



बिहार राज्य आवास बोर्ड,
६, सरदार पटेल मार्ग, पटना - 800015



Bihar State Housing Board,
6, Sardar Patel Marg, Patna - 800015

REQUEST FOR PROPOSAL (RFP)

FOR

TENDER AND RFP MANAGEMENT

For

**UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE
OF
BIHAR STATE HOUSING BOARD**

RFP Number – 01/ IT-BSHB/2019

Date – 16.07.2019

Terms and Conditions

1.1 Introduction

Bihar State Housing board (BSHB) represents a government authority constituted by the Government of Bihar under the Bihar State Housing Board Act, 1982 and is mandated with the development of various housing schemes & related infrastructural facilities in the state. The objective of the board is to ensure provision of quality housing accommodation at affordable prices for all sections of the society.

In this perspective to ensure quality delivery of services, BSHB has been mandated to modify all its manual services into IT enabled services. In this light it has become mandatory for board to hire agency/ firm who will provide management of Tender & RFP process.

The Bihar State Housing Board invites proposal for upgrading and creating a unified MIS, CRM, HR and website solution that will be based on latest technology and backed by cloud based application.

1.2 Important Information

Bid Security amount	Rs. 4 Lacs
Bid Validity	90 days from the date of submission of the bid
Bid Processing Fee including Cost of RFP (Non-refundable)	Rs 5,000 (Rupees Five Thousand only) to be paid through a Demand Draft in favor of Bihar State Housing Board payable at Patna (Includes cost of RFP)
Issue of RFP documents	From 16.07.2019 to 08.08.2019 (between 1000 hrs to 1700 Hrs) on working days
Pre Bid Meeting	23.07.2019 Time – 04.00 PM at Conference Hall, BSHB HQ, Patna.
Last date for submission of queries	26.07.2019 Time – 05.00 PM
Last date for Issue of addendum	02.08.2019
Last Date & time of Submission of Bids (Bid due date)	09.08.2019 at 15.00 Hrs
Date & time of opening of Technical Bids	09.08.2019 at 15.30 Hrs
Date and Time of opening of Financial Bid	To be Notified after opening of Technical Bid
Date and Time of signing of Contract Agreement	30 days from issue of LOA
Commencement of work	45 days from the date of issue of LOA or 15 days from signing of contract agreement whichever is earlier.
Completion period of the Work	6 Months

Address for Communication

Secretary, Bihar State Housing Board, 6, Sardar Patel Marg, Patna - 800015

RFP Document can be obtained from the **Samadhan Kendra, Bihar State Housing Board, 6, Sardar Patel Marg, Patna - 800015** and also can be obtained from the website www.bshb.in in between the prescribed dates provided in the advertisement. RFP will only be submitted duly completed in provided formats. Bid Processing Fees including Cost of the RFP should be deposited in the form of DD with the complete details; otherwise the participation of the bidder will be rejected out rightly.

Significant Points

- 1.3.1** Bidder must not have been blacklisted or penalized by any Central or State Govt. Agency or Judicial authority/ arbitration body.
- 1.3.2** The Bidder shall submit his TECHNICAL PACKAGE in two parts; Part-I shall consist of information/details of the Bidder and Part -II shall be the Technical Bid.
- 1.3.3** Desired RFP document consists of:
- Section-1-** Instruction to Bidders
 - Section-2-** Background information and Scope of work
 - Section-3-** Contractual Clauses
 - Section-4-** Terms of Reference
 - Section-5-** Standard Form & Format
- 1.3.4** Bidders may obtain further information/ clarification in respect of this tender from the office of the **Secretary, Bihar State Housing Board, 6, Sardar Patel Marg, Patna - 800015**
- 1.3.5** All Bidders are hereby cautioned that Bids containing any material deviation or reservation as described in "Instructions to Bidders" shall be considered as non-responsive and shall be summarily rejected.
- 1.3.6** Bihar State Housing Board reserves the right to accept or reject any or all Bids without assigning any reasons, No Bidder shall have any cause of action or claim against the BSHB for rejection of his Bid.

SECTION – 1

INSTRUCTIONS TO BIDDERS

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Section -1

INSTRUCTIONS TO BIDDERS

1. Important Points:

- a. Date and time of opening of Bid will be as given in Notice of RFP.
- b. Bid Security amount has been mentioned in RFP and is to be submitted with the completed Bid.
- c. Period for which the Bid is to be kept valid, 90 days from the last date for submission of Bid.
- d. Period of completion: - 6 months
- e. The total time period for the assignment will be for - 6 months

2. Eligibility to bid: This invitation is open to all those Bidders, who have been meet qualification Criteria given below:-

- (a) The bidder should be a company registered in India under companies Act 1956 and operating for the last Five years in IT / ITeS Services in Bihar as of 31st March 2019.
- (b) The bidder must have a registered office in India.
- (c) The bidder must have PAN and registered with GST.
- (d) The bidder should have a proven track record of successful implementation of at least one dynamic portal/web based application for any Government Department/Organization/Autonomous Body/PSUs/State Renewable Nodal Agency in India.
- (e) The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government/PSU.
- (f) The bidder must have an average turnover of not less than ₹1.0 crores in last three financial years ending with FY2018-2019. Audited balance sheet/CA Certificate will need to be submitted in support of this requirement.
- (g) The bidder must submit Tender document processing fee amounting to ₹5,000 (Five Thousand) in form of DD and Security Deposit amounting to ₹400,000/- (Four lakh) in shape of DD.

3. Disqualification: Even if a Bidder meets the criteria laid down, BSHB may order disqualification of the Bidder if the Bidder has:

- a. Made misleading or false representations in the forms, statements and attachments submitted or
- b. The Bidder has been blacklisted or penalized by any central or state government agency or judicial authority /arbitration body before or after the submission of applications at the EOI stage or after submission of this RFP
- c. Submitted more than one Proposal for the same site.

4. Contents of RFP Documents. RFP Document shall consist of the documents listed in Notice Inviting Proposal along with any schedules, addendum or corrigendum etc issued by BSHB for the purpose.

5. **Clarifications.** Bidders can seek clarifications to the RFP document by writing to at the mailing address indicated in Notice Inviting Proposal or by e-mail it@bshb.in respectively. BSHB will respond in writing to any request for clarification which is received prior to the dead line mentioned in Notice Inviting Proposal. Cleans response (including an explanation on the query but without identifying the source of the inquiry) will be uploaded on BSHB website. Only written BSHB uploaded response shall be considered as valid, which will form part of RFP document.
6. **Amendments to the RFP Document.**
- At any time prior to the deadline for the submission of Bids, BSHB may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the RFP by an amendment notice.
 - The said amendment in the form of an addendum/ corrigendum will be uploading on the website of BSHB (www.bshb.in).
 - The bidders are advised to visit website www.bshb.in regularly as all the information will be posted on website.
 - In order to allow Bidders reasonable time for preparing their Bids after taking into account such amendments, the BSHB may, at its discretion, extend the deadline for the submission of Bids.
7. **Bidder's responsibilities:**
- The Bidder is solely responsible for the preparation of Bids and details therein.
 - The Bidder is expected to examine carefully all the contents of RFP as mentioned in Notice Inviting Bids including instructions, conditions, forms, terms etc and factor the same into his Bid. Failure to comply with the requirements as detailed in these documents shall be at the Bidders own risk. Bids which are not responsive to the requirements of RFP will be rejected.
 - The Bidder shall be deemed to have inspected the Site and its surroundings and taken into account all relevant factors pertaining to the Site in the preparation and submission of the Bid.
 - The Bidder shall bear all costs associated with the preparation and submission of his Bid and BSHB will in no case be responsible or liable for these costs, regardless of outcome of the Bidding process.
8. **Documents Comprising the Bid :** The technical bid package, clearly labeled as "TECHNICAL BID PACKAGE", has to be submitted in two parts, Part-I shall consist of information conforming responsiveness and other information from Bidders as required under this RFP and Part -II shall consist of the Technical Bid.
- A. Part-I shall comprise the followings:**
- Covering letter for the Bid "Form of Bid
 - Checklist for the enclosed documents as per the format attached as (Checklist)
 - Demand Draft for Bid Processing Fee
 - Power of Attorney (in favour of the authorized signatory of the Bidder to submit Bid.
 - In case of a Group/Company :**
 - Power of Attorney in favour of the lead member
 - Memorandum of Understanding
- बिहार राज्य आवास बोर्ड (बिहार सरकार का उपक्रम)

- (f) Format for Contract Agreement
- (g) Initialed RFP document as listed in Notice Inviting Proposal

Where applicable, the Bidder should validate the data provided as above using suitable documentary evidence.

B. Part –II shall comprise the **Technical Proposal** and will be submitted

Note:

- i) List of documents has been prepared mainly for the convenience of the Bidders and any omission on the part of BSHB shall not absolve the Bidder of his responsibility of reading and understanding the various clauses in the RFP and to submit all the details specifically called for (or implied) in those clauses.
- ii) All documents issued for the purposes of Bidding as described in Notice Inviting Bids, and any amendments issued in accordance with this document shall be deemed as incorporated in the Bid.

C. Part – III shall comprise the Financial Proposal, as per given requirement

9. Language of Proposal:

The Bid and all related correspondence and documents relating to the Project shall be written in the English language.

10. Currency of Proposal:

All the payments for the project shall be made in Indian Rupees (INR) only.

11. Bid Security:

- a. The Earnest Money shall be deposited in the form of demand draft/ pay order/FDR in favour of **“Bihar State Housing Board”**, for an amount of Rs. 4 lacs (Four lakhs only) payable at **Patna**. The EMD for all the bidders shall be returned after the Project Management Consultancy has been appointed and project Earnest Money in converted in Bid Security.
- b. Earnest money as per NIT condition to be the form of Demand Draft of Nationalized/ Scheduled Banks must accompany with each tender and each tender should be submitted in sealed envelope in subscribed manner.
- c. The security deposit will be collected by deduction from the running bills of the consultant @5% (Five Percent) of the gross bill value and the earnest money deposited at the time of tenders will be treated as a part of the security deposit.
- d. The Bid Security shall be endorsed/pledged in favour of BSHB and shall be submitted in a separate envelope super scribed **“TENDER MANAGEMENT AND RFP MANAGEMENT”**
- e. Any Bid not accompanied by an acceptable Bid Security shall be treated as non-responsive by the BSHB and shall be summarily rejected.

- a. The Bid Security shall be forfeited -
 - i. If a Bidder withdraws his Bid after the last date for submission of Bid. or
 - ii. In the case of the Successful Bidder –
 - a. The Contract is not signed within the time limit as specified.
 - iii. The Bidder tries to influence the Bid process/ employees of BSHB/members of Evaluation Committee in any manner or breaches standards of ethics.

12. Bid Validity:

Bids shall be valid for a period as specified in Notice Inviting Bids. BSHB reserves the right to reject any Bid, which does not meet this requirement.

13. Extension of Bid Validity

Prior to the expiry of the original Bid Validity Period, BSHB may request Bidders to extend the Bid Validity Period for a specified additional period, if so required.

14. Format and Signing of Bid:

- a. Bid documents (Technical Package Part I and II) shall be stamped and signed on all pages by a person duly authorized to sign Bid documents. The Bidder shall also submit a Power of Attorney authorizing the person signing the documents.
- b. Entries to be filled in by the Bidder shall be typed or written in clear manner.
- c. The Bid shall be without alterations, overwriting, interlineations or erasures except those to accord with instructions issued by BSHB, or as necessary to correct errors made by the Bidder. All amendments/corrections shall be initialed by the person or persons signing the Bid.
- d. Full names, occupations and addresses of all witnesses and sureties shall be written below their signatures.

15. Sealing and Marking of Bids:

The Bidder shall follow the procedure as indicated below :

- a. Each Bid will be submitted in one set one marked "Original"
- b. Each set containing the two parts, TECHNICAL PACKAGE part I and part II shall be sealed in two separate envelopes clearly marked as "Original" and "Copy". The two envelopes shall be wrapped in an outer envelope addressed to Secretary, Bihar State Housing Board PATNA 800015. Duly super scribing on top, name of work and last date and time for submission. The envelope should also bear the name and address of the Bidder. Similarly financial Proposal shall be sealed in separate envelope and Clearly marked on top as "Financial Bids".
- c. No responsibility will be accepted by the BSHB for the misplacement of the bids that are not sealed or marked as per aforesaid instructions.

बिहार राज्य आवास बोर्ड (बिहार सरकार का उपक्रम)

16. SUBMISSION OF BIDS:

- a. Bids should be submitted to :

**Secretary
Bihar State Housing Board, 6,
Sardar Patel Marg, Patna**

- b. The last date for submission of completed Bids is given in Notice Inviting RFP. The BSHB may, at their discretion, extend this date, in which case all rights and obligations of the BSHB and the Bidder shall thereafter be subject to the new deadline as extended. If such nominated/ extended date for submission of Bid is subsequently declared as a Public Holiday, the next official working day shall be deemed as the date for submission of Bid.
- c. Bids shall be submitted by hand or through registered post or courier service at the address mentioned above. BSHB shall not take any cognizance and shall not be responsible for delay/loss in transit or non-submission of the Bid in time.
- e. Bids sent telegraphically or through other means of transmission, which cannot be delivered in a sealed envelope, shall be treated as defective, invalid and shall stand rejected.

17. Modifications/ Substitution/ Withdrawal of Bids:

- a. The Bidder may modify, substitute, and withdraw his submitted Bid after submission, provided that written notice of the modification, substitution, or withdrawal is received by BSHB on or before the last date for submission of Bids. No Bid shall be allowed to be modified, substituted, or withdrawn by the Bidder in any manner whatsoever thereafter.
- b. The modification, substitution, or withdrawal notice shall be prepared, sealed, marked, and delivered on or before the last date for submission of Bids, with the envelopes being additionally marked "MODIFICATION", "SUBSTITUTION" "WITHDRAWAL", as appropriate.
In case of complete substitution or withdrawal, the earlier document shall be returned unopened at the time of opening of Bids.

18. Bid Due Date:

- a. Bids should be submitted before the stipulated date and time as specified in Notice Inviting Bids.
- b. BSHB may at its sole discretion, extend the Bid due date by issuing an addendum. Addendum may be placed on website and bidder will be directly responsible to see the same and act upon.

19. Late Bids:

Any Bid received in office of the **Secretary, Bihar State Housing Board, Patna** after the deadline prescribed for submission of Bids in Notice Inviting Bids herein will be returned unopened to the Bidder.

20. Power of Attorney:

- a. Bidders shall submit a Power of Attorney, duly notarized and on a stamp paper of an appropriate value, in favor of the person signing the Bid documents. The said authority shall also include authority to make corrections/ modifications and interacting with BSHB and for acting as the contact person along with Part 1 of the technical Bid.
- b. In case of a Group/Company, the parties shall also submit a Power of Attorney for the appointment of the lead member and duly notarized. The lead member should authorize the authorized signatory of the Group.

21. Bid Opening:

- a. The Bids will be opened in the presence of the Bidders or their representatives who choose to attend on the date & time as mentioned in Notice Inviting RFP in the office of the **Secretary, Bihar State Housing Board, 6, Sardar Patel Marg, Patna-800015**. If such nominated date for opening of the Bid is subsequently declared as a public holiday, the next official working day shall be deemed as the date of opening of the Bid.
- b. The Bid which does not comply with one or more of the foregoing instructions may not be considered.
- c. On opening of the main Bid envelopes, it will be checked if they contain Technical Packages part I and II.
- d. The Bids will be examined to see if they are complete, and contain all documents as mentioned. If the documents do not meet the requirements of the RFP, a note will be recorded accordingly by BSHB and the said Bidder's Package will not be considered for further processing/evaluation.
- e. The Bidders name, the presence or absence of the requisite Bid Security and such other details as BSHB or his authorized representative, at his discretion, may consider appropriate will be announced at the time of Bid opening.

22. Determination of Responsiveness:

- a. Prior to the detailed evaluation of Bids, BSHB will determine whether each Bid is responsive to the requirements of RFP
- b. For the purpose of this Clause, a responsive Bid is one which is -
 - i. received by the Bid Due Date including any extension thereof, if any.
 - ii. signed, sealed and marked as stipulated
 - iii. accompanied by the Power(s) of Attorney
 - iv. contains all the information as requested in the RFP and in the required format
 - v. contains information in formats same as those specified in this RFP
 - vi. valid for the validity period
 - vii. accompanied by required fee for the RFP

- viii. accompanied by the Bid Security
- ix. Conforms to all the terms, conditions and specifications of RFP without material deviation or reservation. "Deviation" may include exceptions and exclusions. A material deviation or reservation is one which affects in any substantial way the scope, quality, performance or administration of the works to be undertaken by the Bidder under the Contract, or which limits, in any substantial way, BSHB's rights or the Bidders obligations under the Contract as provided for in RFP and/ or is of an essential condition, the rectification of which would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids at reasonable price.
- c. If a Bid is not substantially responsive to the requirements of RFP, it will be rejected by BSHB. The decision of the BSHB as to which of the Bids are not substantially responsive shall be final.

23. Evaluation of Bids :

General Information

- a. The bid process involves a three-stage evaluation namely, Pre-qualification, followed by the evaluation of the Technical bid and Financial bid.
- b. The bidder shall submit only one Proposal.
- c. Proposal should be in the specified format .Any other format shall not be acceptable.
- d. Proposals should be in English Language only.
- e. The Bidder is not permitted to modify, substitute or withdraw their Proposal after submission
- f. Bid should be valid for a period of 90 days from the date of submission
- g. The original Proposal shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be attested by the person or persons who sign(s) the Proposals.
- h. An authorized representative of the bidder should sign on all the pages of the Proposal. The representative's authorization should be confirmed by a written power of attorney or board resolution accompanying the Proposal.
- i. Bidders should specify the price of their services in Indian Rupee (INR) only.
- j. Authority reserves the right to accept or reject any/all bid without assigning any reason thereof, and to annul the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision. The decision of the competent authority would be final and binding on the bidders.
- k. All communication pertaining to this bid will be published in the designated website in case direct communication to bidders is not feasible, so it would be the bidders' responsibility to check website for such communication.

Proposal Submission

- a. All the bid documents sealed in separate envelopes will need to be submitted.
- b. Each envelope should be super scribed on the left hand side top corner as "Bid reference Number - XXXX" along with the name of project i.e. **Tender management and RFP management.**
- c. The bids must consist of the following documents:
 - a. Pre-qualification bid

बिहार राज्य आवास बोर्ड (बिहार सरकार का उपक्रम)

- b. Technical Proposal.
- c. Financial Proposal
- d. EMD as per RFP in a separate envelope to be submitted with the General bid.
- d. All the proposals should be sealed separately super scribed as “General Bid”, “Technical bid” and “Financial Bid” on the respective envelope along with the name of project and RFP reference number.
- e. Soft copies of Technical Proposal and presentation should be submitted in CD-ROM and all documents should be in PDF Format.
- f. Proposals should be comprehensive where necessary and unwanted material, including repetition of the bid document contents should be strictly avoided.

Bid Opening

- a. The bids that have been received within the specified deadline would be opened at the specified date and time as indicated.
- b. Bidder's representatives are free to be present at the time of bid opening.
- c. The bidders names and the presence or absence of requisite bid security and such other details considered appropriate, will be announced at the time of bid opening.
- d. Bids that do not contain necessary security amount or which has substantive material deficiencies shall be rejected upon opening.
- e. Bids received after the deadline (i.e. late bids) shall be returned unopened to the respective bidder.

Earnest Money Deposit

- a. Earnest money deposit: The proposal must be accompanied by earnest money deposit of **₹4,00,000/- (Rupees Four Lakh Only)** in the form of Demand Draft from any nationalized bank in favour of **Bihar State Housing Board Payable at Patna** without which the proposal will be rejected outright. Earnest money deposit will not be accepted in cash or any other form. No interest is payable on the amount of E.M.D.
- b. The Earnest money deposit will be refunded or returned (along with necessary endorsement for payment) to the bidders whose offers are not accepted by the **Bihar State Housing Board within one months** of the placing of final order to the successful bidder. However for the successful bidder, the Earnest money deposit so submitted will be refunded on submission of Bank guarantee against security deposit or as per the decision by the authority of Nodal Department. EMD of Bidders disqualified on pre-bid qualification will be returned on spot or within 15 days of bid opening.
- c. Non-acceptance of an award resulting from this bid process would entail forfeiture of the Earnest Money Deposit.

Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 90 days from the date of submission of Tender.

Award

- a. The contract will be awarded to the bidder who have quoted lowest among all the bidders.
- b. Prior to expiration of the period of bid validity (which is 90 days from date of

submission of bid), BSHB will notify the successful bidder in writing, that their proposal has been accepted.

c. BSHB and successful bidder will formalize the Contract Agreement that has been finalized

d. After the contract is formalized with the successful bidder, the BSHB will promptly notify other bidders on the shortlist that they were unsuccessful and return their Security Deposit.

e. Failure of the successful bidder to accept the correction of the errors as specified herein OR to sign the contract OR willful violation of the bid process shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Department may choose to award the work to the next highest scoring bidder or call for fresh bids.

Bid Evaluation

Bidders will be selected through **L1** Process and quoted price will be evaluated

Preliminary Scrutiny

a. Assessment of the eligibility criteria will be done to determine whether the proposal submitted conforms to all mandatory criteria specified to merit further evaluation.

b. Bids not conforming to such preliminary requirements will be prima facie rejected.

Evaluation of Technical Bid

a. Criteria for evaluation of technical bids have been specified above in this document.

b. All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.

c. The commercial bids of only the technically qualified bidders will be opened for further processing.

Evaluation of Financial Bid

a. The Financial Bids of the technically qualified bidders will be opened on a the prescribed date in the presence of bidder representatives

b. The bidder with lowest financial bid (L1) will be awarded.

c. The bid price will include all taxes and levies and shall be in Indian Rupees.

d. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

Only those applicants whose technical proposal for 60 marks or more out of 100 shall be considered technically qualified for opening of their financial bids. Marks assigned to the Technical Evaluation criteria area –

Sl.No.	DESCRIPTION	MARKS
01.	Relevant expertise for its assignment	60

बिहार राज्य आवास बोर्ड (बिहार सरकार का उपक्रम)

02.	The quality of methodology and work plan proposed	20
03.	Qualifications and competence of the key staff for the Assignment	20

- iii. The financial bid of Bidders whose technical bids are found unacceptable shall be returned unopened
- iv. BSHB shall notify all the technically qualified Bidders indicating the date, time and venue for opening of financial Bids.

24. Letter of Award:

The Successful Bidder would be notified in writing by BSHB by issuing the Letter of Award (LOA) in favor of the Bidder.

25. Signing of Agreement:

- a. BSHB shall prepare the Agreement in the Proforma included in this Document, duly incorporating all the terms of agreement between the two parties. Within 30 days from the date of issue of the Letter of Award the successful Bidder will be required to execute the Contract Agreement.
- b. One copy of the Agreement duly signed by the BSHB and the Consultant through their authorized signatories will be supplied by the BSHB to the Consultant.
- d. In case Successful Bidder does not sign the Contract with the BSHB, the BSHB reserves the right to award the work to the next lowest bidder or re-tender the project.

26. Conflict of Interest

- a. BSHB requires that Consultant provides professional, objective, and impartial advice and at all times hold the BSHB's interests paramount, strictly avoid conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.
 - (b) Without limitation on the generality of the foregoing, Consultant, and any of his affiliates, shall be considered to have a conflict of interest and shall not be hired, under any of the circumstances set forth below :
 - i. Conflicting activities: A firm that has been engaged by the BSHB to provide goods, works or Assignment/job other than consulting assignment/job for a project, and any of its affiliates, shall be disqualified from providing consulting assignment/job related to those goods, works or Assignment/job. Conversely, a firm hired to provide consulting assignment/job for the preparation or implementation of a project, and any of its

बिहार राज्य आवास बोर्ड (बिहार सरकार का उपक्रम)

affiliates, shall be disqualified from subsequently providing goods or works or assignment/job other than consulting assignment/job resulting from or directly related to the firm's consulting assignment/job. Other than consulting assignment/job are defined as those leading to a measurable physical output, for example surveys, exploratory drilling, aerial photography, and satellite imagery.

- ii. Conflicting relationships: A Consultant (including its Personnel and Sub-Consultants) that has a business or family relationship with a member of the BSHB's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment/job, (ii) the selection process for such assignment./job, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the BSHB throughout the selection process and the execution of the Contract.

27. Employment of Officers/ Retired Officers of BSHB

The Bidder(s), either at Proposal stage or during the execution stage shall not employ or attempt to employ any staff from current or past employees including retired employees of BSHB in any capacity unless such employee has completed at least two years post retirement/ resignation or had obtained a 'No Objection Certificate' specific to this effect from BSHB as the case may be.

28. Standards of ethics:

The BSHB desires that the Consultants should observe the highest standard of ethics during the selection and execution of such contracts.

29. In pursuance of the above objective, this policy defines, the terms set forth below as follows

- i. "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
- ii. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract,
- iii. "Collusive practice" means a scheme or arrangement between two or more consultants, with or without the knowledge of the BSHB, designed to establish prices at artificial noncompetitive levels.
- iv. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.

30. It is further provided that:-

- a. The BSHB will reject a proposal for award if it determines that the consultant recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;

- b. The BSHB will declare a consultant ineligible, either indefinitely or for a stated period of time, to be awarded a Government contract if it at any time determines that the consultant has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract

31. BSHB's right to accept any Bid and to reject any or all Bids –

- a. Notwithstanding anything above, BSHB reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders about the grounds for
- b. BSHB's action. BSHB reserves the right to cancel/annul the selection process, at any stage prior to the award of the Contract, in larger public interest, on account of the following:

- i. in case no Bid is received for the site,
- ii. occurrence of any event due to which it is not possible to proceed with the selection process
- iii. an evidence of a possible collaboration/mischief on part of Bidders, impacting the competition, objectivity and transparency of the selection process,
- iv. it is discovered that Bidders have breached standard of ethics as per clause 2.11
- v. any other reason, which in the opinion of the BSHB necessitates the cancellation of the selection process

a. On occurrence of any such event, BSHB shall notify all the Bidders for the Site within 7 days of such decision. BSHB shall also promptly return the Bid Security submitted by the all Bidders within 15 days of issue of such notice. BSHB is not obligated to provide any reason or clarification to any Bidder on this account. BSHB's liability under this clause is restricted to returning the Bid Security and no other reimbursements of costs/ expenses of any type shall be made by the BSHB on this account.

- i. The BSHB further reserves the right to re-tender the process or get the work done by a Government agency or Quasi Government agency if the BSHB is of the opinion that the bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses **(i) to(iv)** above.

SECTION-2

Background Information and scope of Work

2.1 Introduction:

- 2.1.1 Bihar State Housing Board is intended to award the work for the modernization and creation of a new unified ERP, CRM, HR and Website.
- 2.1.2 The Scope of Project Management Consultancy Services includes Consulting services for carrying out over-all supervision of all technical negotiations related to the project. In addition to carrying out supervision of all bid activities, the consultant shall supervise all development work of various stages of work in accordance to correct sequence of RFP of the main project etc related to the project implementation.
- 2.1.3 The Project work comprises of creating the Bid Documents, overseeing the bid and execution of the bid.

2.2 OBJECTIVES

The objectives of the Project Consultant are to represent the BSHB before the end-contractor of the project work to ensure the following:-

- i) High standards of quality assurance in the execution of the works;
- ii) The completion of the works within the stipulated time limit;
- iii) The comprehensive supervision of Project implementation activities carried out by the contractor;
- iv) The efficient development supervision by personnel who are experienced in modern technology and project management; and
- v) The application of reasonable and consistent design, construction and contractual resolutions of the contracts.

2.3 SCOPE OF WORK:

The role of the Project Consultant is to implement the project as a whole on following aspects:-

- a. To represent BSHB before the Contractor of the project work.
- b. Ensure high standard of quality assurance while development supervision.
- c. Complete responsible for the timely completion of the project
- d. Ensure complete compliance with the process, technical specifications and various requirement of the contractor Documents.
- e. Ensure Correct Audit of all development work at appropriate junctures

- f. Assist BSHB to get Environmental Clearance and monitor, check and ensure implementations of environmental policy aspect of the project.
- g. Recommend / Issue amendments to designs and drawings of Design DPR Consultants with their recommendations if essential during the construction as per site requirement.
- h. Assist BSHB'S representative in carrying out THIRD PARTY Quality Assurance, if required.
- i. Assist BSHB in Arbitration, if required.
- j. Completely responsible for supervision of installation as per delivery schedule, commissioning and handing over all admin details to the BSHB by the main contractor

SECTION-3

Contractual Clauses

The Contract Agreement for this engagement would contain the following key clauses:-

3.1. Term of Contract

This will include the period required to deliver the deliverables and other services specified in the terms of reference, including the duration of the support period (as may be applicable to this engagement).

3.2. Termination

a) Normal termination of the contract would happen at the end of the tenure. b) Pre-mature termination of the contract would happen in case of insolvency of bidder or due to conditions of material breach.

3.3. Effects of Termination

a) In the event of a pre-mature termination of this agreement by BSHB, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables.

b) Parties shall mutually agree upon a transition plan and comply with such a plan. The bidder agrees to extend full cooperation in supporting the transition process.

3.4. Scope of Work and Deliverables

This will be in conformity with the terms of reference specified in the RFP document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or such measurable criteria.

3.5. Fees and Payments

b) The total fees payable to the bidder including a milestone based payment as specified in the terms of reference would be specified. Such payments shall be inclusive of all taxes / levies and other out of pocket expenses. Rate of taxes will be applicable as the rate prevailing at the time of submission of Bill.

c) Payments for additional services in case of change in scope will also be specified.

d) In case of a *bona fide* dispute regarding any invoice, the BSHB shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

3.6. Ownership and Audit

a) Software including source code, licenses, technical documents and services obtained for the purpose of this engagement shall be in favour of the Department and shall be submitted to the BSHB on demand.

b) All records pertaining to this work shall be made available to the BSHB and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

3.7. Confidentiality

Bidder and its agents shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to Departmental data, wherever applicable. BSHB shall retain exclusive **intellectual property rights** to all artifacts to which BSHB has sovereign rights or **right to use** on a formalized agreement with another party if any cots software has been used in the application.

3.8. Indemnity

The bidder shall indemnify, defend and hold BSHB and their officers, employees, successors and assigns harmless from and against any and all losses arising from personal injury or claims by third parties pursuant to this agreement, including but not limited to any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided.

3.9. Force Majeure

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

3.10. Dispute Resolution

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavors. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed By BSHB for such purpose and abide by the decisions thereon. On non settlement of the dispute, same shall be referred to the Chairman of Bihar State Housing Board for his/her decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.

Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Patna, Bihar.

3.11. Governing Law and Jurisdiction

This agreement and all questions of its interpretation shall be construed in accordance with the Bihar State Housing Board Act 1982 with the High Court at Patna, Bihar having jurisdiction.

3.12. Scope Changes

Process to manage changes to scope of the engagement and its impact on technical matters, project schedule and costs shall be detailed out. Cost impact can be settled on the basis of agreed professional monthly rate.

3.13. Limitation of Implementation Agency (IA) liability towards BSHB

a. Except in case of gross negligence or willful misconduct on the part of the IA Team in executing the work or in carrying out the Services, the IA, with respect to damage caused by the IA to property and/or assets of BSHB or of any of BSHB vendors, shall not be liable to BSHB,

1. for any indirect or consequential loss or damage; and
2. for any direct loss or damage that is limited to Contract Value.

b. This limitation of liability shall not affect the IA liability, if any, for damage to Third Parties caused by the IA Team or any person or firm/company acting on behalf of the IA in executing the work or in carrying out the Services.

SECTION-4

Terms of Reference

4.1 Features of the Web Portal

1. Display of bilingual information in Hindi and English.
2. Interactive multimedia oriented home page design.
3. Design of the **UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE** as per the guideline of Govt. of India.
4. Compatible to all the browser like Chrome, Mozilla firefox, Internet Explorer, Safari, Opera.
5. Web portal should be Responsive i.e. compatible to Mobile, Tabs, i-Pad
6. Database driven website with CMS (Content Management System) and User Management to manage the requirement from Admin Interface by the multiple users.
7. Web portal should free from vulnerabilities

4.2 Scope of Work

- 4.2.1 **UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE** as per requirement
- 4.2.2 Migration of content of old website to new website
- 4.2.3 User Acceptance Test
- 4.2.4 Resolve all the Vulnerabilities found during security audit before Go-live of the website. Security audit will be done at least once in a year by any Cert-in empanelled firm/any other organization assigned by BSHB. However, bidder has to resolve all the Vulnerabilities found during security audit.
- 4.2.5 Installation of required software and hosting of website in a secured environment such as NIC etc. or any designated location
- 4.2.6 Optimization of the software time to time for better performance
- 4.2.7 Training on Content Management System to the officials of BSHB.
- 4.2.8 Support and maintenance of the portal for a period of 3 years from the date of Go-live
- 4.2.9 Refurbishment of website and softwares at appropriate interval.
- 4.2.10 Home page improvement, as may be necessary from time to time.
- 4.2.11 Making portal more accessible through popular search engines.

4.3 Support and Maintenance

Support and Maintenance will be provided by the Selected Agency for 3 years from the date of Go-live which will be renewed subject to the satisfactory performance.

4.4 Placing a Service Request

Service Requests will be directed and sent by our technical support team. These requests may be placed preferably by e-mail and can also be placed through telephone.

4.5 Security Audit

It is to be noted that the following is to be carried out for the web portal

1. BSHB will engage any Cert-in Empanelled firm/ IITs/IITs / any other organisation to make security audit of websites and provide Safe to Host Certificate .
2. The Selected bidder has to resolve all the security vulnerabilities found during security audit.
3. Web-enabled Application is to be audited as per government norms and standards.

4.6 Content Migration

After development of **UNIFIED MIS, CRM AND WEBSITE**, the bidder should migrate the existing content from old website of BSHB and place it at required place in new website.

4.7 Training

The bidder should provide adequate training to the concern staffs of the BSHB on entire functionality of the application software. The venue of such training programme will be at Patna HQ. After completion of one year from the date of Go-live, the bidder should carry out another round of refresher training to the officials of BSHB.

4.8 Software License

The list of third party software licenses (like Database, application server etc.) required for the development and hosting proposed **UNIFIED MIS, CRM AND WEBSITE** shall be provided to **BSHB by the selected bidder without any cost to BSHB**. However, if the software is open source then a stable version should be identified by the bidder.

4.9 Project Documentation

The bidder shall create / update and maintain all project documents that would be submitted to BSHB after User Acceptance Test. Any subsequent approved changes to the requirements / design shall be incorporated into the documents and submitted to BSHB. Project documents include but are not limited to the following:

- i. Latest version of Source Code
- ii. SRS documents. For all the new requirements/modification in existing process, bidder shall conduct a detailed system study and update the SRS documents.
- iii. Test Plans and Reports
- iv. Issue Logs
- v. User Manual
- vi. Software and Website Installation & Configuration Manual
- vii. Service Provider shall submit a list of deliverables that they would submit based on the methodology they propose. All project documents are to be kept up-to-date (updated every Three months) during the course of the project.

4.10 Acceptance, Certification and Roll-out

As this project involves both the development and hosting of the web site the following points related to Acceptance, Certification and Go-live shall be considered:-

- a) An acceptance test plan along with test cases and expected results traced to the requirements shall be provided during the development and the same shall be accepted by the BSHB.
- b) BSHB shall constitute a team of users who will facilitate the test process, but the bidder's personnel shall carry out the tests.
- c) After development of website, BSHB will issue User Acceptance Test (UAT) to the bidder.
- d) After UAT, the website will be security audited by an agency identified by BSHB
- e) The pre-requisite for the software to be accepted is that it should have ZERO Severity Level defects and should be audited and certified by the **Security Audit Organisation empanelled under Cert-in**
- f) Hosting of the solution should be carried out after the user acceptance testing and security certification has been successfully completed and the same will need to be factored in the work (project) plan.
- g) After hosting, the **UNIFIED MIS, CRM AND WEBSITE** will be declared as "Go-Live"

4.11 Contents of technical bid

The bidder should give details of the project methodology to be followed, technology architecture (with details of technology, software versions etc), project plan etc. in technical bid document. A soft copy of technical bid (in CD-R) should be enclosed in technical bid envelope.

4.12 Timelines for Project Implementation with the milestones and deliverables

Sl#	Deliverables	Time-Line [Days]
UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE		
T1	Prototype presentation (3 in number to select one for deployment)	T0+15
T2	Integration of the CMS with the portal	T1+30
T3	UAT and Cyber Security Audit	T2+30
T4	Training ,Content up-gradation and make it live	T3+15

Note: T0 stands for the date of giving Lol/Purchase order.

4.13 Payment term and Mile Stone:

Desirable Timelines for Project Implementation with the milestones deliverables

Sl#	Milestones	Payment %
UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE		
1	After go live	30%
2	Rest 50% to be paid after successfully running of web site for a period three months from go live of the project	50%
3	Rest to be paid after successfully running of web site for a period twelve months from go live of the project	20%
Annual Maintenance Cost		
4	Cost of Annual Maintenance cost will be paid yearly basis from the date of Go-live	100% of AMC cost after completion of each year
Software Enhancement Service		
5	Software Enhancement cost will be paid on the man month rate as per actual	100% after completion of respective activity

SECTION-5

Standard Forms and Formats

Pre-qualification bid**5A-1****: Pre-Qualification Bid Checklist**

S.NO	Criteria	Documents Required
1.	The bidder should be a company registered in India under companies Act 1956 and operating for the last Five years in IT/ITeS Services in Bihar as of 31st March 2019.	Copy of Certificate of Registration
2.	The bidder must have a registered office in the state of Bihar.	Trade Licence/Leased agreement/any other documentary proof
3.	The bidder must have PAN and registered with GST.	Copy of PAN & GST
4.	The bidder should have a proven track record of successful implementation of at least one dynamic portal/web based application for any Govt Department/Organisation/Autonomous Body/PSUs in India.	Work Order + Self Certificate of Completion
5.	The bidder must have an average turnover of not less than ₹1.0 crores in last three financial years ending with FY2018-2019. Audited balance sheet/CA Certificate will need to be submitted in support of this requirement.	Audited Balance Sheet/CA Certificate of 3 years
6.	RFP document fee amounting to ₹ 5,000 in shape of DD and EMD amounting to ₹4,00,000/- in shape of DD	Demand Draft
7.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government/PSU.	Declaration from Authorised Signatory as mentioned
8.	Authorised signatory of the bidder	Declaration in letter head
9.	Acceptance of Terms and condition	5A3
10.	Particulars of Bidder	5A4
11.	The bidder should have a minimum strength of 50 I.T. professionals with the company.	Self Certificate from HR confirming the same.
12.	To get the Concessional benefits as per the clause 2.7	Copy of Certificate of Registration in NSIC/DIC/OSIC

Self Declaration: Not Blacklisted (in company letterhead)

5A-2

To,

The Secretary
Bihar State Housing Board, 6, Sardar Patel Marg
Patna - 800015, BIHAR

Sir/Madam

In response to the RFP Ref.No.: XXXXX for RFP titled "TENDER AND RFP MANAGEMENT For UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE OF BIHAR STATE HOUSING BOARD", as an owner/ partner/ Director of (organization name)___I/ We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Name of the Bidder:

Authorised Signatory:

Signature:

Seal:

Date:

Place:

Bidder's Authorisation Certificate

5A-3

(Company letter head)

To,

The Secretary
Bihar State Housing Board, 6, Sardar Patel Marg
Patna - 800015, BIHAR

Bid Ref No :XXXXXX

<Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

Acceptance of Terms & Conditions/Clauses

5A-4

(in Company letterhead)

To

The Secretary
Bihar State Housing Board, 6, Sardar Patel Marg
Patna - 800015, BIHAR

Sir,

I have carefully and thoroughly gone through the Terms & Conditions contained in the RFP Document
[No. XXXXXX] regarding
“TENDER AND RFP MANAGEMENT

For

**UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE
OF
BIHAR STATE HOUSING BOARD".**

I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Thanking you,

Name of the Bidder:

Authorised Signatory:

Signature:

Seal:

Date:

Place:

बिहार राज्य आवास बोर्ड (बिहार सरकार का उपक्रम)

Particulars of the bidder

5A-5

S No.	Information Sought	Details to be Furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited etc)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax	
8	Contact Person: Name Address eMail Phone Nos Mobile Number	

Technical Bid Formats
Technical Bid Checklist

5A-6

Sl. No	Criteria	Documents Required
1.	Technical bid Cover letter	Annexure-5A7
2.	Certificate of Conformity and Non-Deviation	Annexure-5A8
3.	Format for fairness of documents	Annexure-5A9
4.	Should have turnover of more than ₹1 Crores (average of last 3 years ending with 31.03.2019)	Audited Balance Sheet/CA Certificate of 3 years
5.	Experience of development & implementation Web portal/Web based applications in Govt. Sector (order value more than ₹ 10 lakhs will be considered)	Work Order + Self Certificate of Completion along with Annexure-5A10
6.	The bidder should have 15 Technical Resources [BE/B.Tech/MCA/M.Tech]	Self Certificate from HR confirming the same.
7.	Technical Bid	As per ToR and evaluation Criteria mentioned

Technical Cover Letter

5A-7

To

The Secretary
Bihar State Housing Board, 6, Sardar Patel Marg
Patna - 800015, BIHAR

Subject: Submission of the Technical bid for “TENDER AND RFP MANAGEMENT For UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE OF BIHAR STATE HOUSING BOARD”

Bid Reference No - XXXXX

Dear Sir/Madam,

We, the undersigned, offer to provide solution to BSHB in response to the RFP for “TENDER AND RFP MANAGEMENT For UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE OF BIHAR STATE HOUSING BOARD”

We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in the RFP Document.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Certificate of Conformity and Non-Deviation

5A-8

(Company Letterhead)

To,

The Secretary
Bihar State Housing Board, 6, Sardar Patel Marg
Patna - 800015, BIHAR

Bid Reference No :XXXXXX

This is to certify that, the specifications of Software & Services which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the specifications of the Tender document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the tender document and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the execution of the project, to meet the desired Standards set out in the Tender Document.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization:

Date:

Place:

(Company letterhead)

To,

The Secretary
Bihar State Housing Board, 6, Sardar Patel Marg
Patna - 800015, BIHAR

Sir/Madam

In response to the RFP Ref. No. XXXXX for RFP titled "TENDER AND RFP MANAGEMENT For UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE OF BIHAR STATE HOUSING BOARD" As an owner/ partner/ Director of....., I/ We hereby declare that any documents or information submitted under this bid is without any doubt, true and fair, to the best of my/our knowledge.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

Format for Citations of the projects required to be evaluated for Technical evaluation

5A-10

<i>General Information</i>	
Name of Project	
BSHB for which the project was executed	
Name and contact details of the BSHB	
<i>Project Details</i>	
Description of the project	
Outcomes of the project (Completed/ in progress)	
<i>Other Details</i>	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project	<i>Start Date...../...../.....</i> <i>End Date/...../.....</i>
Security Certification (Details)	
Other Relevant Information	
<i>Mandatory Supporting Documents:</i>	

To

The Secretary
Bihar State Housing Board, 6, Sardar Patel Marg
Patna - 800015, BIHAR

Sir/Madam

Subject: TENDER AND RFP MANAGEMENT For UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE OF BIHAR STATE HOUSING BOARD (bid reference no -XXXXXX)

Dear Sir/Madam,

We, the undersigned, offer for TENDER AND RFP MANAGEMENT For UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE OF BIHAR STATE HOUSING BOARD vide RFP No. ----- and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>> inclusive of taxes and duties.

1. PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 90 days from the date of opening of the Bid.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your clauses in RFP/Tender document.

4. QUALIFYING DATA

We confirm having submitted the information as required by you in your RFP. In case you require any other further information/ documentary proof in this regard before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

बिहार राज्य आवास बोर्ड (बिहार सरकार का उपक्रम)

5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

6. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the clause of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

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

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Commercial Bid Format (in company letter head)

5A-12

In online only in price format. Liable to be rejected without consideration of price, if hard copy submitted in any mode.

SI No. (1)	Description (2)	Amount (3)	Quantity (4)	Total Cost (5) (3+4)
1	Web Portal Development as per Terms of Reference as mentioned above with annual support for one year from date of Go-live			
2	Annual Maintenance Cost for 2 nd Year			
3	Annual Maintenance Cost for 3 rd Year			
4	Cost Per Man month for Software Enhancement Service (Change Request)		10 Man month	
5	Any other cost, please specify			
Sub Total				
GST				
Grand Total				
Grand total in words				

Signature

Seal of Bidder

Place:

बिहार राज्य आवास बोर्ड (बिहार सरकार का उपक्रम)



Bihar State Housing Board

Under the Urban Development and Housing Department

Government of Bihar

6, Sardar Patel Marg, Patna - 800015, BIHAR

Website : www.bshb.in E-mail : secretary.bshb@gmail.com, it@bshb.in

REQUEST FOR PROPOSAL

FOR

TENDER AND RFP MANAGEMENT

For

UPDATION AND CREATION OF UNIFIED MIS, CRM AND WEBSITE

OF

BIHAR STATE HOUSING BOARD

(RFP Number – 01/IT-BSHB/2019)

Letter Number -

Date-

Bihar State Housing board (BSHB) is a government undertaking authority constituted by the Government of Bihar under the Bihar State Housing Board act, 1982 and is mandated with the development of various housing schemes & related infrastructural facilities in the state. The objective of the board is to ensure provision of quality housing accommodation at affordable prices for all sections of the society.

In this perspective to ensure quality delivery of services, BSHB has been mandated to modify all its manual services into IT enabled services. In this light it has become mandatory for board to hire agency/firm who will provide management of Tender & RFP process.

The Bihar State Housing Board invites proposal for upgrading and creating a unified MIS, CRM, HR and website solution that will be based on latest technology and backed by cloud based application, as per the following schedule ;

Bid Security amount	Rs. 4 Lacs
Bid Validity	90 days from the date of submission of the bid
Bid Processing Fee (Non-refundable)	Rs 5,000 (Rupees Five Thousand only) to be paid through a Demand Draft in favor of Bihar State Housing Board payable at Patna
Issue of RFP documents	From 16.07.2019 to 08.08.2019 (between 1000 hrs to 1700 Hrs) on working days
Pre Bid Meeting	23.07.2019 on 04:00PM at Conference Hall, Bihar State Housing Board Headquarter, 6, Sardar Patel Marg, Patna - 800015
Last date for submission of queries	26.07.2019 at 5PM
Last date for Issue of addendum	02.08.2019
Last Date & time of Submission of Bids (Bid due date)	09.08.2019 at 15.00 Hrs
Date & time of opening of Technical Bids	09.08.2019 at 15.30 Hrs
Date & time of opening of Technical Bids	To be notified after opening of Technical Bid

बिहार राज्य आवास बोर्ड (बिहार सरकार का उपक्रम)

Date and Time of signing of Contract Agreement	30 days from issue of LOA
Commencement of work	45 days from the date of issue of LOA or 15 days from signing of contract agreement whichever is earlier.
Completion period of the Work	6 Months
Address for Communication	Secretary, Bihar State Housing Board, 6, Sardar Patel Marg, Patna - 800015

RFP Document can be obtained from the **Samadhan Kendra, Bihar State Housing Board, 6, Sardar Patel Marg, Patna - 800015** and also can be obtained from the website www.bshb.in in between the prescribed dates provided in the advertisement. RFP will only be submitted duly completed in provided formats. Bid Processing Fees including Cost of the RFP should be deposited in the form of DD with the complete details; otherwise the participation of the bidder will be rejected out rightly.

Bidders may obtain further information/ clarification in respect of this RFP from the office of the **Secretary, Bihar State Housing Board, 6, Sardar Patel Marg, Patna - 800015**

Please visit www.bshb.in/currentTenders.aspx for more details.

Secretary
Bihar State Housing Board
Patna

Memo-

Date -

- Copy to,**
- The Administrative Officer, Bihar State Housing Board** is hereby directed to publish the advertisement in daily newspapers and website of BSHB (www.bshb.in). Also do necessary action in regard of effectuation of the aforesaid work.
 - Incharge of Samadhan Kendra** is hereby directed to provide hard copies of RFP to the prospective bidders.

Secretary
Bihar State Housing Board
Patna