



# Bihar School Examination Board

Sinha Library Road, Patna-800017

## NOTICE INVITIG e-TENDER

(Through e-procurement mode only over (<https://www.eproc.bihar.gov.in>)  
E-Tender Notice No.PR 372/2018

Bihar School Examination Board, Patna invites sealed tenders under two bid systems from the reputed Agency/ Sound Firms/Companies for the “**Selection of Service provider for design, development, implementation and support of Enterprise Resource Planning(ERP) solution inBSEB**”.

SL No.	Scope of work	Cost of tender document (In Rupees)	Tender processing Fee (Non Refundable) (inclusive of service tax @18.00%) to be paid through e-payment mode (i.e. NEFT/RTGS/, Credit Card/Debit card) (in Rupees)	Earnest Money (In Rupees)
1	2	3	4	5
1.	Selection of Service provider for design, development, implementation and support of Enterprise Resource Planning(ERP) solution in BSEB	5,000 (Five Thousands rupees only )	1,180 (One Thousand One Hundred Eightyrupees only )	10,00,000 (Ten Lakhs rupees only)

### Tender Schedule/Programme:

S. No.	Date and Time for Activity	Date/Time: Duration
1.	Online Sale/Download date of Tender documents	From : 26/12/2018(11:00 Hrs.) to 17/01/2019 (13:00 Hrs.)( <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> )
2.	Pre-bid meeting	05/01/2019at 11.30 Hrs. ((Bihar School Examination Board, Sinha Library Road, Patna-800017))
3.	Last Date/Time for submission/ uploading of offer/Bid	17/01/2019 upto 15:00 Hrs. ( <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> )
4.	Submission of form fee & EMD in Hard copy/Original	17/01/2019 upto 15:30 Hrs. (Bihar School Examination Board, Sinha Library Road, Patna-800017)
5.	Date & time for opening of Technical Bid	17/01/2019upto 16:00 Hrs ( <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> ) (Bihar School Examination Board, Sinha Library Road, Patna-800017)

6.	Financial Bid Opening Date and Time	Date to be announced later by competent authority.
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- Detailed descriptions of the item and instructions for submitting your offer can be downloaded from e-tender website(<https://www.eproc.bihar.gov.in>).
- The bidder must have Class II Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website(<https://www.eproc.bihar.gov.in>) for submission of e-Bid.
- Tender Processing Fee (TPF) amount to be paid through e-Payment mode (i.e. NEFT / RTGS, Credit / Debit Card) only.
- As per Bihar Financial Rules 131(O) Bid Security (EMD): -  
The Bid Security (EMD) may be accepted in the form of account payee Demand Draft, Fixed deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in an acceptable form, safeguarding the purchaser's interest in all respects. The bid security is normally to remain valid for a period of forty-five days beyond the final bid validity period.
- Bids along with necessary online payments (Tender Processing Fee) must be submitted through e-Procurement portal (<https://www.eproc.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."
- The bidders shall submit their eligibility and qualification details, Certificates as mentioned in section etc., in the online standard formats given in e-Procurement web site (<https://www.eproc.bihar.gov.in>) 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 (<https://www.eproc.bihar.gov.in>).
- 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.
- For support related to e-tendering process, bidders may contact at following address "e- Procurement HELP DESK First Floor, M/22, Bank of India Building, Road No-25, Sri Krishna Nagar, and Patna- 800001 Ph. No: **0612-2523006**, Mob- **7542028164**" or may visit the link "Vendor Info" at (<https://www.eproc.bihar.gov.in>).
- Contact Details: Sh. RajnikantPravin, Nodal Officer. Contact No- 9431424924
- Note: - Bihar school Examination Board reserves the right to accept/reject/reschedule any or all tenders without assigning any reasons.
- **Corrigendum/ Addendum**, if any, will be published on the departmental website [www.biharboard.ac.in](http://www.biharboard.ac.in), and e-Procurement, Bihar <https://www.eproc.bihar.gov.in> itself.

**SECTION-I**  
**REQUEST FOR PROPOSAL**

**Standing instructions for bidders for e-tendering submission on  
<https://www.eproc.bihar.gov>**

1. It has been decided by the board that there will be an agency for “**Selection of Service provider for design, development, implementation and support of Enterprise Resource Planning(ERP) solution inBSEB**”
2. The bidder shall submit his bid/tender on e-Procurement platform at [www.eproc.bihar.gov.in](http://www.eproc.bihar.gov.in)
3. 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.
4. Tender Processing Fee (TPF) amount of Rs 1180/- to be paid through e-Payment mode (i.e. NEFT / RTGS, Credit / Debit Card) only.
5. For participation in this tender, prospective bidders are required to register themselves on the portal. Bidders will require valid Class-III digital signature certificates for submitting their bids. Bidders may avail training for online tendering as per instructions available on the website.
6. Bidders shall submit their bids online through the portal.
7. Bids will not be accepted by any other mode (post/ by hand/ email/ fax etc) except otherwise explicitly specified. Documents uploaded on the portal will only be considered for evaluation.
8. Bidders must ensure that PDF files uploaded on the portal are not corrupted. Bidders must open all PDF documents and ascertain that these are not corrupted. Corrupted documents will be treated as documents not available.
9. For support related to e-tendering process, bidders may contact at following address “e- Procurement HELP DESK First Floor, M/22, Bank of India Building, Road No-25, Sri Krishna Nagar, and Patna- 800001 Ph. No: 0612-2523006, Mob- 7542028164” or may visit the <https://www.eproc.bihar.gov.in>

## **INSTRUCTION TO BIDDERS DATA SHEET**

This Tender is being floated for

Design, Development, Implementation and support of Enterprise Resource Planning(ERP) solution in BSEB

### **1. Details of Work :**

Details of work are given in Section V.

### **2. Eligible Bidders**

The details of Eligibility criteria along with supporting documents has been given in Point No – 5 of this section

### **3. Cost of Bidding :**

The bidder shall bear all costs associated with the preparation and submission of the bid. BSEB will in no case be responsible for these costs regardless of the conduct or outcome of the bidding process.

Required amount of Tender Document fee and Earnest Money Deposit (EMD) for the amount in the form of Demand Draft in favour of – Secretary, Bihar School Examination Board, Patna or e-payment mode.

### **4. Bid Document :**

#### **4.1 Bid document includes:**

- (i) Notice Inviting Tender.
- (ii) Instructions to bidders.
- (iii) General condition (Commercial) of the contract.
- (iv) Special conditions of contract.
- (v) Detail of Work.
- (vi) Technical Bid.
- (vii) Financial Bid.
- (viii) Bid Form.
- (ix) Bid Security Form

- (x) Performance Security Bond Form
- (xi) Letter of Authorization to attend bid opening
- (xii) Declaration regarding near relationship with BSEB employees.

The bidder is requested to examine all Instructions, Forms, Terms and Specification in the Bid Documents. Failure to furnish all the information required as per Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the Bid.

A prospective bidder requiring any clarification on the Bid document shall notify the Board in writing. The Board shall respond in writing to any request for the clarification of bid document which it receives not later than three days prior to the date of opening of Tender.

**5. The bidder should have following eligibility criteria to participate in the bid and attach a copy of valid document :-**

- 5.1 The bidder should have minimum turnover of at least Rs. 50 Crore (Fifty crore) every year In any last 3 financial years out of (four financial year i.e. 2014-15, 2015-16, 2016-17 and 2017-18). (Attach copy of IT return/balance sheet). Proof of Satisfactorily Performance execution of similar works as specified in the eligibility criteria.
- 5.2. The bidder must be at least CMMI Level 3 or above.
- 5.3 The bidder must have handled at least two works of similar nature of at least 2crores in the last 5 (Five) years in any Government department (Central/State), University (Central/State), PSU, Examination Board (Central/State) or any Public Service Commission.
- 5.4 The bidder must have **GST** Registration Number (Registration Number of the Firm/Company/ Agency) and PAN of Firm/Company/Agency.
- 5.5 The bidder should not be blacklisted / debarred by any Board/University/Govt. Department, till the time of bid submission (Attach Self certified letter).
- 5.6 Relevant documents in support of the above criteria must be enclosed along with the tender call documents; failing which the bid will be liable to be rejected.

**6. Amendment to bid document :**

- a. At any time prior to the deadline for submission of Bids, the Board may amend the Bidding Documents by issuing an addendum/ corrigendum.
- b. Bidders are advised to keep themselves updated with the information displayed on the eproc website – [www.eproc.bihar.gov.in](http://www.eproc.bihar.gov.in) and the Board shall not be responsible in case the Bidder has not received such addendum/corrigendum in the manner stated above.
- c. The Board may, at its discretion, extend the deadline for the submission of Bids.

## **7. Documents comprising the bid :**

The bid prepared by the bidder shall comprise the following components.

- a. Documentary Evidence established in accordance with clause 2 and as detailed in clause 5, that the bidder is eligible to bid and is qualified to perform the contract.
- b. Bid Security furnished in accordance with clause 11.
- c. A clause-by-clause compliance as per clause 10.
- d. Affidavit for not blacklisted / debarred by any Board/University/Govt. Department/PSU etc.
- e. Bid Form and price schedule completed in accordance with clause 8 and 9

## **8. Bid Form**

The bidder shall complete the Bid Form and the appropriate price schedule furnished in the bid document covering the services to be rendered and price schedule as per Section-V.

## **9. Bid Price.**

- (i) The bidder shall quote strictly as per Financial Bid given in financial bid form.
- (ii) The price quoted by the bidder shall remain fixed during entire period of contract & shall not be subject to variation on any account. A Bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

## **10. Clause by clause compliance.**

A clause - by - clause compliance of services to be provided (Section VI), and special conditions (Section IV) shall be given. In case of deviation, a statement of deviation shall be given.

## **11. Bid Security (EMD)**

As per Bihar Financial Rules 131(O) Bid Security (EMD): -

The Bid Security (EMD) may be accepted in the form of account payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in an acceptable form, safeguarding the purchaser's interest in all respects. The bid security is normally to remain valid for a period of forty-five days beyond the final bid validity period. And Bid Security (EMD) of Rs 10,00,000/- in favour of "Secretary, Bihar School Examination Board, Patna" must reach to BSEB office on or before the due date or in E-payment mode.

### **The Bid Security may be forfeited :**

- a. Once the firm submits a Bid, it cannot be altered or withdrawn. If a Bidder does not accept his quoted rates and refused to execute the job, then the Bid Security deposited with the Bid will be forfeited and firm will be blacklisted.
- b. In case successful Bidders fail To sign the contract/agreement within time limit.

- c. In case of fraudulent and corrupt practices.
- d. If a successful Bidder has been found incapable of executing the assigned job to the satisfaction of the Board, which may reflect adversely the image of the Board, the Bid Security, if not released can be forfeited and the Bihar School Examination Board may allot the work to some other eligible firm.

**12. Format and Signing of Bid.**

- a. The Bidder shall submit only one Bid.
- b. The Bid shall be signed by the Bidder or a person(s) duly authorized to sign the Bid to the contract.
- c. Failure to a Bid by any of the instructions will make the Bid liable to be rejected.

**13. Submission of Bid.**

**The Bid submitted by the Bidder shall be in two separate parts:-**

**Part 1: Technical Bid** With required documents for qualification criteria. To be opened on the date & time as specified in the Bidding Schedule.

**Part 2: Financial Bid** The rate has to be submitted as in the Tender Performa.

**14. Bid opening :**

The Committee of the Board will open the Bids received in the presence of Bidders or their representatives, who may wish to be present as per time, date and place specified in the Bidding Schedule. In the event of the specified date for the submission of Bids being declared a holiday for the Board, the Bids will be opened at the appointed time and location on the next working day.

**15. Evaluation :**

- (i) The Technical Bid shall be opened and evaluated first and then the marked "Financial Bid of those bidder who qualify in Technical bid evaluation will be opened. If the cost of the Bidding Documents/ E-payment is not there, or incomplete, the remaining Bid Documents will not be opened, and the Bid will be rejected and the Bidder will be responsible for the same and shall have no right for further participation.
- (ii) In all cases, the amount of Bid Security and validity shall be announced. Thereafter, the Bidder's names and such other details as the Board may consider appropriate, will be announced by the Board.
- (iii) The Board will prepare minutes of the Bid Opening, including the information disclosed to those present in the meeting.
- (iv) The evaluation of Technical Bids will commence after its opening and evaluation will be made with respect of Bid Security, Qualification Criteria and other information furnished in Part 1 of the Bid. On the basis of such evaluation a list of the responsive Bids will be drawn up. The Financial Bids of only those Bidders, who qualify in the evaluation of the Technical Bids, will be considered.
- (v) Bidders or their duly authorized representative(s), whose Technical Bids are found responsive may attend the meeting of opening of Financial Bids.
- (vi) At the time of opening of 'Financial Bids', the names of the Bidders, whose Technical Bids were found responsive, will be announced and the financial bids of only those Bidders will be

- opened. The responsive Bidder's names, the Bid prices and such other details as the Board may consider appropriate will be announced by the Board at the time of opening of Financial Bid.
- (vii) Technical Bid will be evaluated by the Committee.
  - (viii) Premises of technically qualified agencies shall be visited/inspected by the committee of Board's officers to ensure competency and capability of the agency without disclosing the date of visit.
  - (ix) Financial Bids of only those bidders will be opened who are found suitable and eligible as per technical bids and inspection.

#### **16. Award of Contract :**

Bihar School Examination Board, Patna (BSEB), shall consider placement of letter of intent to those bidders whose offers have been found technically and financially acceptable. The bidder shall give his acceptance along with performance security (Section IX of the bid document) in conformity within 7 (Seven) days of issue of letter of intent.

#### **17. Right to vary quantities :**

Bihar School Examination Board, Patna (BSEB), will have the right to increase or decrease the required quantity of services specified in the schedule of requirement without any change in charges of the offered quantity and in other terms and conditions at the time of award of contract.

#### **18. Signing of Contract and depositing of Performance Security:**

- a. Signing of Agreement shall constitute the award of hiring contract on the bidder.
- b. Upon the successful bidder furnishing the Performance Security the BSEB shall discharge its bid security in pursuant to clause 11

#### **19. Annulment of Award :**

Failure of the successful bidder to comply with the requirement of clause 18 shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event BSEB may make the award to any other bidder at the discretion of BSEB or call for new bids.

#### **20. Period of validity of bids :**

- a. The bid shall remain valid for 90 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by BSEB as non-responsive.
- b. A bidder accepting the request of BSEB for an extension to the period of bid validity, in exceptional circumstances, will not be permitted to modify his bid.

#### **21. Allotment Criteria:**

- a. Before allotment of work order, the Board will evaluate the Bids.
- b. The Board may in its discretion redistribute allotment to eligible Bidder/s keeping in view the capacity /prior performance of the Bidder/s, provided the Bidder/s are agreed to match the lowest evaluated substantial responsive Bid.

#### **22. Board's right to accept or reject any Bid or all the Bids :**



The Board reserves the right to accept or reject any Bid and to annul the whole Bidding process and may reject all Bids at any time prior to allotment of work, 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 the Board's action.

**23. Corrupt or Fraudulent Practices :**

- a. The Board requires the Bidders to strictly observe the laws against fraud and corruption, as in force in India, namely, Prevention of Corruption Act, 1988.
- b. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in agreement execution.
- c. "Fraudulent practice" means misrepresentation of facts in order to influence a procurement process or the execution of an agreement which is detrimental to the Board and include collusion practice among Bidders (prior to or after Bid submission) designed to establish Bid price at artificial, non competitive levels and to deprive the Board of the benefits of free and fair competition.
- d. If at any stage, it is found that a particular firm has misrepresented/ concealed the facts or the contents of the documents and such documents submitted by the firm are found to be wrong or false, such conduct of the firm shall also be dealt with under fraudulent practices. (v) Any firm found involved in above cases may be blacklisted by the Board.

**24. Any point not covered under the Terms & Conditions of the Tender :**

For any point not covered under the provisions of the Tender, Secretary Bihar School Education Board shall be the final competent authority, whose orders in this regard shall be final and binding upon the Bidders.

## SECTION III

### GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT:

#### 1. Application:

Submission of bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein or in Notice Inviting Tender unless otherwise agreed by BSEB.

#### 2. Performance Security:

As per Bihar Financial Rules 131 (P) Performance Security: -Performance Security may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank in an acceptable form safeguarding the purchase interest in all respects.

- a. The successful bidder shall be required to deposit an amount equal to 10% of the tendered value of the assigned work within 7 days of conveying BOARD' for accepting the bid as Performance Security.
- b. If the contractor fails or neglects any of his obligations under the contract it shall be lawful for BOARD to forfeit either whole or any part of performance security furnished by the bidder as compensation for any loss resulting from such failure.

#### 3. Execution Time Limit :

The time period as stipulated in the contract or letter of intent shall be deemed essence of the contract.

#### 4. Payment Terms :

- a. As per the section 7 mentioned in the Scope of work.
- b. No advance payment will be made under any circumstances.
- c. Performance security shall be released after completion of allotted project in all respect
- d. The payment would be made on submission of invoice by the Vendor to the Bihar School Examination Board, Patna.

#### 5. Penalty Terms :

S No.	Item	Development (Delay Per day) in Rupees	Implementation (Delay Per day) in Rupees	Maintenance(Bug fixing and Error removing) (Delay Per day) in Rupees
1	Customization and Implementa- tion of ERP Software Per	5000	5000	5000

	Module			
2	Digitization(data entry, scanning of Documents, cropping and punching of images) of Records	5000	5000	5000
3	Delay in Bugs fixation	--	5000	--

## **6. Rates :**

- a. Rates must be exclusive of GST. The Financial bid is to be submitted through e-Tender mode only.
- b. The rates quoted shall remain firm throughout the period of contract and this contract will remain valid up to the date of completion of the job by the bidder and shall not be subject to any upward modification whatsoever. Mutual amendments in the scope of work can be made.

## **7. Taxes and Duties :**

The Income Tax, Sales Tax, all type of taxes etc will be deducted at source as per prevalent rates announced by the competent authority from time to time.

## **8. Insurance :**

The Board's office will not pay for any insurance charges against loss or damage incidental to the work specified in scope of work section.

## **9. Termination of Contract :**

BSEB may without prejudice to any other remedy for breach of contract may terminate the contract in whole or in parts.

- a. If the bidder fails to execute the job within stipulated time frame or to the entire satisfaction of BSEB.
- b. If the bidder fails to perform any other obligation (s) under the contract.
- c. BSEB may without prejudice, to other rights under law or the contract provided get the services of other agencies at the risk and cost of the bidder, in above circumstances.

## **10. Termination for insolvency :**

BSEB may also by giving written notice of 7 days and without compensation to the bidder terminate the contract if the bidder becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.

## **11. Force Majeure :**

If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such on performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of BSEB as to whether the supplies have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the contract.

## **12. Arbitration :**

- 12.1 In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to matter the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of the Chairperson, Bihar School Examination Board, Patna; In case his designation is changed or his office is abolished then in such case to the sole arbitration of the officer for the time being entrusted whether in addition to the function of the Chairperson, Bihar School Examination Board, Patna, or by whatever designation such officers may be called (hereinafter referred to as the said officer) and if the Chairperson, Bihar School Examination Board, Patna, or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the Bihar School Examination Board, Patna, or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996.
- 12.2 The arbitrator may from time to time with the consent of both the parties set the time frame for bar coding system for answer sheets. Subject to aforesaid arbitration and conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- 12.3 The venue of the arbitration proceeding shall be Office of the Bihar School Examination Board, Patna, or such other place as the arbitrator may decide.
- 12.4 Jurisdiction for all the matters related shall be district court Patna, Bihar.

**SECTION IV**  
**SPECIAL CONDITIONS OF CONTRACT:**

1. The special conditions of contract shall supplement the Instruction to Bidders as contained in Section II and General (Commercial) Conditions of the contract as contained in Section III and wherever there is a conflict, the provisions herein shall prevail over those in Section II and Section III.
2. In case the date fixed for opening of bids is subsequently declared as holiday by the Government of Bihar, the revised schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.
3. BSEB reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contract entered into with BSEB.
4. BSEB reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient ground.
5. The near relatives of all BSEB employees either directly recruited or on deputation are prohibited from participation in this tender. The near relatives for this purpose are defined as: (a) Members of a Hindu Undivided Family, (b) They are husband and wife, (c) The one is related to the other in the manner as father, mother son(s), son's wife(daughter-in-law), Daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) & sister's husband( brother-in-law).
6. The tenderer(s) should give a certificate (in format as Section-XI) to the effect that none of his / her such relative is working in BSEB as defined above. In case of proprietorship firm the certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of Limited company by all Directors of the Company. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and Bid Security/security deposit will be forfeited at any stage whenever it is noticed. The BSEB will not pay any damages to the company or firm or concerned person. The company or firm or the person will also be debarred for further participation in the concerned unit.
7. BSEB reserves right to counter offer price against price quoted by the bidder.
8. Agency will provide training to all the deployed personnel for the said work as specified in the scope of work or required by the Board.
9. The time schedule may be required to be adjusted as per requirements of the BSEB from time to time as the work of processing of results is highly time bound.
10. The bidder shall be required to undertake full responsibility of the safe custody and to maintain secrecy of documents supplied by the Board. Each document and data given by the Board shall be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the Board. In case of lapse, the computing agency will be fully responsible for the consequence.
11. The Manpower proposed to be deployed by the bidder shall be subject to screening by the board, to ascertain their suitability and skills.
12. Output reports/Data will be delivered by the agency concerned as per the board's requirements.
13. The Data checking will be responsibility of the agency.
14. The reports will have to be prepared as per instructions of the Board in the formats given/approved by the Board after getting clearance in writing from the Board and will have to ensure 100% accuracy. For a mistake agency will have to pay charges as defined in the tender document.
15. The agency will have to supply up to two copies of each report whenever number of copies required is not mentioned.

## **SECTION-V**

### **Scope of Work**

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

#### **1. Application Development & Implementation**

##### **A. Application Development**

- a. Development of the Project Implementation plan
- b. System Due diligence and submission of detailed report
- c. Business Requirements and Process Study
- d. Supply, Installation, Configuration & Customization of ERP Solution as per requirement
- e. Application Testing
- f. Quality Review, reporting and approval
- g. Linkage with existing applications
- h. Project and Product Documentation.
- i. Application ATP (Acceptance Test Procedure)
- j. Detailed Post Implementation documents for each and every modules and sub-modules to be prepared and submitted to the client. Approval of the same from the client to be taken.
- k. Developing and designing of Operational Hand Book for each and every modules and sub-modules.

##### **B. Training and Capacity Building**

- a. Training and Capacity Building requirement
- b. Imparting of regular refresher trainings

##### **C. User Support and Maintenance of the Integrated ERP application**

- a. Application monitoring and Compliance to Service Level Agreements
- b. Application support including modifications and integration with future systems
- c. Bugs / Fixes Management
- d. Software Change and Version Control
- e. Maintenance of Configuration Information & System documentation

##### **D. Operations and Maintenance**

- a. Help Desk Services
- b. Monitoring, Administration & Management Services
- c. Backup, Restore and Archival Services
- d. Storage Administration services
- e. Database Administration
- f. User Administration
- g. Security Administration
- h. Production Control and Scheduling
- k. Warranty, ATS and Annual Maintenance Contract

## **2. Application Customization and Implementation**

### **2.1. Development of the Project implementation plan**

Upon award of the Contract, the Bidder shall develop a Detailed Project Plan encompassing the activities specified in the Contract. The contents of the Project Plan shall be as below:

- a. Project Organization and Management Plan;
- b. Design and Development plan
- c. Pre-commissioning, Operational and User Acceptance Testing Plan
- d. Delivery and Installation Plan
- e. Training Plan
- f. Risk Management Plan
- g. Warranty Service Plan
- h. Task, Time, and Resource Schedules
- i. Post-Warranty Service Plan
- j. Technical Support Plan
- k. Quality Assurance and Control Process details which must include (but not limited to) detailing on Metrics, Reviews, Problem Reporting and Corrective action, System audit etc.
- l. Data Entry Plan
- m. Any other item in consultation with Bihar School Examination Board

### **2.2. Businesses Requirement and process study**

The Bidder shall do a Businesses Requirements Study for each sub-department of BSEB. The As-Is processes and To-Be processes of each of these sub-departments will be provided to the Bidder. Though enough care has been taken to include all the processes, there could be more processes which may need to be captured by the Bidder. Indicative MIS requirements are mentioned in the To-Be process maps. The Bidder is however expected to capture the detailed reporting requirements of these sub-departments based on discussion with the sub-departments.

The document will indicate the additions/ modification that need to be made to the product to meet the business requirements. It is the responsibility of the Bidder to demonstrate the best practices available in the proposed ERP and how these best practices affect the output and can be implemented in the existing business processes.

Bidder shall prepare detailed System Requirement Specifications (SRS) detailing processes for all modules based on functional and Quality-of-Service requirements mentioned in this tender and also additional requirements as may be identified in consultation with the Corporation and other stakeholders during the requirement study phase. The SRS approved by BSEB will form the baseline for all subsequent phases of application development and deployment from an Application requirements perspective (e.g. for testing, identifying “change” to requirements etc.).



### **2.3. Supply, Installation, Configuration & Customization of Integrated ERP Solution**

Supplying, Installing, Configuring, Customizing (as required) and Implementing of the proposed ERP product so as to cover but not limited to the functions:

#### **2.3.1 RTI Module**

- Listing of disposed and pending RTI cases
- Allotment of RTI cases to different official on day to day basis
- Daily progress report official wise
- Marking and Compliance from different units through ERP
- Tracking of RTI cases

#### **2.3.2 Legal Module**

- Listing of empanel advocates by accountant general/BSEB
- Allotment of case to advocate
- Categorization of case (urgent/very imp/imp marking to be done by law officers)
- Performance review of advocate (on the basis outcome of the case)
- No. of hearings in any case (no of fruitful/no of unfruitful hearings)
- Display the list of disposed/pending cases advocate wise
- Display the date schedule for hearing in coming 3-4 days
- Compliance from different units to legal cell in respect of counter affidavit through ERP
- Approval of the counter affidavit/statement of facts by competent authorities
- Tracking of Legal Cases

#### **2.3.3 Public Relation Module**

- Work order management
- Management of DAVP rate (upadation of DAVP rate)
- Approval of content of any advertisement by competent authority
- Expenditure approval of advertisement by competent authority
- Invoice management
- Online Rederssal of VIP/VVIP compliance (movement of complain to the respective section and compliance of the same to PR section through ERP)
- Storage of released advertisement and press coverage in ERP system

#### **2.3.4 Vigilance Module**

- Status of proceeding (departmental or external)
- Weekly progress report of proceeding
- Listing of inquiry officer and presenting officer
- Issue of vigilance clearance for retirement promotion and upgrading (format to be decided by vigilance unit)
- Checking of fund utilization by institution (data to be taken from academic module of ERP)
- Verification of mark-sheet certificate and cast certificate

#### **2.3.5 a. Academic Module**

- Transport of data (institution wise) for affiliation of various school and college
- Creation of checklist for affiliation
- Creation of infradetails in ERP (institution wise)
- Creation of data in ERP system regarding constitution of governing body /management committee
- Listing of affiliated school/college
- Creation of data base for specialist/expert for preparing model question and evaluation of answer book (top 10 students)

- Processing and payment of merit scholarship
- Data base regarding fund allotment from state government and its utilization for disbursement of merit scholarship
- Approval of the proposal for affiliation

#### **2.3.5 b. Grant**

- Creation of data base for total grant allotted by Bihar government
- Fund allotment institution wise
- Fund utilization institution wise
- Capturing result school wise for 1st division, 2nd division, 3rd division
- Calculation of eligible grant as per result (as per norm)
- Approval of grant institution wise

#### **2.3.6 Examination Module**

##### **a. Registration**

- Transport of Registration data to ERP server
- Listing of Registration data school wise, district wise, gender wise for regular students
- Listing of Registration data school wise, district wise, gender wise for Private students

##### **b. Examination**

- Transport of data relating to admit card in ERP system
- Listing of admit card school wise, district wise, gender wise for regular students
- Listing of admit card school wise, district wise, gender wise for private students
- Creation of data base for all the centers in Bihar
- Creation of data base for center Superintendent
- Creation of data base for center school tagging
- Tracking and Monitoring regarding movement of examination materials ( dispatch directly from BSEB)
- Tracking and Monitoring regarding movement of examination materials ( dispatch directly from Vendor Side)

##### **c. Evaluation**

- Creation of data base for head and co-examiner to be involve in evaluation of answer books
- Evaluate Performance of co-examiner and head examiner
- Reconciliation of payment made to evaluation centre director with actual expenditure.

##### **d. Result Generation**

- Create data base for marks subject wise
- Create data base for complete mark sheet
- Tabulation of marks
- Provision to incorporate moderation of marks
- Create data base for top 10 students

##### **e. Scrutiny**

- Selection of the co-examiner and head examiner
- Transport scrutiny data to ERP system

#### **2.3.7 Accounts / Finance Module**

##### **a. CASH/CHEQUE/Online payment Management**

1.1 Bank payments of registration fee, examination fee. Annual fee, supplementary fee and its Reconciliation with bank account

1.2 Entry in Cheque issue register, daily and petty cash book

1.3 Online payments of registration fee, examination fee. Annual fee, supplementary fee (school wise and college wise) and its Reconciliation with bank account

2. Posting in General Ledger and subsidiary ledger
  - 2.1 Accounts payable- PO wise details of supplier contractors and service provider
  - 2.2 Accounts receivable- Details of the receivable amount from different agencies/units
  - 2.3 Details of the receivable amount unit wise
  - 2.4 Calendar
  - 2.5 Entry in Journals book
- b. Procure to Pay Management**
  1. Invoice Processing
  2. Inventory Valuation
  3. Tracking of bills of supplier contractor and service provider
- c. Work Order Management**
- d. SD/EMD/BG Management**
  1. Tracking regarding release of SD/EMD/BG
- e. Cost Management**
  1. Costing
  2. Capital Budgeting- Head wise preparation of annual budget
    - 2.1 Control over expenditure as per budget allocations
      1. ASSET REVALUATION taking into account depreciation
      2. Scraping of obsolete and its value after disposal
      3. Generation of fixed asset register
- f. Payroll Processing**
  1. Leave Records
  2. Payroll Management
  3. COMPLIANCE WITH TAX LAWS (GST, Income Tax and any other tax)
  4. EXPENSE CLAIM Management
- g. Fund Management**
  1. Tracking of the fund allotment and fund utilization to different units
  2. Maintenance and receipt of fund unit wise
  3. Incorporation of receipt and management payment of various units in the book of account
  4. Generation of debit and credit note
- h. Generation of Financial Statement**
  1. Generation of Balance sheet, trial balance, cash flow statement and fund flow statement
  2. Accounting of the cost centre
  3. Accounting of the profit centre
  4. Project Costing
  5. Tracking of bills
  6. Reconciliation of grant and payment
- i. Fixed Deposit Management**
  1. Bank wise FDR and its date of maturity
  2. Total interest calculation
  3. Accounting of principle amount and its interest
  4. Reconciliation of physical FDR and its entry as per the books of account

### 2.3.8 HR Module

#### a. Employee Master Data

- On regular BSEB payroll
- .On contract

#### b. Transaction / Process / Activity Requirements

- Training
- Recruitment

- Joining & Relieving
- Attendance & Leave Management
- LTC availing and Claim
- Loans and Advances
- Increments
- Leave Encashment
- Medical claim & Medical Reimbursement
- Promotion and Pay Fixation
- Personal Accident Claim
- Vehicle & Estate Management
- Confirmation and Placement of Trainees
- Annual performance appraisal management
- Attendance management
- Tracking of file movement

**c. Reporting / Document Outputs / MIS Requirements**

**2.3.9 Purchase Module**

**a. Master Data / Configuration Data Requirements**

- Vendor Master (data base for suppliers, contractors, sub contractors service providers and system integrators)
- Item Master
- Service Master

**b. Transaction / Process / Activity Requirements**

- Indent Management
- Tender Management
- Purchase Order Management
  - Authorization, amendment, partial and complete amendment, cancellation and closing of purchase order
  - Purchase order with multiple delivery schedule
  - Multiple indents for multiple item in a single purchase order
- Invoice management
- New Vendor Development ( if required)
- Purchase Receipts
- Purchase Invoice Verification
- Purchase Returns
- Budgeting
- Vendor Management Function (Vendor registration, Empanelment of vendor, performance of vendor)

**c. Reporting / Document Outputs / MIS Requirements**

**2.3.10 Material/Inventory Management**

**a. Master Data / Configuration Data Requirements**

- Item Master
- Indent Master
- Service Master

**b. Transaction / Process / Activity Requirements**

- Stock Planning & Analysis(inventory requirement and its replenishment technique)
- Physical Inventory

- Inward Receipts Management
- Outward issue management
- Reconciliation of inventory balance
- Listing of inventory status
- Monitoring of item usage (fast moving, medium moving, slow moving and item with no consumption)

### **c. Reporting / Document Outputs / MIS Requirements**

#### **2.3.11 Grievance Redressal Module**

##### **(Functions of Public Redressal System):**

- I. Routing of Grievance to the concerned section.
- II. Submission the required information by the concerned section.
- III. Routing of grievance with complains to competent authority for approval.
- IV. Routing the complete reply to concerned section after approval of competent authority.
- V. Direct the status of grievances for updating on the website.
- VI. Listing of the total number of grievances, disposed of during the last week, last fortnight and Last month.
- VII. Listing the total number of grievances pending for one week, two weeks, three weeks & more.
- VIII. Listing of pending and disposed grievances unit wise, person wise.
- IX. Transmit reply by email or sms to the applicant regarding status of grievances.

#### **2.4 Application Testing**

The Bidder shall design the Testing strategy including Traceability Matrix, Test Cases and conduct testing of various components of the ERP configured/ customized for BSEB. The ERP testing shall at least include Unit Testing, System Integration Testing, Performance Testing, User Acceptance Testing (UAT), etc.

The Bidder shall obtain the sign-off from BSEB on testing approach and plan (inclusive of Test cases). The Bidder shall perform the testing of the solution based on the approved test plan, document the results and shall fix the bugs found during the testing. Though BSEB is required to provide formal approval for the test plan, it is the ultimate responsibility of the Bidder to ensure that the end product delivered meets all the requirements of the ERP implementation specified by BSEB in this bidding document.

At least the following activities will be carried out by the Bidder as part of the Application Software testing:

- The Bidder shall prepare the solution testing procedure for conducting test on various modules of the ERP solution including the test-cases. The software testing shall include Unit Testing, System Integration Testing, User Acceptance testing, Performance Testing (Full Load/ Stress Test), Integrity Testing, Security & Access Control Testing etc.
- The Bidder shall obtain the sign -off from BSEB on the testing approach and plan.
- The Bidder shall demonstrate to BSEB that the solution meets all the functional & technical requirements as per the RFP including as well as the requirements finalized during the requirement gathering activity done by Bidder.
- The Bidder shall test the integration of the cross function modules as well as the external applications based on the approved testing procedure.
- On successful completion of the Integration test, the Bidder shall conduct the Full load/ Stress test using suitable tools in accordance with the approved test plan. These tools have to be provided by Bidder.

- The Bidder shall provide and ensure all the necessary support for the conduct of the User Acceptance test by the identified employees of BSEB who are responsible for day-to-day operations of the functions automated through the ERP solution. The Bidder shall share the test cases and demonstrate the testing procedure to the identified employees.
- The Bidder shall fix the bugs/errors found during the testing, document the results of the testing and submit a report to BSEB.
- . The Bidder shall obtain the sign-off from BSEB on the successful testing report to consider the UAT completed.

## 2.5. Quality Review and Security Audit

BSEB shall form a team for conducting the Quality Review of the implementation of the proposed solution. This team will consider of

- a) Nominated employees of BSEB
- b) Project management consultant
- c) Representative of ERP , if any (To be arranged by the Bidder)
- d) Quality control supervisor of Bidder

The core responsibility of the quality review team will be as follows:

- a) Review the project plan
- b) Review the Blue printing/ SRS document
- c) Review the test plan
- d) Review the test results
- e) Review the Go-Live readiness

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 Bidder through a **Cert-In empaneled vendor**. It will be the responsibility of the BIDDER to ensure that all the vulnerabilities and issues reported in the audit are promptly resolved and the resolution document is submitted to BSEB and Security agency to show the compliance.

## 2.6. Data Entry , Digitisation and Migration

The Bidders shall perform the Data Entry and migration from manual and/or the existing legacy systems to the Database implemented for proposed ERP. The Data Entry and Migration to be performed by the Bidders shall be preceded by an appropriate Data Entry and Migration strategy & methodology, prepared by Bidders and approved by BSEB. Though BSEB is required to provide formal approval for the Data Entry/ Migration Strategy, it is the ultimate responsibility of Bidders to ensure that all the data sets which are required for operationalization of the agreed user requirements are digitized or migrated. Any corrections identified by BSEB or any external agency, during Data Quality Assessment and Review, in the data digitized by Bidders, shall be addressed by Bidders at no additional cost to BSEB.

At least the following activities will be carried out as part of the Data Migration:

- Define all the specifications that are needed to populate the data into the new ERP 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 ERP system.
- Identification, configuration or development of the data upload/ download programs for the data migration
- Create data extraction programs in the legacy system to convert into the format as required by the ERP system.
- Data entry of manual records in the requisite format to be done by the Bidders
- The Bidders shall ensure data cleansing of all the data migrated from the legacy system to the new application & data validation before uploading the same to the production environment
- Scanning of appropriate paper documents, naming them, entering their characteristics like author, date, etc., indexing, classifying and uploading

- Proper documentation of the data conversion / upload

Bidders shall ensure that Data Entry and migration is complete in all respects and the activities are completed in time so that all the requirements of system implementation are fulfilled. The Bidders shall quote for data entry as well as scanning of A4 size paper in Form F2B. The volume given in Form F2B is for evaluation purpose only. The actual numbers may vary and the payment will be made on actuals.

**Record to be digitize**

- File data of BSEB related to different module corresponding to ERP need to be digitise.
- Approximately 8,00,000(Eight Lakh pages) pages of need to be digitize, actual number may vary.

The main legacy applications (along with data size) from which the data has to be migrated and digitized includes but not limited to the following:

- a) Tally (Accounting)
- b) MS Office Suite
- c) Old Hardcopy Documents

**2.7. Linkage with existing applications**

The Bidders shall provide for:

Integration of current running websites for displaying several reports and application programme interface for capturing data, Integration of the DMS, Affiliation Portal (to show the static affiliation data of college), OFSS and Govt. of Bihar & eProcurement system (www.eproc.bihar.gov.in)

**2.7.1 Document Management System**

- Web-based program which can be accessed from anywhere, currently running in decentralized manner in 9 regional centers across Bihar.
- Integrated window for both Secondary and Senior Secondary.
- Student request documents are scanned at source (Regional Offices counter).
- All details of the student and the student requirement can be input in the system at the time of accepting the request.
- Automated Fee management module to manage the various fee structure and cash reporting and reconciliation mechanism to eliminate cash embezzlement.
- Workflow based DMS where the task flows from clerks, section officers and cases are approved by Deputy Secretary/ Additional Secretary.
- Tasks can be tracked for completion.
- Action can be taken on pending cases, Senior level officers can have a view of the entire process in real time.
- Standardized reports at user level and organization level.
- Secured, role-based user management.
- Secure interface which is hosted on a cloud platform.
- API based integrations with BSEB database.
- Quick identification of errors.
- Helps to maintain data quality and accuracy of the Board.
- Verification module for queries which come from outside parties regarding marks verification, etc.

- System automatically sends SMS/ email updates to the applicants on the status of the application.

The Technology used in the creation of the above platform is built on Liferay, a robust document management system which is hosted on a cloud server. It is web-based and can be accessed through standard internet browsers. The application is secured with 128-bit encryption for secure sockets layer protection. Liferay provides a robust platform to build BSEB's DMS on quickly and serve it to all clients, be they desktop, mobile, or anything in between; it provides all the standard applications we need to run on our site; and it provides an easy to use development framework for new applications or customization. In addition to this, Liferay Portal is developed using an open source methodology, by people from around the world.

### **2.7.2 OFSS (Online Facilitation System for Student )**

“The Online Facilitation System for Student (OFSS)” comes as a sigh of relief for lakhs of student seeking admission into Degree & Intermediate Colleges in Bihar. As the Admission Process in Degree and Intermediate Colleges were done offline, the admission procedures and system suffered many drawbacks and delays. The OFSS system through its easy-to-use interface has enabled lakhs of students to seek admission into 3277 intermediate colleges and more than 449 Degree Colleges in different parts of the state transparently and with ease. Through One Application form, students got an opportunity to apply for 20 options with one time application fee which resulted in saving their time, money and energy.

The benefit of the entire project has trickled down to students belonging to various social layers. The tangible impact of this project are:

- 4.68 Students took admission in Degree Colleges through OFSS
- 11.13 Lakh Students took admission in Intermediate Colleges through OFSS.

### **Salient Features :**

- One Platform and Single Application form with 20 Options for Application in 449 Colleges of 10 Universities of Bihar and All Intermediate 3277 institutions of Bihar.
- One stop information centre for Students to know about seat strength, vacant seats cut off, subject details which helps the student to apply for Admission as per his merit.
- Online application Format and fee brings ease of application for the students and enables them to apply in any Institution from Home, Vasudaha Kendra and Cybercafe
- Software Driven Auto generated Selection list without any manual intervention brings transparency in Selection Process.
- Option of Slide up enables the students to opt for better preferences for Admission in Institutions which were given higher preference list without any additional fee.



- Processing of Online Application form results in saving the time, Human resources and other resources like environment for Educational Institutions as well.

### **Transactional services:**

- The Online Facilitation System for Students enables the students to Apply for Admissions in Degree / Intermediate Colleges through the Common Application form. The Common Application form provides the facility to fill 20 options through one Application form. Based on the Options and their merits of the applicant, the selection engine generates the selection list and intimates the Applicants and the colleges for the admission. The Intimation details are available online, SMS and through E mail.
- The website process some financial transactions, i.e. where money is transferred on a secured network.

For the application through Common Application form, the user has to Pay Rs. 300 through Online mode, through Vasudha Kendra or through Challans in Banks. Through HTTPS and Online Payment gateway, admission fees is transferred to the account of BSEB. In case the student can't do it from their account they can transfer it from the account of SAHAJ to BSEB online which is integrated through Vasudha Kendra's API and Respective Bank's API.

- Electronic authentication of the citizen's identity is required to complete the transaction (Aadhaar, OTP).

For the application purpose, the students has to provide the Mobile number and the E mail ID so that important information can be shared with then as and when required. To validate the Mobile number and the E Mail One Time Password is used, confirmation to which the mobile number and E Mail Id is validated.

Payment can be made through multiple modes (netbanking, UPI, RuPay etc)

### **2.8. Project and Product Documentation**

The Bidders will provide detailed final system documentation for reference to BSEB. Bidders shall prepare the final User Manuals incorporating details of all menus and functionality provided by the System. BSEB expects the following (not limited to) in the form of product documents. In addition, the Bidders will provide ongoing product information for reference purposes and to facilitate self-education for BSEB and other Personnel. Key documents required are:-

- Business Blueprint and Revised process documents consisting of granular details of each functional activity and any changes (if any) after the ERP implementation
- Detailed Design document detailing technical architecture (application, network, and security)
- Database infrastructure architecture, including clustering/ mirroring, backup & recovery strategies, defining data structure, data dictionary as per standards laid-down by Government of India.

- Data Architecture, interface architecture and integration architecture. Appropriate load balancing and clustering techniques should be adopted by the Selected SI in the Solution design for meeting the requirements of the RFP
- Configuration Documentation: consisting of system setting and parameters for each function modules.
- User Manual including system instruction and use cases, running of a program to perform specific task in the system with sample reports, screen formats, details of menus & instructions on how to perform specific tasks in the system using screenshots etc.
- Any other documentation required for usage and maintenance of implemented solution at each location like Technical Manual, Installation Guides etc.
- System operational procedure manuals.
- The Bidders shall provide minimum three hard copies and one soft copy of the above mentioned manuals.
- The Bidders shall submit the system documents including the Functional Specifications & Technical Specification
- The Bidders shall prepare & submit the System Administration manual indicating the system settings for each module
- Bidders must ensure the provision of Toolkit/ Troubleshoot guides and Learning Management system for every component of the Application/ System software.

## **2.9. Provision of security infrastructure**

The Bidders would also be responsible for the creation & maintenance of the directory integrated with security modules like Authentication, Authorization & Auditing capabilities, Web single sign on, OTP management for critical components and the usage of Digital signature to ensure web based signage of documents. The Bidder

would also ensure adequate data security mechanism in place by the usage of the database encryption and secured data back-up practice where in the data being backed up would be encrypted and password protected.

## **3. Training and Capacity Building**

The Bidders shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan. The trainings shall be provided at BSEB premises or any other premises, as fixed by BSEB.

Capacity Building is a highly critical component of this project. The objective of BSEB Capacity Building (CB) initiatives is to equip the direct users and other stakeholders of BSEB with the right skills, and knowledge to optimally use the ERP solution being implemented.

Every user group would have a separate Pre and Post Implementation Training. The Training program would be split into series of sessions for different user groups and across functional areas of the ERP.

The implementation agency shall be responsible for the following activities as part of the End User and Train the Trainer Training:

- a) Develop overall training plan including formation of user groups and classifications
- b) Develop Location-Wise Training Schedule, Curriculum, and Training Material for BSEB and other Department's nodal officers
- c) Deliver training to end users including carrying out the training effectiveness evaluation
- d) Develop and maintain and update an online self-learning module for all modules

### **3.1. Imparting of regular refresher trainings**

The Bidders shall also be responsible for retraining the above staff whenever changes are made in the application and/or personnel. It is the responsibility of the Bidders to ensure that the staff from BSEB involved in the operations is familiar with new versions (if any) of the ERP system.

## **4. User Support and Maintenance of the Integrated IT application for 3 years**

### **4.1 Application monitoring and Compliance to Service Level Agreements**

It is the responsibility of the Bidders to:

- Monitor BSEB's ERP application on a day-to-day basis to ensure that it functions reliably.
- Monitor application to ensure that the application does not suspend, hang etc.
- Monitor components, including but not limited to, Applications, Webs, Middleware and others on an ongoing basis to ensure smooth functioning of the applications.
- The Bidders shall ensure compliance to uptime and performance requirements of ERP solution as indicated in the SLA (Appendix IV of the RFP) and any major changes to the software shall be planned accordingly by the Bidders for ensuring the SLA requirements.
- Ensure the accuracy and timeliness of data uploaded as received.
- Resolve and report the data discrepancies to the designated BSEB persons.
- The Bidders shall submit a document on the performance of the ERP application against the desired SLA on a **Quarterly basis**.

### **4.2. Application support including modifications and integration with future systems**

The scope of Bidders 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 / development of reports
- Provide technical support on system parameters and requirement for BSEB's Enterprise Applications Software
- 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 BSEB.
- Provide handholding support to end users in carrying out the business process transactions.

### **4.3. Bugs / Fixes Management**

Bugs or Fixes Management is an important activity and based on the severity level, it becomes highly critical. As the parties involved are Users / functional team members of BSEB, Application providers and Bidders, SLAs may not be directly defined. Bidders commits involvement in resolution on 'best of efforts' basis as per requirements. Following are the steps involved:

- Problem definition
- Context definition (through functional teams as per requirements)
- Request Analysis by Bidders
- Priority Categorization

The Bidders shall be responsible for the following:

- Updating all available patch/ updates to the ERP solution.
- Providing handholding support to end users .
- Timely logging of Bugs/Problems
- Daily / Weekly / Monthly Status Reports to BSEB & other Project Stakeholders

### **4.4. Software Change and Version Control**

- The Bidders shall define the Software Capacity Building & Version control process and obtain approval for the same from BSEB

- The Bidders shall maintain version control and configuration information for any system documentation and application software.
- Any changes/customizations to the ERP application performed/ identified within the period of seven months post “Final Go-Live” are not to be considered as separate Change Requests and hence are to be carried out by the Bidders at no extra cost. However, total man months for such Changes/customizations shall not exceed 7 (seven). In case the total effort crosses 7 man-months, further changes/customizations shall be handled through change control process.
- All configuration changes or minor customizations to the ERP application (even if identified after the stabilization period of seven months post “Go-Live”) which require less than 5 man days of development effort are not to be considered as separate Change Requests and hence are to be carried out by the Bidders at no extra cost throughout the period of contract.
- Only those major functional customization changes (requiring more than 5 man days of development effort) in the solution which have neither been mentioned in the approved SRS, nor included in the To-be functional solution and have not been proposed within seven (7) months from “Go Live”, shall be carried out through a separate Change Control Note/Notice (CCN) prepared by the Bidders (format has been provided as Form 2 Appendix III).
- However, any such requirement mentioned in the approved SRS or included in the To-be functional solution will be done at no extra cost.
- Changes in the application software which are mandatorily required for complying to any of the predefined SLA requirements, or To-be Functional solution cannot be treated as a separate Change Request, and hence are to be completed by the Bidders at no extra cost
- All Change Requests submitted by the Bidders will contain an effort estimate, which would be discussed with and approved by BSEB. BSEB may ask the Bidders to provide justification using standard methodology like Function Point Analysis or any similar method.
- All changes during the stabilization or support & maintenance phase shall be subjected to the comprehensive & integrated testing by the Bidders to ensure that the changes implemented in the system meets the desired and specified requirements of BSEB and doesn't impact any other function of the system.
- The Bidders shall submit a Quarterly Report on the changes performed on the application and resolution of malfunctions carried out by the Bidders
- Troubleshoot all possible problems, monitor erratic behavior through the Application Logs.
- All planned changes to application systems shall be coordinated within established Change Control processes to ensure that:
  - o Appropriate communication on change required has taken place
  - o Proper approvals have been received
  - o Schedules have been adjusted to minimize impact on the production environment
- For any changes to the software, Bidders shall submit a document indicating proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc.
- The Bidders is required to obtain approval from BSEB 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 quarter of operations & maintenance support.
- The Bidders is required to keep all such documentation 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.

#### **4.5. Maintenance of Configuration Information & System documentation**

The Bidders will provide detailed final system documentation for reference to BSEB. Bidders shall prepare the final User Manuals incorporating details of all menus and functionality provided by the System.

#### **4.6. Warranty, ATS and Annual Maintenance Contract**

Bidders shall provide warranty, ATS, and maintain the IT infrastructure and software infrastructure for the entire solution provided to BSEB. As part of the transition exercise for the support services the Bidders is expected to develop a work plan for the knowledge sharing as per scope defined in this bidding document for use in future phases of the project. The services covered under post implementation support include: -

- Comprehensive Warranty for three years from the date of supply of infrastructure

- Comprehensive AMC/ATS services from the date of completion of Warranty on all the licensed software (IT product, associated software components, database, operating systems, etc.) provided by the Bidders till 3 years from the date of Final Go live.
- Helpdesk and Client Side Support services for 3 years from the date of Final Go-Live
- Software maintenance and support services for 3 years from the date of Final Go-Live
- Application functional (operational) support services for implemented IT Solution for 3 years from the date of Final Go-Live

## 5. Key Personnel Requirement

Component Description	Number of Resources	Deployment period in months(y)
<b>Deputy Director</b>	<b>BSEB representative</b>	<b>Work with Agency for implementation</b>
Project Manager	1	10 Months
Enterprise Architect	1	10 Months
Programmer	2	3 Yrs
<b>BSEB Programmer</b>	<b>4 persons</b>	<b>Work with Agency for implementation</b>
System/ Business Analyst	2	10 Months
Help Desk Executive	1	10 Months
Database Administrator	1	3 Yrs

## 6. Operations and Maintenance

### A. Handholding support– Onsite

Following are the indicative manpower requirement for Handholding support. However, in case more manpower is needed to meet the service level, the same shall be provided by the Bidders.

### B. From Final Go Live-7 months

It is expected that support staff shall be made available for the period of 7 months from the date of Go-Live. The primary responsibility of the handholding support will be to help users do the routine transactions. A central helpdesk shall be set up with a phone support to log the issues. The helpdesk should support ticket logging from e-mails, phones and the tool itself. The helpdesk personnel shall, with help of the onsite handholding solve all the L1 tickets. This helpdesk shall have two personnel available during the normal office hours. The L2 & L3 tickets may be addressed by offsite personnel working from a remote location.

### C. Seven months onwards from the Final Go Live till end of Contract

The Bidders shall decide on number of resources to be deployed to meet the service levels. However, a minimum of 2 personnel (1 No. each for Database and Application) needs to be deployed at BSEB office apart from the help desk for the end of contract i.e. 3 yrs from the date of signing)

## 7. Deliverables, Timelines and Payment Milestones

### (A) Software

S. No	Module	Go Live Phase	TimeLine (in days) (Project Start Date = T)	Payment Milestone	Penalty
1	RTI Module	Phase 2	T + 60	5%	
2	Legal Module	Phase 2	T + 60	5%	
3	Public Relation Module	Phase 2	T + 60	5%	
4	Vigilance Module	Phase 2	T + 60	5%	
5	Academic Module, Grants	Phase 1	T + 90	10%	
6	Examination Module	Phase 3	T + 180	25%	
7	Accounts / Finance Module	Phase 1	T + 60	10%	
8	HR Module	Phase 1	T + 60	10%	
9	Purchase Module	Phase 3	T + 60	5%	
10	Material/Inventory Management	Phase 3	T + 60	10%	
11	Grievance Redressal	Phase 2	T + 60	10%	

### (B) Scanning and Data Entry

#	Description	Timelines (In Days) Project Start Date = T	Payment Milestone
1	Scanning of Data	T + 180	50%
2	Data Entry	T+180	50%

**SECTION-VI**  
**Bihar School Examination Board, Patna**

**Technical Bid**

Name of company/Firm		
Year of Establishment		
Address		
Phone with std code		
Mobile		
Email id		
PAN No		
Type of company prop. /partners/ private limited.		Attachment
2 assignment of similar nature in the last 5 (Five) years in any Government department (Central/State), University Central/State, PSU, Examination Board (Central/State) or any Public Service Commission.		(Copy of work order) Attachment
Turn Over of any last 3 year out of following FY: (in Crores )		Attachment
<b>2013-14</b>		
<b>2014-15</b>		
<b>2015-16</b>		
<b>2016-17</b>		
Blacklisted / debarred?		(Self certified letter) Attachment
GST registration No.		Attachment

BID Form (Section VIII)		Attachment
Declaration about relationship with BSEB Employee in affidavit		Attachment
About company premises (Owned/rented Area)		Attachment

**Details of Employee/Manpower:**

Item Name	Nos.
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**Total No of Employees on Roll**

**Total No of Supervisors**

**Total No. of skill manpower for the said work**

**Certified that all the terms and conditions of this TENDER, in view of scope of work , are accepted by us.**

**Dated ..... Signature of the Owner with rubber seal of the firm**



**SECTION-VII**  
**Bihar School Examination Board, Patna.**

**Financial Bid**

Rates for “**Selection of Service provider for design, development, implementation and support of Enterprise Resource Planning(ERP) solution inBSEB**”.

Certified that after going through the above terms & conditions with scope of work attached, I/We submit our rates exclusive of GST:

<b>S.n</b>	<b>Activity</b>	<b>Rate in Figure in Rs</b>		<b>Weight</b>
1	Design, development, training and implementation cost of ERP Module wise as per the Scope of the Work (including manpower deployed)	Fi		Wi
1.1	<b>RTI Module</b>	<b>F11</b>		1
1.2	<b>Legal Module</b>	<b>F12</b>		1
1.3	<b>Public Relation Module</b>	<b>F13</b>		1
1.4	<b>Vigilance Module</b>	<b>F14</b>		1
1.5	<b>Academic Module, Grants</b>	<b>F15</b>		1
1.6	<b>Examination Module</b>	<b>F16</b>		1
1.7	<b>Accounts / Finance Module</b>	<b>F17</b>		1
1.8	<b>HR Module</b>	<b>F18</b>		1
1.9	<b>Purchase Module</b>	<b>F19</b>		1
1.10	<b>Material/Inventory Management</b>	<b>F20</b>		1
1.11	<b>Grievance Redressal</b>	<b>F21</b>		1
2	Annual Maintenance Cost of the ERP for the First Year	<b>F30</b>		1
3	Annual Maintenance Cost of the ERP for the Second Year	<b>F40</b>		1
4	Annual Maintenance Cost of the ERP for the Third Year	<b>F50</b>		1
5	<b>Digitization of records per page (Data Scanning and Data Entry)</b>	<b>F60</b>		8,00,000

<b>TOTAL Financial Bid</b>		
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**For the purpose of selection, financial bid with lowest total financial value (L1) as per following formula shall be qualified for awarding the tender:-**

**Total Financial value(F)**

$$= F11+F12+F13+F14+F15+F16+F17+F18+F19+F20+F21+F30+F40+F50+F60*800000$$

Rates must be exclusive of GST. Service tax is not applicable as The Board is exempted from service tax.

**The Financial bid is to be submitted through e-Tender mode only.**

For the purpose of selection, financial bid with lowest total cost shall be qualified for awarding the tender.

Authorized Signatory

(with name and seal)

Firm: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Fax \_\_\_\_\_ Email: \_\_\_\_\_

**SECTION VIII**

**BID FORM**

Tender No.....

Dated at.....

A: (Name & Address of the Purchaser) Dear Sir,

1. Having read the conditions of contract and services to be provided No the receipt of which is hereby duly acknowledged, we undersigned, offer to provide bar-coding system for answer sheets with the conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.
2. We undertake, to enter into agreement within 7 (Seven) days of being called upon to do so and bear all expenses including charges for stamps etc and agreement will be binding on us.
3. If our Bid is accepted, we will obtain the guarantees of a Scheduled Bank for a sum not exceeding 10% of the contract sum for the due performance of the Contract.
4. We agree to abide by this Bid for a period of 90 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted of any time before the expiration of that period.
5. Until an agreement is signed and executed, this Bid together with written acceptance there of in your notification of award shall constitute a binding contract between us.
6. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent replacement. 7. We understand that you are not bound to accept the lowest or any bid, you may receive.

Date

Signature of In capacity of Duly authorized

to sign the bid for and on behalf  
of Witness

Adress.....  
.....

Signature

**SECTION-IX**

**LETTER OF AUTHORISATION FOR ATTENDING BID OPENING**

To Secretary,  
Bihar School Examination Board, Patna, Bihar

Subject- **“Selection of Service provider for design, development, implementation and support of Enterprise Resource Planning(ERP) solution inBSEB”**

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of (Bidder) in order of preference given below :

<b>Order of preference</b>	<b>Name</b>	<b>Specimen Signature</b>

Alternate Representative Signature of bidder Or Officer authorized to sign the bid Documents on behalf of the bidder

Note:

1. Maximum of two representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

**SECTION X**  
**Declaration regarding near relationship with BSEB Employee**

S/o

R/o

Hereby certify that none of my relative(s) as defined in the Tender/Bid document is are employed in Bihar School Examination Board, Patna (BSEB). In case at any stage, it is found that the information given by me is false/ Incorrect, BSEB shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

Signature:

Name:

Signed in capacity of:

Date:

## **SECTION-XI**

### **DECLARATION**

I \_\_\_\_\_ do hereby declare that our firm is not blacklisted, debarred or prohibited by Govt, of India / Govt, of Bihar or any other state Govt / Union Territory / any other Board / PSU Authority during last five years. I also declare that no cases, criminal or civil, or enquiries are pending against the firm

Signature of M.D.

(or)

Authorized person / Signatory