

**Request For Proposal**

**Selection of an agency**

**for**

**Design, Development and Implementation of Artificial Intelligence–Enabled  
Enterprise Resource Planning (ERP) Platform System**

**for**

**Bihar State Educational Infrastructure Development Corporation Limited  
(BSEIDC Ltd.)  
Government of Bihar**



**बिहार सरकार**

**Shiksha Bhawan, Bihar Rashtrabhasha Parishad Parishar, Saidpur, Rajendra  
Nagar, Patna - 800004, Bihar**

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## Disclaimer

- The information contained in this Request for Proposal document (RFP) or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the Bihar State Educational Infrastructure Development Corporation limited (BSEIDC Ltd.) or any of their employees or advisers, is provided to bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
- This RFP is not an agreement and is neither an offer nor invitation by the Bihar State Educational Infrastructure Development Corporation limited (BSEIDC Ltd.) to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Bihar State Educational Infrastructure Development Corporation limited in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the BSEIDC Ltd., its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
- Information provided in this RFP to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Bihar State Educational Infrastructure Development Corporation limited accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- The Bihar State Educational Infrastructure Development Corporation limited, its employees and advisers make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.
- The Bihar State Educational Infrastructure Development Corporation limited also accepts no liability of any nature whether resulting from negligence or otherwise, caused arising from reliance of any bidder upon the statements contained in this RFP. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.
- The issue of this RFP does not imply that the Bihar State Educational Infrastructure Development Corporation limited is bound to select a bidder or to appoint the selected bidder, as the case may be, for the Project and the Bihar State Educational Infrastructure Development Corporation limited reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
- The bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by Bihar State Educational Infrastructure Development Corporation limited or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the bidder and the BSEIDC Ltd. shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation of submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

## Fact Sheet

### Important Dates & Information

Name of the Organization	Bihar State Educational Infrastructure Development Corporation limited (BSEIDC Ltd.)
Address, Phone Number and Email ID	Shiksha Bhawan, Bihar Rashtrabhasha Parishad Parishar, Saidpur, Rajendra Nagar, Patna - 800004, Bihar. Email Id: <a href="mailto:bseidc@gmail.com">bseidc@gmail.com</a> Tel No: 0612-2660850
Name of Work	Selection of Agency for Design, Development and Implementation of Artificial Intelligence – Enabled Enterprise Resource Planning (ERP) Platform System
Project Duration	39 Months
Method of Selection	QCBS 80:20
Tender Currency	INR
Joint Venture / Consortium	Not Allowed
Bid Document Fee (Non-refundable)	INR 5,000/- (INR Five Thousand Only) in the form of Demand Draft (DD) issued by an Indian Nationalized / Scheduled Bank and drawn in favor of MD, Bihar State Education Infrastructure Development Corporation and payable at Patna.
Earnest Money Deposit (Refundable)	INR 100,000/- (INR One Lakhs Only) in the form of Demand Draft (DD) issued by an Indian Nationalized / Scheduled Bank and drawn in favor of MD, Bihar State Education Infrastructure Development Corporation and payable at Patna.
Performance Bank Guarantee (PBG)	5% of the total contract value within 21 days from date of issuance of work order
Portal for downloading tender documents and proposal submission	The tender is available and downloadable on BSEIDC website: <a href="https://bseidc.in/">https://bseidc.in/</a> All subsequent changes to the bid document shall be published on the above website.
E-mail Address for Pre-bid and correspondence	<a href="mailto:bseidc@gmail.com">bseidc@gmail.com</a>
RFP/Tender Availability	20/08/2025
Date & place of Pre bid meeting	27/08/2025 at 03:00 PM
Last Date & Time for Receipt (Submission) of Bids	02/09/2025 at 04:00 PM
Date and Time of Opening Technical Bid	02/09/2025 at 4:30 PM
Date and Time of Technical Presentation	03/09/2025 at 11:00 AM
Date and Time of Opening Financial Bid	To be informed later
Bid Validity Period	180 days (It may be extended as per need)

## 1. Executive Summary

The Bihar State Educational Infrastructure Development Corporation Limited (BSEIDC Limited) formally invites proposals from qualified and experienced IT agencies to undertake the Design, Development and Implementation of Artificial Intelligence–Enabled Enterprise Resource Planning (ERP) Platform System. This integrated solution is designed to significantly modernize BSEIDC's operational framework by automating critical functions, enhancing data accuracy, and providing real-time insights crucial for strategic decision-making.

The project encompasses eight interconnected modules, with a notably aggressive delivery timeline of 90 days for the development and deployment phase. This initial phase will be followed by a robust three-year period of dedicated onsite support and maintenance. This initiative is considered pivotal to BSEIDC's overarching vision of establishing itself as a benchmark for excellence in educational infrastructure development throughout Bihar.

The compressed timeline for development and deployment, coupled with the critical nature of the project, underscores BSEIDC's strong internal commitment and the imperative for rapid execution.

This necessitates that prospective bidders demonstrate exceptional agility, robust project management capabilities, and immediate resource availability to meet the demanding schedule, which is characteristic of a very short tender process.

## 2. Background and Objectives

This section provides prospective bidders with a comprehensive understanding of BSEIDC's foundational mandate, its current operational landscape, and the strategic impetus driving the implementation of this ERP system. This context is essential for bidders to formulate proposals that are not only technically sound but also strategically aligned with BSEIDC's organizational goals.

### 2.1. About BSEIDC

The Bihar State Educational Infrastructure Development Corporation (BSEIDC) Limited was established on July 16, 2010, as a wholly owned undertaking of the Government of Bihar. Its fundamental mandate involves the planning, construction, upgrading, and maintenance of educational infrastructure across the state, encompassing institutions from primary schools to higher education facilities. BSEIDC is steadfast in its commitment to ensuring all projects are completed efficiently, within stipulated timelines, and to the highest quality standards, thereby making a substantial contribution to Bihar's educational landscape. As a government entity, its operations are governed by paramount principles of transparency, accountability, and efficiency.

### 2.2. Current Challenges and Strategic Vision

Currently, BSEIDC's vital operations are largely reliant on disparate, manual, or semi-automated systems. This fragmented approach has led to several significant operational challenges:

- **Data Silos:** Inconsistent data across various departments, impeding a unified and holistic view of operations.
- **Operational Inefficiencies:** Manual processes are inherently time-consuming, susceptible to errors, and restrict the organization's ability to scale effectively.
- **Limited Visibility:** A notable absence of real-time reporting and interactive dashboards hinders agile decision-making by management.
- **Scalability Concerns:** Existing systems lack the robustness required to support future growth and the increasing complexity of projects.
- **Audit and Compliance Risks:** Difficulties in generating comprehensive audit trails and ensuring adherence to various regulatory requirements pose significant risks.

## 2.3. Project Objectives

The overarching objective of this project is to implement an integrated, scalable, and secure ERP platform that will serve as the technological backbone for BSEIDC's future operations. Specific objectives include:

- **Automation of Core Functions:** Streamlining and automating key business processes across Human Resources, Finance, Procurement, and Project Management to reduce manual effort and enhance overall efficiency.
- **Single Source of Truth:** Establishing a centralized database to ensure data consistency, accuracy, and integrity across all operational data.
- **Enhanced Data-Driven Decision Making:** Providing robust Management Information Systems (MIS), interactive dashboards, and advanced analytical tools to deliver real-time insights, thereby supporting strategic and operational decision-making.
- **Improved Transparency and Accountability:** Ensuring comprehensive audit trails for all transactions and significantly enhancing financial transparency.
- **Scalability and Future-Readiness:** Implementing a flexible architecture capable of accommodating future growth, integrating new modules, and adapting to technological advancements.
- **Improved User Experience:** Delivering an intuitive and user-friendly interface for all stakeholders, including employees, contractors, and management.
- **Compliance and Governance:** Ensuring the system strictly adheres to all relevant government regulations, security standards, and auditing requirements.

## 3. Detailed Scope of Work:

This section meticulously defines the deliverables and responsibilities expected from the selected agency across the entire project lifecycle, providing bidders with a clear understanding of the full extent of the work required.

### 3.1. Phase I: Development and Deployment (with AI Integration)

The selected agency will bear sole responsibility for the end-to-end design, development, customization, configuration, testing, data migration, and deployment of eight core, inter-linked ERP modules. This phase, characterized by a strict 90-day deadline, necessitates an agile and highly efficient approach. The modules to be developed and deployed—with integrated AI functionalities as applicable for point number **ii** and **viii** as appended herewith:

- i. **HR & Payroll Management Module**
- ii. **Project Monitoring & Contractor System with AI-enhanced features**
- iii. **Procurement & Inventory System**
- iv. **Financial Management Module**
- v. **Training & Staff Development Module**
- vi. **Dashboard, MIS, and Reporting Engine**
- vii. **Data Migration & Integration Layer**
- viii. **Infrastructure Setup & Support with AI-enhanced features**

**Note:** The following artificial intelligence (AI models) to be applied and suitably used for development and implementation. These modules must be simple and user friendly.

- **AI Predictive Analytics:** Applies AI to predict infrastructure performance trends, potential failures, and maintenance needs by continuously analyzing sensor data, system logs, and operational metrics. This results in improved uptime and optimized maintenance schedules.
- **Automated Risk Identification:** Leverage Natural Learning Process (NLP) and AI to monitor support tickets, system alerts, and communication logs to identify infrastructure vulnerabilities or emerging threats early, enabling swift preventive actions.

- **Intelligent Resource Allocation:** Utilizes machine learning to efficiently allocate technical support personnel, hardware, and software resources by forecasting demand and prioritizing critical issues, thereby enhancing support responsiveness.
- **Progress Recognition:** Employs AI to monitor infrastructure deployment progress through automated analysis of deployment reports, images, and system status updates to ensure adherence to schedules and detect deviations.
- **Infrastructure Tracking Using AI:** Integrates AI-powered tracking systems that use data from real-time monitoring tools to provide detailed visibility of infrastructure assets, their condition, location, and usage patterns, enabling better management and optimization.

### **3.2. Phase II: Support & Maintenance**

Following the successful deployment of the ERP system, the selected implementation agency will be responsible for delivering comprehensive onsite support and maintenance services for a period of 36 months. This phase is critical to ensuring the system's sustained performance, reliability, and alignment with BSEIDC's evolving operational needs. The support period may be extended based on performance evaluations and mutual agreement.

#### **3.2.1. Onsite Resource Deployment**

To ensure effective coordination, strategic management, and technical oversight, the agency must deploy three full-time dedicated onsite personnel at BSEIDC's Patna office:

- **Project Manager:** Responsible for overall project planning, execution, and delivery; ensuring alignment with BSEIDC's strategic objectives; managing timelines, resources, and risks; and serving as the primary escalation point for critical issues.
- **Project Coordinator:** Responsible for stakeholder communication, progress tracking, reporting, and ensuring adherence to project scope and quality standards. Works closely with both technical and managerial teams to maintain smooth coordination.
- **Technical Support Engineer:** Responsible for technical troubleshooting, system optimization, configuration management, and implementation of upgrades and patches to ensure maximum system uptime and performance.

#### **3.2.2. Scope of Support & Maintenance Services**

The agency shall provide the following services as part of the support and maintenance phase:

- i. **Ongoing System Maintenance**
  - **Proactive Maintenance:** Routine inspections, preventive actions, and system tuning to avoid disruptions.
  - **Reactive Maintenance:** Timely resolution of reported issues including bug fixes, minor enhancements, and patch deployment.
- ii. **Performance Optimization**
  - Conduct regular system health checks and performance audits.
  - Monitor key performance metrics such as response time, load handling, and resource utilization.
- iii. **Security Management**
  - Apply security patches and updates promptly to mitigate vulnerabilities.
  - Conduct periodic security assessments and compliance checks.
  - Implement access control reviews and audit trails to ensure data protection.
- iv. **Data Backup & Disaster Recovery**



- Design and manage a robust data backup strategy with defined frequency, retention, and restoration protocols.
  - Maintain a disaster recovery plan with tested failover mechanisms to ensure business continuity.
- v. End-User Support**
- Provide Tier 1 (basic user assistance) and Tier 2 (technical issue resolution) helpdesk support.
  - Maintain a structured ticketing system for issue logging, tracking, and resolution.
  - Ensure timely response and resolution in accordance with agreed Service Level Agreements (SLAs).
- vi. Knowledge Transfer & Documentation**
- Conduct regular training sessions and workshops for BSEIDC's internal IT team.
  - Provide detailed documentation covering system architecture, configurations, workflows, troubleshooting guides, and operational procedures.
  - Ensure that BSEIDC's team is progressively empowered to manage and maintain the system independently.
- vii. Governance & Review Mechanism:**
- Evaluate system performance and support effectiveness.
  - Discuss operational challenges and future requirements.
  - Align support activities with BSEIDC's strategic roadmap.
- viii. Performance Reporting:**
- System uptime and availability statistics.
  - Incident logs and resolution timelines.
  - Compliance with SLAs and Key Performance Indicators (KPIs).
  - Recommendations for continuous improvement and risk mitigation.

### **3.3. Additional work / activities:**

The Bihar State Education Infrastructure Development Corporation (BSEIDC) reserves the unconditional right to assign, at any stage during the contract period, additional work, activities, services, or deployment of supplementary resources that may not have been explicitly mentioned in the original scope of work but are deemed necessary for the effective execution, operation, or enhancement of the project. Such additional assignments may include, but shall not be limited to, enhancements, upgrades, integration with new modules or systems, customization, process re-engineering, data migration, user training, maintenance support, and scaling of infrastructure or manpower.

These assignments shall be undertaken only upon mutual written consent between BSEIDC and the selected agency, clearly outlining the scope, timelines, deliverables, and commercial terms. Any additional cost implications arising from such work shall be mutually negotiated and agreed upon in writing prior to commencement. The selected agency shall be obligated to prioritize and execute such additional assignments with the same degree of diligence, quality standards, confidentiality, and compliance requirements as applicable to the original contract.

#### 4. Pre-Qualification Criteria:

This section outlines the mandatory minimum requirements that all bidders must satisfy to be considered for further evaluation. Failure to comply with any of these criteria will result in the outright rejection of the proposal.

**Table 4.1: Pre-Qualification Criteria**

Sl.	Criteria	Requirement	Remarks
1	Legal Entity	Must be a company or firm registered in India under the Companies Act, 2013 or relevant partnership acts. Must possess valid PAN and GSTIN.	Mandatory for all bidders.
2	Financial Stability	Minimum Average Annual turnover of ₹25 Lakhs in the last 3 audited financial years (FY 2021-22, FY 2022-23, FY 2023-24). Audited turnover certificate and financial statements must be submitted.	All relevant and authentic certificates required
3	Operational Experience	Minimum 3 years of experience in IT services, solution development and implementation as on RFP issue date.	All relevant and authentic experience certificates required
4	Relevant Experience	At least 1 successful end-to-end ERP implementation project in the last 3 years for Govt / PSU / Autonomous Body or private enterprise. Work order and completion certificate must be submitted	All relevant and authentic experience certificates required
5	Blacklist Status	Bidder must not be blacklisted or debarred by any Government Department, PSU, or Autonomous Body in India.	Self-declaration required

#### 5. Evaluation Methodology:

BSEIDC will employ a Two-Stage Quality-and-Cost Based Selection (QCBS) method for evaluating proposals, assigning a weightage of 80% to the Technical Proposal and 20% to the Financial Proposal.

##### 5.1. Stage I: Technical Evaluation

Only bidders who satisfy all Pre-Qualification Criteria will have their Technical Proposals evaluated. A **minimum score of 50 marks** in the Technical Evaluation is mandatory to qualify for the Financial Evaluation stage.

**Table 5.1: Technical Evaluation Criteria**

Sn.	Criteria	Maximum Marks	Details
1	Annual Turnover	10	Based on average annual turnover in the last 3 audited financial years (FY 2021-22, FY 2022-23, FY 2023-24): <ul style="list-style-type: none"><li>• ≥ ₹50 Lakh: 10 Marks</li><li>• ≥ ₹25 Lakh to &lt; ₹50 lakh: 5 Marks</li><li>• Minimum ₹25 Lakh: 3 Marks</li></ul>
2	ERP implementation experience	10	At least 1 ERP project completed in last 3 years. (All relevant and authentic experience certificates required).
3	Key resources	30	Evaluation of qualifications, relevant experience, and certifications of proposed key personnel. (Refer to

Sn.	Criteria	Maximum Marks	Details
			<b>Annexure A</b> for detailed matrix and <b>Annexure E</b> for CV format).
4	Technical presentation & demonstration of past or ongoing ERP assignments	30	Bidders will present their understanding of the project, proposed solution architecture, implementation methodology, project plan, and a functional demo of a similar ERP module. Evaluation based on clarity, feasibility, innovation, and relevance to BSEIDC's requirements.
5	Certifications	20	Submission of valid certifications as of bidding date: <ul style="list-style-type: none"> <li>• ISO 9001:2015: <b>5 Marks</b></li> <li>• ISO 27001:2022: <b>5 Marks</b></li> <li>• CMMI Level 3 or higher: <b>10 Marks</b></li> </ul> <b>Note:</b> Maximum <b>20 marks</b> if the bidder has all the certificates as mentioned above.
	<b>Total Technical Score (Ts)</b>	<b>100</b>	

Note: Refer **Annexure D** for all the documents required for technical evaluation

## 5.2. Stage II: Financial Evaluation

- **Step 1: Technical Evaluation** - Only those bidders who secure 50 marks or above in the Technical Evaluation will be considered eligible for the opening of their Financial Bids.
- **Step 2: Financial Score ( $F_s$ )** - The Financial Score will be calculated using the following formula:  
 $F_s = 100 \times (LQB / BQ)$  Where: LQB = Lowest Qualified Bid, BQ = Bidder's Quoted Price
- **Step 3: Combined Score ( $C_s$ )** - The Combined Score will be computed as:  
 $C_s = (T_s \times 0.8) + (F_s \times 0.2)$  Where:  $T_s$  = Technical Score,  $F_s$  = Financial Score
- **Step 4: Selection of Successful Bidder** - The bidder achieving the highest Combined Score ( $C_s$ ) will be declared the Successful Bidder.

## 6. Resource Requirements:

This section specifies the minimum qualifications and roles required for the project team, ensuring that the selected agency involves competent personnel capable of delivering a successful ERP implementation.

### 6.1. Phase I: Development and Deployment (with AI Integration)

The team must include, at a minimum, the following key roles with the specified qualifications. Curriculum Vitae (CVs) as per **Annexure E**, adhering to **Annexure A**, must be submitted as part of the proposal.

Sn.	Role	No. of Positions	Minimum Experience	Specialization / Requirements
1	Project Manager	1	6 years	IT project management with at least 3 years in ERP implementation
2	Technical Architect and Lead ERP Developer	1	5 years	Enterprise application architecture, ERP solution design, database design, cloud & integration
3	AI Architect & Developer	1	4 years	AI solution design
4	ERP Developer	2	5 years	ERP development, proficiency in relevant programming languages and frameworks
5	Database Administrator	1	4 years	Managing enterprise databases (e.g., SQL Server, Oracle, PostgreSQL)
6	Quality Assurance /	1	3 years	Software testing, including ERP systems

Sn.	Role	No. of Positions	Minimum Experience	Specialization / Requirements
	Tester			
7	UI/UX Designer	1	5 years	Designing user-friendly interfaces

## 6.2. Phase II: Support & Maintenance

During the 36-month support and maintenance phase, the agency is mandated to deploy two dedicated full-time onsite resources at BSEIDC's Patna office:

- **Project Manager:** Responsible for overall project planning, execution, and delivery; ensuring alignment with BSEIDC's strategic objectives; managing timelines, resources, and risks; and serving as the primary escalation point for critical issues.
- **Onsite Project Coordinator:** Responsible for overall coordination, escalation management, and regular reporting.
- **Onsite Technical Support Engineer:** Responsible for immediate technical assistance, troubleshooting, system monitoring, and coordinating with offsite technical teams.

## 7. Financial Proposal:

The Financial Proposal must be submitted in a separate sealed envelope, clearly marked "Financial Proposal - RFP No: BSEIDC/IT/ERP/2025-26/01". It is imperative that the proposal strictly adheres to the format provided in Annexure C.

## 8. Contract Terms & Payment:

This section outlines the critical contractual terms that will govern the relationship between BSEIDC and the successful bidder, encompassing contract duration, intellectual property ownership, and payment milestones.

### 8.1. Contract Duration:

The initial term of the contract shall comprise a support and maintenance period of thirty-six (36) months, commencing from the date of Go-Live of the implemented system. This period shall be preceded by the development, customization, testing, and deployment phase, the duration of which will be as per the project implementation schedule agreed upon between the Bihar State Educational Infrastructure Development Corporation (BSEIDC) Limited and the selected agency.

BSEIDC reserves the right to extend the contract for additional period(s) beyond the initial 36 months, subject to:

- Satisfactory performance of the selected agency, as determined by periodic reviews against agreed service levels.
- Mutual written consent between BSEIDC and the selected agency.
- Fee escalation, if any, for the extended period(s) shall not exceed ten percent (10%) per annum, calculated on the prevailing annual contract value.

All rights, obligations, and service-level commitments applicable during the original contract term shall continue to apply in full during any approved extension period(s).

### 8.2. Intellectual Property Ownership:

All source code, object code, documentation (technical and user manuals), designs, data models, custom reports, and any other intellectual property developed specifically for this project shall be the exclusive property of BSEIDC from the moment of their creation. The selected agency shall provide all necessary assignments and assistance to BSEIDC to perfect such ownership. The selected agency

shall not reuse, sell, license, or distribute this IP to any third party without explicit prior written consent from the Managing Director, BSEIDC.

### 8.3. Payment Schedule:

**8.3.1. Phase I Development and Deployment (with AI Integration):** Payments will be milestone-based, linked to the successful completion and acceptance of deliverables for each module or phase, as mutually agreed upon in the final contract.

Sl.	Milestone	Payment (%)
1	Completion of design and architecture approval	20%
2	Completion of development of minimum 4 modules (Priority based), internal testing of all modules, and successful UAT	30%
3	Completion of development of remaining 4 modules, internal testing of all modules, and successful UAT	30%
4	Successful Go-Live and system acceptance	20%

**8.3.2. Phase 2: Support & Maintenance:** Payments will be made on a quarterly or monthly basis, in arrears, upon satisfactory delivery of support services and adherence to agreed-upon Service Level Agreements (SLAs).

## 9. Proposal Submission

This section provides clear and unambiguous instructions for the physical submission of proposals, ensuring compliance and facilitating an orderly processing of all bids.

- **Deadline:** All proposals must be received by 11:00 AM IST on 27th August 2025. Proposals received after this deadline will not be considered. This is an exceptionally tight deadline, given the RFP Issue Date of 14th August 2025, underscoring the "very short tender" nature of this procurement.
- **Delivery:** Proposals must be submitted as hard copies only. No electronic submissions will be accepted.
- **Packaging:** Two separate sealed envelopes must be used: one for "Technical Proposal" and one for "Financial Proposal," both clearly labeled with the RFP No. and Bidder's Name. These two envelopes must then be enclosed in a larger, single sealed envelope addressed to:

*The Managing Director, Bihar State Education Infrastructure Development Corporation (BSEIDC), Shiksha Bhawan, Bihar State Education Board Campus, Buddha Marg, Patna - 800001, Bihar.*

- **Format:** The Technical Proposal should strictly follow the format outlined in **Annexure B**, and the Financial Proposal must adhere to **Annexure C**. Failure to comply with the specified submission format may lead to disqualification.
- **Completeness:** Bidders must ensure their proposals are complete in all respects, providing all requested information, documents, and declarations. Incomplete proposals are liable for rejection.

The highly specific submission instructions, which mandate "hard copies only," **"two separate sealed envelopes,"** and strict adherence to Annexure formats, reflect a rigorous, traditional government procurement protocol. This approach is designed to ensure fairness, transparency, and to prevent any potential manipulation of the bidding process. The "hard copy only" and multi-envelope system are standard anti-tampering measures.

## 10. General Terms & Conditions:

This section outlines the overarching legal and procedural rules that will govern both the RFP process and the subsequent contract, safeguarding BSEIDC's interests and ensuring a fair and transparent procurement process.

- **RFP Document & Clarifications:** Bidders are strongly advised to thoroughly examine all instructions, forms, terms, and specifications contained within this RFP document. Any failure to furnish all required information or submission of a bid that is not substantially responsive to the RFP in every respect will be at the bidder's sole risk and may result in the rejection of the bid. Any queries or requests for clarification regarding this RFP must be submitted in writing via email to before the specified deadline. BSEIDC will publish clarifications/corrigenda on its website for the benefit of all bidders.
- **Bid Validity:** Bids submitted in response to this RFP shall remain valid for a period of 180 calendar days from the bid submission deadline. A bid valid for a shorter period shall be rejected as non-responsive.
- **Tender Fees:** An amount of INR 5000 is required as tender fees.
- **EMD (Earnest Money Deposit):** An Earnest Money Deposit (EMD) of INR 1,00,000 shall be submitted by all bidders. The EMD of unsuccessful bidders will be refunded upon the successful onboarding of the selected agency.
- **Performance Bank Guarantee (PBG):** The successful bidder, upon receiving the Letter of Award (LoA), shall be required to furnish a Performance Bank Guarantee (PBG) from a scheduled commercial bank in India, equivalent to 5% of the total contract value. This PBG must be submitted within fifteen (15) calendar days of receiving the LoA and must remain valid for the entire contract duration (3 years) plus an additional 120 days beyond the contract end date, ensuring performance throughout the support phase.
- **Intellectual Property Rights:** As stated in Clause 8, all Intellectual Property (IP) rights, including but not limited to copyrights, patents, and trade secrets, for all software, documentation, designs, and any other deliverables developed specifically for this project, shall exclusively vest with BSEIDC. The selected agency shall ensure that no third-party IP is infringed upon and shall provide all necessary source codes, executables, and documentation to BSEIDC.
- **Confidentiality:** The selected agency and its personnel shall, at all times, maintain strict confidentiality of all information, data, documents, strategies, and operational details provided by BSEIDC or generated during the project. A comprehensive Non-Disclosure Agreement (NDA) will be a mandatory part of the contract, to be signed upon contract award.
- **Conflict of Interest:** Bidders must disclose any actual or potential conflict of interest that may arise or exist, which could affect their ability to perform the contract impartially and objectively. Failure to disclose such conflicts may lead to disqualification or termination of the contract.
- **Indemnity:** The selected agency shall indemnify, defend, and hold harmless BSEIDC, its officers, employees, and agents from and against any and all third-party claims, liabilities, losses, damages, costs, and expenses (including reasonable attorney's fees) arising from or relating to: (a) any infringement of patent, trademark, copyright, or other intellectual property rights by the solution or any part thereof provided by the agency; (b) any breach of the agency's obligations, warranties, or representations under the contract; (c) any negligence or willful misconduct by the agency or its personnel.
- **Governing Law and Dispute Resolution:** The contract, and any disputes arising out of or in connection with it, shall be governed by and construed in accordance with the laws of India. Any disputes, controversies, or claims arising out of or relating to this contract, or the breach, termination, or validity thereof, shall first be attempted to be resolved through mutual negotiation and discussion between the parties. Failing amicable resolution within 30 days, the dispute shall be subject to the

exclusive jurisdiction of the competent courts in Patna, Bihar.

- **Preference for Startups:** In line with the objective to promote innovation and entrepreneurship within the state, BSEIDC may accord additional preference to startups that are legally registered. Such startups must meet all prescribed eligibility and evaluation criteria under this RFP. Supporting documentation including DIPP/Startup India recognition and registration certificate must be submitted along with the bid.
- **Termination of Contract:** BSEIDC reserves the right to terminate the contract, in whole or in part, by giving a thirty (30) calendar days' written notice to the selected agency under circumstances including, but not limited to:
  - (a) persistent poor performance or failure to meet agreed-upon SLAs;
  - (b) material breach of any terms or conditions of the contract;
  - (c) bankruptcy, insolvency, or liquidation of the agency;
  - (d) if the agency makes any false representation or furnishes any false information at any time. In such cases, BSEIDC may engage another agency to complete the remaining work at the risk and cost of the terminated agency.
- **Force Majeure:** Neither party shall be liable for any delay or failure to perform its obligations under the contract if such delay or failure is due to events beyond their reasonable control, including but not limited to acts of God, war, hostilities, invasion, rebellion, revolution, insurrection, epidemic, quarantine restrictions, or natural disasters (e.g., floods, earthquakes). The affected party shall promptly notify the other party of the occurrence of such an event and take all reasonable steps to mitigate its effects.
- **Liquidated Damages:** In the event of any delay in the project completion timeline (Go-Live) attributable solely to the selected agency, liquidated damages shall be applicable at a rate of 0.5% (zero-point five percent) of the total contract value per week of delay, or part thereof. The maximum cumulative liquidated damages shall not exceed 10% (ten percent) of the total contract value. BSEIDC reserves the right to deduct such damages from any payments due to the agency.
- **BSEIDC's Rights:** BSEIDC reserves the unconditional right to accept or reject any bid, and to annul the entire bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability or obligation to the affected bidders or providing any reasons whatsoever. BSEIDC also reserves the right to modify the terms and conditions of this RFP at any time before the bid submission deadline through issuance of corrigenda. Furthermore, preference may be given to agencies legally registered and operating in Bihar, provided they meet all other technical and financial qualification criteria and offer a competitive proposal.

## Annexures

The following annexures provide detailed templates, matrices, and lists that support the main RFP document, ensuring consistency in submissions and facilitating efficient evaluation for BSEIDC.

### Annexure A: Resource Evaluation Matrix

This matrix is crucial for the transparent and objective evaluation of the "Key Resources" criterion, which accounts for **30 marks** in the technical evaluation. It provides specific metrics for assessing the qualifications and experience of proposed personnel, ensuring consistency in scoring across all bidders.

**Table A.1: Resource Evaluation Matrix**

Sl.	Role	Number of Positions	Marking criteria	Max Marks
1	Project Manager	1	<ul style="list-style-type: none"> <li>At least Bachelor in Technology / MCA / PG Diploma in Computer Science/IT or Equivalent – <b>1 Mark</b></li> <li>At Least 2+ ERP Project implementation Experience - <b>3 Marks</b></li> <li>6+ years IT Project Management experience - <b>3 Marks</b></li> </ul>	7
2	Technical Architect and Lead ERP Developer	1	<ul style="list-style-type: none"> <li>At least Bachelor in Technology / MCA / PG Diploma in Computer Science/IT or Equivalent – <b>1 Mark</b></li> <li>At Least 1+ ERP Project implementation Experience - <b>1 Mark</b></li> <li>4+ years enterprise architecture experience - <b>2 Marks</b></li> </ul>	4
3	AI Architect and Developer	1	<ul style="list-style-type: none"> <li>At least Bachelor in Technology / MCA / PG Diploma in Computer Science/IT or Equivalent – <b>1 Mark</b></li> <li>4+ years AI solution design experience - <b>1 Marks</b></li> <li>At least 1+ ERP Chatbot implementation - <b>2 Marks</b></li> </ul>	4
4	ERP Developer	1	<ul style="list-style-type: none"> <li>At least Bachelor in Technology / MCA / PG Diploma in Computer Science/IT or Equivalent – <b>1 Mark</b></li> <li>5+ years ERP development experience - <b>2 Marks</b></li> <li>Demonstrated proficiency in at least one relevant programming language, such as Python, C#, Java along with hands-on experience in one or more enterprise-grade frameworks including Django, .NET Core, Spring Boot. - <b>1 Mark</b></li> </ul>	4
5	Database Administrator	1	<ul style="list-style-type: none"> <li>At least Bachelor in Technology / MCA / PG Diploma in Computer Science/IT or Equivalent – <b>1 Mark</b></li> <li>4+ years enterprise database management experience - <b>2 Marks</b></li> <li>Certifications (e.g., Oracle Certified Professional, MCSA SQL Server) - <b>1 Mark</b></li> </ul>	4
6	Quality Assurance / Tester	1	<ul style="list-style-type: none"> <li>At least Bachelor in Technology / MCA / PG Diploma in Computer Science/IT or Equivalent – <b>1 Mark</b></li> <li>3+ years software testing experience (including</li> </ul>	4



Sl.	Role	Number of Positions	Marking criteria	Max Marks
			<b>ERP) – 2 Marks</b> <ul style="list-style-type: none"> <li>Demonstrated proficiency in at least one relevant programming language, such as Python, or C#, Java along with hands-on experience in one or more enterprise-grade frameworks including Django, or .NET Core, Spring Boot. At least 1+ ERP Chatbot implementation - <b>1 Mark</b></li> </ul>	
7	UI/UX Designer	1	<ul style="list-style-type: none"> <li>At least Bachelor in Technology / MCA / PG Diploma in Computer Science/IT or Equivalent – <b>1 Mark</b></li> <li>5+ years UI/UX design experience - <b>1 Mark</b></li> <li>At Least 2+ ERP Project implementation Experience - <b>1 Mark</b></li> </ul>	3
	<b>TOTAL</b>	<b>7</b>		<b>30</b>
<i>Note: Marks for individual roles will be prorated to ensure the total for all proposed key personnel does not exceed 30 marks.</i>				

#### Annexure B: Technical Proposal Format

This detailed outline standardizes the structure of technical proposals, enabling BSEIDC to compare bids consistently and efficiently. It ensures that all required information is presented logically, directly addressing the evaluation criteria. The Technical Proposal should cover the following sections:

- Bidder's Profile and Experience
- All the documents as per point pre-qualification and technical evaluation criteria
- Team Structure and CVs (as per **Annexure A**)
- Understanding of Project Scope and Objectives
- Proposed Solution Architecture and Technology Stack
- Implementation Methodology and Project Plan (detailing phases, timelines, deliverables)
- Support and Maintenance Plan (SLAs, escalation matrix)

#### Annexure C: Financial Proposal Format

This standardized template ensures that financial bids are presented in an itemized and comparable manner, facilitating accurate calculation of the Financial Score. It prevents ambiguity and ensures all cost components are clearly identified.

The Financial Proposal template should include:

Phase	Item	Cost (INR)	Taxes (as Applicable)	Total Cost (INR)
<b>Phase I: Development and Deployment (with AI integration) – 3 Months</b>	One-time lump sum Cost (INR) for Development of ERP Modules			
<b>Phase II: Support &amp; Maintenance - 36 months)</b>	<i>Project Manager – 1</i>			
	<i>Project Coordinator – 1</i>			
	<i>Technical Support Engineer – 1</i>			
<b>Grand Total in figures (INR)</b>				

<b>Grand Total in Words (INR):</b>
------------------------------------

#### **Annexure D: List of Required Certificates and Undertakings**

This comprehensive list consolidates all mandatory legal and compliance documents, simplifying the submission process for bidders and streamlining verification for BSEIDC. It helps ensure that bidders do not overlook any critical documents that could lead to disqualification.

The comprehensive list includes:

- Company Registration Certificate
- PAN Card Copy
- GST Registration Certificate
- Audited turnover certificate and financial statements for the last 3 audited financial years (FY 2021-22, FY 2022-23, FY 2023-24)
- Experience Certificates/Client Letters for ERP implementations
- Valid ISO 9001:2015 Certificate
- Valid ISO 27001:2022 Certificate
- Valid CMMI Level 3 (or higher) appraisal certificate
- Undertaking of non-blacklisting as per **Annexure F**
- Authorization Letter for Signatory

#### **Annexure E: Curriculum Vitae format**

*(The format for CV appended here to be filled, countersigned and submitted)*

##### **Personal Information**

Name	
Proposed Position	
Date of Birth	
Gender	
Highest Qualification	
Technical Certificate if any	
Total Experience	

##### **Education details**

Sn.	Degree(s)/Diploma(s)	Institution	Year	From - To
1				
2				
3				

##### **Employment Record**

Sn.	Employer	From	To	Position
1				
2				
3				

**Project Details**

Sn.	Project	Position / Role	Project Description	Client
1				
2				
3				

**Disclaimer:** I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful described herein may lead to my disqualification or dismissal, if engaged.

**Signature:**

**Date:**

**Annexure F: Non – Blacklisting Certificate****Undertaking of non-blacklisting**

**(On a non-judicial stamp paper of Rs. 1000)**

I/We hereby declare that ..... (Name of the Agency) ..... (Registered Address) has never been blacklisted/debarred by Govt. of India or any state govt. or institution or any state agriculture universities in last three (3) years.

I/We confirm that our firm will complete the work as per the technical specifications required, in specified time decided by BSEIDC.

I/We further confirm that we are aware that our bid for the captioned tender would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this tender at any stage of the bidding process or thereafter during the agreement period.

Date:

Name of the Bidder:

Name of the Authorized Person:

Signature of the Authorized Person:

Seal of the Bidding Agency: