

Request for Proposal (RFP)

For

“SELECTION OF SYSTEM INTEGRATOR TO DESIGN, DEVELOP & MAINTAIN THE WEB-BASED APPLICATION FOR RECEIVING ONLINE APPLICATION FROM CANDIDATE FOR DIFFERENT EXAMINATIONS/COUNSELLING”.

Tender No: BCECEB(E-Ten)-2021/01

Dated: 27.12.2021



**Bihar Combined Entrance Competitive Examination Board
(BCECE Board, Govt. of Bihar)**

I.A.S Association Building, Near Patna Airport,
P.O- B.V College, Patna – 800014.

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DISCLAIMER

All information contained in this Request for Proposal (RFP) is provided/clarified in good interest and faith. This is not an agreement, and this is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested bidders shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

BCECE Board, Patna reserves the right to reject any or all of the tenders submitted in response to this RFP document at any stage without assigning any reasons whatsoever. BCECE Board also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. BCECE Board reserves the right to change/modify/amend any or all the provisions of this RFP document without assigning any reason. Any such change would be communicated to the bidders by email or on BCECE Board' website - <https://bceceboard.bihar.gov.in> and <https://eproc2.bihar.gov.in>. Neither BCECE Board nor their employees and associates will have any liability to any prospective Respondent interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may raise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of BCECE Board or their employees and Prime Bidder/Consortiums or otherwise arising in any way from the selection process for the Assignment.

Information provided in this document or imparted to any respondent as part of RFP process belongs to BCECE Board shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

The RFP document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent") i.e. Government Organization/PSU/ limited Company, partnership firm or/and an Autonomous Institution.

RFP for "Selection of SI to design, develop & maintain the web-based application for receiving online application for different examinations/counselling"

Abbreviation

Particulars	Details
RFP	Request for Proposal
CBT	Computer Based Test
BG	Bank Guarantee
EMD	Earnest Money Deposit
SP	Service Provider
SLA	Service Level Agreement
MoU	Memorandum of Understanding
MSA	Master Services Agreement
BEC	Bid Evaluation Committee
LAN	Local Area Network
SDC	State Data Centre
SWAN	State Wide Area Network
FRS	Functional Requirement Specification
DC	Data Centre
DR	Disaster Recovery
UI	User Interface
DB	Database
ICT	Information Communication Technology
SMS	Short Messaging Service
RTI	Right To Information
UPS	Uninterruptable Power Supply
QAT	Question Authoring Tool
MCQ	Multiple Choice Question
PKI	Public Key Infrastructure
GUI	Graphic User Interface
UAT	User Acceptance Test
STQC	Standardization Testing and Quality Certification
CERT-	In Computer Emergency Response Team, India
TPAA	Third Party Audit Agency
PQ	Pre-Qualification
PAN	Permanent Account Number
TQ	Technical Qualification
BCECE BOARD	Bihar Combined Entrance Competitive Examination Board

RFP for "Selection of SI to design, develop & maintain the web-based application for receiving online application for different examinations/counselling"

Definition

#	Term	Definition
1.	Agreement/ Contract	The Agreement entered between the BCECE Board and the Agency including all attachments, schedules, annexure thereto and all documents incorporated by reference therein and all amendments, corrigendum /corrigenda, changes thereto.
2.	Bid/Proposal	Offer by the Bidder to fulfill the requirement of the Client under the RFP / Contract for an agreed price. It shall be a comprehensive technical and financial response to the Tender.
3.	Confidential Information	All information (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each stakeholder and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement);
4.	Deliverables	Products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, etc.), inter alia payment and/or process related etc., source code and all its modifications;
5.	Go-Live	The date of commencement of Operations and Maintenance phase after the successful completion of UAT and acceptance of the overall solution by the BCECE Board.
6.	Performance Security	Unconditional guarantee provided by the Bidder from a Nationalized Bank in favor of The Controller of Examination, BCECE Board for 10% of the Contract value.
7.	Project Implementation	Project Implementation as per the testing standards and acceptance criteria prescribed by BCECE Board;
8.	Request for Proposal/ Tender Document	Written solicitation that conveys to the Bidder, requirements for products/ services that the BCECE Board intends to buy and implement.
9.	SLA	The level of service and other performance criteria which will apply to the Services delivered by the Bidder; Performance and Maintenance SLA executed as part of this Agreement;
10.	Selected bidder	The bidder who is qualified & successful in the bidding process and is given the award of Contract and will be referred to as Master System Integrator (MSI).

Section 1: INVITATION OF BID

Competitive Bidding for Selection of System Integrator to design, develop and maintain the web-based application for receiving online application from the candidates for different examinations/counselling being conducted by BCECE Board, Government of Bihar.

Bihar Combined Entrance Competitive Examination Board (BCECEB), Government of Bihar invites responses ("Tenders") to this Request for Proposals ("RFP") from System Integrator ("Bidders") to Design, Develop and maintain the web-based application for receiving online application from the candidates for different examinations/counselling being conducted by BCECE Board of this RFP,

1. Any contract that may result from this Government procurement competition will be issued for provisional term of three years.
2. BCECEB reserves the right to extend the Term for a period of up to one year with a maximum of two years, such extension or extensions on the same terms and conditions are subjected to the BCECEB's obligations at law.
3. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this procurement process.
4. This document should be purchased and submitted online via e-Procurement portal only (<https://eproc2.bihar.gov.in>.)
5. In the event of the date specified for receipt and opening of bid being declared as a holiday for BCECEB office the due date for submission of bids and opening of bids will be the following working day at the appointed times.
6. Financial bids of only those bidders who qualify on the basis of evaluation of technical bids will be opened.
7. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal and forfeiture of the Bid Security (EMD).

RFP for "Selection of SI to design, develop & maintain the web-based application for receiving online application for different examinations/counselling"

1. Bid Details

#	Particulars	Details
1	Bid Reference No.	BCECEB (E-Ten)-2021/01 Date: 27.12.2021
2	Tender Processing Fee.	Rs. 590/- (non-refundable) inclusive of GST @18% through e-payment mode i.e. NEFT/ RTGS/ Credit Card / Debit Card on https://eproc2.bihar.gov.in
3	Cost of Bid Document.	Rs. 5,000/- (Five Thousand only) to be paid through e-Payment mode (NEFT / RTGS, Net Banking, Credit / Debit Card) only through e-Procurement portal. Cost of Bid Document is non-refundable.
4	Earnest Money Deposit (EMD).	Rs.50,000 /- (Fifty Thousand Rupees only)
5	EMD Validity Period.	180 days from the date of Bid Submission.
6	EMD submission.	To be paid through e-Payment mode (NEFT / RTGS, Net Banking, Credit / Debit Card) only through e-Procurement portal.
7	Bid Validity Period.	180 days from the date of opening of bid.
8	Value of Performance Bank Guarantee (PBG).	Demand Draft or Bank Guarantee of 10% Bid value to be submitted by successful bidder before signing the Agreement.
9	All requisite PBG Payable at Patna in favour of	Controller of Examination, BCECE Board.
10	Performance Bank Guarantee validity.	6 Months beyond the contract period.
11	Method of Selection.	<u>Technical Bid:</u> Bidder should provide all the supporting documents as mentioned in Technical Evaluation Criteria. Failing which bidder will disqualify the technical bid. <u>Financial Proposal:</u> Financial proposal will be opened for those bidders who will qualify technically. Identification of L ₁ bidder would be based on rate quoted by the bidder i.e. Least Cost Selection.
12	Source of downloading Tender Document, Corrigendum, addendums etc.	https://eproc2.bihar.gov.in & https://bececeboard.bihar.gov.in

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2. Important Dates

#	Particulars	Date and time
1	Start of online sale / download date of Tender Document / RPF.	04.01.2022 (02.00 P.M.)
2	Last date of submit Pre-bid queries to <i>Email Id:</i> bceceboardbihar@gmail.com	12.01.2022 (Up-to 05.00 P.M.)
3	Schedule of Pre-bid meeting at BCECEB Office.	14.01.2022 (11.00 A.M.)
4	Closing date & time for uploading scanned document of Technical & Financial Bid.	28.01.2022 (Up-to 02.00 P.M.)
5	Payment of Tender Document Cost & Earnest Money Deposit (EMD).	28.01.2022 (Up-to 02.00 P.M.)
6	Due date and time for opening of Technical Bid.	28.01.2022 (At 04.00 P.M.)
7	Due date and time for opening of Financial Bid (Only for those Bidders who will qualify the scrutiny of the Technical Bids).	To be notified later.
8	Contact Person / Nodal Officer for queries: Sri Vikash Chandra Das, Assistant Programme Officer (IT), Mobile: - +91 9006250762, Email Id: bceceboardbihar@gmail.com , BCECE Board, IAS Bhawan, Near Patna Airport, PO-B.V. College, Patna-800014	
9	Tender Inviting Authority.	Controller of Examination, BCECE Board, Patna

3. E-tendering process related instruction

The bidder shall submit his response through Bid submission to the tender on e-Procurement portal at eproc2.bihar.gov.in by the procedure given below:

1. The bidder shall submit his bid/tender on e-Procurement platform at eproc2.bihar.gov.in
2. The bidder must have the Class II/III Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website before participating in the e-tendering process. The bidder may use their DSC if they already have the DSC. They can also take DSC from any of the authorized agencies. For user-id they have to get registered themselves on e-procurement website eproc2.bihar.gov.in and submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.
3. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid, in the online standard formats given in e-Procurement website at the respective stage only. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site. The bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
4. All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the bidder will be rejected.
5. Tender Processing Fee (TPF) to be paid through **e-Payment** mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only.
6. Cost of BOQ/ Tender Document to be paid through e-Payment mode (i.e NEFT / RTGS, Net Banking, Credit / Debit Card) only through e-Procurement Portal.
7. Cost of EMD should be paid through e-Payment mode (i.e NEFT / RTGS, Net Banking, Credit / Debit Card) only through e-Procurement Portal.

Note: "Bids along with necessary online payments must be submitted through e-Procurement portal <https://eproc2.bihar.gov.in>. Before the date and time specified in the NIT/Tender Document. The department/Tendering Authority doesn't take any responsibility for the delay / Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason."

Section 2: BACKGROUND INFORMATION

Bihar Combined Entrance Competitive Examination Board (BCECEB) is constituted under Bihar Combined Entrance Competitive Examination Act, 1995. It conducts competitive examinations every year for admissions in various professional courses of Medical, Engineering and Agricultural and other streams in the Institutions of the state of Bihar.

Bihar Combined Entrance Competitive Examination Board conducts the Entrance examination and counselling for admission to different courses / Institutes on the basis of merit-cum-choice and reservation policies followed by Govt. of Bihar for following disciplines:

- A. Post Graduate Medical Admission Counselling (PGMAC)** – Online Applications are being invited from the candidates and on the basis of valid data of PGMAC; Counselling is being conducted for admission to different Post Graduate Courses of Medical / Ayurveda / Homeopathy/Unani.
- B. Post Graduate Dental Admission Counselling (PGDAC)** – Online Applications are being invited from the candidates and on the basis of valid data of PGDAC; Counselling is being conducted for admission to Post Graduate Courses of Dental.
- C. Post Graduate Engineering Admission Counselling (PGEAC)** – Online Applications are being invited from the candidates and on the valid data of PGEAC; Counselling is being conducted for admission to different Post Graduate Courses of Engineering.
- D. Undergraduate Medical Admission Counselling (UGMAC)** – Online Applications are being invited from the candidates and on the valid data of UGMAC; Counselling is being conducted for admission to different Undergraduate Courses of MBBS / BDS / BAMS / BHMS / BUMS / B.V. Sc.
- E. Undergraduate Engineering Admission Counselling (UGEAC)** – Online Applications are being invited from the candidates and on the valid data of UGEAC; it is the counselling process for admission in B-Tech courses in all the participating institutes. Admission is offered on the basis of candidate's performance in JEE Main.
- F. Bihar Combined Entrance Competitive Examination (BCECE)** – Online Applications are being invited from the candidates and on the valid data of BCECE; Counselling is being conducted for admission to different degree courses of Agriculture, Fisheries, Dairy Technology etc.
- G. Diploma Certificate Entrance Competitive Examination (DCECE)** – Online Applications are being invited from the candidates and on the valid data of DCECE; Counselling is being conducted for admission to different diploma courses of Polytechnic Engineering (PE), Part-Time Polytechnic Engineering (PPE), Para Medical (PM), Para Medical Dental (PMD).
- H. Industrial Training Institute Competitive Admission Test (ITICAT)** – Online Applications are being invited from the candidates and on the valid data of ITICAT; Counselling is being conducted for admission to different ITI's.
- I. Diploma Entrance Competitive Examination [Lateral Entry] (DECE [LE])** – Online Applications are being invited from the candidates and on the valid data of DECE[LE]; Counselling is being conducted for admission to Second year of Polytechnic Engineering (PE) courses.
- J. Bihar Combined Entrance Competitive Examination [Lateral Entry] (BCECE[LE])** – Online Applications are being invited from the candidates and on the valid data of BCECE[LE]; Counselling is being conducted for admission to Second year of Engineering, Para Medical and Pharmacy courses.

Section 3: INSTRUCTION TO BIDDERS

3.1 General

While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.

All information supplied by Bidders will be treated as contractually binding on the Bidders, on successful award of the assignment by the BCECE Board on the basis of this RFP.

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the BCECE Board. BCECE Board may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the BCECE Board.

This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

3.2 Compliant Proposal / Completeness of Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:

- Include all documentation specified in this RFP;
- Follow the format of this RFP and respond to each element in the order as set out in this RFP.
- Comply with all requirements as set out within this RFP.

3.3 Pre-Bid Conference & Clarification

Controller of Examination, BCECE Board shall hold a pre-bid meeting with the prospective bidders on the mentioned date at office of Controller of Examination, BCECE Board. Bidder will have to ensure that their queries for Pre-Bid meeting should reach in the format mentioned below to email id: bceceboardbihar@gmail.com as per the date and time mentioned in the schedule of Important Dates only in editable excel format.

The responses will be transmitted to the prospective bidders through appropriate means. However, it will be bidder's responsibility that they collect all responses. Non-attendance at the Pre-Bid meeting will not be a cause for disqualification of a Bidder. The queries should necessarily be submitted in the following format in editable excels.

For each bidder, maximum of two representatives are allowed. The representatives should be employees of the Bidding Company.

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#	Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Suggested Clause (if any)
1.					
2.					

Controller of Examination, BCECE Board shall not be responsible for ensuring that the bidders' queries have been received and / or addressed by them. Any requests for clarifications after the indicated date and time may not be entertained by The Controller of Examination, BCECE Board.

3.4 Response to Pre-bid Queries and Issue of Corrigendum

- The Nodal Officer notified by The Controller of Examination, BCECE Board will endeavour to provide timely response to all queries. Controller of Examination, BCECE Board does not undertake to answer all the queries that have been posed by the bidders. The responses to the queries from bidders will be known to all bidders.
- At any time prior to the last date for receipt of bids, Controller of Examination, BCECE Board may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by a corrigendum.
- The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the www.bceceboard.bihar.gov.in or eproc2.bihar.gov.in.
- Any such corrigendum shall be deemed to be incorporated into this Tender Document.
- In order to provide prospective Bidders reasonable time for taking the corrigendum into account, Controller of Examination, BCECE Board may, at its discretion, extend the last date for the receipt of Proposals.

3.5 Amendment of Bid Documents

At any time, prior to the date of submission of Bids, The Controller of Examination, BCECE Board may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective bidder, modify bid documents by amendments.

- The amendments shall be notified on BCECE Board website and these amendments will be binding. The bidder is not supposed to change any clause in tender document downloaded from website. However, the printed version of Tender Document available along with amendments (if any) issued by Controller of Examination, BCECE Board will be applicable to all bidders in case of any discrepancy.

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- In order to afford prospective bidders reasonable time to take the amendment into account in preparing their bids, Controller of Examination, BCECE Board may, at his discretion, extend the deadline for the submission of bids suitably.

3.6 Right to Terminate the Tender Process

- Controller of Examination, BCECE Board may terminate the bid process at any time and without assigning any reason. Controller of Examination, BCECE Board makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- This bid does not constitute an offer by Controller of Examination, BCECE Board. The Bidder's participation in this process may result in office of The Controller of Examination, BCECE Board selecting the Bidder to engage in further discussions and negotiations towards the execution of contract. The commencements of such negotiations do not, however, signify a commitment by Controller of Examination, BCECE Board to execute a contract or to continue negotiations. Controller of Examination, BCECE Board may terminate negotiations at any time without assigning any reason.

3.7 Bid security i.e. Earnest Money Deposit (EMD)

Bidders shall submit, along with their Bids, EMD of INR 50,000/- (Fifty Thousand only), paid through e-Payment mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card). No interest shall be payable on Bid Security under any circumstance.

- EMD of all unselected bidders would be refunded by The Controller of Examination, BCECE Board within sixty (60) days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of selected bidder would be returned upon submission of Performance Bank Guarantee.
- The selected bidder's Bid security shall be discharged upon the Bidder signing the Agreement.
- The EMD amount is interest free and will be refundable to the unselected bidders without any accrued interest on it.
- The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- The EMD may be forfeited:
 1. If a bidder withdraws its bid during the period of bid validity.
 2. In case of a selected bidder, if the bidder fails to sign the contract in accordance with this RFP.

3.8 RFP Document Fees

RFP document can be downloaded online via e-Proc portal (<https://eproc2.bihar.gov.in>) or through BCECE Board's Website: www.bceceboard.bihar.gov.in and INR 5000/- (INR Five Thousand only) paid through **e-Payment** mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only. Proposals received without adequate documents, TPF, RFP Document fees/form fee and EMD shall be rejected.

3.9 Performance Bank Guarantee (PBG)

1. The successful bidders have to deposit PBG deposit within fifteen (15) working days from the date of receipt of LOI.
2. Performance Bank Guarantee (PBG) must be unconditional and irrevocable from a Nationalized Bank, payable on demand, for the due performance and fulfilment of the contract by the bidder.
3. The performance guarantee will be denominated in the currency of the contract and shall be in the form of bank guarantee and shall be in the favour of "Controller of Examination, BCECE Board Patna, Bihar".
4. This performance bank guarantee will be for an amount equivalent to 10% of contract value. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee will be borne by the bidder.
5. The performance Bank Guarantee will be valid till the end of six months after the completion of the contract with successful bidder subject to the terms and condition in the Performance Bank Guarantee, six months after the contract completion, the performance Bank Guarantee will lapse automatically.
6. The Performance Bank Guarantee may be discharged/ returned by The Controller of Examination, BCECE Board upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee. The Format for Performance Bank Guarantee has been provided in Section 8: ANNEXURE, Form 14.
7. In the event of the Bidder being unable to service the contract for whatever reason Controller of Examination, BCECE Board would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of BCECE Board under the contract in the matter, the proceeds of the PBG shall be payable to Controller of Examination, BCECE Board as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. Controller of Examination, BCECE Board shall notify the bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the Bidder is in default.
8. Controller of Examination, BCECE Board shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
9. No Interest will be paid to successful bidder on the security Deposit.

3.10 Authentication of Bids

The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

3.11 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be

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duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall be governed.

3.12 Bid Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender.

3.13 Consortium & Sub-Contracting Conditions

Consortium & Sub-Contracting is not allowed in this bid.

3.14 Rights to Terminate the Process

- BCECE Board may terminate the bid process at any time and without assigning any reason. BCECE Board makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- This bid does not constitute an offer by BCECE Board. The Bidder's participation in this process may result in BCECE Board selecting the Bidder to engage in further discussions and negotiations towards the execution of contract. The commencement of such negotiations does not, however, signify commitment by BCECE Board to execute a contract or to continue negotiations. BCECE Board may terminate negotiations at any time without assigning any reason.

Section 4: SELECTION OF BIDDER AND EVALUATION OF BID

- The Controller of Examination, BCECE Board shall open the bids in the presence of bidders or their authorized representatives who choose to attend. The bidder's representative, who is present, shall sign an attendance register. A maximum of two representatives for any bidder shall be authorized and permitted to attend the bid opening.
- Bid Evaluation Committee (BEC) to be constituted by The Controller of Examination, BCECE Board and will evaluate the bids.
- The Controller of Examination, BCECE Board reserves the rights to postpone or cancel a scheduled Bid opening.
- The Bid Evaluation Committee may seek inputs from their professional, external experts in the Bid evaluation process.

4.1 Bid Evaluation Phase

Bid evaluation has been divided into following stages.

- Pre-Qualification & Technical evaluation
- Financial evaluation

4.2 Pre –Qualification & Technical Evaluation

- The Bid Evaluation Committee shall review the Pre-Qualification and Technical Proposal of the Bids that are not substantially responsive shall be disqualified and the Bid Evaluation Committee reserves the rights to seek clarification if required.
- The Bid Evaluation Committee will assign a Technical score to the Bidders based on the Technical Evaluation criteria detailed in the RFP.
- The Bidders with a technical score above the threshold as specified in this RFP will technically Qualify for the financial evaluation stage.

4.3 Financial Evaluation

- The Financial Proposals of the technically qualified Bidders will then be opened and reviewed to determine whether the Financial Proposals are complete and as per requirements. If all the financial bids opened, the bidder whose Financial bid is lowest (hereby referred to as L1 Bidder) will be considered eligible and job will be awarded. If there is a discrepancy between words and figures, the amount in words shall prevail. For any other calculation/ summation error etc. the bid may be rejected.
- Any type of other allowances will not be paid to the agency other than the rate quoted in the financial bid.

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4.4 Evaluation Criteria

- The overall objective of this evaluation process is to select the capable and qualified firm for the subject Project of office of The Controller of Examination, BCECE Board, Govt. of Bihar.
- First the Technical Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Financial Proposal of Bidders who does not meet the technical criteria will not be considered.
- Proposals of bidders will be evaluated as per Technical Evaluation Criteria. Bidders should clearly indicate, giving explicit supporting documentary evidence, with respect to the below, in absence of which their proposals will be rejected summarily at the qualification stage itself.
- Bidders will be asked to give presentation of the envisaged solution, approach & methodology.

4.4.1 Pre- Qualification Criteria

The objective is to ascertain whether the bidder's capacity is consistent with the needs of the project. The Pre-Qualification cum Technical Bid will be evaluated to verify whether the bidder meets the pre-qualification cum Technical Bid criteria. The bidder shall meet the following criteria to eligible to qualify for next stage.

#	Pre Qualification Criteria	Supporting Document to be Submitted / Uploaded.	Page no of Submitted Bid documents
1	The bidder can be Either of the following Partnership/ LLP / Proprietary / Company.	1. Partnership / LLP –Partnership deed with name and address of the Partners.	
	(If partnership firm, the names & addresses of the partners and in case of Limited Co., the names and addresses of the Directors and DIN may be expressly stated)	2. Proprietary –Registration of Proprietorship firm with name and address.	
	The Bidder should have been operating in India for at least 5 years.	3. Company – Certificate of Incorporation with name and address of the Directors.	
2	The Bidder's turnover of the last 3 Financial Years should be 50 (Fifty) Lakhs n each year (17-18, 18-19 & 19-20). The turnover of parent or sister concern firm will not be considered.	Copy of Audited Balance Sheet & Profit & Loss A/c of 3 Financial years (17-18, 18-19 & 19-20) duly certified by CA.	
3	The Bidder's should have net worth of Rs. 50 Lakhs as on date of tender publication. While assessing the net worth the assets of Parent or sister	Copy of Net worth must be duly certified by CA.	

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#	Pre Qualification Criteria	Supporting Document to be Submitted / Uploaded.	Page no of Submitted Bid documents
	concern firms will not be considered.		
4	The bidder should have experience to develop and maintain the web-based application for receiving online application from the candidates for different examinations throughout the year as follows:	Work Order(s) / Completion Certificate showing successful execution of development and receiving online application from candidates for different examinations	
	(a) Minimum of capturing and handling 2.5 Lakhs candidate's data for a single exam.	(a) 2.5 Lakhs candidate's data for a single exam	
	(b) Minimum of capturing and handling per year 5 Lakhs candidate's data in consecutive 3 Years (17-18, 18-19 & 19-20)	(b) Minimum of 5 Lakhs candidate's data per year for 3 consecutive year's (17-18, 18-19 & 19-20)	
5	A list of similar work undertaken in the past 3 (three) years executed by the Bidder for UPSC, Public Service Commission, Universities, CBSE, State Educational Boards, Government Departments, IITs, IIMs, Institute of Banking Personnel Selection, Railway Recruitment Board and Central Public Sector Undertaking.	Copy of work completion certificate from at least 2 clients for each year to be enclosed year's (17-18, 18-19 & 19-20)	
6	The Bidder should have a valid ISO 9001:2008 or ISO 9001:2015 and in addition to this ISO 27001:2013	Copy of ISO 9001:2008 or ISO 9001:2015 and ISO 27001:2013 Certificate must be uploaded. (if the validity of the certificate expired at the time of submitting bid, Bidder must submit the valid certificate at the time of MSA)	
	CMMI Level 3 certificate.	CMMI Level 3 certificate must be uploaded. (If the validity of the certificate expired at the time of submitting bid, Bidder must submit the valid certificate at the time of MSA)	

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#	Pre Qualification Criteria	Supporting Document to be Submitted / Uploaded.	Page no of Submitted Bid documents
7	The bidder shall not have been blacklisted / debarred/banned/ declared ineligible / declared having dissatisfactory performance by any State / Central Government or PSU Organisation or bilateral/ multilateral funding agencies or quasi-government for breach of ethical conducted or fraudulent practices as on date of submission of the proposal.	Self – Declaration of non-blacklisting on Non-Judicial stamp paper of Rs. 100/- duly attested by the Notary Public as per Annexure, Form 10.	
8	The Bidding Company must fulfil the labour law requirement and have least 50 employees on its roll and must be registered with ESIC & EPFO as per Government regulation.	Copy of EPFO Certificate not earlier than 6 months from the date of submission proposal.	
9	Income Tax returns along with audited accounts of three FY year's (17-18, 18-19 & 19-20) ,GST Registration certificate and Pan Card.	Copy of IT returns Three FY year's (17-18, 18-19 & 19-20), GST Registration certificate and Pan card.	
10	Tender Document Fee and Earnest Money Deposit (EMD)	The Bidder should furnish, as part of its proposal	
		i) For the Cost of RFP / Tender Fee INR 5,000/- (non-refundable).	
		ii) For EMD INR 50,000/-	
11	Declaration on Stamp Paper of Rs. 100 (duly attested by Notary Public) for maintaining Secrecy and Confidentiality of Data.	Section 8: Annexure Form: 12	
12	Power of Attorney in favour of Authorized Signatory	Section 8: Annexure Form: 15	

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4.4.2 Technical Evaluation Criteria

A detailed evaluation of the bids shall be carried out in order to determine whether the bidders are competent, enough and whether the technical aspects are substantially responsive to the requirements set forth in the RFP.

Bids received would be assigned scores based on the parameters defined in table below.

#	Evaluation Criteria	Maximum Marks
1	Bidder's Credential	15
2	Bidder's Experience	25
3	Proposed Solution	15
4	Approach & Methodology	30
5	Technical Presentation	15
	Total	100

The following sections explain how the Bidders will be evaluated on each of the evaluation criteria.

#	Technical Evaluation Parameter	Technical qualification Parameter Description	Maximum Marks	Evidence Required
1. Bidder's Credentials			15	
TQ1	Annual Turnover	The SI should have annual revenue in 3 financial years (FY 2017-18, FY 2018-9, FY 2019-20). · ≥ 1.5 Crores: 5 Marks · ≥ 1 and < 1.5 Crores: 3 Marks · ≥ 50 Lakhs and < 1 Crores: 1 Marks	5	Copy of audited annual revenue for the three financial years (FY 2017-18, FY 2018-9, FY 2019-20) and/ Annual Turnover certificate from CA
	Years of Operation in India	Years of operation in India · ≥ 10 Years: 5 Marks · ≥ 7 and < 10 Years: 3 Marks · ≥ 5 and < 7 Years: 2 Marks	5	Certificate of Incorporation
	Organizational Manpower Strength	Technically Qualified personnel in the areas of software development, design, implementation and O&M · ≥ 250 resources: 5 Marks · ≥ 100 and < 250 resources: 3 Marks · ≥ 50 and < 100 resources: 2 Marks	5	Undertaking from HR
2. Bidder's Experience			25	
TQ2	Bidder's Experience	Project Delivery in PSU/Govt.		
		Experience in implementation of software design, development, maintenance & enhancements of any e-Governance system with a minimum project value of INR 50 Lakhs in a single work order when No. is: (5 marks for each reference maximum up to 2 references)	10	Work Order/Client certificate

#	Technical Evaluation Parameter	Technical qualification Parameter Description	Maximum Marks	Evidence Required
	Application Experience	Experience to develop and maintain the web-based application for receiving online application from the candidates for different examinations throughout the year as follows: in a single work order when No. is: (5 marks for each reference maximum up to 2 references)	10	Work Order/Client certificate (Specifically mentioned about Registration application module)
	Integration Experience with Payment Gateway/ERP	Integration experience with Payment gateway/ERP for any Government Organization/ PSU/ Govt. Undertaking/ Autonomous bodies in India with a minimum project value of INR 50 Lakhs in a single work order when No. is: (2.5 marks for each reference maximum up to 2 references)	5	Work Order/Client certificate (Specifically mentioned about Payment Gateway/ERP/FMS module)
3. Proposed Solution			15	
TQ3	Proposed Solution	Solution Architecture	15	Detail Technical Proposal
				Detail Technical Proposal
		Security		Detail Technical Proposal
		Database Architecture		Detail Technical Proposal
		Understanding of the requirements mentioned in the scope of work		
		Solution Architecture Deployment Plan Sizing Requirements		
		Compliance Requirement to IT Act and other government guidelines Security of Data- Confidentiality, Integrity & Availability Security of Application to threats Access & Identity Management Application Security		
		Database design, Database security including ensuring non-repudiation of data and reconstruction of truth Expansion Capability – Scalability		

#	Technical Evaluation Parameter		Technical qualification Parameter Description	Maximum Marks	Evidence Required
		Data Migration	Data Migration Approach		Detail Technical Proposal
		Integration	Integration with 3rd party system mentioned in scope of work		Detail Technical Proposal
4. Approach & Methodology				30	
TQ4		Approach & Methodology	Approach & Methodology, Project Implementation Governance plan & SLA Monitoring. Approach for Assessment Study, Requirements Validation Software Development, Testing, implementation & Rollout plan, timelines for code level audit clearance, Training Requirements, Operations & Service Level Management Plan, Help Desk support, issue registration. Acknowledgement, issue tracking, escalation, Online help etc.	30	Detail Technical Proposal & Presentation
5. Technical Presentation				15	
TQ5	Technical Presentation	Application Demo & Presentation	Case study & Presentation (30 minutes) + 15 minutes Q&A	15	Technical Presentation
Total Marks Obtained				100	

Bidders, whose bids are responsive, based on the qualification criteria defined in the Pre- Qualification Criteria and score at least the minimum marks required for qualifying in the defined scoring mechanism outlined in the technical evaluation criteria would be considered technically qualified. Price Bids of such technically qualified Bidders alone shall further be opened.

4.4.3 Financial Bid Evaluation and Selection of Bidder

- The Financial Bid of Pre-Qualification cum technically qualified Bidders will be opened on the prescribed date in the presence of Bidder representatives.
- A minimum of **70 marks out of 100** is to be secured by the bidder in the Pre-Qualification cum Technical Bid Evaluation to be eligible for opening of the Financial Bid. Bidders failing to secure the minimum cut off marks will be disqualified for the financial bid evaluation stage.
- If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- The Bidder with lowest financial bid (L1) will be awarded the contract.
- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will include all taxes and levies and shall be in Indian Rupees.
- Any conditional bid would be rejected.
- 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".

4.5 Right of Selection/Rejection Any/All Proposal (s)

Controller of Examination, BCECE Board reserves the all rights to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the BCECE Board. Selection of a Bidder solution shall not be construed as an award of contract, but as a commencement of contract negotiation, including but not limited to the contract price proposed.

4.6 Award of Contract - Appointment of Bidder

As mentioned in the Financial Bid Evaluation and Selection of Bidder section.

4.7 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

Controller of Examination, BCECE Board reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for BCECE Board action.

4.8 Notification of Award

Prior to the expiration of the validity period, Controller of Examination, BCECE Board will notify the selected bidder in writing or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, BCECE Board may like to request the bidders to extend the validity period of the bid. Bidders shall extend their bid validity as requested by BCECE Board; Controller of

Examination, BCECE Board may reject proposal for the bidders who do not provide the bid validity extension upon request and BCECE Board may forfeit the EMD for such cases.

The notification of award will constitute the formation of the contract. Upon the selected bidder's furnishing of Performance Bank Guarantee, Controller of Examination, BCECE Board will notify each unselected bidder and return their EMD.

4.9 Contract Finalization and Award

Controller of Examination, BCECE Board shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.

Controller of Examination, BCECE Board may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP.

4.10 Signing of Contract

After The Controller of Examination, BCECE Board notifies the selected bidder that its proposal has been accepted and submission of PBG, BCECE Board shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between BCECE Board and the selected bidder. The Draft Legal Agreement will be provided as a separate document by any one of the party and has to finalize and sign the contract within stipulated time period.

4.11 Failure to Agree with the Terms and Conditions of the RFP

If selected bidder does not agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Controller of Examination, BCECE Board may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, Controller of Examination, BCECE Board shall invoke the EMD of the most responsive bidder.

4.12 Taxes and Duties

All the taxes, duties, levy and all other charges applicable and shall be valid for delivery on for basis to the designated delivery points. All payments will be subjected to tax deduction at source as applicable/required at the prevailing tax rates.

The decision of The Controller of Examination, BCECE Board in this regard will be final and binding and no disputes in this regard will be entertained.

Any change in taxation structure by Government will be applicable bidirectional to both the parties.

4.13 Extension of Services

At the end of the services period, Controller of Examination, BCECE Board may exercise its option to renew the contract with the Bidder or may invite fresh bid to select a new service provider.

4.14 Right to vary the scope of the work at the time of award

The Controller of Examination, BCECE Board reserves its right to make changes to the scope of the work at the time of execution of the resultant Agreement. If any such change causes an increase or decrease in the cost of, or the time required for the service provider for adjustment under this Clause must be asserted within minimum of 1 hour and maximum of 12 hours from the date of receipt of BCECE Board's change order / request.

4.15 Dispute Resolution & Arbitration

- BCECE Board and the successful bidder shall make every effort to resolve amicably by direct in formal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.
- Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the meaning, scope, operation or effect of this Contract or the validity of the breach thereof, which cannot be resolved through the above-mentioned method, shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be nominated by the Chairman, BCECE Board. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Patna, Bihar.

Section 5: SCOPE OF WORK

5.1 Overall Scope of Work

The scope of work of the implementation can be divided into the following heads –

- **Application Development, Customization and Implementation**
 - Development of the Project Implementation plan.
 - System Due diligence and submission of detailed report.
 - Business requirement gathering and process study.
 - Design, Installation, Configuration, Customization of Software Related solution For BCECE Board as per requirements outlined in scope of work.
 - Application Testing.
 - Quality Review, reporting and approval.
 - Integration with 3rd party applications.
 - Project and Product Documentation.
 - Application ATP (Acceptance Test Procedure).
 - Detailed Post Implementation documents for each and every module and sub-modules to be prepared and submitted to the client. Approval of the same from the client to be taken.
 - Developing and designing of Operational Handbook for each and every module and sub modules.
 - Patch and update management.
- **Data Migration from existing application**
- **Training and Capacity Building**
- **Operation & Maintenance**
 - Application support including modifications and integration with future systems.
 - Bugs / Fixes Management.
 - Software Change and Version Control.
- **Help Desk Services**
 - User Support and Annual Maintenance of the application to SLA.
 - Application monitoring and Compliance to SLA.
 - Database Administration.
 - User Administration.
- **Warranty and Annual Maintenance Contract**

5.2 Solution Architecture

This section details out the technology requirements for delivering online application portal for the BCECE Board. Below is indicative envisaged solution architecture of the online registration portal which depicts the different vertical and horizontal components of the online registration for admission & counselling.



Figure 1: Online Application Architecture

5.3 The ‘Business’ Layer

The Business layer encapsulates all presentation logics required to serve the users to access the system. Broadly, different modules suggested in the solution can be these can be categorized as -

#	Modules	Functionality
1	Registration	Register and generate the login credentials, Activate the account through Email & SMS OTP.
2	Personal Information	Capture all required information from candidate.

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#	Modules	Functionality
3	Education Qualification	Capture education qualification details.
4	Photo & Signature	Upload Photo & Signature in JPG format.
5	Other Documents	Upload document/certificates in JPG/PNG/JPEG/PDF format, if required.
6	Preview	Preview filled application before final submission.
7	Online Payment	Provide different payment methods and receipt of payment from candidate.
8	e-Challan/NEFT Challan	Generate the e-Challan for offline payment.
9	Application Editing	Editing of Application form window within scheduled time period from those candidates who have duly filled Application form successfully.
10	Admit Card	Generate Admit card.
11	Admin Module	Manage the application to delete, block, change, user access role, block password.
12	MIS Reporting	Generate different kinds of Reports as per the requirement in excel, pdf, csv, text file.
13	User Module	Manage registration home page, upload Adv. no., prospectus, Schedule date, FAQ, header content, view candidate form and other related activities, depending on the access permission provided by the Admin.
14	Audit Trail	A record of the changes that have been made to a database or file.
15	Excel Container	Import the excel file from the UI as per the requirement.
16	Bar Code/QR Code	Generation of Finally submitted Online Application Form/Admit Card in PDF Format as per the requirement with Bar/QR Code and Page Security Code.
17	Encryption/Decryption	Online Application Form in PDF Format and Admit Card should be encrypted password protected.
18	Others	If required, Changes/updation in the application may be done on the receipt of BCECE Board's order/request.

5.4 Data/Quality Management

This layer is linked with databases, content repository and reporting database. All the candidate application, payment transaction will be stored in this.

- This will be relational database (RDBMS).
- Database security will allow for privileged access to access database.
- Audit trail will be maintained for any change in database structure or records.
- There will be separate file storage system for storing candidate photo, signature & other related documents.
- There will be separate backup database to enable auto backup system from production database.

5.5 The Integration Layer

Integration with external systems such as payment, mail and SMS gateway. SOAP based web service-based interfacing can be used for integration with external or third-party systems. The following integration points could be considered.

- Payment gateway of the authorized banks to enable authorized candidates makes fee payment transactions for online registration/counselling process. There should be Provision for UPI (Unified payment Interface) payment.
- Email gateway for alerts and notification of any event in registration process & OTP while login to the account.
- SMS Gateway, for alerts and notification of any event in registration process & OTP while login to the account.

5.6 Audit Trail Services

Audit Trail Services will maintain an historical record of transactions that have been applied to an object or set of objects. The record should contain enough detail to determine how the objects affected by the transactions reached their current state. Audit Trail can be implemented by following the Prototype design pattern and also using database functionalities like trigger or stored procedures.

5.6.1 Exception, Error Handling & Logging Services

A robust and reliable application capable with error handling mechanism should be part of the basic infrastructure which will handle normal situation as well as unexpected application error. Error detection, error handling, propagation of error information and error logging capabilities will be considered to make the application robust. Logger will be used to log the system debug activities, errors and exceptions with different severity level. All errors would be logged with error code, error level and error message along with timestamp.

5.6.2 Server Management & Monitoring Services

This service will provide administration, management and monitoring functionality for networks, system software and applications, links to internet, hardware nodes with support of Server team etc. This service cuts across the presentation, business and integration layers. These services will help automate processes covering aspects like performance monitoring, network monitoring, incident management, data backup, disaster management etc.

5.7 Deployment Architecture

BCECE Board may provide an place/cloud/site for deployment of the envisaged solution. The selected bidder at no additional cost; shall aid the deployment of the application at the identified site by the BCECE Board at the start of the project.

The solution design and deployment architecture will ensure that the application can be deployed in a centralized environment offering system high availability and failover and it must be accessible from all popular internet browsers.

Architecture to be developed as per below to ensure availability requirements

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- a. Load Balanced across two or more Web Server avoiding single point of failure as provided by BCECE Board as well as proper configuration of the server in respect to the smooth deployment and functioning of the application on the server.

5.8 Functional Requirements

Functional Requirements for Software Related solution for BCECE Board.

#	Module	Functionality
1	Online Registration	To Design, Develop, test and transfer the web-based application for Receiving Online Application from the candidates for different examinations/Counselling being conducted by BCECE Board.
2	Online Registration	Registration should be start with generation of user credentials and validate/Activate the account using Email & SMS OTP.
3	Online Registration	Registration no should be generated after final submission & fee payment in the process of online registration or as per BCECE Board instruction.
4	Integration	Integration of Online Payment Gateway Service
5	Integration	Integration of e-Challan/NEFT-Challan
6	Integration	Integration of SMS Gateway Service
7	Integration	Integration of E-Mail Gateway Service
8	Integration	Online Application Form in PDF Format should be mailed to candidate's registered email id and BCECE Board's sender email id simultaneously after final submission of the application by candidate in real time environment.
9	Portal	Forward SMS and Email Alert through the application.
10	Technical	Application must be responsive and easily accessible through Smart phones or any electronic pad.
11	QR/Bar Code	Generation of Finally submitted Online Application Form in PDF Format as per the requirement with Bar/QR Code and Page Security Code
12	Encryption/Decryption	Online Application Form in PDF Format should be encrypted password protected, The password should be alphanumeric and should be combination of two different data field
13	Admin Module	Implementation of Admin Panel with security features to handle the web application
14	Admin Module	Admin module for viewing and update the candidate details with maintain audit log facility.
15	Admin Module	Application should provide facility to designate roles to specific users.
16	Admin Module	Application should provide role based secure access to the users
17	Admin Module	Application should provide the facility to change user assigned roles.
18	Admin Module	Application should provide the facility to admin user to delete, block, change, user access role, block password.
19	Audit Trail	To implement the module for monitoring & maintain the log of the activities carried out by the candidates and web admin/users from beginning to last with actual date and time.
20	Admit Card	To Design, Develop and integrate the module for generation of Online Admit Card in PDF format and make available to the candidates for

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#	Module	Functionality
		downloading Online Admit Card on the basis of data provided by BCECE Board after compilation of the data submitted by the agency to the Board after receiving/captured online application data for different exams. Online Admit Card in PDF should be encrypted with password. The password should be alphanumeric and should be combination of two different data field.
21	Portal	There should be also the facility to receive online fresh application from such candidates who have not registered or not duly filled application form for attending counselling for those programmes whose entrance examinations are being conducted by some other agencies like NBE, NTA etc. and other activities related to application as per Board's requirement.
22	Portal	There should be facility to receive online willingness from the candidate in the application as required on the basis of On/Off System handled through MIS/Admin Panel.
23	Portal	Labels in the Application Form should be Bilingual (English / Hindi).
24	Portal	After development of each application, the company will have to provide the application flow process including each and every condition to BCECE Board examination/Counselling wise in write-up including snapshots.
25	Online Editing	There should be facility of Editing/Correction Window available to candidates for editing/correcting their data in a single form using all required validations for each application. During editing/correction of data, if difference amount of application fee raises, then there should be facility to pay the difference in amount of application fee through Online Payment gateway or e-Challan/NEFT Challan mode.
26	Change Request	The Agency will have the responsibility to update or implement new request in the application on or before scheduled date and time as directed and provided by BCECE Board on the same terms and condition.
27	MIS Report	Facility to create and design the different kind of reports using JASPER Report.
28	MIS Report	To generate different kinds of Reports as per the requirement.
29	MIS Report	To generate different kinds of Reports using Graphics / Charts with colour code as per the requirement of each Examination/Counselling
30	Technical	Application should be developed using open-source technologies (Preferable PHP) using latest and high-performance data processing light weighted database.
31	Reconciliation	Automated Re-conciliation process and verification of the online payment will be the responsibility of Agency. Apart from it, Agency shall be also responsible for providing the successful Transaction reports along with Un-Successful/Failure Transaction reports and Refunded Candidate List in case of Multiple Payment etc.
32	Reconciliation	If amount not credited to BCECE Board account from payment gateway by the selected bidder within T+3 working days then penalty will be compose 0.5% of the due amount per day after T+3 days.
33	Portal	Before handing over and Go-Live of the web application, the application should be fully tested and configured on the web server of BCECE Board.

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#	Module	Functionality
34	Portal	The agency shall provide proper training to BCECE Board Officials for smooth functioning of the application.
35	Technical	Application will be hosted on the web server provided by BCECE Board and the bidder have to do the necessary configuration (if required) to run the application smoothly.
36	Audit Trail	Application should maintain audit trail of each user / Candidate.
37	Technical	Agency should provide the effective technical support to BCECE Board 24x7x365 days and deploy One Project Coordinator not below the rank of Software Engineer / Senior Programmer having good communication skill at BCECE Board, Patna, project location during the tenure of the project.
38	Portal	After completion of the contract period, the aforesaid web-based application will be the property of the BCECE Board and can be run by the BCECE Board at its own risk.
39	Portal	Development of the aforesaid application will be done at BCECE Board premises with support of BCECE Board officials as per the requirement by adopting full web security features. Application Interface design and flow with logic will be as per the requirement of BCECE Board. So, Agency will have the full responsibility to gather the required information / logic for each module mentioned in the scope of work from Board's Technical team for the development of application.
40	Portal	Application should be designed in such a manner that any other required external application / APIs shall be integrated in the application as well as MIS / Admin Panel with report generation.
41	Portal	The Agency will have the full responsibility to monitor and maintain the Application/Web Server and Database Server regularly for smooth functioning of the application and server with co-ordination of Hosted Server team and BCECE Board Technical team.
42	Portal	The Agency will have the full responsibility to provide the Dump data of application in the format provided by the board for each Examination/Counselling separately at earliest on the next day of closure of all processes of Application form.
43	Portal	The Agency will have the full responsibility to provide the uploaded Photo/Signature/Documents as well as pdf of each application form and Admit Card on the basis of Registration No./ID Wise.
44	Portal	The Agency will have the full responsibility to provide the full backup of database and application year wise to the BCECE Board at the last of each session in Pen Drive or Hard Disk and shall be password protected.
45	Portal	The web-based application software should be capable enough to generate exceptional report which should be submitted to the BCECE Board every day along with remedial action taken
46	Portal	Application Interface design and flow will be as per the requirement of BCECE Board.

5.9 Submission of technical architecture and detailed project plan

Within 21 days of the work order, the Systems Integrator needs to ensure that a Project inception report is submitted to the BCECE Board, which should cover following aspects:

- (a) Names of the project team members, their roles & responsibilities
- (b) Approach & methodology to be adopted to implement the Project (which should be in line with what has been proposed during bidding stage, but may have value additions / learning in the interest of the Project).
- (c) Responsibility matrix for all stakeholders
- (d) Risks the Bidder anticipates and the plans they have towards their mitigation.
- (e) Detailed Project Plan, specifying dependencies between various Project activities / sub-activities and their timelines.

5.10 Scalability

Important technical components of the architecture must support scalability to provide continuous growth to meet the growing demand of BCECE Board. The system should also support vertical and horizontal scalability so that depending on changing requirements from time to time, the system may be scaled upwards. There must not be any system-imposed restrictions on the upward scalability. Main technology components requiring scalability are computing performance (IT Infrastructure), and software/application performance.

5.11 Security

The architecture must adopt an end-to-end security model that protects data and the infrastructure from malicious attacks, theft, natural disasters etc. Selected bidder must make provisions for security of the software system from hackers and other threats. Using Firewalls such attacks and theft should be controlled and well supported (and implemented) with the security policy. The virus and worm attacks should be well defended with workstation level Anti-virus mechanism. There should also be an endeavour to make use of the SSL/VPN technologies to have secured communication between solution and its end users. Furthermore, all the system logs should be properly stored & archived for future analysis and forensics whenever desired.

The Security code audit of the entire application shall also get conducted by the BCECE board through a Third-Party Auditor to ensure that it meets all the guidelines of GoB and CVC. The detailed scope of audit will be finalized at the time of finalization of preparation of test cases. Post that, a yearly security audit shall be arranged to be carried out by the System Integrator through a Cert-In empanelled vendor. It will be the responsibility of the SI to ensure that all the vulnerabilities and issues reported in the audit are promptly resolved and the resolution document is submitted to BCECE Board and Security agency to show the compliance.

The SI shall also be responsible to repair / replace any equipment during the contract period.

5.12 Manageability

Open Standards - Systems should use open standards and protocols to the extent possible.

5.13 Training

The successful bidder 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. The training shall be provided at BCECE Board office.

Successful bidder shall also provide training manual (role based) for the online application portal.

The successful bidder shall have to conduct Training Needs Analysis of all the concerned staff and suggest a systematic training plan. The training duration should be sufficiently long for effecting meaningful assimilation of training content by an average user.

5.14 Functional & Application Testing

Following are the indicative list of tests that shall be conducted onto application portal by successful bidder before the system GO-LIVE:

- Unit test: Each module or component should be fully tested independently
- Test Case: Successful bidder shall share the Test case of application portal & according to project plan & functionality of portal
- System test: All specified functionality should be tested and verified with respect to requirements of software
- Security attempt to break the password and time-out functionality shall also be tested
- Stress testing: Finding errors by repeating certain actions or inputs
- Reliability testing: Testing the system for prolonged use at various levels or possibly constant at peak levels
- Performance & Load testing: Testing to probe the system against prescribed number of users and load shall be tested
- Audit trail: Tracking critical transactions and logging all critical errors should be tested
- Multi-user capability: Test that application can support several users and sessions
- Volume testing: Test the system by providing large volumes of data
- Integration testing: System should be tested with respect to integration between various modules and sub-modules
- Graphical User Interface (GUI) test: System should be tested for GUI which shall include but not limited to menus, message boxes, keyboard interface, visual design etc.

5.15 User acceptance test (UAT)

BCECE Board will form different user groups to perform UAT. This user group will test the application for functionality, reliability and all other tests. Based on the output of testing, BCECE Board shall give sign-off to successful bidder for that particular module.

5.15.1 Access and Data Security

- Role based authentication to various functionalities in different modules with encrypted passwords.
- An audit trail of changes to data in the system shall be maintained to identify the users responsible for the modification. There should be a facility to create reports on audit logs
- Information Security i.e. Integrity, Confidentiality & Availability of data to be maintained.

5.15.2 Data Migration

The System Integrator shall perform the data migration from existing online portal/existing database. The Data Migration to be performed by the System Integrator shall be preceded by an appropriate Data Migration strategy & methodology prepared by System Integrator and approved by BCECE Board. Though Board is required to provide formal approval for the Data migration strategy, it is the ultimate responsibility of System Integrator to ensure that all the data sets which

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are required for Operationalization of the agreed user requirements are migrated and validated. Any corrections identified by Board, during Data Quality Assessment and Review, in the data migrated by System Integrator, shall be addressed by System Integrator at no additional cost to BCECE Board.

At a high-level, data migration will consist of the following activities:

- Conduct Data migration study and submission of data migration report
- Define all the specifications that are needed to populate the data into the new system
- Prepare uniform codification of all data sets
- Develop the data migration templates/ Forms/ Format and facilitate the migration of legacy and new data
- Elements into the new system.
- Profiling the data present in the legacy systems to identify what data is available and/or needs transformation
- Extracting the required data from the legacy system
- Transforming the extracted data to the form/format as required
- Cleansing the transformed data of any inconsistencies and errors
- Loading the cleansed data into the proposed system

Sample information that needs to be captured in the data migration templates are: -

- **Personal Information:** name, father's name, mother's name, dob, category, EWS, address, city, state, pin code, email-id, mobile no, password, exam name, course group, branch, trade, subject, residential eligibility, disable quota, permeate loss of limbs, Aadhar Number, security question, gender, identification marks etc.
- **Education Details:** institute details, district name, subject/branch, school/college name, Board/University name, passing status, passing year, percentage/CGPA type, marks obtained, total marks etc.
- **Documents:** Photo, Signature in English, Signature in Hindi etc.
- **Fee Structure:** Registration No, fee amount, transaction no etc.
- **Admit Card:** roll no, venue details, exam time, reporting time, labels, other all information
- **Other:** registration schedule date, log details, message/email details, reports etc.

5.16 Final Acceptance Testing

Pre- requisite of Final Acceptance shall have the following:

- Software supplied under this RFP including customization & deployment of Software Related solution for BCECE Board application, integration, Helpdesk setup etc.
- All documentation related to the developed solution and relevant acceptance test document (including IT Components, Non-IT components).
- Installation and commissioning shall include:
 - Installation and Commissioning of IT, non – IT components.
 - For both IT & Non-IT equipment's software manuals / brochures / Data Sheets / CD / DVD / media are supplied to BCECE Board.
- Availability of all the defined services shall be verified and mutually agreed between BCECE Board and the selected bidder.

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- Testing must demonstrate that the new systems satisfy the operational and implementation performance criteria mentioned in this RFP document.
- The SI shall be required to demonstrate all the features / facilities / functionalities as mentioned in the RFP.

5.17 Code Level Audit Review

BCECE Board will apply for code level audit (Within 1 month from Go Live) from Cert-In empanelled Bidder after Go Live of the solution. System Integrator shall support BCECE Board during such activities. Audit cost will be borne by the selected bidder. **The code level review shall be carried out on sampling basis for modules/sections which are critical to the entire application from security and performance perspective and if any kind of vulnerability is pointed out by the auditor, the same shall be rectified/ fixed by the bidder.**

5.18 Performance Review

Performance is another key requirement for the Project and BCECE Board shall validate and review the performance of the deployed solution. Performance Review will be a regular activity conducted quarterly for the first year after Go-Live during the stabilization and subsequently half-yearly for the balance support periods. Ongoing Performance Review is to be done after Go-Live at the above-mentioned periodic interval of time during the contract period or as decided by BCECE Board. This review will be done against certain key parameters defined in SLA, to validate the compliance to all service conditions agreed. BCECE Board or its representatives may carry out all the tests detailed in the acceptance test schedule to confirm that the performance of the different modules, subsystems, and entire installation satisfies the specified requirement of specifications including service performance for BCECE Board to validate the performance; the SI needs to demonstrate the tests and their results to BCECE Board during the testing phase. Such parameters include request-response time, workflow processing time, concurrent sessions supported by the system etc.

The SI shall make available the software programs and test cases required for carrying out the acceptance tests as per the schedule. Any additional test equipment deemed required during validation shall be arranged by the SI at no cost to BCECE Board, so as to complete the validation as per the specified time schedule in this document. The SI shall indicate whether the software package includes programs for testing under full load conditions and overload conditions by creation of artificial data in consultation with BCECE Board. Such test program shall be provided by the SI for the limited purpose of testing. Any deficiency found during validation in performance of the system as per the requirement shall be rectified by the SI immediately at all the locations. Any components or modules failing during the acceptance tests or requiring alterations necessary to meet Specification requirements shall be replaced at no extra cost to the Purchaser at site by the SI. These shall be done within two weeks of the initial reports.

5.19 System Documents, User Documents

The Controller of Examination, BCECE Board shall review the project documents developed by SI including requirements, design, installation, training and administration manuals, version control etc. Any issues/gaps identified in any of the above areas, shall be addressed to the complete satisfaction

of BCECE Board. The Selected bidder will provide the all software related documentation, Indicative list of documents include:

- High Level Design Document.
- Low Level Design Document.
- SRS Documents.
- User Manual.
- Training Manuals.
- Unit Test Cases.
- UAT Report.
- Performance Test Report.
- Various Reports during the O&M phase like utilization, issue report, performance, etc.
- Knowledge Transfer.

5.20 Post Implementation Services

5.20.1 User Support and Maintenance of the application

Application support, modifications, and integration with future systems the scope of application supports and modifications and integration with future systems covers the following activities:

- Enhancement / modifications with respect to new / enhanced / enriched functionality.
- Ensure the desired functioning of the Interface / integration.
- Test scripts preparation and interim application testing
- Application installation and testing whenever required.
- Modification / Preparation of new reports as per requirement
- Provide technical support on system parameters and requirement for newly implemented system.
- Manage the database administration according to the agreed standards.
- Present relevant information and training if applicable and necessary regarding the use and functions of new products and services to a defined number of relevant Users designated by BCECE Board.
- Provide handholding support to end users in carrying out the business process transactions.

5.21 Bugs / Fixes Management

Bugs or Fixes Management is an important activity and based on the severity level, it becomes highly critical. There should be committed involvement in resolution of bugs based on following.

- Problem definition
- Request Analysis
- Priority Categorization
- Logging Bugs and tracking to resolution

It should address all the errors/bugs/gaps in the functionality offered by the offered solution (vis-à-vis the FRS) during the operations & maintenance period. It should identify and resolve application problems like system malfunctions, performance problems, data corruption etc. due to which the Software Related solution for BCECE Board may not able to achieve the desired performance

There should be a defined responsibility matrix for the following:

- Updating all available patch/ updates.
- Providing handholding support to end users.
- Ensuring proactive and timely support in identification and provision of solutions including support for resolution.
- Timely logging of Bugs/Problems.
- Daily / Weekly / Monthly Status Reports to BCECE Board.

5.22 Software Change and Version Control

The Software Capacity Building & Version control process must be defined and approved.

- The version control and configuration information for the operational system and other application software (if any) must be maintained.
- All configuration changes or minor customizations to the application which requires development effort should be documented in detail.
- Changes in the application, which are mandatorily required for complying with any of the predefined requirements, FRS or To-be Functional solution should be treated as extremely important, and hence are to be completed and documented in detail.
- All changes during the stabilization or support & maintenance phase shall be subjected to the comprehensive & integrated testing to ensure that the changes implemented in the system meets the desired and specified requirements of BCECE Board and doesn't impact any other function of the system.
- A Quarterly Report on the changes performed on the application and resolution of malfunctions carried out should be submitted.
- Troubleshooting of all possible problems, monitoring of erratic behaviour through the Application Logs should be carried out at the earliest after detection.
- All planned changes to application systems shall be coordinated within established Change Control processes to ensure that:
 - Appropriate communication on change required has taken place.
 - Proper approvals have been received.
 - Schedules have been adjusted to minimize impact on the production environment.
- For any changes to the software, a document indicating proposed changes impact to the system in terms of functional outcomes/additional features added to the system etc. should be submitted and verified by the technical team. The team have to changes/update in portal/application as per instruction given by BCECE board; no extra cost will be paid for change request before Go-live & in between of Live application.
- Approval from BCECE Board should be made mandatory for all the proposed changes before implementation of the same into production environment and such documentation is subject to review at the end of each month/quarter.
- All such documentation should be preserved up to date to reflect the latest enhancements/modifications made to the application. All documentation should be prepared as per latest industry standards and should incorporate necessary version control mechanism.

5.23 Consortium or Association

For the purposes of this RFP, consortium in any form is not allowed throughout the entire duration of the Project. The bidder is required to provide a self-certification on No-Consortium throughout the duration of the project.

5.24 Help Desk Services

The help desk service will serve as a single point of contact for all incidents and service requests. The service will also provide mechanism for escalation / closure of incidents for the user departments. The Help desk services would be for Infrastructure Facility Management and Application support across all stakeholders. The activities shall include.

- Establish Contact Centre (Helpdesk) at the BCECE Board (at Patna, with a toll-free number) with system-based service request monitoring. The Helpdesk shall act as a SPOC (Single Point of Contact) for all the Security and Application related issues reported by any related stakeholders. BCECE Board shall monitor each issue Service Request and the resolution timelines for such Service requests.
- Helpdesk support should be available between 8:00 am – 7:00 pm everyday except National Holidays as notified by the Government of Bihar.
- Training related to Software Related solution for BCECE Board, whenever required.
- Provide MIS to BCECE Board as per requirement, if any.
- Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the application related issues.
- Help desk service is required in two languages – Hindi and English.
- Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following:
 - Specific E-Mail account
 - Telephone
 - Seating arrangement and electricity will be provided by BCECE Board.
- Implement a call logging system in line with the severity levels as defined. The Help desk shall log user and assign an incident/ call ID number.
- Creation of knowledge base on frequently asked questions to assist users in resolving basic issues themselves.
- Track each incident / call to resolution.
- Provide feedback to callers.
- Analyse the call statistics.
- Continuous monitoring of the application in coordination with BCECE Board to ensure application availability.
- Escalate the calls, to the appropriate levels, if necessary, as per the escalation matrix.
- Analyse the incident / call statistics and provide monthly reports including but not limited to:
 - Type of incidents / calls logged.
 - Incidents / calls resolved.
 - Incidents / calls open.
 - Root Cause analysis for frequently occurring incidents.
- A “Problem Management Record” or “PMR” should be designed and developed to document service outages.

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- Concerned Authority of BCECE Board should be updated with complete and accurate system status.
- Notification should be given to BCECE Board's designated personnel of systems or equipment failures, or of an emergency, according to the Operational Documentation.
- Severity Codes to be defined to Prioritize problem calls.
- Problem analysis and identifying of recurring problems should be documented and resolved.
- Concerned BCECE Board Authority must be informed about all the emergencies and equipment failures.
- Monthly reports to BCECE Board on calls handled by Help desk should be provided.
- SI shall bring his services desk tool at no additional cost to BCECE Board. Vendor will provide for auto ticket generation, call logging from users and tracking till resolution. The service desk tool should track SLAs as mentioned in this RFP. The service desk tool shall be
 - Compliance with ITIL compliant service delivery. Service desk should track & record help desk jobs. (Monitor Helpdesk effectiveness in real-time)
 - Should have basic feature of call management such as Update & close jobs/ tickets and Place jobs/ ticket on hold.
 - Service Desk Tool should be able to provide Ticket/Job auditing facility to get ticket/job history.
 - Assign priorities to Jobs / Tickets. (This should assign as per the seniority & aggraded SLA model)
 - Specify & track target job completion status based on various factors as, Dates, Priority etc.
 - Service desk should have a "SLA" mapping / monitoring & tracking feature. (When a ticket is raised, Target Helpdesk calculates the most relevant service level agreement according to the issue and any asset identified)
 - Service desk tool should define unlimited number of end-users and record time duration spent on each ticket.
 - Service desk should have a facility to restrict specific functionality to certain operators.
 - Service desk tool has to have inbuilt "Escalation Matrix" which help for the notification purpose to operators & users about their tickets.
 - The proposed tool should maintain Asset information.
 - The proposed tool should have a facility to link files (error, log files) to help desk tickets.
 - The monitoring tools employed by the bidder shall be able to generate automated trouble tickets in an event of faults or threshold violations and escalate the same to predefined set of people across the organization and third-party vendor. The ticket needs to be automatically closed as soon as fault is resolved.
 - Unique Trouble Ticket Number should be created and assigned for any fault and using the same unique no. the history of call resolution and current status must be track-able.

5.25 Warranty & Maintenance

Warranty and maintenance of the software for the entire application & related solution provided to BCECE Board should be maintained as per the industry standards. The services covered under post implementation support include: -

- Operations & Maintenance Services from the date of Final Go-Live.

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- Helpdesk and Client-Side Support services from the date of Final Go-Live.
- Software maintenance and support services from the date of Final Go Live.
- Application functional (operational) support services for implemented solution from the date of Final Go-Live.

5.26 Hand-over the all required documentation to operate and maintain the system

System Integrator will supply to The Controller of Examination, BCECE Board the following before the expiry of the contract:

- System Software / Application including error free source code shall be handed over to The Controller of Examination, BCECE Board before the expiry of the Contract.
- Information relating to the current services rendered and data relating to the performance of the services; Entire documentation relating to various components of the Project, any other data and confidential information related to the Project;
- All other information (including but not limited to documents, records and agreements) relating to the products & services related to the project to enable BCECE Board and its nominated agencies, or its replacing Selected bidder to carry out due diligence in order to transition the provision of the Project Services to BCECE Board or its nominated agencies, or its replacing Selected bidder (as the case may be).

5.27 Project Timelines

#	Particulars	Deliverables	Timelines (T = Date of MSA)
A. Application Development, Integration, Hosting and Testing			
1	Preparation & Submission of Project Plan, Development, Implementation, and Maintenance Plan with Inception report.	Project Plan, Development, Implementation Maintenance Plan and Inception report.	T+2 Week
2	Submission of SRS and High Level & Low Level design document.	Software Requirement Specification Report (SRS).	T+3 Week
3	Finalization of GUI and process flows.	Demonstration of three different layouts for Web Portal & Application.	T+3 Week
4	Application Design, Development of online registration portal, admin portal, MIS Reporting portal & Testing of all modules as mentioned in the RFP	Demonstration of the developed modules, hosting, Test reports and Test cases.	T+6 Week
5	Integration with 3rd party application including payment gateway, SMS gateway,		T+7 Week

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#	Particulars	Deliverables	Timelines (T = Date of MSA)
	mail gateway		
6	Data Migration of existing system to new system Change Management and Transition Plan (As per requirement or if required)	Migration plan & Approach	T+9 Week
7	Training and Performance Testing and User Acceptance Testing		T+10 Week
8	Go Live of the solution		T+11 Week

Go Live of the system

- Go Live means the date on which the proposed application is successfully implemented as per specified in the RFP and all the acceptance test and certifications as defined in the RFP are successfully concluded to the satisfaction of the BCECE Board.
- Go live is also subjected to successful completion of UAT. Only after the successful completion of UAT, the deployed system would be used by the BCECE Board for performing their application related activities. For the purpose of Go-Live, selected bidder needs to demonstrate successful execution of all instrument requested by the BCECE Board.
- All existing data and documents have been migrated to proposed application.
- Demonstrate successful development, integration, testing, and execution with the 3rd party system mentioned in the scope of work.
- This list and descriptions mentioned in scope of work are not exhaustive and may be changed as per the requirement (if required). The selected SI has to develop the application which will include all Examination/Counselling mentioned above and there may be minor conditional change in each Examination/Counselling process.

Section 6: SERVICE LEVEL AGREEMENT

6.1 SLA Requirement

Service Level Agreement (SLA) shall become the part of Agreement between the BCECE Board and the selected bidder. SLA defines the terms of the selected bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The Selected bidder has to comply with Service Levels requirements to ensure adherence to Project timelines, quality and availability of services. The Selected bidder has to supply software/automated tools to monitor all the SLAs mentioned in the RFP.

Note: Penalties shall not be levied on the selected bidder in the following cases:

- There is a Force Majeure event affecting the SLA which is beyond the control of the selected bidder.
- The non-compliance to the SLA has been due to reasons beyond the control of the selected Bidder.

Theft cases by default would not be considered as "beyond the control of Bidder". However, certain cases, based on circumstances & certain locations, Controller of Examination, BCECE Board may agree to qualify as "beyond the control of Bidder". Damages due to any accident / mishap shall be considered as "beyond the control of Bidder". However, deliberate damage to access point would not be considered as "beyond the control of Bidder".

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service, which shall be provided by the System Integrator to BCECE Board for the duration of this Agreement.

Definitions

For the purposes of this service level agreement, the definitions and terms are specified in the contract along with the following terms shall have the meanings set forth below:

- a. **“Uptime”** shall mean the time for which the specified services / components with the specified technical service standards are available to BCECE Board. Uptime, in percentage, of any component (Non-IT & IT) can be calculated as:
$$\text{Uptime} = \{1 - [(\text{Downtime}) / (\text{Total Time} - \text{Maintenance Time})]\} * 100$$
- b. **“Downtime”** shall mean the time for which the specified services / components with specified technical and service standards are not available to the user and excludes downtime owing to Force Majeure & Reasons beyond control of SI.
- c. **“Incident”** refers to any event / abnormalities in the functioning of the Services specified as part of the Scope of Work of the Systems Integrator that may lead to disruption in normal operations of the proposed system.
- d. **“The O&M Support”** shall mean the 12x7 based support which shall handle Fault reporting, Trouble Ticketing, Service ticketing and related enquiries during this contract.
- e. **“Resolution Time”** shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective Bidders, getting the confirmatory details about the same from the Bidder and conveying the same to the end user), the services related troubles during the first level escalation.

General Instructions related to SLAs mentioned above.

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- Theft cases by default would not be considered as "beyond the control of Bidder". However, certain cases, based on circumstances & certain locations, may agree to qualify as "beyond the control of Bidder".
- Power shut down would not be considered as "beyond the control of Bidder".
- Deliberate damage to access point / Pole would not be considered as "beyond the control of Bidder".
- Bidder is also required to note that in case of SLAs not being made applicable for cases considered as "beyond the control of bidders", Bidder would be still need to replace the component (if it is not functional as per SLA) within the SLA defined for Resolution of Critical Level / Medium Level / Low level issues. In case bidder doesn't adhere to the Issue Resolution SLA timelines, the original SLA shall be made applicable.
- System Integrator shall provide automated tool to monitor and report all the SLAs mentioned except for the one which is monitored by the EMS in Data Centre.
- The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. The System Integrator is expected to provide the following service levels as mentioned in the table below. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause.
- A Service Level violation will occur if the System Integrator fails to meet Minimum Service Levels, as measured on a Quarterly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. "Availability and Performance Report" will be provided by the System Integrator on monthly basis in the format suggested by the BCECE Board and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to the BCECE Board at the end of every month containing the summary of all incidents reported and associated System Integrator performance measurement for that period.
- The SLAs will prevail from the start of the Operations and Maintenance Phase. However, SLAs will be subject to being redefined, to the extent necessitated by field experience at the user units and the developments of technology practices globally. The SLAs may be measured on quarterly basis or as decided by the BCECE Board after taking the advice of the System Integrator and other agencies. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the System Integrator are linked to the compliance with the SLA metrics laid down in the tables below. The penalties will be computed and calculated as per the computation explained in this Section. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e., BCECE Board and System Integrator.

6.2 Category of SLAs (Subjected to discussion and finalization)

The SLA section provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The bidder shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by Bidder shall be reviewed by BCECE Board that shall:

- Regularly check performance of the Bidder against this SLA.
- Discuss escalated problems, new issues and matters still outstanding for resolution. (Review of statistics related to rectification of outstanding faults and agreed change).

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The SLAs defined are indicative that can be modified by BCECE Board based on the technical presentations and other aspects at the time of signing of agreement with the selected service provider.

#	Metric	Baseline	Measurement
Project Management			
1	Commencement of Work & Submission of Inception Report	Within 14 calendar days from the date of release of MSA.	
2	Project Management Schedule Variance (SV)	<=5%	% Variance between allotted time for development / change and estimated time
3	Data Migration - Accuracy of the data migrated as per Scope of work by the SI when compared against the original records. physical count of data that was migrated successfully into the system from legacy system	100%	Completeness and integrity of the data and BCECE board Inspection
4	Total Number of defects delivered per KLOC	<0.05 defects/KLOC	> 0.05 defect/KLOC will attract penalty as per penalty metric. Code Complexity will also be considered as factors to for calculating defect density.
Portal Availability			
5	Page Opening time: Average must be achieved with maximum homepage opening time till success for 90% or more of the sample cases being within the stipulated time.	<=5 seconds	This metric will be measured as the elapsed time between the action link / button being clicked and its response appearing on portal (measured from Internet end of ISP POP at DC on real time live environment via Application analyser) Measured from the MIS reports generated by the application (developed by the SI)
6	Average Time for on-line submission of the documents on the Portal.	<=7 seconds in practical situation	Measured from the MIS reports generated by the application (developed by the SI).
7	Time for sending	<= 1 hour in practical	Measured from the MIS reports

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#	Metric	Baseline	Measurement
	intimation/notice alerts through email and SMSs to from the time of notification being generated in the software Related to BCECE Board.	situation	generated by the application (developed by the SI).
8	Time to refresh Simple Reports (Query with up to 2 table join with index selection) published on the portal. At least 90% of the simple reports should refresh within the stipulated time	<=10 seconds in practical situation	SI shall ensure that all relevant events are logged, and such logs are made accessible for review/report through SLA monitoring tool in a readable format.
9	Time to refresh Complex Reports (Query with up to 3 table join with sort and group by clauses) published on Portal.	<=30 seconds in practical situation	SI shall ensure that all relevant events are logged, and such logs are made accessible for review/report through SLA monitoring tool in a readable format.
10	Near real time bidirectional exchange of critical data between systems to be integrated as per Scope of work.	<=2 hours in practical situation	SI shall ensure that all relevant events are logged as part of the data loading process and such logs are made accessible for review / report through SLA monitoring tool in a readable format.
Operation Management & Support			
	Helpdesk Response time, Time taken for sending email/Call response & ticket assignment from the time of registering of request.	Critical (For critical incidents the resolution time "T" shall be mutually agreed by BCECE Board and the Bidder at the time of award of contract.) or <= 5 Hours from the time of incident logged	Automated Report from Ticket Management System.
		Medium, <=1 Day from the time of incident logged	
		Low, <=2 Days from the time of incident logged	
12	Application Maintenance Time to deliver the application changes as per	Within Agreed Timeline	Automated Report from Ticket Management System.

RFP for "Selection of SI to design, develop & maintain the web-based application for receiving online application for different examinations/counselling"

#	Metric	Baseline	Measurement
	desired functionality.		
13	Training and Capacity Building: The training and capacity building satisfaction will be measured by feedback rating given by the trainees during online and face to face training	$\geq 80\%$	Feedback rating given by the trainees during online and face to face training during project phase and O&M
14	Adherence to Policies Adherence and maintenance of standard protocols/ practices mentioned in Scope of Work. Adherence to backup policy Use of licensed software and maintenance of their updates Compliance with standard operating procedures etc	100%	Random inspections by BCECE Board. The Report on findings shall be entered in the SLA monitoring tool.
15	Maintaining document versioning (FRS, SRS, User, Training Manual etc.), application version control, updates & patches etc.	At the end of every Quarter	Monitored based on the date of submission to BCECE Board and acknowledgement number provided for the same shall be available in the SLA monitoring tool.
16	Availability of production environment	$\geq 98\%$	SI shall ensure that all relevant events are logged as part of the data loading process and such logs are made accessible for review/report through SLA monitoring tool in a readable format.

6.3 SLA Change Control

It is acknowledged that the SLAs may change as BCECE Board's business needs evolve over the course of the contract period. This document defines the following management procedures:

- A process for negotiating changes to the SLA.
- An issue management process for documenting and resolving particularly difficult issues.
- BCECE Board and Implementation SI's management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.

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- Any changes to the levels of service provided during the term of this Agreement will be requested, documented, and negotiated in good faith by the BCECE Board and Implementation Partner.
- BCECE Board or the SI can request a change in SLAs.
- Changes will be documented as an addendum to this document and, consequently, the Contract.
- If there is any confusion or conflict between the Contract and this document, the Tender and its addendums, the Contract will supersede.

6.4 SLA Change Process

The parties may amend this SLA by mutual agreement in accordance with the process described below. Changes can be proposed by either party.

- The SI's representative will initiate an SLA review at quarterly. Normally, the forum for negotiating SLA changes will be BCECE Board's monthly meetings. BCECE Board and SI will review the Service Levels and mutually agree whether to:
- Add to, delete or change the Services to be measured and the corresponding Service Levels to reflect changes in BCECE Board's business operations; and
- Improve the existing Service Levels, where warranted, to reflect operational or technical improvements.
- Unresolved issues will be addressed using the issue management process.
- The SI's representative will maintain and distribute current copies of the SLA document as directed by BCECE Board. Additional copies of the current SLA will be available at all times to authorized parties.
- Service Levels for a New Service, Optional Service or Additional Services
- With respect to a new service, optional service or additional services, SI and BCECE Board will establish initial Service Levels following full implementation of such services which will apply during the initial 90-day period of SI providing such new service, optional service or additional services.
- To the extent appropriate, such initial Service Levels will be the same as or similar to existing service levels for the same or similar Services.
- During such 90 days, SI and BCECE Board will conduct a process for measurement and validation of service levels to validate the initial service levels and agree upon the actual service levels.
- The finalized service levels shall be documented and implemented in adherence with the SLA version control process.

6.5 SLA Version Control

- All negotiated SLA changes will require changing the version control number.
- SLAs shall be documented for new services, optional services and additional services following the completion of measurement and validation for those SLAs.

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- As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

6.6 Penalty Metric

#	Penalty Clause	Penalty Amount
1.	For each day of delay beyond three days of the scheduled date of completion.	Rs. 50,000/- (Rupees Fifty Thousand) only per day.
2.	Downtime of the application after scheduled date due to programming issue/ Application Logic issue.	Rs. 5,000/- (Rupees Five Thousand) only per hour.
3.	In case of loss of data / Wrong Data Capturing during Live Application due to any kind of technical issue.	As decided by The Controller of Examination, BCECE Board
4.	if payment after reconciliation is not transferred to the BCECE Board within scheduled time i.e., T+3	0.5% of the due amount per day after T+3 days
5.	Response time for page opening should not be greater than 5 seconds	Rs. 1,000/- (Rupees One Thousand) only per minute as per log report.
6.	Any misleading activity performed by SI	As decided by The Controller of Examination, BCECE Board
7.	If Bidder fails to provide Application with error free source code at the end of the contract period	As decided by The Controller of Examination, BCECE Board
8.	If Bidder does not meet the requirement during development of the application as instructed by BCECE Board	As decided by The Controller of Examination, BCECE Board
9.	If any new change request does not completed and tested with in minimum of 1 hour and maximum of 12 hours	As decided by The Controller of Examination, BCECE Board

6.7 Payment terms

Selected bidder will generate invoice after conducting an each exam successfully on the rates as quoted in the financial bid. Payment shall be made against Invoices after necessary verification and due diligence by BCECE Board. Selected bidder will also submit data and certifications for the relevant period along with the Invoice. All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per current rate while making any payment.

- 60% of each exam/counselling application cost shall be paid within 2 weeks after successful completion of each examination
- The balance 40% of each exam/counselling application cost shall be paid after 30 days of processing of the result and submission of the result list (to be counted from the date of last examination in case of multiple dates as per requirement)

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- The original invoice submitted shall be in the name of the Tender Inviting Authority and the name of the user institution if any shall also be mentioned in it.
- Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other taxes as applicable will be made from the bills payable to the Successful bidder at rates as notified from time to time
- No extra cost will be paid in the case of the candidates who have already duty submitted the Application Form and given her willingness to attend the further round of counselling

6.8 Monitoring & Control Mechanism

BCECE Board will monitor & control, payment recommendation based on objective achieved and process observance for selected bidder during project & O&M phase. SI will also be responsible for activities including.

Process Optimization: Review and recommend the optimization of the IT eco system to the BCECE Board.

Change management: Review and recommend to BCECE Board on any change requests proposed by selected bidder during operational phase.

Payment recommendation: Monitoring of the software related solution for BCECE Board support services and assesses the service delivery and recommend for payments accordingly.

Compliance Audit: Evaluate system for compliance related requirements.

Section 7: TERMS and CONDITION OF TENDER & CONTRACT

7.1 Technical Proposal

The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's technical proposal meets the requirements specified in the RFP. The technical proposal shall not contain any pricing information in full or part. In submitting additional information, please mark it as supplemental to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal.

The technical proposal should address the following at the minimum:

7.1.1 Overview

- Overview of the proposed solution that meets the requirements specified in the RFP
- Overall proposed solution architecture covering
 - Application Architecture
 - Technical architecture
 - Security architecture
 - Integration Architecture
 - Deployment Architecture
- Proposed technical standards for the solution
- Architecture and approach for addressing scalability, high availability, performance, Interoperability, Reusability, Manageability and Governance tools.

7.1.2 Approach & Methodology

- Approach & Methodology for implementation of project development and implementation including the project plan & Schedule.
- Approach for requirements validation, software development/ customisation, testing, and implementation and roll out plan, usage of tools etc.
- Addressing the training requirements & change management strategies, communication strategy for key stakeholders of the project.
- Key Deliverables (along with example deliverables, where possible).
- Project Management, reporting and review methodology.
- Strategy for conducting Operations & Maintenance for Solution.
- Risk Management approach and plan.

7.1.3 Software and licences

- The details of intellectual property ownership of all distinct elements of the software.
- The licensing agreements for each of the software elements or applications, the draft copies of the licensing agreements with details of usage conditions.
- The AMC conditions for all the software applications proposed.

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- The above details will be for all the software including if there are any, owned by the SI.

7.2 Financial Proposal

Unless expressly indicated, bidder shall not include any technical information regarding the services proposed in the financial proposal. Prices shall be quoted entirely in Indian Rupees. The financial bid must be summarized in the financial bid format in the format specified in Annexure, Form 5 of this RFP. The bidders shall mandatorily quote for all the requirements as per scope of work, including any items, which are not identified in the formats provided for successful implementation of the project and subsequent operations & maintenance in line with SLA.

During the financial bid preparation, the system integrator (SI) shall include costs for all necessary infrastructures as stated in scope of work, required to operationalize the solution. The solution proposed by SI shall address all the functional, performance, security and availability requirements as stated in the RFP. The SI shall be solely responsible for any financial implications on items not considered in the proposal and which are required for operationalization of the solution. The Bidder's request for modification of financial proposal on grounds that certain components of solution were not accounted by it during the financial proposal preparation either advertently or otherwise shall not be considered after the lapse of bid submission date.

The bidder shall quote all-inclusive costs against each, and every component as provided in Annexure 1, Form 5 of this RFP that are required for design, develop and maintain the web-based application for receiving online application from the candidates for different examinations/counselling being conducted by BCECE Board during the contract period.

7.3 Source Code

BCECE Board shall have a exclusive, non-replicable and non-transferable right (license) to use the source code of the developed solution for BCECE Board. The SI should submit a self-declaration to this effect as part of authorisation certificate. The latest version of the Source Code for the entire solution shall be kept in a repository, after the initial certification by a 3rd Party and after the 'Go Live' by the SI. The SI shall ensure that the Source code shall be updated during the entire contract duration on a periodic basis with the time interval between consecutive updates not exceeding six months. Bidders should submit a declaration to this effect.

7.4 Total Responsibility

Bidder should issue a statement undertaking total responsibility for the defect free operation of the proposed solution, which shall not include any conditional statements.

7.5 Right to Terminate the Process

- A. BCECE Board may terminate the RFP process at any time and without assigning any reason. BCECE Board makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- B. This RFP does not constitute an offer by BCECE Board. The bidder's participation in this process may result into BCECE Board selecting the bidder to engage towards execution of the contract.

7.6 Force Majeure

1. Force Majeure would include natural and unavoidable catastrophe that interrupts the expected course of events.
2. The bidder shall not be liable for liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.
3. For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on BCECE Board.
4. If a Force Majeure situation arises, the bidder shall promptly notify BCECE Board in writing of such conditions and the cause thereof. Unless otherwise directed by BCECE Board, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
5. The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following: classes of events and circumstances and their effects.
6. Natural events ("Natural Events") to the extent they satisfy the foregoing requirements including:
 - Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon.
 - Explosion or chemical contamination (other than resulting from an act of war);
 - Epidemic such as plague.
 - Any event or circumstance of a nature analogous to any of the foregoing.
7. Other Events (Political Events) to the extent that they satisfy the foregoing requirements including:
 - Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy,
 - Blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage.
 - Strikes, work to rules, go-slows which are widespread, nation-wide, or state-wide and are of political nature.
 - Any event or circumstance of a nature analogous to any of the foregoing

7.7 Intellectual Property Rights

All intellectual property rights for the work performed under this RFP shall lie with Controller of Examination, BCECE Board. This clause is applicable to all data & Software solutions in any form or format designed and developed for BCECE Board under this RFP by the Bidder.

1. During the roll out phase, the responsibility to maintain the IPR would lie with the bidder.

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2. The IPR of the application shall vest with The Controller of Examination, BCECE Board, as soon as the system is accepted by Controller of Examination, BCECE Board. A copy of the source code shall be kept in the custody of The Controller of Examination, BCECE Board on a monthly basis, with proper version control.
3. Bidder cannot use the application developed for this project, whether in part or in full, for any other purpose.
4. The Bidder shall not use any data for any other purpose during and after the term of contract.
5. In Case, the bidder uses any self-owned existing software or software components for this project, the source code for the same needs to be submitted to the BCECE Board on project completion.

7.8 Exit Management

In the case of termination of the Agreement, the parties shall agree at that time whether, and if so during what period, the provisions of this clause shall apply (Annexure I, Form-9). The Parties shall ensure that their respective associated entities carry out their respective obligations before the expiry of the exit management period which will be decided by both the parties and Bidder Name will deliver all the information and knowledge out of this assignment to BCECE Board or to any team as may be mutually agreed between Parties.

7.9 Termination

7.9.1 Termination for Default

If the Bidder fails to carry out the award / work order in terms of this RFP within the stipulated period or any extension thereof, as may be allowed by Controller of Examination, BCECE Board without any valid reasons acceptable to BCECE Board, The Controller of Examination, BCECE Board may terminate the contract after giving one month notice, and the decision of Controller of Examination, BCECE Board in this regard shall be final and binding on the Bidder. Upon termination of the contract, Controller of Examination, BCECE Board shall be at liberty to get the work done at the risk and expense of the Bidder through any other agency, and to recover from the bidder compensation or damages.

7.9.2 Bankruptcy and Insolvency

BCECE Board can terminate the contract if the bidder becomes bankrupt and/or losses the desired state of insolvency with a notice of 15 days. Controller of Examination, BCECE Board, in such cases of termination, will not be responsible for any loss or financial damage to the service provider resulted due to the termination. Controller of Examination, BCECE Board will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with BCECE Board

In the event of the breach of any terms of the agreement by the selected bidder, Controller of Examination, BCECE Board shall be entitled to terminate this Agreement forthwith. The decision of Controller of Examination, BCECE Board as to any breach shall be final and binding on the selected bidder.

In the event of breach, Controller of Examination, BCECE Board shall have the right to recover any loss, damage or cost of hardship from the service provider caused due to the breach of the terms of

this Agreement. The decision of Controller of Examination, BCECE Board in this regard shall be final and binding on the selected bidder. This may also lead to forfeiture of Bank guarantee.

7.10 Forfeiture of EMD

The EMD shall stand forfeited if:

- Submission of eligibility requirements containing false information or falsified documents.
- The bidder withdraws its offer before bid validity.
- The selected bidder, who's e-tender is accepted, fails or refuses to furnish the performance bank guarantee within the stipulated time, or fails or refuses to execute the contract.
- If selected bidder fails, due solely to his fault or negligence, to mobilize and start work or performance within the specified period in the Notice to Proceed ("NTP");
- In case, it is found that tender document submitted by the bidder has been altered by way of tampering or doctoring.

7.11 Other Terms & Condition

1. Hypothetical and conditional bid will not be entertained and will be rejected summarily.
2. Controller of Examination, BCECE Board reserves the right to accept or reject all or any of the bids without assigning any reason.
3. Agency will be fully responsible for the security of the web-based application and will maintain the confidentiality.
4. All original data shall be compiled and delivered to the BCECE Board after completion of every application as per the requirement.
5. Agency have to furnish a guarantee on a stamp paper of Rs. 100/- duly attested by a Notary Public to the effect that he shall maintain Secrecy and Confidentiality of the data.
6. Controller of Examination, BCECE Board reserves the right to terminate the contract at any time if it is satisfied that the Agency has failed to fulfil its obligations as per the terms & conditions. The decision of Controller of Examination, BCECE Board in this regard would be final and binding.
7. All disputes concerning in any way with this tender are subject to Patna High Court's Jurisdiction only.
8. The Bidding Company must have its permanent office in Patna, if not so then if selected, the bidding company shall setup its office in Patna within 1 month after issue of Letter of Acceptance. For this as a proof, a rent agreement of the successful company must be submitted within 1 (One) month. Failing which Tender will be awarded to the next lowest.

Section 8: ANNEXURE

Annexure I: Pre-Qualification & Technical Bid Templates

The Bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Pre-Qualification cum Technical Bid Evaluation Criteria to be scanned and uploaded with company seal and signature.

Pre-Qualification cum Technical Proposal shall comprise of following Forms:

Form 1: Particulars of the Bidder

Form 2: Project Citation Format

Form 3: Letter of Proposal

Form 4: No Malicious Code Undertaking

Form 5: Financial Bid Format

Form 6: Undertaking on Total Responsibility

Form 7: Bid Cover Letter

Form 8: Undertaking on Service Level Compliance

Form 9: Undertaking on Exit Management and Transition

Form 10: Self-Declaration of bidder for not blacklisted by any Government Agency

Form 11: Statement of Deviation from Tender Terms and Conditions

Form 12: Declaration for maintaining Secrecy and Confidentiality of Data

Form 13: Self Certification for No-Consortium

Form 14: Format of Performance Bank Guarantee (PBG)

Form 15: Power of Attorney

Form 16: Schedule and Planning for Delivery

Form 17: Software / Application Handover

Form 18: Warranty Certificate

Form 1: Particulars of the Bidder

Sr. No	Particulars	Details
1	Name of the Firm	
2	Registered Office address Telephone Number Fax Number e-mail	
3	Correspondence/ contact address	
4	Details of Contact person (Name, designation, address etc.) Telephone Number Fax Number e-mail	
5	Is the firm a registered company? If yes, submit Documentary proof. Year and Place of the establishment of the Company	
6	Former name of the company, if any.	
7	Is the firm ➤ Government/ Public Sector Undertaking propriety firm ➤ partnership firm (if yes, give partnership deed) ➤ limited company or limited corporation ➤ member of a group of companies (if yes, give name and address, and description of other companies) ➤ Subsidiary of a large corporation (if yes give the name and address of the parent Organisation) If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
8	Is the firm registered under Labour Laws Contract Act? If yes, submit valid registration certificate.	
9	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the officers. Total number of employees	
10	Number of years of experience	
11	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
12	How many years has your organization been in business under your present name? What were your fields when you established your organization? When did you add new fields (if any)?	

Sr. No	Particulars	Details
13	What type best describes your firm? (Documentary proof to be submitted) <ul style="list-style-type: none"> · System Integrator · Service Provider (pl. specify details) · Total solution provider (Design, Supply, Integration, O&M) · IT Company 	
14	Number of Offices / Project Locations	
15	Do you have a local representation /office in Government of Bihar? If so, please give the address and the details of staff, infrastructure etc. in the office and no. of years of operation of the local office	
16	Do you intend to associate any other organization for the works for which you are bidding? If so, please give full particulars of that organization separately.	
17	Please give details of Key Technical and Administrative staff who will be involved in this project, their role in the project, their Qualifications & experience and the certification attained from network product Bidder. (Documentary proof to be submitted)	
18	Is your organization having ISO 9001: 2015, ISO 27001:2013 certificates? If so, attach copies of the certificates. State details, if certified by bodies, other than that stated.	
19	List the major clients with whom your organization has been/ is currently associated.	
20	Were you ever required to suspend a project for a period of more than three months continuously after you started? If so, give the names of project and reasons for the same.	
21	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
22	In how many projects you were imposed penalties for delay? Please give details.	
23	The bidder shall disclose details pertaining to all contingent liabilities, claims, disputes, matters in appeal & in court and any pending litigation against the bidder. If nil, an undertaking from the bidder mentioning the same.	
24	Whether your Organisation has Bank's certificate of solvency. If yes, submit documentary proof.	
25	Have any Government / Department / Public sector Undertaking ever denied you tendering facilities? (Details)	

Form 2: Project Citation Format

Relevant project experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client (email, Phone no.)	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order or Purchase Order (PO) or Letter of Intent (LoI)	

Form 3: Letter of Proposal

Tender Ref.

Date: dd/mm/yyyy

To,

The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P. O-B.V. College, Patna – 800014.

Sub: RFP to Design, Develop and maintain the web-based application for Receiving Online Application from the Candidates for Different Examinations/Counselling being conducted by BCECE Board.

Dear Sir,

With reference to the above tender notice, having examined and understood the instructions, terms and conditions forming part of the tender forms, we hereby enclose our offer to design, develop and maintain the web-based application for receiving online application from the candidates for different examinations/counselling being conducted by BCECE Board as detailed in your above referred tender notice.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP

We also confirm that the offer shall remain valid for 180 days from the last date for submission of the offer.

We understand that the BCECE Board is not bound to accept the offer either in part or in full and that the BCECE Board has the right to reject the offer in full or in part without assigning any reason whatsoever.

Yours faithfully,

Authorized Signatories

(Name & Designation, seal of the company)

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

Form 4: No Malicious Code Undertaking Letter

Tender Ref.

Date: dd/mm/yyyy

To,

The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P.O- B. V. College, Patna – 800014.

Dear Sir,

Sub: Undertaking for No Malicious Code for RFP No. for Selection of System Integrator to design, develop and maintain the web-based application for receiving online application from the candidates for different examinations/counselling being conducted by BCECE Board; dated _____ - _____ -2021.

Over and above all our earlier conformations and submissions as per your requirements of the RFP, we confirm that,

1. All proposed software components in scope of supplies when shipped by _____, does not contain embedded malicious code that would activate procedures to:-
 - a) Inhibit the desired and designed function of the equipment.
 - b) Cause physical damage to the user or equipment during the exploitation.
 - c) Tap information resident or transient in the equipment/networks.
2. We, _____ will be considered to be in breach in case physical damage or malfunctioning is caused due to activation of any such malicious code in embedded software and thus be liable to repair, replace or refund the price of the infected software if reported (or, upon request, return) to the party supplying the software to Customer, if different than _____

Place:

Date

Seal and signature of the bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

Form 5: Financial Bid format

Tender Ref.

Date: dd/mm/yyyy

To,
The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P.O- B. V. College, Patna – 800014.

Dear Sir,

After having gone through the terms and conditions as enlisted in the tender document for designing, development and maintain of the web-based application for receiving online application from the candidates for different examinations/counselling being conducted by BCECE Board, we accept all the terms and conditions and quote our rates for the same as given below:

Sl. No.	Items	Rate per Valid Candidate (If SMS Gateway Service provided by BCECE Board) (In Rs.) (W)	Tax rate (X)	Tax Amount (Y)	Total Amount (Z) (Z=W+Y)
1	Designing, Development and Maintenance of Web-based Application for receiving online application from the candidates for different examinations /counselling being conducted by BCECE Board. (Till admit card generation and Data Handover to Board)				
2	Maintenance of the Web-based Application for receiving online application from the candidates for different examinations /counselling being conducted by BCECE Board. (Till admit card generation and Data Handover to Board) [after 1 st year to end of Contract Period]				

Note:

1. Maintenance of the Web-based Application includes the proper updating / upkeep / Monitoring /required alteration / required modification/changes in the application as per the requirement for future period.
2. GST will be charged extra as per Central / State Govt. Rules & Regulation.
3. Per Valid Candidate means who are registering and duly filled the online application form completely and deposited fee.

Form 6: Undertaking on Total Responsibility

Tender Ref.

Date: dd/mm/yyyy

To:

The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P.O- B. V. College, Patna – 800014.

Sub: Self certificate regarding Total Responsibility

Dear Sir,

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project, as per the requirements and terms and condition of the RFP for proposed solution.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Seal :

Business Address:

Form 7: Bid Cover Letter

To:

**The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P.O- B. V. College, Patna – 800014.**

Sub: Selection of System Integrator to design, develop and maintain the web-based application for receiving online application from the candidates for different examinations/counselling being conducted by BCECE Board.

Ref: RFP No: _____ **Dated:** DD/MM/YYYY

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for Selection of System Integrator to design, develop and maintain the web-based application for receiving online application from the candidates for different examinations/counselling being conducted by BCECE Board.

We attach hereto our responses to pre-qualification requirements and technical & financial bid as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to Govt. of Bihar is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date fixed for bid opening. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the RFP. We also herewith express our willingness to subject to BCECE Board's conditionality's regarding manpower recruitments (required for the project), change of hands of management and declaring upfront the source of funding for the project.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

RFP for "Selection of SI to design, develop & maintain the web-based application for receiving online application for different examinations/counselling"

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2022

(Signature) (In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

Form 8: Undertaking on Service Level Compliance

Tender Ref.

Date: dd/mm/yyyy

To:

**The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P. O- B. V. College, Patna – 800014.**

Sub: Undertaking on Service Level Compliance

Dear Sir,

1. I/We as Implementing Agency do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to BCECE Board.
2. However, if the proposed resources and relevant components are found to be insufficient in meeting the RFP and/or the service level requirements given by BCECE Board, then we will augment the same without any additional cost to BCECE Board.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Seal :

Business Address:

Form 9: Undertaking on Exit Management and Transition

Tender Ref.

Date: dd/mm/yyyy

To:

The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P.O- B. V. College, Patna – 800014.

Dear Sir,

Sub: Undertaking on Exit Management and Transition

I/We hereby undertake that at the time of completion of our engagement with the BCECE Board, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the BCECE Board or to an agency identified by BCECE Board to the satisfaction of the BCECE Board. I/We further undertake to complete the following as part of the Exit management and transition:

- We undertake to complete the updating of all Project documents and other artefacts and handover the same to BCECE Board before transition.
- We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train BCECE Board personnel on the same.
- If BCECE Board decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the ICT components , conducting Training sessions etc.

I/We also understand that the Exit management and transition will be considered complete on the basis of approval from BCECE Board.

Yours faithfully,

(Signature of the Authorized signatory with seal of the Bidding Organization)

Name :
Designation :
Date :

Form 10: Self-Declaration of bidder for not blacklisted by any Government

Agency

(On Non-Judicial Stamp Paper of Rs. 100/- duly attested by the Notary Public)

Tender Ref.

Date: dd/mm/yyyy

To:

**The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P. O- B.V. College, Patna – 800014.**

Sub: Self Declaration of not been blacklisted in response to the RFP <<**>>**

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as on date __/__/____.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of Board resolution/ 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

Form 11: Statement of Deviation from Tender Terms and Conditions

Tender Ref.

Date: dd/mm/yyyy

To,

**The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P. O- B.V. College, Patna – 800014.**

Dear Sir,

There are no deviations (null deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

OR (*Strike out whatever is not applicable*)

Following are the deviations from the terms and conditions of the tender. These deviations and variations are exhaustive. Except these deviations and variations, all other terms and conditions of the tender are acceptable to us.

S. No.	Section No.	Page No.	Para	Statement of deviations and variations
1.				
2.				

Authorized Signatory

Name :

Designation:

Seal:

Form 12: Declaration for maintaining Secrecy and Confidentiality of Data

SELF-DECLARATION – MAINTAINING SECRECY AND CONFIDENTIALITY OF DATA

(On Non-Judicial Stamp Paper of Rs. 100/- duly attested by the Notary Public)

**To,
The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P.O- B. V. College, Patna – 800014.**

Dear Sir,

In response to the Bid _____ dated _____ 2021 to design, develop and maintain the web-based application for Receiving Online Application from the Candidates for Different Examinations/counselling being conducted by BCECE Board., I/We hereby declare that presently our Company/Service provider _____ is having unblemished record and we will maintain the secrecy and confidentiality of data during the tenure of project or after end of the project.

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

Thanking you,

Yours faithfully,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

Form 13: Self Declaration for No-Consortium

SELF-DECLARATION – No-Consortium

To,
The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P.O- B. V. College, Patna – 800014.

Dear Sir,

In response to the Bid _____ dated _____ 2021 to design, develop and maintain the web-based application for Receiving Online Application from the Candidates for Different Examinations/counselling being conducted by BCECE Board., I/We hereby declare that our Company/Service provider _____ will follow No-Consortium.

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

Thanking you,

Yours faithfully,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

Form 14: Performance Bank Guarantee

PROFORMA OF PERFORMANCE BANK GUARANTEE

To,
The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P.O- B.V. College, Patna – 800014.

1. Against Price Agreement concluded by the advice acceptance of the Tender No. Dated .../.../20.... Covering supply of..... (Hereinafter called the said contract), entered between the Controller of Examinations, B.C.E.C.E. Board and..... (Hereinafter called the "System Integrator"), this is to certify that at the request of the Agency, We (Bank) are holding in trust in favour of The Controller of Examination, Bihar Combined Entrance Competitive Examination Board, Patna the amount of Rs. only (write the sum in words) to indemnify and keep indemnified The Controller of Examinations, B.C.E.C.E. Board against any loss or damage that may be caused to or suffered by The Controller of Examinations, B.C.E.C.E. Board by reason of any breach by the System Integrator or any of the terms and conditions of the said contract and/or the performance thereof. We agree that the decision of The Controller of Examinations, B.C.E.C.E. Board whether any breach of any of the terms and conditions of the said contract and / or in the performance thereof has been committed by the Agency and the amount of loss or damage that has been caused or suffered by The Controller of Examinations, B.C.E.C.E. Board shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to The Controller of Examinations, B.C.E.C.E. Board.
2. We,..... (Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the System Integrator, i.e., till (For a period of one year from date of Price agreement) hereinafter called the "said date" and that if any claim accrues or arises against us (Bank) by virtue of this guarantee before the said date, the same shall be enforceable against us (Bank) notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us..... (Bank) by The Controller of Examinations, B.C.E.C.E. Board before the said date. Payment under this letter of guarantee shall be made promptly upon receipt of notice of that effect from The Controller of Examinations, B.C.E.C.E. Board.
3. It is fully understood that this guarantee is effective from the date of the said contract and that we..... (Bank) undertake not to revoke this guarantee during its currency without the consent in writing of The Controller of Examinations, B.C.E.C.E. Board.

4. We undertake to pay to the Government any money so demanded notwithstanding any dispute raised by the Agency in any suit or proceedings pending before any court of tribunal thereto, our liability under this present being absolute and unequivocal.
5. We(Bank) further agree that The Controller of Examination, BCECE Board shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the System Integrator from time to time or to postpone for any time or from time to time any of the powers exercisable by the Controller of Examinations, B.C.E.C.E. Board against the said contract and to forbear or enforce any of the terms and conditions relating to the said contract and we (Bank) shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Agency or for any forbearance and / or omission on the part of The Controller of Examinations, B.C.E.C.E. Board or any indulgence by The Controller of Examinations, B.C.E.C.E. Board to the said System Integrator or by any other matter or thin what-so-ever, which under the law relating us from our liability in the constitution of the bank or System Integrator.

Date :

Signature

Place :

Printed Name

(Designation)

(Bank's Common Seal)

Form 15: Power of Attorney

POWER OF ATTORNEY

Know by all men by these presents, We _____ (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr./Ms _____ (name and residential address of Power of attorney holder)

Who is presently employed with us and holding the position of _____

as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our **“Proposal for To design, develop and maintain the web-based application for Receiving Online Application from the Candidates for Different Examinations/Counselling being conducted by BCECE Board.”**, including signing and submission of all documents and providing information / responses to The Controller of Examination, BCECE Board, representing us in all matters before Controller of Examination, BCECE Board, and generally dealing with the Office of The Controller of Examination, BCECE Board in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For _____

Name:

Designation:

Date:

Time:

Seal:

Business Address:

Accepted,

_____ (Signature)

(Name, Title and Address of the Attorney)

Note: The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. The Power of Attorney shall be provided on Rs.100/- stamp paper. The Power of Attorney should be supported by a duly authorized resolution of the Board of Directors of the Bidder authorizing the person who is issuing this power of attorney on behalf of the Bidder.

Form 16: Schedule and Planning for Delivery

(ON THE LETTER HEAD OF THE BIDDER)

Tender Ref.

Date: dd/mm/yyyy

To:

**The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P. O- B.V. College, Patna – 800014.**

Dear Sir,

Sub: Undertaking to Submit the Delivery Plan

I/We as Implementing Agency do hereby undertake that we shall deliver software service according to below schedule details

Work schedule and Planning for Deliverables

N ^o	Deliverables ¹ (D-....)	Weeks										
		1	2	3	4	5	6	7	n	Total	
D1												

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Seal :

Business Address:

Form 17: Software / Application Handover

(ON THE LETTER HEAD OF THE BIDDER)

Tender Ref.

Date: dd/mm/yyyy

To:

**The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P. O- B.V. College, Patna – 800014.**

Dear Sir,

Sub: Undertaking to Submit the Source Code of developed Solution

I/We hereby undertake that at the time of completion of our engagement with the BCECE Board, either at the End of Contract or termination of Contract before planned Contract Period for any reason or after go live the application, we shall submit the complete developed source code with full database backup to BCECE Board with following details:

1. Last running version of developed Source Code in RAR/ZIP format.
2. Development Software details with version.
3. Web/Application Server details with version
4. APIs, if required for Application/Software execution.
5. Database Details with version.
6. Database backup in excel/.sql or as per requirement of BCECE Board.
7. Software/Application Hosting Server Details.
8. Data Flow Diagram, SRS, ER-Diagram and others related documents

#	Requirement Details	Format Type	Release Version	File Size	Date	Software Details	Software Version
1	Developed Source Code						
2	Data Base Backup						
3	Others						

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Seal :

Business Address:

Form 18: Warranty Certificate

(ON THE LETTER HEAD OF THE BIDDER)

Tender Ref.

Date: dd/mm/yyyy

To,

**The Controller of Examination,
Bihar Combined Entrance Competitive Examination Board,
I.A.S Association Building, Near Patna Airport,
P. O- B. V. College, Patna – 800014.**

Dear Sir,

We warrant that the equipment(s) supplied under the contract would be newly manufactured, free from all encumbrances, defects and faults in material or workmanship or manufacture, shall be of the highest grade and quality, shall be consistent with the established and generally accepted standards for materials of the type ordered, shall be in full conformity with the specifications, drawings of samples, if any, and shall operate as designed. We shall be fully responsible for its efficient and effective operation. We also warrant that the services provided under the contract shall be as per the Service Level Agreement (SLA) with BCECE Board. This warranty shall survive inspection of and payment for, and acceptance of the Equipment and Services and shall expire after end of the contract period after their successful deployment and acceptance by BCECE Board.

We warrant that all services to be provided under the contract shall be as per our Service Level Agreement (SLA) with BCECE Board. This warranty on services provided shall remain valid for the entire duration of the services contract from the date of acceptance by BCECE Board.

The obligations under the warranty expressed above shall include all costs relating to labour, tools, spares, maintenance (preventive as well as unscheduled), and transport charges from site to manufacturer's works / service facilities and back for repair or modification or replacement at site of the equipment or any part of the equipment, which under normal care and proper use and maintenance proves defective in design, material or workmanship or fails to operate effectively and efficiently or conform to the specifications and for which notice is promptly given by BCECE Board to us (bidder). We shall provide on-site support for all the equipment and services supplied hereunder during the period of this warranty.

Authorized Signatory

Name :

Designation:

Seal:

Section 9: e-Procurement Process Related Instructions.

Submission of Proposals (Through electronic mode only)

1. The bidder shall submit his bid/tender on e-Procurement platform at <https://eproc2.bihar.gov.in>.
2. The bidder must have the Class II/III Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website before participating in the e-tendering process. The bidder may use their DSC if they already have the DSC. They can also take DSC from any of the authorized agencies. For user-id they have to get registered themselves on e-procurement website <https://eproc2.bihar.gov.in> and submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.
3. The bidders shall submit their eligibility and qualification details, technical bid, financial bid etc., in the online standard formats given in e-Procurement web site at the respective stage only. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site. The bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
4. All the required documents should be attached at the proper place as mentioned otherwise the tender of the bidder will be rejected.
5. Tender Processing Fee (TPF) to be paid through **e-Payment** mode (i.e., NEFT / RTGS, Net Banking, Credit / Debit Card) only.
6. Cost of RFP/ Form Fee to be paid through e-Payment mode (i.e., NEFT / RTGS, Net Banking, Credit / Debit Card) only.
7. "Earnest Money Deposit (EMD) to be paid through e-Payment mode (i.e., NEFT / RTGS, Net Banking, Credit / Debit Card) only."

Note: "Bids along with necessary online payments must be submitted through e-Procurement portal <https://eproc2.bihar.gov.in> before the date and time specified in the NIT/RFP. The department/Tendering Authority doesn't take any responsibility for the delay / Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason."

8. The tender opening will be done online only.
9. Any corrigendum or date extension notice will be given on the e-Procurement website and BCECE Board's Website only.
10. For registration log in to <https://eproc2.bihar.gov.in>
e-Procurement Help Desk
Toll Free Number: 1800 572 6571
Email Id: eproc2support@bihar.gov.in

Working Hours: 8AM to 7PM (All days in week except few selected state holidays).