (ii) entire hardware and software, network or any other information technology infrastructure components used for the E-SCHOLARSHIP Project and other facilities leased / owned by the Implementing Agency to be used for the delivery of the Services pursuant to the Agreement.
- xix. **"Project Data"** means all proprietary or other data of the Project generated out of the Project operations and transactions, documents and related information including but not restricted to user data which the Implementing Agency obtains, possesses or processes in the context of providing the Services to the users pursuant to this MSA and the SLA;
- xx. **"Project Director,** means an officer of the Government of Bihar, who is to be responsible for discharging all the responsibilities under the computerization of Project.
- xxi. **"Project Implementation"** means the implementation of this Project as per the testing standards and acceptance criteria prescribed in the Agreement;
- xxii. **"Project Implementation Phase"** means the period between the Effective Date and the Go-Live date;
- xxiii. **"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;
- xxiv. **"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.
- xxv. **"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;

- xxvi. "**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 SC&ST Welfare sale and distribution, procured, installed, managed and operated by the Implementing Agency including the tools of information and communications technology;
- xxvii. "**Stakeholders**" means the Key Important stakeholders and other stakeholders, as defined in RFP and the citizens of India;
- xxviii. "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;
- xxix. "**Third Party Agency**" means the agency appointed by the Project Director for the purpose of certification of the hardware and software by conducting various types of tests.
- xxx. "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.

6. 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.
 - 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, Corporation/ Department 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 Corporation/Department tenders in future for a period of three years. General conditions

1. Late Bids

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

2. 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. Department shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms

3. 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 publish in the given website or via email.

4. Pre bid Conference (PBC)

- i. Tenderer shall hold a pre bid conference (PBC) after the sale of the RFP document as per schedule mentioned in this RFP. In this PBC, Tenderer would address the clarifications sought by the bidders with regard to the RFP document and the project. The bidders would be required to submit their queries to the Director SC&ST Department in writing to be received at least 1 days prior to the PBC or E-Mail at **secy-welfare-bih@nic.in** , **directorscst@gmail.com**. 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.

5. 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 Reference(s) (section number/ page)	Content of RFP requiring clarification	Points of clarification	
1.				
2.				

All enquiries should be sent either through email or Fax. 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.

6. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the 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.

7. Cost of Bid Document

The cost of Bid document is Rs. 5000/ Rupees Five thousand only, (Non refundable) the document will be available on website <http://scstwelfare.bih.nic.in>. The Fee of downloaded RFP document has to be submitted as a Demand Draft in favor of Director

SC&ST Welfare payable at Patna. Bidders who have deposited the fee of bid document will only be eligible to attend the pre bid conference.

8. 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 Demand Draft /Irrevocable Bank Guarantee (valid for six month) of any nationalized/ scheduled bank or drawn / deposited in favor of Director SC&ST Welfare. Patna EMD for the entire project Rs. 5,00,000/- (Rupees Five Lakhs only). 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 on Annual Basis renew every Year before expiry of Existing BG under this tender that the bidder has quoted in his Financial Bid. 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.

9. 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 Tenderer 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 Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tenderer on account of failure of the Bidder to know the local laws / conditions.
- 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.

10. 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.

11. 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 Bihar officers after office hours and/ or outside Bihar office premises, from the time of the bid opening till the time the Contract is awarded.

12. Bid validity

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

13. Period Of Project

This IT integration Project shall come into effect on the Effective date and shall continue for a period of Three years from the date of agreement and software Go-live, unless terminated earlier .The request and the response thereto shall be made in writing for extension term. The Performance Bank Guarantee provided shall also be suitably extended.Contract signed for Three Year and renew 2 year further after review.

14. 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.scstwelfare.bih.nic.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.

15. Arbitration

SC&ST Welfare Department 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.

16. 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.

17. 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.

18. 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 Vol. I 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.
- iv. Correction of Error**
- a. 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 initialed by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
 - b. Proposals will be checked by the Purchaser for any arithmetic errors during the evaluation of the Financial Proposal.

v. Prices and Price Information

- a. The Bidder shall quote a price for all the components, the services of the solution to meet the requirements as listed in the Volume I of this RFP. All the prices will be in Indian Rupees.
- b. 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.
- c. 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.
- d. The price would be inclusive of all taxes, duties, charges and levies as applicable
- e. 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.
- f. 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.
- g. 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.
- h. It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable.
- i. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.

19. 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.

7. GENERAL CONDITIONS :

7.1 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

7.2 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

7.3 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. SC&ST Department shall provide site readiness roadmap at the time of signing the contract. SC&ST Department shall provide site readiness roadmap at the time of signing the contract.

7.4 Approval / Clearances-

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

7.5 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 Department's omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.

7.6 Deemed Acceptance-

Any Deliverable(s) / Work Product(s) provided to the Department 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).

7.7 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

7.8 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 SC&ST Department and any decrease would be passed on to SC&ST Department by the bidder

8. OVERVIEW OF DEPARTMENT OF SC&ST WELFARE

The ST&SC Welfare Department is the nodal Department for the welfare of the Scheduled Caste and Scheduled Tribes of the state. The main task of SC&ST welfare Department is to ensure the economic ,educational and social up-liftment of persons belonging to Society's underprivileged sections as below :

1. Scheduled Caste
2. Scheduled Tribes

The department run lot of programs for providing better education facility, training, capacity building schemes for beneficiaries form these sections of society so that complete their rightful education and earn their breads. This will help them support their family and live a better life.

8.1 Key Objectives

SC&ST Welfare Department, Govt. of Bihar has embarked on ambitious plans for enabling in Bihar to deliver end-to-end services to its stakeholders in a user-centric way bringing about high levels of accountability and transparency in its service delivery supported by a high degree of efficiency and effectiveness in the department's internal operations.

The department is targeting to install e-Governance at the forefront in SC&ST Welfare Departments and other arms of Bihar by setting up strong IT infrastructure and using best-in class state level software solution for harnessing the benefits of Information and Communication Technology for improving the quality of services being delivered to the various stakeholders and optimizing MIS for better planning and implementation of policies and schemes.

Department is envisaging to procure a web-based State Level Software Solution on multi-tenancy catering to the requirements of the department is envisaged including applications and services through mobile devices as described in this document.

To implement the above recommendations, SC&ST Welfare Department, Govt. of Bihar, referred to as the purchaser, intends to engage a IT Integration and Software Development Agency, referred to as the vendor that will design, develop and implement the complete solution for Department as specified in the RFP document as well as operate & maintain it as specified in this RFP.

The SC&ST Welfare Department, Govt. of Bihar has ambitious plans to reach out to its citizens by providing integrated end-to-end services utilizing advanced tools of Information and Communication Technology (ICT) both for citizen-facing service delivery and back-office computerization. The idea is to provide integrated services to citizens in a transparent, effective and efficient manner to bring about high levels of citizen satisfaction. The primary goal of the project is to provide municipal services to citizens through online / Single Window service delivery channel and ensure accessible, convenient, transparent and timely delivery of services.

The main objective of this project is to help in strengthening and managing good governance by leveraging ICT to improve its internal processes to serve the citizens in an effective and efficient manner. E-Governance is a further step in this evolution that results in making the citizens a part of the process of governance through a consultative and inclusive approach. Implementation of the project is envisaged to bring substantial benefits to the stakeholders i.e. State SC&ST department, Corporation , SC&ST Schools and SC&ST Hostels ,Citizens/Business, Communities etc.

8.2 Expected benefits of the project can be listed as follows:

- a. Ease in Information accessibility to all the stakeholders
- b. Various services like online Scholarship management
- c. Computer Education in SC&ST Schools.
- d. Hostel Management and Canteen Management
- e. Better organizational planning, control and data analysis for simulation and future planning.
- f. On-line information retrieval of standing orders and administrative documents.
- g. Common information base across departments on a single integrated platform.
- h. Creation of effective management information system (MIS).
- i. Better mobilization and utilization of resources.
- j. Improvement in fund Allocations and Disbursement.
- k. Overall improvement in governance, delivery of services and citizen interface.
- l. Real time monitoring and reporting.
- m. Objectiveness in decision-making.
- n. Single repository of data at Data Center (DC) which could be helpful for administrative purposes.
- o. To establish an enabling environment to promote the usage of Information Communication Technology especially in rural areas.
- p. To create the digital Infrastructure in remotest corner of the state.
- q. To enable students to acquire skills needed for the digital world for higher studies and gainful employment.
- r. Promote critical thinking and analytical skills by developing self-learning skills.
- s. Promote Computer Aided learning Process in the SC&ST Schools

9. SCOPE OF WORK

Commissioning of School Management Software, Bio Matrix Solutions and providing Computer teachers for computer education at all SC&ST Schools Software solutions shall be based on open standards. The vendor shall be responsible for the integration of the Biometric attendance device to the central repository and its maintenance. Networking of the devices should be using Ethernet LAN/WAN with modem communication(using suitable External Hardware). Terminals shall be connected to the internet server using broadband/GPRS/3G. The system should be configured in a way to give reliable and authentic attendance output. It is in the interest of the bidder to fulfill the requirements of the system in a best possible way.

The bidders would give 3 year on-site warranty on **Bio Matrix Solution equipment** from the date of issuing of "installation Report" issued by the department. Acceptance Test Report issued by the department after successfully installation, commissioning of equipments and software. The equipment / software would continue to conform to the description and quality as specified for the period on all items from the date of delivery and verification of the said equipment to be purchased and that notwithstanding the fact that SC&ST Department GOB, may have inspected and/or approved the said equipment during the period of contract

9.1 Bio-Matrix Attendance System for All SC&ST Schools

It is envisaged to implement Biometric Attendance system for monitoring the attendance of employees of SC&ST Schools and Hostels. It is aimed to create transparency and accountability so as to make the functioning more efficient and effective. The system should be integrated with the central Server and Personnel Management System module of the application for tracking and storing the attendance information. The system should be ISO/IEC 19794/2 standard compliant and cater for the following modules. The same system should have interface with other related modules/sub modules of the proposed system like Accounts and Personnel Management System.

- i. **Enrollment Module** – This shall allow enrollment of employees of schools. The enrollment module will capture fingerprints of the employees. The master data for all the employees will be created at individual Schools level and the correctness of the data entered will be verified by the vendor.
- ii. **Transaction Module** – This module shall allow the users to mark their attendance at individual locations using fingerprint scanner and should track all entry & exit. First in time and Last out-time will be used to calculate the no. of hours.
- iii. **Data Storage & Transfer Module** – The attendance marked every day will be stored in the system. This module shall enable the storage & transfer of data as desired. Any updation (addition/deletion/modification) should be immediately reflected at all levels. The responsibility of data transfer and connectivity will be of the bidder.

- iv. **Reporting/MIS Module** – This module shall enable generation of various reports as required by department at various levels. It should be able to generate standard as well as ad-hoc reports.
- v. **Fingerprint Management Module** – This will involve the following:
 - vi. **Fingerprint Capturing**
 - vii. **Hot listing of fingerprints**
- viii. Fingerprints will be stored both in raw and template format and updation of records will be done on as and when required basis
- ix. Integration with Central Application: Email alerts/SMS should be sent to Supervisor and the employee for regularization of attendance either as leave or on-duty. Leave and holidays will be required to be captured by the system.

The vendor would be responsible for training of the staff for training on Bio-metric Attendance System.

9.2 Computer Education Programme at SC&ST Schools

The state of Bihar inhabits a large chunk of Scheduled Tribe (ST) and Scheduled Caste (SC) population. Low level of literacy among these communities has contributed to their socio-economic backwardness. Since education has prospects to reverse the disadvantaged position of these communities through augmenting their overall socio-economic situations, it is an apex priority of SC&ST Department to provide quality education to the children coming from these communities. The SC&ST, Department runs above 80 schools to provide primary, upper primary, secondary and senior secondary education to the children of SC and ST communities. Most of these schools are residential in nature that has helped impeding the dropout rates of children from these communities.

In consistence with the objectives of providing best educational opportunities to the students coming from the lower economic rung of ST and SC communities, the SC&ST Department is committed to equip the students under the coverage of its school with Information and Technology skills. The SC&ST Department is launching a scheme of providing computer literacy to the students of class VIth to XIIth in the schools run under the aegis of SC&ST Department, Government of Bihar.

- i. Under this scheme the students from above said classes and schools will be provided the basic computer literacy and skills on Windows, Word, Excel, PowerPoint, and Internet browsing , emails etc.
- ii. The SC&ST Department is seeking for shared computing solutions in which one PC/Server, loaded with the required set of applications and hardware setup, can be shared with a minimum of 8-10 work stations. The solution should support Windows multipoint server Operating System and work stations.

- iii. Recruit at least One Computer Instructor in One/Two schools under coverage. The minimum qualification for Computer Instructor will be BCA /B-TECH/Graduate with Post Graduate Diploma in Computer Application from a recognized Institute with 3 year Computer Training experience.
- iv. Prepare a detailed syllabus of the computer course to each of the class i.e. from class VIth to XIIth with detail of the study hours and time line of course implementation plan.
- v. Ensure that each of the students under coverage is acquiring the minimum competence level in computer application. (Assessment Criteria to be developed by the agency)
- vi. Give regular feedback to principals regarding students learning level, academic performance and level of competence students have achieved. (Quarterly Progress Report in prescribed format).Submit monthly progress report on the performance of the students to the Management , as per prescribed format.
- vii. Prepare a detailed syllabus of the computer course to each of the class i.e. from class VIth to XIIth with detail of the study hours and time line of course implementation plan.
- viii. Ensure that each of the students under coverage is acquiring the minimum competence level in computer application. (Assessment Criteria to be developed by the agency)
- ix. The bidder has to provide ready to use computer Lab with IT Trainers in 80 SC&ST School for Computer Education and Computer Aided Education.
- x. Selected bidder is responsible to deploy 1 Project manager
- xi. Selected bidder is responsible to deploy 2 Backup Support Personal
- xii. Bidder will be responsible to establish one call center with two phone line for help desk services
- xiii. Bidder will be responsible to maintain the computer lab at each SC&ST School, software applications and other IT infrastructure for a period of 3 years.
- xiv. Bidder will be responsible to design multimedia contents of the syllabus & requirement provided by the NCERT or Bihar School Education Board. Multimedia course content will be approved by the committee of subject experts constituted by Government of Bihar. Duration of multimedia content will be as per below table. Bidder will be responsible to provide educational software CD's (For Class 6th to 8th - 10 hr per subject Total- 50 hr , 9th -15 hr per subject Total- 75 hr, 10th class - 20 hr per subject Total-100 hr as per details mentioned in the RFP. For computer education 75 hr Total duration of Multimedia contents - 300 hrs) for below mentioned subjects.

S.No	Subject	Class	Duration
1	Science	6th to 8 th	10 hr
2	English	6th to 8 th	10 hr
3	Basic Computer Education	6th to 8 th	10 hr
4	Mathematics	6th to 8 th	10 hr
5	History and Geography	6th to 8 th	10 hr
6	Physics	9th	15 hr
7	Chemistry	9th	15 hr
8	Biology	9th	15 hr

9	Mathematics	9th	15 hr
10	Geography	9th	15 hr
11	Physics	10th	20 hr
12	Chemistry	10th	20 hr
13	Biology	10th	20 hr
14	Mathematics	10th	20 hr
15	Geography	10th	20 hr
16	Computer Education	8th ,9th 10th	50 hr
	Total		400 hrs

9.2.1.1 Education delivery:

- i. This would include costs towards facility management that includes, training, computer stationery during the project time, broadband connectivity, maintenance of hardware of computer Lab etc.
- ii. The price towards payment of salary / honorarium / compensation to the faculty appointed in each of the school where the program is implemented. It shall also include all statutory contributions of both employer and employee and deductions to be made as per the labor and Tax laws prevalent in the geography where the program is implemented. However the net salary / honorarium / compensation to be paid to the faculty shall not be less than Rs. 8000/-excluding the contributions and deductions mentioned above and any benefits in the shape of training or certifications.

9.2.1.2 Multimedia Based Educational Contents :

The bidder shall develop the multimedia educational content in English/Hindi language having following features. The related activities include.

- Understanding the requirement for developing and installation of customized Computer aided teaching and Computer Aided Learning product.
- Conceptualizing the multimedia content based on story lines, minimum 2D animation, interactive games, live coverage, real life example and riddles having good voice over etc.
- Planning in detail, the content development during Pre-production, Production and Post-production stages.
- Animation of Multimedia content should be a mixture of 2D/3D. The minimum time frame for 3D animations should be 30 second. Animation to be full screen display with 25 frames per second.
- The bidder will also provide multimedia educational content usage utility in order to assess the exact usage of content. The utility should generate subject-wise, class-wise and teacher-wise usage report of each hard -spot taught in the class room.
- User Interface : The proposed Multimedia Contents should be comprehensive learner centric and easy to use
- **GUI:** The proposed solution should be based on graphical user interface.
- **Learning Objective:** The Multimedia content should meet out all the academic objectives in respect of all the multimedia educational content.
- **Interactive:** Multimedia contents should provide many interactions during the use of Multimedia Educational Content. There should have a facility whereby a teacher/student

can stop at any point and restart after a pause from the same point in the topic. All modules should have pause, play, fast forward, index, assessment and rewind facilities.

- **Accuracy:** The contents should be clearly represented, structured and accurate
- **Voice Over:** The voice of Male and female experts be used during recording. The quality of voice over should be good, clear and audible
- If any technical/operational defects are found in the Multimedia Educational Content at any point of time (during the period of contract), the same will have to be rectified/replaced free of cost by the bidder. The bidder is also bound to make the necessary modification in the Multimedia educational content as per the feedback received from the teachers throughout the contract period
- The content developed will be the property of SC&ST Department Government of Bihar.

9.2.1.3 Education Software –Platform :

Bidder has to provide cloud enabled contents for education delivery:

1. Multimedia and other utilities and applications should reside in the machines and on the cloud so that additional content;
2. Latest applications etc can be easily and uniformly deployed across 80 SC&ST School with minimum effort. The utilities should be compatible with Basic Input output system of computers.
3. Security and reliability (Maintenance and repair) of the machines need to be monitored through a common unified access mechanism over the cloud and not only limited to machines.
4. An online performance monitoring platform should provide facility to track login and logout time with details about application used in the individual machines installed in SC&ST Schools. The admin login id of this monitoring tool needs to be provided by the bidder to SC&ST Department.
5. Management and control of usage, monitoring of the quality of education and learning will be monitored centrally by SC&ST Department and machines need to be configured for cloud based tools to achieve this goal.
6. Bidder will be responsible to transfer multimedia contents uploaded in the cloud platform to SC&ST Department Ltd after 3 years time period of the project.
7. The platform should provide to generate MIS application of usages of each and every machine of the network.
8. Remote Servicing of Software related issues.
9. Content Uploading facility in Server Platform.
10. Download facility of the contents from school Server computers.
11. The software application should provide feature of configuration management , problem management , change management helpdesk management & service level management.
12. Bidder will be responsible to transfer the software platform to server of SC&ST Department Ltd after three years of the Project.

9.3 School Management system

Online MIS-application tool for school management that includes following modules:

Modules Name	Feature Required	Compliance Yes/No
Masters	Subjects Fees/Fee Groups/Fee Amounts/Fee Slabs Combination Department Course Course Subjects Caste Caste Category Marks Grade Accounts Accounts Head Vendor	
Accounts School MIS	Students Expense MIS for food MIS for Student Cloths MIS for Student Medicine MIS for Study Material MIS for Professional Courses MIS for Computer Education MIS for Sports MIS for Cultural Program MIS for Library MIS for New Paper Expenses MIS for House Keeping Expenses MIS for Security Guard MIS for DG Backup Generator Diesel	
HR	Staff Salary Configuration Master Salary Payment Leave Configuration Master Apply Leave Leave Status Leaves Details	
Inventory Management	Category Location Items Purchase order Stock Update Purchase Return	
Library Master	Library Management Return Book Details Book Limit Book Stock Book Category Books Publishers Book Authors Book Locations Books	
Library Reports	Book Report All Book Report Due books Report	

	Book Location report Book Language Report Book Stock Report	
Student Information	Students Subject Marks Daily Attendance Promote students	
Student Report	Marks Card Marks Card Class wise Report Monthly Attendance Report Daily Attendance Report Student Daily Birthday Admission Report Student ID Card Student count Report Student Admitted In Current Academic Year Student Report Students Assignment Report	
Activity Manager	Activity Activity Group Student Activity Manager Teacher Activity Manager View Activity	
Parents/Students Menu	Feed Back Notice Board Assignments Events Holidays	
SMS and Email Alerts	Send messages – Students / Staff / Contacts / Activity Groups /Payments / Attendance / Marks Message Templates Message Sent Status	
Pre Admission Master	Pre Admission Admit Students Pre Admission Report Pre Admission Detail Report Admission Status report	
Dash Board	Current Login Users Upcoming Birthday's Upcoming Events Thought For the Day	
Widgets	Events Holidays Thoughts Contact Manager	
Photo Manager	Student Photo Staff Photo Book Photo	
Other Reports	Accounting Report Staff Report PF Report Salary Report Course Completed Students Salary slip report Caste Category Report Caste Category Report For College	
Student/Employee	Student absence through sms system	

Attendance Module	The biometric machine attachments Absent report generating daily/monthly/yearly basis Easily and automatic update student attendance on online school web portal Add and edit the present mark as per the requirement Employee attendance is easily manageable Create pre define monthly student attendance register Generate attendance or absent reports of the day/week/month/yearly basis Manage student and employee attendance day/week/month/yearly basis	
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9.4 Post-Implementation Phase / Operate and Maintain Phase

The Service 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. Service Provider shall provide the Operations and Maintenance Services for period of five years following the deployment and “Go-Live” of the complete solution in the offices.

9.5 Requirement for Adherence to Software Standards

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

Application	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)
Information Security	ISO 27001 certified System
Operation	ISO 9001 Certified
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.

10. SOLUTION ARCHITECTURE AND REQUIREMENTS

10.1 Solution Architecture

This section gives a brief introduction of overall solution architecture. The details of each component are described in subsequent sections. The following figure depicts the indicative multi-tiered or layered Solution architecture for SLSS that is built with the key principles of modularity, scalability and manageability. Each layer provides a distinct set of functionalities that is independent of the functionalities provided by the other layers. The individual layers and the functionalities they would provide are detailed below.

i. Client/ Access Layer

The client layer will consist of the required software components to be used by the end user as the front-end to access and use the underlying business applications for carrying out the required business activity. Typically the client layer will be a Personal Computer (PC) running a desktop operating system. The software component to access the underlying business applications will be a Web browser such as Internet Explorer or Mozilla Firefox or Chrome. The client desktops will be connected to the servers hosting the business applications either locally within the premises on a LAN (Local Area Network) or over longer distances on a WAN (Wide Area Network).

ii. Presentation Layer

Those software components that render the results of the business applications in a format that will be viewable by the end user form the Presentation layer components which will be typically web servers and Portal servers. There can be multiple web or portal servers serving different categories of users – Intranet portals or web servers which serve users within an Intranet and Internet portals or web servers which serve the general Internet users.

iii. Business Applications Layer

Applications layer will comprise of all relevant business applications of the SLSS. This container framework and its associated components will form the —Technology stack for the business components and they together will provide the necessary technology infrastructure to run the business applications. This shall consist of, an Application server, Rules engine, Workflow engine, Content Manager, etc.

iv. Integration Layer

This layer comprises of systems and software components that will integrate disparate applications to provide a complete business flow. Components deployed in the Integration layer will aid in smooth end-to-end data transfer and there by complete the business process. The communication between the disparate applications will happen by passing data in the form of synchronous or asynchronous messages.

v. Data Layer

The data layer is where all business critical data are stored in the form of databases and files. This layer will consist typically of the Database servers. Once the data is processed in the application layer, the same will be stored permanently in this layer. Since this layer

contains data which is critically important to the business of SC&ST s, it should be secure and direct access to servers on this layer should be highly restricted to allow only authorized users.

vi. Infrastructure Layer

The infrastructure layer will consist of all the physical systems that form part of the entire solution. They will comprise servers, storage subsystems, network devices, communication links, etc. In addition, this layer will also consist of software components that provide Directory services, Mail and messaging services, Document Management services, etc., in general.

vii. Security Layer

As the name implies, all security components form part of this layer. This will include the Internet and Intranet firewalls, Network IDS/IPS devices, two-factor authentication systems, single sign-on systems, etc. The components in this layer will encompass and govern all the layers described above.

viii. Management Layer

Like the Security layer, the Management layer will also encompass and govern all other layers. It will consist of software components and systems that will be required to manage and monitor all components deployed in each of the layers described above. It can be used to manage and monitor both software and hardware components. Thresholds and limits will be set for those components that are required to be monitored and the Management layer components continuously monitor and alert the administrators of any changes so that immediate corrective actions can be taken. The components deployed in this layer will help to correctly assess and monitor the Service levels of the business systems (hardware and software) that will be deployed for SC&ST s in Bihar.

11. PRE-QUALIFICATION CRITERIA

- A. The invitation for bids is open to all entities registered in India under companies act 1956 who fulfill prequalification criteria as specified below. Given that a wide variety of skills and resources are required to implement the Project, it is expected that a consortium of Companies may bid for the project. However, number of members in a consortium shall be restricted to maximum two companies. Both consortium partner must be an ISO 9001-2008 Certified Company/Organization.
- B. One of the members of the consortium should act as the lead bidder and be responsible to the Purchaser for discharging project responsibilities. The bid should contain details of all the members of the consortium including their legal status and specify their roles and responsibilities in the project. The members of the consortium shall enter into an Agreement for the purpose of submitting the proposal and the same shall be submitted with the proposal, failing which bid will be summarily rejected.
- C. Projects executed for bidder's own or bidder's group of companies or bidder's consortium companies shall not be considered.
- D. Bidder should be compliance with following all conditions:

#	Pre-Qualification Criteria	Document Required
1	The Bidders (Both Bidder in case of Consortium) must submit self attested copies of Service Tax, VAT , Company PAN Card, Incorporation under Company Act 1956 certificates.	Bidder Should submit copy of all certificates.
2	The Bidder (Lead Bidder in case of a Consortium) should be an established IT Solution Provider company, and should have been in operation for a period of at least 10 years as on March 31, 2014,	Bidder Should submit copy of Certificate of Incorporation under 1956 of companies act.
3	The bidder (Lead Bidder in case of a Consortium) must have an office in Patna, Bihar	Bidder should furnish an undertaking that the same would be established within one month of signing the contract. or submit relevant documents.
4	The Bidder (Lead Bidder in case of a Consortium), should be a profitable Bidder for the last three years as on 31st March 2015 and must have average Annual turnover of Rs. 25 Crores during last three financial years (as on 31 st March 2014) from IT business only	Bidder Should submit copy of audited accounts of the company for Yr 2011-12 , 2012-13, 2013-14. Signed by Statuary auditor of the company
5	The Bidder (Lead Bidder in case of a Consortium), should have a positive net worth.	Certificate should be signed by Statuary auditor of the company

6	The Bidder (Lead Bidder in case of a Consortium) must have been assessed and must possess a valid certification for CMMi Level 3 or better as on the date of submission of bid and the certificate should be valid.	Bidder Should submit valid copy of certificate.
7	The bidder (both members of the consortium) must have been assessed and must possess a valid ISO 9001:2008 or above certificate for IT Management Services for Information & Communications Technology Solutions, as on the date of submission of bid and the certificate should be valid.	Bidder Should submit valid copy of certificate.
8	The bidder (Lead Bidder in case of a Consortium) must possess a valid ISO 27001 certificate. as on the date of submission of bid and the certificate should be valid.	Bidder Should submit valid copy of certificate.
9	The bidder (Lead Bidder in case of consortium) must have prior experience of working on at least two (2) Application Software Projects for any Indian e-governance Project anywhere in India. Each project must be worth at least Rs. 100 Lakhs. Bidder must provide as a supporting documentary proof in form of work order and/or Completion Certificate. Project Executed/under Execution in Indian Government , Government PSUs, State Government will be Considered	Bidder Should submit valid copy of work order and agreement copy signed by customer.
10	The bidder (Lead Bidder in case of consortium) must have prior Experience to handle minimum 100 Manpower in multi-location Indian Government/PSUs/State Govt. setup and Project duration must be at-least three years. Project Executed /under Execution in Indian Government ,Government PSUs, State Government will be Considered.	Bidder Should submit valid copy of work order and agreement copy signed by customer.
11	The Bidder (or Lead Bidder in case of a Consortium) should have experience of implementation of at least two (2) turnkey IT projects for Indian Government/PSUs/State Govt (Involving software development & implementation with/Without Hardware procurement ,installation, Maintenance etc.) with a project cost each of Rs.05.00 Cr or above. Project	Bidder Should submit valid copy of work order and agreement copy signed by customer.

	Executed/under Execution in Indian Government, Government PSUs, State Government will be Considered.	
12	The Bidder (or Prime Bidder in case of a Consortium) should have at least 150 IT Professionals working on IT and IT Enabled Services (IT & ITES) on its rolls as on March 31, 2015	Bidder Should submit declaration from the HR Department of company.
13	The bidder should not have been blacklisted by any State / Central Government in India during last five years for corrupt, fraudulent or any other unethical business practices or for any other reason.	Bidder Should be submit the affidavit along with technical document
14	The Consortium partner must have at least one project in e-governance Project anywhere in India. The project must be worth at least Rs. 5 Cr. Project Executed/under Execution in Indian Government, Government PSUs, State Government will be Considered.	Bidder must provide as a supporting documentary proof in form of work order and/or Completion Certificate.

A Pre-Qualification Proposal needs to be submitted to conclusively demonstrate that the Bidder completely meets all the eligibility criteria mentioned above.

11.1 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.

11.2 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.

11.3 Evaluation of Pre-Qualification Bids

- 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 (Lead Bidder, in case of a Consortium bid) 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.

11.4 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 Bidder s 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.

11.5 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 70 (Seventy) 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 a oral/ written (e mail) communication.

11.6 Evaluation of Technical Bids

- a) The evaluation of the Technical bids will be carried out as follows for that Bidder s 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. Bidder s who scores 70% or more will qualify for the evaluation of their commercial bid.

11.7 Evaluation of Technical Proposals

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

S.no	Particulars	Max Score
1	Experience in web based Application Software Projects for India/State Government Departments /Corporations/ PSUs etc with Application software component value of Rs 100.00 Lakhs each. Application Software Order with order value of \geq01 Cr. = 03 Marks Application Software Order with order value of \geq 02 Cr. = 05 Marks Application Software Order with order value of \geq 05 Cr. = 10 Marks	10
2	Experience of implementation of turnkey IT projects for Government/PSU (involving Software development, Manpower Support & implementation only) or ICT School Training Program includes providing Computer Faculty in Govt Departments. Order with order value of \geq05 Cr. = 05 Marks Order with order value of \geq07 Cr. = 07 Marks Order with order value of \geq10 Cr. = 10 Marks	10

3	<p>Multi location State Wide (More than 80% District cover in state) rollout experience of e-governance project with Software, Hardware and manpower support in turnkey basis.</p> <p>Experience in >Five States = 15 Marks</p> <p>Experience in Four States = 12 Marks</p> <p>Experience in Three States = 09 Marks</p> <p>Experience in Two States = 06 Marks</p> <p>Experience in One State = 03 Marks</p>	15
4	<p>The Bidder should have domain knowledge and experience of executing assignment of providing Web Based Biometric Solutions to any multiple location (Minimum 5 Districts /5 States)in Government / PSU in India covering where the value of the assignment should be at least Rs. 10 Lacs.</p> <p>1 Project = 3 Marks</p> <p>2 Project = 5 Marks</p>	05
5	<p>Experience of providing good IT Technical resources in IT/IT Education projects for Bihar Government/Bihar Government/PSU/Govt Schools .Project duration should be more than 3 years.</p> <p>Order and Experience with >=50 Technical IT Manpower = 05 Marks</p> <p>Order and Experience with >=75 Technical IT Manpower = 7.5 Marks</p> <p>Order and Experience with >=100 Technical IT Manpower = 10 Marks</p>	10
6	<p>Understanding of the Project and conceptualization of the solution including functional requirements. Bidder shall give detailed write-ups on at least 2 case studies and the marking will be made based on this.</p>	20
7	<p>Design & Architecture of overall Proposed Solution (Proposed Tools, Technologies and Products, Availability, Scalability, Interoperability, Architectures).</p>	15
8	<p>Project Plan</p> <p><input type="checkbox"/>Comprehensiveness</p> <p><input type="checkbox"/>Training and Change Management Plan</p> <p><input type="checkbox"/>Conformance to timelines</p>	15
	Total Marks	100

11.8 Evaluation of Commercial Bid

Only the bidders, who score a total Technical score of 70 (Seventy) or more, will qualify for the evaluation of their commercial bids.

- a) The Commercial Bids of only the technically qualified bidders will be opened for evaluation. The bidder with lowest Total Commercial Quote (L1) will be awarded 100% score.
- b) Commercial Scores for other bidders will be evaluated using the following Formula:
- c) Commercial Score (C) = (Total Commercial Quote of L1/ Total Commercial Quote of the Bidder) X 100.

11.9 Determination of the Best value Bid

In determination of the best value bid, the following weightage shall be given for the technical and commercial scores of the bidders in a Quality and Cost Based Selection methodology (QCBS):

Technical Score: 70%

Commercial Score: 30%

For every Bidder the Final Total Score (F) will be calculated using the formula

$$F = 0.7 \times T + 0.3 \times C$$

The bidder with the best value of F shall be selected as the successful bidder.

12. ROLES AND RESPONSIBILITIES

#	Responsibly of Work	SC&ST Department	Service Provider or Service Provider
1	Infra Setup at Offices (PC+ Printer + UPS+ Furniture+ Scanner)	Y	
2	Space Allocation , Electric Power/solar / Gen set at Offices and HQ Minimum 5 hours per day	Y	
3	Hi speed Internet Connectivity (Min 1 MBPS)to Schools on MPLS /VSAT/BSWAN/OFC/Wi-Max for online access.	Y	
4	Online and Offline Application Development		Y
5	Backup and Recovery of Database		Y
6	Installation of Necessary System and application Software in Offices , HQ and in Service Provider Data Centre		Y
7	Bio-Matrix Device installation and Maintenance		Y
8	Providing of Software Content for Education Purpose of Schools		Y
9	Deployment Of Faculty at SC&ST Schools		Y
10	Maintenance of Application Software from the date of Go-Live		Y
11	Monitoring of work flow	Y	Y
12	Reporting on completion	Y	Y
13	Exit Management	Y	Y
14	Sign off Certificate on completion of Contract	Y	
15	Providing Project Management and support staff		Y

13. 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 for School Management and Attendance Management in SC&ST School	Approval of 13.1 + 16 Weeks
3	Delivery of Bio-Matrix Device and Solutions	T+ 6 Weeks
4	Set up Installation & commissioning of Bio-Matrix Device and Solutions	T+ 10 Weeks
5	User Acceptance	T+ 24 Weeks
6	Go live(Successful deployment of Application and User Acceptance)	T+ 26 Weeks
7	Training of the staff on application	T+ 6 Weeks
8	Deployment of Project Manager	T+ 4 Weeks
9	Deployment of Support Staff	T+ 6 Weeks
10	Deployment of Computer Teachers	T+ 8 Weeks
11	Supply of curriculum	T+10 Weeks
12	Set up Installation & commissioning of curriculum at all schools	T+15 Weeks

Note: - T means date of Issue of Signing of contract.

14. BILL OF MATERIALS

14.1 For SC&ST Schools

S.no	Descriptions of Items	Location of Supply	Qty
01	Bio-Metric Attendance system	All 80 SC&ST Schools	80
02	Electronic Content as per curriculum		80 schools
03	School Management Software		80 Schools
04	Computer Teachers as per qualification		55 Nos
05	Project Manager		01
06	Support Personals		02

14.2 Detail Specification as per BOM

S.no	Descriptions of Items	Detail Specification	
1	Bio-Metric Attendance system or better	Requirement	Specifications
		Fingerprint Capacity	3000
		Record Capacity	100000
		Identification Speed	<2 sec
		Sensor	Optical
		Display	3 Inch TFT Color Graphic Display
		Language	English, Spanish
		Voice	High Definition Voice
		Other Functions	SMS, Web Server
		Communication Mode	TCP/IP, RS.232/485, USB
		Wiegand	INPUT/OUTPUT
		Power	12V DC
		FAR	<0.0001 percent
		FRR	<1 percent
Card Reader	EM Card Reader		

2	<p>Electronic Content as per curriculum of 6th to 12th std</p>	<p>A. Computer Education : Under this scheme the students from above said classes and schools will be provided the basic computer literacy and skills on Windows, Word, Excel, PowerPoint, and Internet browsing , emails etc.</p> <p>B. Multimedia Based Educational Contents : The bidder shall develop the multimedia educational content in English/Hindi language having following features. The related activities include.</p> <ul style="list-style-type: none"> ▪ Understanding the requirement for developing and installation of customized Computer aided teaching and Computer Aided Learning product. ▪ Conceptualizing the multimedia content based on story lines, minimum 2D animation, interactive games, live coverage, real life example and riddles having good voice over etc. ▪ Planning in detail, the content development during Pre-production, Production and Post- production stages. ▪ Animation of Multimedia content should be a mixture of 2D/3D. The minimum time frame for 3D animations should be 30 second. Animation to be full screen display with 25 frames per second. ▪ The bidder will also provide multimedia educational content usage utility in order to assess the exact usage of content. The utility should generate subject-wise, class-wise and teacher-wise usage report of each hard -spot taught in the class room. ▪ User Interface : The proposed Multimedia Contents should be comprehensive learner centric and easy to use ▪ GUI: The proposed solution should be based on graphical user interface. ▪ Learning Objective: The Multimedia content should meet out all the academic objectives in respect of all the multimedia educational content. ▪ Interactive: Multimedia contents should provide many interactions during the use of Multimedia Educational Content. There should have a facility whereby a teacher/student can stop at any point and restart after a pause from the same point in the topic. All modules should have pause, play, fast forward, index, assessment and rewind facilities. ▪ Accuracy: The contents should be clearly represented, structured and accurate ▪ Voice Over: The voice of Male and female experts be used during recording. The quality of voice over should be good, clear and audible ▪ If any technical/operational defects are found in the Multimedia Educational Content at any point of time (during the period of
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contract), the same will have to be rectified/replaced free of cost by the bidder. The bidder is also bound to make the necessary modification in the Multimedia educational content as per the feedback received from the teachers throughout the contract period

- The content developed will be the property of SC&ST Department Government of Bihar.

C. Course Contents:

Bidder will be responsible to design multimedia contents of the syllabus & requirement provided by the NCERT or Bihar School Education Board. Multimedia course content will be approved by the committee of subject experts constituted by Government of Bihar. Duration of multimedia content will be as per below table. Bidder will be responsible to provide educational software CD's (For Class 6th to 8th - 10 hr per subject Total- 50 hr , 9th -15 hr per subject Total- 75 hr, 10th class - 20 hr per subject Total-100 hr as per details mentioned in the RFP. For computer education 75 hr Total duration of Multimedia contents - 300 hrs) for below mentioned subjects.

S.No	Subject	Class	Duration
1	Science	6th to 8 th	10 hr
2	English	6th to 8 th	10 hr
3	Basic Computer Education	6th to 8 th	30 hr
4	Mathematics	6th to 8 th	10 hr
5	History and Geography	6th to 8 th	10 hr
6	Physics	9th	15 hr
7	Chemistry	9th	15 hr
8	Biology	9th	15 hr
9	Mathematics	9th	15 hr
10	Geography	9th	15 hr
11	Physics	10th	20 hr
12	Chemistry	10th	20 hr
13	Biology	10th	20 hr
14	Mathematics	10th	20 hr
15	Geography	10th	20 hr
16	Computer Education	8th ,9th 10 th ,11 th ,12 th	50 hr

3	School Management system	Online MIS-application tool for monitoring of usage computers, logout time, login time of computers. Report generation Remote servicing of software. Contents uploading & up-gradation remotely from School Server
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#	Modules Name	Feature Required
3.1	Masters	Subjects Fees Fee Groups Fee Amounts

		Fee Slabs Combination Department Course Course Subjects Caste Caste Category Marks Grade Accounts Accounts Head Vendor
3.2	Accounts	Fee Payments Fee Payment Details Fee Payment Reconcile Account Payment Cash Master
3.3	HR	Staff Salary Configuration Master Salary Payment Leave Configuration Master Apply Leave Leave Status Leaves Details
3.4	Inventory Management	Category Location Items Purchase order Stock Update Purchase Return
3.5	Library Master	Library Management Return Book Details Book Limit Book Stock Book Category Books Publishers Book Authors Book Locations Books
3.6	Library Reports	Book Report All Book Report Due books Report Book Location report Book Language Report Book Stock Report
3.7	Student Information	Students Subject Marks Daily Attendance Promote students
3.8	Student Report	Marks Card Marks Card Class wise Report Monthly Attendance Report Daily Attendance Report

		<p>Student Daily Birthday Admission Report Student ID Card Student count Report Student Admitted In Current Academic Year Student Report Students Assignment Report</p>
3.9	Activity Manager	<p>Activity Activity Group Student Activity Manager Teacher Activity Manager View Activity</p>
3.10	Parents/Students Menu	<p>Feed Back Notice Board Assignments Events Holidays</p>
3.11	SMS and Email Alerts	<p>Send messages – Students / Staff / Contacts / Activity Groups /Payments / Attendance / Marks Message Templates Message Sent Status</p>
3.12	Pre Admission Master	<p>Pre Admission Admit Students Pre Admission Report Pre Admission Detail Report Admission Status report</p>
3.13	Dash Board	<p>Current Login Users Upcoming Birthday's Upcoming Events Thought For the Day</p>
3.14	Widgets	<p>Events Holidays Thoughts Contact Manager</p>
3.15	Photo Manager	<p>Student Photo Staff Photo Book Photo</p>
3.16	Other Reports	<p>Accounting Report Staff Report PF Report Salary Report Course Completed Students Salary slip report Caste Category Report Caste Category Report For College</p>
3.17	Student/Employee Attendance Module	<p>Student absence through sms system The biometric machine attachments Absent report generating daily/monthly/yearly basis Easily and automatic update student attendance on online school web portal Add and edit the present mark as per the requirement Employee attendance is easily manageable Create pre define monthly student attendance register</p>

		Generate attendance or absent reports of the day/week/month/yearly basis Manage student and employee attendance day/week/month/yearly basis
4	Computer Teachers as per qualification	Minimum Qualification- BCA/MCA or equivalent qualification from UGC approved university/ Graduate & Post Graduate diploma in computer Trainers should be conversant with Hindi /English Language.
5	Project Manager BE/B.Tech/MCA/ M.Tech Minimum 8+ Years of Related Experience.	<p>Area of Expertise:</p> <ul style="list-style-type: none"> • Experience of solution architecting for minimum 2 large IT turnkey projects involving delivery of G2C services from multiple locations (successfully deployed) • Hands on experience in Open Standard Platforms and Technologies • Strong experience in application of UML, Design Patterns in design and architecting of solutions • Conversant with Technology Platforms such as J2EE, XML etc. • Strong Database skills including Oracle, SQL Server, Open source databases etc. • Conversant with BPM & Portal suite of products. • Conversant with platforms, tools and frameworks used in application development • Experience on the use of software development best practices, tools and technologies. • Experience in Conducting Architectural & Design Reviews • Ability to identify the Co-existence and Interoperability Requirements. • The person must be well versed with documentation, design and process of BPR, SRS/FRS, Use cases and UAT implementation related deliverables. • Experience to identify performance, reliability, security & integration bottlenecks and suggest recommendations. • Assist department in technical evaluations of external agency proposals related to implementation of various schemes and initiatives. • Support in monitoring/ help establish suitable network/ IT infrastructure monitoring system at the State level. • Good communication and presentation skills
6	Executive Support	Minimum Qualification- BCA/MCA or equivalent qualification from UGC approved university / Graduate & Post Graduate diploma in computer Trainers should be conversant with Hindi /English Language.

15. 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.I No.	Indicative SLA Parameter	SLA Target
1	Availability of Computer Faculty Working Hours	95%
3	Online /Offline Software Availability	95%
5	Availability of Bio Matrix Solutions Device (Except notified and Approved downtime ie Maintenance of DC).	95%
6	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 SC&ST and IA shall final and bindings to all stakeholders.

16. COMMERCIAL BID COVERING LETTER

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: “Integrated School Management IT solution at all SC&ST Schools of the Department of SC&ST Welfare on a turnkey basis.”

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:

- 1. PRICE AND VALIDITY –Cost of all works/ services mentioned in “Scope of Work” and as per Bill of Material including the maintenance of 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 Director SC&ST Welfare , payable at Patna at for the sum of Rs. 5,00,000/- (Rs. Five 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 and as per Bill of Materials.

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:

17. DETAIL COMMERCIAL BID

17.1 Bio-Metric Attendance system

S.No	Description of Items/Services	Qty	Unit Rate	Taxes	Total Amount
1	Biometric Device for Web based attendance	80 Schools			
2	Web Based Software Development as per Scope work for Attendance Systems	80 Schools			
3	Installation Charges with LAN wiring 20 Mtr.	80 Schools			
	Total Amount				

17.2 Electronic Content as per curriculum

S.No	Description of Items/Services	Qty	Unit Rate	Taxes	Total Amount
1	Computer Education	80 Schools Computer Labs			
2	Multimedia Based Educational Contents	80 Schools Computer Labs			
3	Course Contents based on Bihar Borad NCERT curriculum from class 6 th to 12 th	80 Schools Computer Labs			
4	AMC Charges	3 Years			
	Total Amount				

17.3 School Management Software

S.No	Description of Items/Services	Qty	Unit Rate	Taxes	Total Amount
1	School Management Software Offline/Online	80 Schools			
2	Main Server School Management Software Offline/Online	SDC Bihar			
3	Installation Charges	80 Schools			
4	Oracle Enterprise database latest for Centralized management of School Software at State Data Centre	2 Lic			
5	Linux /Windows Server Latest with external Connector	01			
6	Installation Charges of School Software at State Data Centre	SDC Bihar			
7	ATS/AMC Support for 3 Years	3 Years			
	Total Amount				

17.4 Managed Services

S.No	Description of Items/Services	Qty	Month Rate	Annum Rate	3 Year Rates
1	Computer Teacher	55 Nos			
2	Project Manager	1			
3	Support Personal	2			
4	Travel Expense for School Teachers	55			
5	MISC Expenses	80 Schools			
	Sub Total				
	Service Tax				
	Total Amount				

17.5 Summary of Commercial Bid

S.No	Description of Items/Services	Total Cost
17.1	Bio-Metric Attendance system	
17.2	Electronic Content as per curriculum	
17.3	School Management Software	
17.4	Managed Services	
	Sub Total	
	Service Tax	
	Total Amount	

18. PAYMENT TERMS

#	Heads	Payment Terms
	Mobilization advance	10% Mobilization advance against Bank Guarantee
18.1	Bio-Metric Attendance system	A. 80% on Delivery after receipt of duly acknowledged delivery challan(s) and invoice(s) B. 10% on Installation, commissioning and verification thereof at the specified locations.
18.2	Electronic Content as per curriculum	A. 80% on Delivery after receipt of duly acknowledged delivery challan(s) and invoice(s) B. 10% on Installation, commissioning and verification thereof at the specified locations.
18.3	School Management Software	A. 20% on approval of SRS by Department B. 30% against supply of System Software. C. 30% on installation and Go live at SDC. D. 10% on Installation, commissioning and verification thereof at the specified locations.
18.4	Managed Services	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.

19. PROJECTED FACULTY REQUIREMENT FOR SC&ST SCHOOL

S.no	Divisions	SC&ST Schools	Schools	Total
1	Patna	Patna	3	2
2		Nalanda	3	2
3		Bhojpur	2	1
4		Rohtas	4	2
5		Buxar	1	1
6		Kaimur	8	4
7	Tirhut	Muzaffarpur	4	2
8		East Champaran	1	1
9		West Champaran	3	2
10		Sitamarhi	1	1
11		Sheohar	1	1
12		Vaishali	1	1
13	Saran	Saran	2	1
14		Siwan	1	1
15		Gopalganj	1	1
16	Darbhanga	Darbhanga	1	1
17		Madhubani	1	1
18		Begusarai	1	1
19		Samastipur	2	1
20	Kosi(Saharsa)	Saharsa	1	1
21		Madhepura	1	1
22		Supaul	1	1
23	Purnia	Purnia	3	2
24		Katihar	2	1
25		Araria	1	1
26		Kishanganj	1	1
27	Bhagalpur	Bhagalpur	1	1
28		Banka	1	1
29	Munger	Munger	1	1
30		Jamui	2	1
31		Khagaria	1	1
32		Lakhisarai	1	1
33		Sheikhpura	1	1
34	Magadh	Gaya	16	8
35		Nawada	3	2
36		Aurangabad,	1	1
37		Jehanabad	1	1
38		Arwal	1	1
		Total Manpower	80	55

*Manpower quantity may be increased /decreased as per actual assessment