



बिहार सरकार

**GOVERNMENT OF BIHAR  
BIHAR RAJYA MADHAYAN BHOJAN  
YOJANA SAMITI  
(EDUCATION DEPARTMENT)**



**NIT No- 01/1235/2021-22**

**Dated 02.09.21**

**Tender Title:- Request for Proposal for online Web based Monitoring and Management Software for Mid Day Meal Scheme of the Bihar Rajya Madhayan Bhojan Yojana Samiti (BRMBYS)**

**Important Information:-**

**DATE OF ISSUE: - 02.09.2021**

**CONTRACT PERIOD: - Three Years**

**EARNEST MONEY DEPOSIT: - Rs.100000/- (One Lakh) Payable along with the bid.**

**RFP DOCUMENT FEE: - Rs.5000/- (FIVE THOUSAND) (Non Refundable) Payable along with the bid.**

**PRE-BID MEETING: - 24.09.2021 at 5.00 PM (Conference Hall M.D.M)**

**LAST DATE OF SUBMISSION OF BID: 22.10.2021 till 3.00 P.M**

**TECHNICAL BID OPENING: 22.10.2021 at 4.00 P.M**

**TECHNICAL PRESENTATION: To be Informed later**

**OPENING OF FINANCIAL BIDS OF TECHNICALLY QUALIFIED BIDDERS: To be Informed later**

**Secretary**

**Bihar Rajya Madhayan Bhojan Yojana Samiti,**

**-Cum-**

**Director,**

**Mid-Day Meal**

**Education Department, Govt. of Bihar**

**Premises of Bihar state text Book Publishing Corporation Ltd,**

**Budh Marg, Patna – 800 001**

**Phone: (0612)-2231007, 2230025, 2231005**

**Email: [mdmsbihar@gmail.com](mailto:mdmsbihar@gmail.com)**

Note – i) Interested tenderers may obtain further information about this Notice Inviting Tender (NIT) from the office of the Secretary, Bihar Rajya Madhayan Bhojan Yojana Samiti,-Cum-Director, Mid-Day Meal, Education Department, , Premises of Bihar state text Book Publishing Corporation Ltd, Budh Marg, Patna .

ii) All prospective tenderers may attend the Pre-bid meeting. The venue, date and time are indicated in Schedule of Events. For further enquiry and information, please contact to the following person during office hours 9:30 AM to 6:00 PM- Shri Digvijay kumar, contact No -9264428904

iii)Tenderer may also download the tender documents (a complete set of document is available on website Portal ([www.mdmsbihar.org](http://www.mdmsbihar.org)) and submit its tender by using the downloaded document. All further notifications/Corrigendum/Addendum, if any shall be posted on website “mdmsbihar.org”

## Section-I

# Request for Proposal For

## Selection of Software Development Firm/company for Design, Development, Implementation and Maintenance of Online Web Based Monitoring and Management Software

### 1.1 About Mid-Day Meal Scheme

Mid-Day Meal Scheme is a welfare scheme of the Govt. of India, implemented through the State Governments and is the largest mid-day meal program in the world. With a view to enhancing improving nutritional levels among children, the National Program of Nutritional Support to Primary Education involves provision of meals free of cost to school-children on all working days at all the schools which are enrolled in the school for this scheme every child in schools covered under the scheme is provided with hot cooked mid-day meal with minimum content of 450 calories of energy and 12 grams of protein each day of school for primary (I-V) students and 700 calories of energy and 20 grams of proteins each day for upper primary (VI-VIII) children. The main objective of the Mid-Day Meal (MDM) programme is to bring all children to primary schools to enhance enrollment, retention and attendance and to improve nutritional level among children.

### 1.2 Objectives of the Scheme

Today, mid-day meal programme is the world's largest school feeding program having wide reach out. For running the programme at state level, nodal agency has been formed in all the states. The key objectives of the programme are: -

- To enhance the enrollment, retention and attendance of student
- To improve the Nutritional Status of children enrolled at Primary and Upper Primary Level in Government/ Local body/ Government aided schools, EGSS and AIE Centers including sanskrit, Madarasa / Maktab / NCLP.
- To motivate children belonging to disadvantaged sections to attend primary schools regularly and help them to concentrate on school and classroom activities.

- To provide Nutritional Support to children of primary stage in drought affected areas in summer vacation, thereby ensuring their continued interest in schooling.
- Improve socialization among children

### **1.3 Objectives of Online Web based Monitoring and Management Software**

A programme of such a large scale and magnitude requires close monitoring, management and evaluation at all levels. This project is a unique initiative wherein Online Web based Monitoring and Management Software shall be leveraged for data collection at a very large scale of nearly 71000 schools across the state with an intention to track and monitor the essential components of Mid-Day Meal scheme at various levels on day to day basis by integrating ICT based MIS solution. Under this project, it is envisaged that Mid-Day Meal data shall be collected from approx. 71000 schools in Bihar on daily/monthly basis and provide the same to all the concerned Central/State/Districts/Block Level offices. The purpose of RFP to select Service Provider(s) who would be responsible for design; development, implementation and maintenance of Web based Monitoring and Management Software for collection and reporting of MDM all data from the school level. The Service Provider will also be responsible for design, development, collecting and updating the school level all data and any other information that may be required to facilitate the collection and reporting of MDM data for a period of three years from the date of agreement. Bihar Madhayan Bhojan yojana BRMBYS at its sole discretion may extend the services for a further period of three (3) years, on the requirements and satisfactory performance of work done by the company and any other conditions mutually agreed by the company and BRMBYS . The trainings and capacity building before the system go-live and ongoing basis will be done and managed by the Service Provider. RFP in detail describe the MDM scheme, functional scope of work, bid submission and evaluation procedure. Bidders are expected to carefully read the terms and conditions of the RFP before responding. The Mid-Day Meal Scheme inviting request for proposal for design , development , implementation and maintenance of online Web based Monitoring and Management Software help desk of all component like monthly progress report of food grains, fund, status of kitchen shed, kitchen device, health checkup, cook-cum - helper honorarium payment, inspection report, various types of advice generation , etc of the 71000 Primary/Middle school . Hence, the department intends to have customized (as per Departmental needs) software for online monitoring and management of all activities related to Mid-day meal scheme. The scope of work shall

also broadly include the development, implementation, and maintenance of software concomitant with training of departmental officers in use of the same.

#### **1.4 Selection Process:-**

The selection process would involve short listing of eligible applicants on the Quality Cum Cost Based Selection method (QCBS). The selected bidder will be assigned the work order as per the RFP and followed by signing on the agreement between the BRMBYS and the selected bidder.

Those interested, may apply enclosing required documents to Secretary, Bihar Rajya Madhayan Bhojan Yojana samiti - Cum- Director , Mid-Day Meal, Premises of Bihar state Text book publishing corporation, Budh Marg, Patna, Pin 800001. Applications must be submitted in the office of undersigned on any working day. The applications of RFP not conforming to the requirements as per RFP document are liable to be summarily rejected. Bihar Rajya Madhayan Bhojan Yojana samiti also reserve the right to cancel the bid any time without assigning any reason. No tender will be accepted after closing date and time in any circumstances.

#### **1.5 Amendments to Tender Documents**

- a) At any time prior to the deadline for submission of tenders, the Bihar Rajya Madhayan Bhojan Yojana samiti for any reason deemed fit by it, modify the Tender Documents by issuing suitable amendment(s) to it.
- b) Such an amendment will be notified on website mdmsbihar.org and the same shall be binding to all prospective Bidders.
- c) Any bidder who has downloaded the tender document should watch for amendment, if any, issued on the above website will not issue separate communication to them. Bihar Rajya Madhayan Bhojan Yojana samiti The department shall not be responsible in any manner if prospective bidders miss any notifications placed on mentioned website mdmsbihar.org.

## **Section-II**

### **2. Functional Scope of Work:-**

**2.1** The Service Provider shall be responsible for design, development and maintenance of online Web based Monitoring and Management Software and Android based application for tablet/smart phone for school monitoring, associated software documentations, user training and operational helpdesk support to the users of BRMBYS as per department specifications and requirements. The scope of work shall include providing primary web based solution for the purpose of data collection (approx 71000 school monthly data entered by district/block level MDM's person) and reporting of MDM data across the State.

**2.2** Web based Monitoring and Management Software also covers information related to public view like- about the Organisation, News and Events, Notification, Tender option, Contact Who is who, Photo gallery, video, Documents, Directories, Links, Archive, Citizen Charter, Letter/ orders, many progress report of Mid-day Meal etc.

**2.3** Hand holding training to the end-users.

**2.4** Development of new forms & reports of various modules as needed from time to time as required by the department.

**2.5** Tuning and code changes for optimal performance.

**2.6** Module Version Control of both Web Application Software and Android based application.

**2.7** Debugging & fixing of operational problems perform error handling while arising in the running applications

**2.8.** The collected data will be also uploaded on Central Server, NIC, Govt. of India on monthly basis will be available online as reports through web service / interface software. This web service / interface software will be developed by vender.

**2.9.** Generate additional reports and modify existing reports & queries, as per user's requirement

**2.10** The vender shall provide hands-on assistance to the users to resolve any operational doubts as and when needed while the Application is in operation.

**2.11** The vender will be responsible for data integrity. The vender will also identify the type & nature of data error and reports will be handed over to concerned users for correction and resubmission. Data to be corrected upon confirmation from the users

**2.12** The service provider shall document all the changes incorporated in the Application software and also improves the documentation of existing user / System reference manuals of different modules wherever it is necessary and Possible.

- 2.13** The software engineers must have knowledge and working experience of latest updated dot net, J2EE technology, data integration, migration.
- 2.14** The service provider shall warrant absolute satisfactory performance of the System component developed and delivered in terms of contract during the Validity period of contract. The service provider shall extend full operational Support in respect of such system component during period and shall undertake to remove all bugs that may be noticed during this period.
- 2.15** At the end of the contract period, the service provider shall provide the complete soft copy of source code and the details of new program developed within the Scope of work / changes in the existing program, their function, flow charts and operational procedure.
- 2.16** The service provider will enhance/ modify the existing code as per changes in requirements/ change in rules as and when required by the department.
- 2.17** Optimization:- The vendor will review the existing code and modify so as to increase the efficiency of the application. A detailed report of proposed changes and risks involved along with the implications will be handed over to the department and approval will be sought before making necessary changes.
- 2.18** Data validation/ correction: During the tenure of the contract, as and when required, the vendor would perform data validation/ correction to enable smooth operations.
- 2.19** Documentation: The vendor would prepare a detailed user document, administration document for the software and also incorporate any changes made during the tenure of the contract in the documents.
- 2.20** Reports & MIS: The vendor would generate reports based on user requirements from the data available in the database.
- 2.21** Training: The vendor would train the users in the newly developed modules as and when required/released. The successful bidder shall provide hands-on assistance to the users to resolve any operational doubts as and when needed while the Application is in operation.
- 2.22** Vendor should maintain the application software by versioning and maintaining tracks of all the changes made to the software. At the end of the contract period, the vendor would hand over the code along with all the versions to the department.
- 2.23** It is the responsibility of the vender to ensure that the web portal hosting is taken care of and that any problems are quickly resolved.
- 2.24** All previous complete database backup of school level till last month will provided to a service provider for restoring in new Web based application .This previous database must be accessible to all end users through application.

**2.25** The vendor shall deploy one application developer as representatives of company in BRMBYS' office site at Patna to deliver the above service and Implementation of new changes in the application software as and when any new component/ rules comes into effect as per department specifications and requirements

### **3. Indicative functionalities and feature:-**

- 3.1. Display of bilingual information in English and Hindi.
- 3.2. MIS web portal should be Interactive multimedia oriented home page design.  
Multiple banner of inner page
- 3.3. MIS web portal compatible to all the browser like Chrome, Mozilla firefox, Internet Explorer safari, opera
- 3.4. MIS Web portal should be Responsive i.e. compatible to Mobile, Tabs, i-Pad
- 3.5. MIS should have drill down facilities to ensure analysis
- 3.6. MIS should be available at various levels starting from individual schools and going upto state level
- 3.7. The MIS access should be secure with visibility of data as per the roles and level of authority
- 3.8. Any other MIS or type of MIS which the vendor feels will be useful for the operations
- 3.9. Capability to provide role-based access
- 3.10. Capability to set the profile of each system user with hard coding
- 3.11. Capability to enforce the limits on the wrong passwords attempts by any user; which thereby can be removed by the administrator.
- 3.12. Capability to enforce the complex alphanumeric, case sensitive passwords
- 3.13. Capabilities to enforce re-login in to the applications after expiry of pre-specified idle time for the application.
- 3.14. Capability to facilitate adhoc back-ups creation, scheduling back-ups & recovery of databases and application.
- 3.15. Capability to support the archiving of data back-ups by date.
- 3.16. Capability to support operational security to restrict access through passwords
- 3.17. State/District/block level User role maintenance
- 3.18. Time to time different level User creation
- 3.19. Module wise access rights and authentication for functions as: Publish, Add, delete, edit view and archival
- 3.20. System / transaction monitoring
- 3.21. Tracking of data flow

- 3.22. Quarterly Data back-up
- 3.23. System / application upgrades
- 3.24. Capability to create a hierarchy of schools by district, block etc. so that all data can be tracked accordingly.
- 3.25. Creation and management of menu, link in client side.
- 3.26. Content management editor to attach the information as per the department requirement and should support content in multiple formats including PDF, DOCX, TXT, JPEG, JPG, PPT, XML, EXCEL, XPS etc.
- 3.27. System should have the option to display in the dashboard all the feedback date wise .
- 3.28. MIS portal should free from vulnerabilities.
- 3.29. Creation of new module as per department requirement .
- 3.30 Access controls must be provided to ensure that the databases are not tampered or modified by the system operators or database administrator.
- 3.31 Build a complete audit trail of all the transactions with specific user ID and password for auditor (Statutory/Concurrent/Internal/and other person authorized by Education Department) for using transaction log reports, so that errors in data, intentional or otherwise, can be traced, throughout the project duration.

#### **4. Project Solution Deliverables:-**

**4.1** This will be in conformity with the terms 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.

**4.2** The Bidder is required to deliver the products and services at the destination as informed in the letter of acceptance for execution. Transportation and insurance of products and services shall be arranged by the bidder and all such expenses will be borne by the Bidder.

**4.3** Weekly/monthly progress reports with regard to the project progress and status of the project from time to time to be presented to Bihar Rajya Madhayan Bhojan Yojana Samaiti. The bidder must provide these reports w.e.f. the date of signing the contract.

**4.4** All database, website and Application Software shall be installed on only dedicated Server to optimize load time and hosting platform shall have a guaranteed uptime of 99.9%.



- 4.5** The dedicated server configuration for a window database server should must have minimum 16 core processor, Cache memory 16 MB, RAM 32 GB, hard disk 1 TB with Raid technology.
- 4.6** Speed of leased line for dedicated server should not be less than 50 Mbps and ensured that the systems are adequately protected, dedicated server as per configuration ,provide reliable information to users, and are properly managed to achieve their intended benefits effectively. Department may considered for system audit for optimization during load time.
- 4.7** At the end of the project the bidder must provide complete back-up of the data with complete source code of web application and Android application.
- 4.8** The detailed leased line /server/hardware specification of the system should provide to the department.
- 4.9** Complete documentation such as SRS, SDD, Training manuals, maintenance manual , user manuals and any another deliverable required by the department .
- 4.10** In case, the vendor makes a request to BRMBYS for using other database or operating system, the cost of such changes including licenses, patches, updates, AMC etc. has to be borne by the vendor. The vendor has to ensure that OS software and database is fully patched and hardened on regular basis.
- 4.11** The bidder should also be able to integrate and incorporate any new network,. The connectivity and integration with different systems would be done by the bidder to the satisfaction of the BRMBYS. The changes / additions / deletions during the contract period would be done by the vendor with no additional cost.

## **5. Support**

Operational and Maintenance support shall be provided by the bidder for the solution for the entire duration of the project. In addition:

- 5.1** The bidder will deploy compulsorily one experienced & qualified computer savvy technical project manager locally based at Patna, having qualification BE/B.Tech (computer science with 5 years experience OR MCA with 7 years exp who will interact with the department for all regular day to day activities. He will be a single point of contact for BRMBYS for any problem related to services procured/MIS report generation or customization.
- 5.2** The bidder is required to keep necessary backup infrastructure to deal with any component failure. Manpower and components required are left to the discretion of the bidder.
- 5.3** For non-availability of the services / MIS report generation / system failure the

department reserves the right to deduct payments.

- 5.4** The bidder should have an Office (or Branch Office) in Bihar. However, bidders who do not possess an office in Bihar must open an office within 45 days from the date of award of contract or signing of the contract, whichever is earlier.

### **Section-III**

## **6. Pre Qualification Criteria (Minimum eligibility)**

Organization(s) desirous of bidding for this project shall meet the following pre-qualification criteria:-

- 6.1** The bidder should be registered in India as per the company registration Act 1956 and should be in operation for at least 6 year in IT/ IT services from the date of publication of the bid. Notorized copy of certificate of incorporation should be enclosed along with the offer and having the capacity to provide services under the scope of RFP. All supporting document submitted along with PAN, GST, and EXPERIENCE etc. must be in name of registered company.
- 6.2** The bidder should have an experience of successfully implementation of web based applications software as on bid calling date in design, development and maintenance of dynamic portal/web application in Central/State Government/PSU/Nationalized Bank/Health/education. Only Government Clients will be permissible.
- 6.3** The bidder should have an experience of successfully implementation of Android based application development in Central/State Government/PSU/Nationalized Bank/Health/education. Only Government Clients will be permissible.
- 6.4** No Consortium will be allowed. The bidder must meet all the eligibility criteria by itself.
- 6.5** The bidder must have an average turnover not less than Rs. One (1) crore in last three financial years ending with 31.3.2020 (17-18, 18-19, 19-20).

**(Annexure C** CA Certificate will need to be submitted in support of this requirement.)

- 6.6** The bidder must submit Tender document fee amounting to Rs.5, 000 (Five thousand not refundable) in shape of DD and EMD amounting to Rs.100000/- in shape of DD.

**Note:** Detailed documents such as written confirmations from the authorized signatories to be provided for the above qualification eligibility criteria. Any bidder who does not furnish supporting documents along

with evidence shall be summarily rejected. These documents should be submitted along with technical bid in a sealed envelope.

## **7. Bid Opening and Evaluation**

### **7.1 Preliminary examination of the bids**

- a. Preliminary scrutiny will be made to determine whether they are complete, or any computational error have been made, whether required sureties have been furnished, the documents have been properly signed, and whether the bids are generally in order.
- b. Prior to the detailed evaluation, the department will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations.
- c. If a bid is not substantially responsive, it will be rejected by the department and may not subsequently be made responsive by the bidder for correction of the nonconformity.
- d. BRMBYS may waive minor infirmity and/or non-conformity in a tender, provided it does not constitute any material deviation. The decision of the BRMBYS as to whether the deviation is material or not, shall be final and binding on the bidders.
- e. BRMBYS may call for any required additional information/document/experience by way of clarification before the finalization of this tender process.

### **7.2 Evaluation of Pre-Qualification technical bids:**

The mode of selection vender shall be Quality cum Cost Based Selection (QCBS). Accordingly the bid documentation shall be examined prima facie to see if the experience, technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project.

### **8.1 Proposal Submission:-**

- (a) Bidders are requested to submit their proposal in following three covers placed in one big sealed large envelope and super scribed as " **Proposal for Online Web based Monitoring and Management Software for Mid Day Meal Scheme of the Bihar Rajya Madhayan Bhojan Yojana Samiti "**
- (b) The technical Bid specifications along with the minimum eligibility criteria should be placed in one sealed envelope clearly super scribed with " **TECHNICAL PROPOSAL** "

(c) **Earnest money deposit / Bid Security and Cost of document / Bid processing fee** should be placed in one sealed envelope clearly super scribed with “**EMD and COST OF DOCUMENT**”

(d) Financial Bid (**Annexure D**) should be placed in one sealed envelope clearly super scribed with “**FINANCIAL PROPOSAL**”

If the Financial Proposal is not submitted by any bidder in a separate sealed envelope and duly marked as indicated above, this will constitute grounds for declaring both Technical and Financial Proposals non-responsive.

## **8.2 Earnest Money Deposit:-**

a Earnest money deposit: The proposal must be accompanied by earnest money deposit of **Rs.100000/- (Rupees One lakh Only) and RFP document fee of Rs.5000/- (Rupees Five thousand only)** in the form of two separate Demand Draft from any nationalized bank in favour **Bihar Rajya Madhayan Bhojan Yojana Samiti, 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 to the bidders whose offers are not accepted by the Bihar Rajya Madhayan Bhojan Yojana Samiti within three months of the placing of final order to the successful bidder. However for the successful bidder, the Earnest money deposit will be refunded on submission of performance bank guarantee.

### **Section - IV**

## **9. Evaluation process**

Evaluation of the bids will be done on Quality cum cost based selection (QCBS). Evaluation will be done on the basis of Technical & Financial Proposal i.e. on quality and cost based selection. **80% points** will be given on Technical evaluation and **20% points** on financial evaluation.

### **A. Technical Proposal**

### **Annexure - A**

The bidder has to submit their technical proposal covering the following topics:

- ❖ Note on understanding of the purpose, in view of objective and scope of the project

- ❖ Overview of proposed solution
- ❖ SRS Document
- ❖ Sample Reports
- ❖ Detailed write-up of Proposed Hardware.
- ❖ Detailed software solution and implementation (System and OS)
- ❖ Security Architecture
- ❖ Network Architecture
- ❖ Dedicated server architecture
- ❖ User friendliness
- ❖ Implementation strategy, project plan and schedule
- ❖ Detailed Methodology, Testing and Quality Assurance Approach
- ❖ Risk Management, Mitigation and Exit Management plan

The bidders shall have to give a technical presentation in last round of the suggested technical parameters described above and also meet the functional requirements of the system as specified in the bid document. The bidder's technical documentation and technical presentation shall be evaluated as described below.

## 10. Technical Evaluation and Scoring Patterns

Technical Evaluation will be carried out as per the following criteria. The points given to evaluation criteria are appended hereunder :-

SI No	Evaluation Criteria	Scoring pattern	Documents Required	Total Marks (maximum)
1	Average turnover not less than Rs.01(One) crore in last three financial years ending with 31.3.2020	Upto 01 Cr- 10 Marks thereafter 1 marks for each 10 Lakhs upto maximum 20 marks	Audited Balance sheet from registered CA for FY 2017-18,2018-19 & 2019-20 / Annexure C	20
2	Experience of design, development & implementation of Web portal/Web based project in any Central/State Government/PSU/Nationalised Bank/Health/Education. Only Government Clients will be eligible.	Upto 2 Projects -10 Marks There after 5 marks for each project	Work Order along with Work Completion/Go Live Certificate will be mandatory	30
3	Experience of design, development & implementation of Android Based project in any Central/State Government / PSU / Nationalised Bank/Health/Education. Only Government Clients will be permissible.	Upto 1 Project - 05 Marks There after 5 marks for each project	Work Order along with Work Completion/Go Live Certificate will be mandatory	20
5	Adequacy of the proposed work plan and methodology. Presentation / Demonstration of the proposed software.	Proposed Work plan and demonstration of proposal-20 Marks	Marks will be allotted by the Evaluation Committee	20
6	Qualification, experience & Competence of the Technical Project Manager	Qualification-2 Marks Project related Experience -2 Marks Other Experience-1 Marks	Professional qualification Certificate and experience certificates to be presented.	5
7	Experience on handling large relation database	1 marks for each project	Project Work Orders to be presented	5

## 11. Evaluation of Technical Bids

- a. The bidder technical solutions proposed in the bid document are evaluated as per the scope of the work and requirements of the department.
- b. Only bidders with Minimum Score of 60 marks out of 100 on the technical Bid will be considered for Financial Bid evaluation on QCBS method
- c. Technical Compliance for the bidders will be evaluated as per the quality, efficacy, technical proposal solution (including hardware and software), bidder sound experience and detailed live demo.
- d. To assist in technical evaluation, BRMBYS reserves the right to call for any clarification from any/all bidder during the evaluation of the bids. Such clarifications should be submitted only in writing. However, no other correspondence on bids will be entertained.
- e. Financial proposal of companies whose technical proposal score is less than 60 marks will not be opened and will be returned unopened.

## 12. REQUIRED INFORMATION FOR TECHNICAL EVALUATION HANDLED

### BY THE COMPANY:-

Projects already completed:-

Sr. No.	Type of Services Rendered	Projects Name/Year	Employer	Total cost of the Project	Fee received till now	Duration of the project (start date and end date)	contact details of the client
1	2	3	4	5	6	7	8
1	Providing web based Software solution / Development and implementation of software for modifying / accessing large relational database						
2	Android based application						
3	Any others, if any						

Note:- The bidder has to produce documentary evidence for awarding the marks

**13. NUMBER OF PERSONNEL IN ORGANISATION:-**

KEY PERSONNEL NAME, AGE	QUALIFICATION	AREA OF EXPERTISE	EXPERIENCE IN YEARS
1.			
2.			
3.			
4.			
5.			

**14. Evaluation of Financial bid:-**

- a. The financial bids of only the technically qualified bidder with Minimum Score of 60 on the Technical Bid will be considered. The Financial Bids of those technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives. The bid price will include of all taxes and levies and shall be in Indian Rupees. Bidders will be selected through **QCBS Process** and quoted price will be evaluated from the **Annexure D Commercial** bid format.
- b. The contract will be awarded to the bidder who have secured highest point **(technical + financial)** among all the bidders, evaluated responsive bidder, is eligible, qualified and capable in all respects to perform the contract satisfactorily. BRMBYS reserves the right to call the B1 (highest combined score referred as B1) vendor for price negotiations, if, required. Notwithstanding the above, the decision of BRMBYS shall be final and binding on the vendor.
- c. Bihar Rajya Madhayan Bhojan Yojana Samiti and successful bidder will formalize the Contract Agreement that has been finalized. After the contract is formalized with the successful bidder, the BRMBYS will promptly notify other bidders on the shortlist that they were unsuccessful and return their Security deposit/EMD. The successful bidder's EMD will be return after submission of performance bank guarantee.
- d. Errors & Rectification: Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price, year and the total price that is obtained by multiplying the unit price, year 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.

e. Failure of the successful bidder to accept the correction of the errors as specified herein OR to sign the contract OR wilful 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.

f. The Financial Proposal should only indicate prices without any condition and should include of all taxes, duties, fees, levies and other charges levied by Central & State.

### **15. Termination of contract or revocation of purchase order**

a. BRMBYS reserves the right to take all legal recourse such as, cancel the contract any time , recall the performance guarantee, and claim damages etc. in situations mentioned in following points in addition to actions mentioned therein, other than in situation amounting to force majeure.

If, for any reason, B1 bidder ( highest combined score referred as B1) arrived so fails to honour purchase order or fails to deliver solution or complete the project within period stipulated in RFP, BRMBYS will give an option to other bidders in order of B2,B3... to honour the contract .

b If, anytime within 3 years from date of issue of purchase order/work order of BRMBYS finds the services or working of solution provided by vendor unsatisfactory or not achieving the target/performance standard or contractual obligation , BRMBYS reserves right to terminate the contract. In such situation, 30 day written notice will be sent to the bidder for termination of contract without assigning any reason. In the case of termination / cancellation of the order, the bidder will not be entitled to or recover from BRMBYS any amount by way of damages, loss or otherwise. In such a situation, Bidder will be paid charges towards satisfactory services delivered till the date of termination of the contract without any interest. In the event of cancellation of agreement or termination of the order, the bidder will assist in smooth migration to new bidder. If, this condition is not adhered to, BRMBYS will invoke the performance bank guarantee and may also blacklist the bidder for a period up to 5 years.

## 16. Payment Terms and Conditions

The following are the payment terms and conditions:

	<b>Item description</b>	<b>Terms and conditions of Payment service</b>
1.	Web application development after go live	30% of web application development cost
2.	Successfully running of web application for a period six months from go live of the project	50% of web application development cost
3.	Successfully running of web application for a period twelve months from go live of the project	20% of web application development cost
4.	Android based application after go live	50% of android application development cost
5.	Successfully running of Android application for a period six months from go live of the project	50% of android application development cost
6.	Annual Web application maintenance and dedicated server support maintenance after go live	Quarterly
7.	Cost Per Man (one person) for Software Enhancement Service	Quarterly

## 17. Performance Security

- 17.1** The Company will furnish within 15 days of the issue of Letter of Acceptance (LOA), an unconditional performance Bank Guarantee in favour of Bihar Rajya Madhayan Bhojan Yojana Samiti from any nationalized / scheduled bank in state of Bihar for an amount equivalent to 5% of the total three year contract value excluding service tax.
- 17.2** In case the selected bidder fails to submit performance guarantee within the time stipulated, BRMBYS at its discretion may cancel the order placed on the selected bidder after giving prior written notice to rectify the same. BRMBYS shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual obligations during the period or

BRMBYS incurs any damages due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

**17.3** The Bank Guarantee should be valid for 3 years from the date issue of letter of acceptance / purchase order towards Performance Security. The Bank Guarantee will be released by BRMBYS after three year.

**17.4** No interest on bank performance security will be paid.

**18. Ownership and Audit:-**

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

**18.2 Confidentiality**

Bidder shall exercise professionally reasonable care to maintain the required Confidentiality and privacy with regard to departmental data, wherever applicable.

**18.3. Dispute Resolution**

**A.** Any and all disputes, controversies and conflicts ("Disputes") arising out of this agreement between the parties or arising out of or relating to or in connection with this agreement or the performance or non-performance of the rights and obligations set forth herein or the breach, termination, invalidity or interpretation thereof shall be referred for arbitration in terms of the arbitration and conciliation Act, 1996 or any amendments thereof. Prior to submitting the disputes to arbitration the parties shall resolve to settle the dispute/s through mutual negotiation and discussions. In the event that the said dispute/s are not settled within thirty(30) days of the arising thereof, the same shall finally be settled determined by arbitration in accordance with the arbitration and conciliation Act, 1996 or any amendment thereof. The place of arbitration shall be Patna and the language used in the arbitration proceeding shall be English. Arbitration shall be conducted by a sole arbitrator appointed as per provisions of arbitration and conciliation act, 1996 or any amendments thereof

**B.** The Arbitral award shall be writing and shall be final and binding on each party and shall be enforceable in any court of competent jurisdiction. None of the parties shall be entitled to commence or maintain any action in a court of law upon any dispute arising out of or relating to or connection with this

agreement, except for the enforcement of an arbitral award or as permitted under the arbitration and conciliation act, 1996.

**19. Government law and Jurisdiction**

This Agreement shall be governed by the laws in India and courts in Patna only shall have exclusive jurisdiction over matters relating to or arising from this agreement.

**20. Fraud and Corrupt Practices**

The bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained herein, Department, may reject a bid without being liable in any manner whatsoever to the bidder if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Selection Process.

**Section-V**

**GENERAL INSTRUCTIONS AND CLAUSES TO BIDDERS:-**

- 21.1** The bid process involve a three stage evaluation namely, pre-qualification, followed by the evaluation of technical bid and financial bid The Bidder is expected to study carefully all instructions, statements, terms and specifications in this RFP or modifications or clarifications thereto, if, any. Failure to furnish all information required in bidding documents or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
- 21.2** The prospective bidders who do not have the supporting documents of proof of all the eligibility (qualification) conditions must not submit the bid document
- 21.3** The Bidder is not permitted to modify, substitute or withdraw their Proposal after Submission.
- 21.4** 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/company itself. Any such corrections must be attested by the person or persons who sign(s) the Proposals
- 21.5** Firm / Companies Should have valid PAN and GST number as on date of submission of proposal.
- 21.6** Bidder should provide self attested experience certificate in similar nature of work from concerned department/ agency for which they have worked.
- 21.7** To obtain first hand information on the proposal, you may visit to the office of the undersigned before submitting a proposal. You must fully acquaint yourself

of the work and services and take them into account in preparing your proposal.

- 21.8** BRMBYS 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 BRMBYS would be final and binding on the bidders
- 21.9** Each page of bid should have been signed by an authorised person in whose name power of Attorney / authorization is issued under the seal of the bidder (Letter of power of attorney or authorisation should be submitted along with the bid.
- 21.10** Proposal of bid without EMD Demand draft and cost of document will be rejected in 1st round of pre technical bid evaluation. No liability will be accepted for downloading the incomplete document.
- 21.11** Any new addendum (if issued) will also be uploaded in the website all the prospective bidders are requested to regularly visit our website to keep them self updated.
- 21.12** Participation in this RFP process will mean that the bidder has accepted all clauses of this tender and subsequent modification(s) to this RFP, if, any.
- 21.13** Any notice by one party to the other, pursuant to the bidding process / Contract shall be sent by e-mail/letter and confirmed in writing to the address specified for that purpose in the Contract. All communications shall be addressed to Secretary, Bihar Rajya Madhayan bhojan yojana Samiti-cum-Director ,Mid Day Meal, Education Department ,Govt. of Bihar ,premises of Bihar state text book publishing corporation ltd, budh marg, patna-800001, E-mail [mdmsbihar@gmail.com](mailto:mdmsbihar@gmail.com)
- 21.14** Canvassing in any form in connection with Bids is strictly prohibited and Bids submitted by bidders who resort to canvassing are liable to be rejected
- 21.15** No consideration will be given to a bid received after above mentioned the date and time stipulated by the, Bihar Rajya Madhayan bhojan yojana Samiti and no extension of time will be permitted for submission of Bids. However the, Bihar Rajya Madhayan bhojan yojana BRMBYS reserves the right to extend the last date and time for submission of the bids at its own discretion
- 21.16** If, in view of Bihar Rajya Madhayan bhojan yojana Samiti, it is found that a bid is not containing sufficient information to permit a thorough analysis, is liable to be rejected

- 21.17** Bids not conforming to the requirements of the RFP may not be considered by BRMBYS . However, BRMBYS reserves the right, at any time, to waive any of the requirements of the RFP, if, in the sole discretion of the BRMBYS, the best interests of BRMBYS would be served. However, this will be done before opening of the financial tender(s).
- 21.18** The bidder shall comply with all statutory instructions / guidelines issued by any State & Central government or any other government authority / regulator from time to time.
- 21.19** Technical bids will be opened first on the date and time stipulated in summary of important information in this RFP document. Bidders conforming to each criterion given in technical bid will be technically qualified and financial bids of only these bidders will be opened. **The date and time of opening of financial bids will be conveyed to the technically qualified bidders by Email / phone.** The financial bids of the Bidders who do not conform to minimum eligibility criterion will not be opened.
- 21.20** Decision of the competent authority in all matters with regard to this tender will be final and binding on all Bidders participating in this Bid.
- 21.21** The Earnest Money Deposit will be forfeited if, the bidder fails or refuses to fulfill his contractual obligations after the award of work order (For Successful Bidder)
- 21.22** Bid securities of the unsuccessful bidders shall be returned to them after the final bid and award of contract
- 21.23 All the documents in technical bid should be arranged (Spiral binding) in the order given below:-**
- a) Bid submission letter Annexure B
  - b) Proof of Registration details of the company
  - c) Proof of PAN/GST registration number & date of registration
  - d) Turnover of last 3 financial years Annexure C
  - e) Self attested experience certificate of successfully executing projects
  - f) Technical proposal covering Annexure A
  - g) Power of Attorney/ authorization under the seal of the bidder in the name of the person.

## **22. Performance Requirement (SLAs)**

The purpose of this Service Level Agreement (herein after referred to as SLA) to clearly define the performance criteria that shall be adhered to by the service provider for the duration of the project. The aim of this agreement is to provide a basis for close co-operation between BRMBYS and the Successful Bidder, for services

to be provided to BRMBYS ,thereby ensuring that timely and efficient support services are available to BRMBYS and its end-users. This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels as under:-

S.No	Area	Parameter	Requirements	Penalty
1	Availability of application/Services, Database down etc after go live	Application covering all the features	99% availability round the clock and Computation will be done on monthly basis	
2	Application Development and Implementation	Major milestone during development and implementation as per Project plan document.	Time duration-8 weeks	Delay up to 2 week after scheduled date @ 5% and beyond 2 weeks penalty will be 10% of the both application development cost per week. If delay is more than 4 weeks from the scheduled date, BRMBYS cancel the order and will give an option to other bidders in order of B2, B3.....
3	Application/Services, Database down etc after go live	Non availability of application / Services, Database down etc	After go live	If system downtime is more than 1 days during in any month then penalty will be @ 5% per day of total quarterly payment.

### 23. General Instructions

Following information's should be submitted along with technical proposal:-

**23.1** Complete name of company, date of establishment and type of organization.

**23.2** Name of affiliate firm/company, their year of establishment, countries of origin and type of organization and brief narrative description of the firm/company.

- 23.3** Exact and complete office address, business address, telephone number, and email address.
- 23.4** List of projects carried out by the firms which best illustrates the experience of the relevant to this project.
- 23.5** Methodology for the execution of work illustrated with chart of activities including the composition of team and Quality assurance.
- 23.6** You are expected to examine all terms and instructions included in the documents. Failure to provide all requested information will be at your own risk and may result in rejection of your proposal.
- 23.7** There should not be any incidence in past of initiation of bankruptcy or winding proceedings or any legal action for violation of any government rules / regulations against the bidder or its tie-up partner.
- 23.8** The bidder should have the capability to perform the entire scope of the assignment without outsourcing the same to any third party. The bidder should be the legal owner of the software or packages of the solution.
- 23.9** The Company should not have been black-listed, fails to deliver solution or complete the project, involve in corrupt & fraudulent practices or seized performance bank guarantee by any registered Company or organization in past 3 years.
- 23.10** The Bidder is not permitted to modify, substitute or withdraw their Proposal after submission.
- 23.11** The bidders will be required to do financial estimations on their own and quote the bids based on the terms and conditions mentioned in the financial format.
- 23.12** The bids that have been received within the specified deadline would be opened at the specified date and time as indicated.
- 23.13.**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.
- 23.14.** Bids that do not contain necessary security amount or which has 3substantive material deficiencies shall be rejected upon opening.
- 23.15** No bidder can place more than one bid in any form .

The Bidders are expected to examine all instructions, forms, terms and specifications in this bidding document. Failure to furnish all information as



required in the bidding document may result in the rejection of bids and will be at the bidder's own risk

*Satish Chandra Jha*

**Satish Chandra Jha**  
**Secretary**  
**Bihar Rajya Madhayan Bhojan**  
**Yojana Samiti**  
**- cum -**  
**Director**  
**Mid-Day Meal**  
**Bihar, Patna**

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**Submission of BID**

To,

**Secretary,  
Bihar Rajya Madhayan Bhojan Yojana BRMBYS  
- cum -  
Director  
Mid-Day Meal  
Bihar,Patna**

**Dear Sir,**

Sub: Request for Proposal (RFP) for Online Web based Monitoring and Management Software

We have carefully examined the RFP furnished by Bihar Rajya Madhayan Bhojan Yojana samiti and subsequent modifications / revisions furnished by BRMBYS. We offer to submit our bid as per the terms and conditions and technical specifications spelt out in the RFP.

While submitting this bid, we certify that: -

- (a) Prices submitted by us have been arrived at without agreement with any other bidder of this RFP for the purpose of restricting competition.
- (b) The prices submitted by us have not been disclosed and will not be disclosed to any other bidder responding to this RFP.
- (c) We have not induced or attempted to induce any other bidder to submit or not to submit a bid for restricting competition.
- (d) We agree that the rates/ quotes, terms and conditions furnished by us in this tender will be applicable to BRMBYS.
- (e) We are submitting the bid after fully agreeing to all the terms and conditions of RFP. If, our offer is accepted, we undertake to deliver the solution as per terms and conditions in this RFP.
- (f) We also certify that the information/ data/ particulars furnished in our bids are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, BRMBYS will have the right to disqualify us from the bid.
- (g) We understand that BRMBYS may reject any or all of the offers without assigning any reason whatsoever.
- (h) We undertake to comply with the provisions of IT Act 2000 as modified/amended from time to time as well as guidelines issued by TRAI/GOI/RBI and any other govt. regulator.
- (i) We understand that the contract if, finalized can be extended mutually agreed between BRMBYS and bidder in writing.
- (j) We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, blacklisted , seized performance bank guarantee either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

We understand that you are not bound to accept the lowest or any bid received. You are entitled to reject our bid at your discretion without assigning any reasons. We understand that the BRMBYS can place the order with any one or more bidder.

Until a formal contract is prepared and executed, this offer, together with the Bihar Rajya Madhayan Bhojan Yojana Samiti written acceptance thereof and BRMBYS's notification of award would constitute a binding contract between us.

Yours faithfully,  
Authorized Signatory Name:  
Designation:  
Date:  
Place:  
Seal of the company

**TO BE ISSUED BY A CHARTERED ACCOUNTANT**

To,

Secretary  
Bihar Rajya Madhayan Bhojan Yojana Samiti ,  
-Cum-  
Director,  
Mid-Day Meal  
Education Department, Govt. of Bihar  
Premises of Bihar state text Book Publishing Corporation Ltd,  
Budh Marg, Patna – 800 001

Dear Sir,

Sub: Turnover Certificate for participation in Tenders issued by Bihar Rajya Madhayan Bhojan Yojana Samiti

I/We hereby certify from the examination of the accounts and other relevant records of the applicant M/s .....(Company name and address) that I/We have found the statements made and particulars furnished by the applicant in Form No .....annexed hereto to be correct according to the books and records maintained by the applicant in the ordinary course of business. Their turnover in last three financial years are as given below:-

<b>Y e a r</b>	<b>Turnover (In Rupees)</b>
<b>2017-18</b>	
<b>2018-19</b>	
<b>2019-20</b>	

**This is further certified that the above Turnover is in line with the Turnover declared by the firm/company in their Income Tax Returns filed under PAN No: \_\_\_\_\_**

**Signature of the Chartered Accountant**

**Name of the Firm and address**

**CA Member Ship Number**

**Email id:-**

**Phone no:-**

**Place:**

**Date:**

**SEAL**

**Annexure -D****Commercial Bid Format (In company letter head)**

S.No	Description	Quantity	Amount	GST	Total Amount
1	Web application Development as per Request for proposal	1			
2	Android based application Development	1			
3	Annual Web and android based application support and Maintenance 1st year	12 months			
4	Annual Web and android based application support and Maintenance 2nd year	12 months			
5	Annual Web and android based application support and Maintenance 3rd year	12 months			
6	Annual dedicated server support Maintenance and leased line (minimum speed 50 Mbps) Cost for 1st Year	12 months			
7	Annual dedicated server support Maintenance and leased line (minimum speed 50 Mbps) Cost for 2nd Year	12 months			
8	Annual dedicated server support Maintenance and leased line (minimum speed 50 Mbps) Cost for 3rd Year	12 months			
9	Cost Per Man (one person) for Software Enhancement Service for 3 (three) years	36 months			
10	Any other cost, please specify				
Sub Total					
Grand Total					
Grand total in words inclusive of all taxes					

Signature

Seal of Bidder