

TERMS OF REFERENCE (TOR)

1 Introduction & Issuer

The DOE / BSEIDC , Govt. of Bihar, intends to select an implementing Agency with requisite experience and capabilities in IT/ ICT / E-governance sector for Implementation and Hosting of Teacher Management information System (TEMIS) in Bihar and in this regard invites proposals from interested parties. The selection shall be applicable for a period of 5 (Five) Years. It invites offer from reputed companies in sealed envelope clearly labeled as "Expression of Interest for “Selection of Implementing Agency for Implementation and Hosting of Teacher Management Information System for Teachers”.

2 Purpose

The purpose of this Expression of Interest is to shortlist reputed agencies / firms / companies for providing services in the field for IT/ ICT / E-governance projects for Implementation and Hosting of Teacher Management information System (TEMIS) for Teachers. The objective of the document is to provide indicative information on the project and the scope of work for this project of DOE/ BSEIDC. The detailed scope of work, terms and conditions and parameters for selection of the Implementing Agency will be provided in the Request for Proposal (RFP) for TEMIS. RFP will be provided to only to the shortlisted firms, as per the selection parameters provided in this EOI.

BSEIDC

Bihar State Educational Infrastructure Development Corporation Ltd. (BSEIDC) , is a Government Entity sponsored by Bihar State Government within the meaning of Section 617 of the Companies act, 1956 . It is focused To create, construct, execute, carry out, improve, work, develop, administer, manage, control or maintain, in Bihar and elsewhere, all types of schools, educational Institutions, Universities, Colleges, Minority Institutions, Research bodies, Academic Institutions, Training Institutions, Allied Infrastructure related to Education & Support Services related to Education, Educational Utilities or any emergency pertaining to all departments of Government of Bihar or any other department, agency, organization or body through Human Resource Development

Department or directly.

PROJECT BACKGROUND

Government of Bihar is running number of programs to provide better education in the State . To overcome the shortage of teachers, Panchayat Sikshak, Prakhand Sikshak, Nagar Sikshak and Niyat Vaytan Sikshak were appointed. To further strengthen the educational human resoucre capacities , around 1 lakh new teachers have been planned to be recruited in the coming year , to incruease the number of teachers around 5 lakhs in the State. Recruitment of teachers were made across 38 districts as per the ‘Niyamawali 2006’ of Education Department, Govt of Bihar. At present the records of these teachers are not centralized, all data related to teachers are scattered at root level (panchayat, block, district) in different forms. Since there is no ‘Unique Identity’ for teachers, it’s cumbersome to know and find relevant and required informations about a teacher from present system.

Government of Bihar had assigned the task to centralized the teachers data to **Samtech Infotech** funded by World Bank in 2008. Samtech has compiled around 3 lakhs teachers data in terms of (posting, qualification, teaching classes, age, salary, name, permanent address, training, date of joining, teaching in current school since) and web based application for (TEMIS) Teachers Management Information System. The existing (TEMIS) system developed by Samtech Infotech has been developed using **DOT NET** Technology and for the purpose of new TEMIS also BSEIDC is looking for the same DOT NOT platform to continue with the existing accomplishments.

The Department of Education (DOE) of the Government of Bihar (GOB) launched Mission Manav Vikas, which includes (a) enabling a dramatic improvement in learning outcomes for primary learners, (b) assisting teacher educators to make a real difference to the classroom process, (c) effectively supporting teachers in schools, and (d) strengthening teacher training institutions. GOB has taken steps to make the State Council of Educational Research and Training (SCERT), District Institute of Education and Training (DIETs,) Primary Teacher Education Centres (PTECs) Block Resource

Centres (BRCs), and Cluster Resource Centres (CRCs) more effective through institutional strengthening and deepened capacity building efforts. Bihar has obtained permission from the statutory body for teacher education (TE), the National Council on Teacher Education (NCTE), to start a Diploma in Elementary Education (D.El.Ed.). Teachers with adequate qualifications have been selected through a rigorous process to become teacher educators. The State is committed to preparing 10,000 teacher educators and has formally approved a teacher educators' cadre. The State aims to develop at least 50 outstanding teachers training campuses with the best possible teacher educators, as well as developing infrastructure and resources teams at BRCs and CRCs to meet teacher development needs. Strong monitoring systems for assessing the progress of children, teachers, and schools will also be put in place. The state effort in strengthening its procurement arm, the Bihar State Educational Infrastructure Development Corporation (BSEIDC), has helped in consolidating all procurement for educational institutions and schools under one umbrella.

The proposed TEMIS application is expected to assist HRD and State Education office employees in their day-to-day job and cater to the needs of teacher management. The system will have modules to enter teacher information (education, training, past service, place of posting, personal information), absentee, leaves, paybill, salary transfer advice for bank, position status of teachers in a school, request for transfer, disciplinary action, request for allotment of fund from within the application. Users will be able print Absentee, Fund transfer Bank advice, fund allotment request, and to assist in providing training for Diploma in Elementary Education (D.El.Ed.).

School Information

In the state, there are four levels of schools being run as government or government aided schools. They are:

1. Primary Schools
2. Upper Primary Schools
3. Secondary Schools
4. Higher Secondary Schools.

Current State Description

Information pertaining to all the teachers working in these schools are very difficult to

compile manually in a single repository as the relevant and updated information is often either not available or is partially available. Moreover, due to changes in teachers' assignment and appointment, the available information in physical format also gets out dated very often. Additionally, department also finds it challenging to obtain and maintain data related to qualification, skills, training, resignation, retirement related information of all the teachers required for better teacher distribution and administration activities. This situation leads to a longer time in planning and decision making for the department resulting in inefficient and inadequate service delivery by the teachers in particular and the department in general.

3 INDICATIVE SCOPE OF WORK

The scope of Work of the DOE / BSEIDC provided below is indicative and details will be provided in the RFP.

3.1. Scope of work:-

The Department of Education, BSIEDC, and Government of Bihar is desirous of implementing a comprehensive Teacher Management Information System for Teachers (TEMIS) for all teachers working at various schools across the state with following objectives:

Department is having around 3 lakhs no. of data in formats related to the teachers of Bihar, and to upgrade it and to make it all comprehensive, to include new entrants / recruited teachers and to develop a comprehensive information system i.e. TEMIS with the emphasis on improve and monitor teacher's effectiveness and training needs .

The objective of TEMIS would be

- a) To achieve availability of correct data, anytime, anywhere, on demand (both aggregated and specific records) for the teachers of the state for the authorized users of the department and government.
- b) To have a secure and authenticated online data repository which will act as the single source of truth for the department and government and not limited to but includes following functionality :-

Phase – 1

(Teacher's Information)

1. Personal details

2. Family details (including nomination etc.)
3. Position and Service details
 - a. School details (posting details)
 - b. Grade / Position
4. Contact details including E-mail-IDs.
5. Educational details
 - a. Pre-Service
 - b. Post-Service
6. Professional trainings and education details
7. Salary details (Through integration with the State's Treasury module with a link).
8. Service history (Service Management)
9. Change Management (Basic Details – Address, contact details, other personal details)
10. Transfer / Re-location
11. Promotions / Salary upgradation; and Grade revision etc.

Phase – 2

1. Training

- a. Training needs identification
- b. Capture trainers, faculty, trainings, participants and schedule training
- c. Courses and topics management
- d. Training attendance management and recording

2. Competence

- a. Competence master management
- b. Competence assessment capture and gap analysis
- c. Continuous professional development
- d. Reporting

3. Performance Evaluation

4. Teacher performance evaluation

- a. Performance appraisal
- b. Feedback and continuous professional development (integration with competence module)

5. Financial disbursement & control; and integration with SEMIS and the treasury system.

3.2 Solutions shall support following requirements:

1. Web enabled with capability of supporting
 - a. comprehensive teacher information
 - b. different stakeholders (DOE/ BSEIDC / BRCs / DEO / Teachers)
 - c. capturing of data remotely by teachers, schools, BRCs, DIETs, and other stakeholders as required
2. Providing Unique identification to each teacher

3. Validation of existing records with actual data; and migration
(Validation will be done thorough physical verification of records and registration proofs) .
4. Process of fool proofing to identify fake records / ghost teachers needs to be established and built in solution
5. Mobile Interface for teachers and other stakeholders
(The mobile interface required will be SMS based and even a basic mobile phone will accommodate such requirements).
6. To have **greater level of operational efficiency** by utilizing the system's accurate and up to date data about the teaching staffs for various administrative tasks like teachers' appointment, transfer, promotion , identifying training needs , incorporating training modules and meeting the training needs etc. and other decision making activities like creation of new post, training design, planning etc. collaboratively on the go.
7. To **have faster decision making and approval cycles** through automated workflow of the online system for day to day administrative matters.
8. The decision makers will have a scope for effective planning and utilization of existing manpower by identifying their skills.
9. Time and energy of government employees both at administrative and micro level will be saved by the automated TEMIS leading to optimum utilization of their services for the purpose of public.

TEMIS is envisaged to encompass all information about various teachers working in the state of Bihar, either in govt. or govt. aided Primary, Upper Primary, Secondary, Higher Secondary schools across the state by providing specific information management modules for school teachers. **Moreover, the system should have the capability to capture new records of teachers and schools going forward.**

4. Instructions to Bidders

4.1. Completeness of Response

- 1) Bidders are advised to study all instructions, forms, terms, requirements and other information in the EOI documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications.
- 2) The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI documents or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal.

4.2. Proposal Preparation Costs

- 1) The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by DOE / BSEIDC to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. DOE / BSEIDC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 2) This EOI does not commit DOE / BSEIDC to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this bid.
- 3) All materials submitted by the bidder become the property of DOE / BSEIDC and may be returned completely at its sole discretion.

4.5. Bidder inquiries and DOE / BSEIDC's responses

- 1) All enquiries / clarifications from the bidders, related to this EOI, must be directed in writing exclusively to the contact person notified in this EOI

document.

- 2) The preferred mode of delivering written questions to the aforementioned contact person would be through mail or email. Telephone calls will not be accepted. In no event will the DOE / BSEIDC be responsible for ensuring that bidder's inquiries have been received by DOE / BSEIDC.
- 3) After distribution of the EOI, the contact person notified by DOE / BSEIDC will begin accepting written questions from the bidders. DOE / BSEIDC will endeavor to provide a full, complete, accurate, and timely response to all questions. However, DOE / BSEIDC makes no representation or warranty as to the completeness or accuracy of any neither response, nor does DOE / BSEIDC undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.

4.6. Amendment of EOI Document

- 1) At any time prior to the last date for receipt of bids, DOE / BSEIDC, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the EOI Document by an amendment.
- 2) The amendment will be published in the Bihar e-Procurement portal (www.eproc.bihar.gov.in) /DOE / BSEIDC website <http://www.bseidc.in>.
- 3) In order to afford prospective Bidders, reasonable time in which to take the amendment into account in preparing their bids, DOE / BSEIDC may, at its discretion, extend the last date for the receipt of Bids.
- 4) The bidders are allowed resubmit their bid- if required, after such amendments.

4.7. Supplemental information to the EOI

If DOE / BSEIDC deems it appropriate to revise any part of this EOI or to issue additional data to clarify an interpretation of provisions of this EOI, it may issue supplements to this EOI. Any such corrigendum shall be deemed to be incorporated by this reference into this EOI.

4.8 .DOE / BSEIDC's right to modify submission deadline

DOE / BSEIDC may, in exceptional circumstances and at its discretion, extend the

deadline for submission of proposals by issuing a corrigendum published in the Bihar e-Procurement portal (www.eproc.bihar.gov.in) DOE / BSEIDC website [http://www.bseidc.in/](http://www.bseidc.in) in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

4.9.DOE / BSEIDC's right to terminate the process

- 1) DOE / BSEIDC may terminate the EOI process at any time and without assigning any reason. DOE / BSEIDC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- 2) This EOI does not constitute an offer by DOE / BSEIDC. The bidder's participation in this process may result in DOE / BSEIDC short listing the bidder to submit a complete technical and financial response to a RFP.

4.10. Submission of Responses

Bidders are supposed to submit their responses online through Bihar e-Procurement portal (www.eproc.bihar.gov.in) using their login Ids and digital signature.

4.11.Bid Submission Format

The entire proposal shall be strictly as per the format specified in this Expression of Interest and any deviation from the formats shall be rejected.

4.12.Venue and Deadline for submission

- 1) Proposals must be submitted online only at www.eproc.bihar.gov.in before due date and time as mentioned in NIT/ Corrigendum.
- 2) No proposal will be received by the DOE / BSEIDC after the above deadline.
- 3) The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- 4) Bidders are advised to submit their bids much more in advance to avoid any problem as Bihar e-Procurement portal (www.eproc.bihar.gov.in)/ DOE / BSEIDC shall not be responsible for any delay or non availability of links/ server down/ high traffic in network at the last moment. No further correspondence on the subject will be entertained.

- 5) DOE / BSEIDC reserve the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

4.13. Documents Comprising the Bid

The bids prepared by the Bidder shall comprise of all the documents as being asked for as in the annexure.

4.14. Short listing Criteria

1. DOE / BSEIDC will shortlist Implementing Agency ,that meet the short listing criteria mentioned in the Expression of interest.
2. Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of the Bidder's Bid.

4.15. DOE / BSEIDC Rights to accept / Reject any or all Proposals

DOE / BSEIDC reserves the right to accept or reject any proposal, and to annul the short listing process and reject all responses at any time 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 DOE / BSEIDC's action.

4.16 Associations between Consultants

Consultants may associate with each other in the form of a joint venture or of a sub-consultancy agreement to complement their respective areas of expertise, strengthen the technical responsiveness of their proposals and make available bigger pools of experts, provide better approaches and methodologies, and, in some cases, offer lower prices. Such an association may be for the long term (independent of any particular assignment) or for a specific assignment.

If the Borrower employs an association in the form of a joint venture, the association shall appoint one of the firms to represent the association; all members of the joint venture, or their representative with a power of attorney, shall sign the contract. All members of the joint venture shall be jointly and severally liable for the entire

assignment. Once the short list is finalized, and Requests for Proposals (RFP) are issued, any association in the form of joint venture or sub-consultancy among short-listed firms shall be permissible only with the approval of the Borrower. Borrowers shall not require consultants to form associations with any specific firm or group of firms or include any particular individual in their proposals, but may encourage association with qualified national firms.

4.17 Evaluation Process

- 1) DOE / BSEIDC will constitute a Tender Evaluation Committee to evaluate the responses of the bidders to the EOI.
- 2) The Tender Evaluation Committee constituted by the DOE / BSEIDC shall evaluate the responses to the EOI and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence shall be rejected.
- 3) The decision of the Tender Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- 4) The Tender Evaluation Committee may ask for meetings with the Implementing Agency organization to evaluate its suitability for execution of the task for the DOE / BSEIDC.
- 5) The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- 6) Each of the bidders need to comply with the shortlisting / pre-qualification criteria as defined in the EOI to qualify for subsequent submission of proposal to the RFP for selection of the DOE / BSEIDC.
- 7) Each of the responses shall be evaluated to validate compliance of the bidders according to the following criteria as per format and supporting documents mentioned against each clause

4.18. Pre-Qualification Category Criteria

Table – Prequalification Criteria I

| Sl. No. | Criterion | Supporting Documents to be submitted |
|----------------|---|---|
| 1 | The bidder should be a registered entity / body Corporate. | Copy of Certificate of incorporation/ registration and Copy of Service Tax Registration Certificate in India. |
| 2 | The bidder should not be blacklisted by any Department of Central Government/ State Government | Self Certification by the bidder |
| 3 | The company must have the turnover of Rs 10 Crores in any of the past 3 years i.e 2012-13, 2013-14, 2014-15 from IT/ ICT / E-governance Operations . | Audited Balance Sheet and Profit and Loss Account of the Entity . |

All companies applying for such bid will have to fulfill the above mentioned Pre-Qualification Criteria .

Pre-Qualification criteria with regard to turnover and experience in consulting assignments of the bidders will be considered to ascertain their eligibility to bid for, as well as take up the work.

4.19. Notification of Shortlisting

- 1) DOE / BSEIDC shall notify by email all consulting organizations that have been shortlisted. This shall also be published in the DOE / BSEIDC website.
- 2) Only Shortlisted firms will be issued the Request for Proposal

5. Annexure

5.1. Form I: Covering Letter from the Consulting Agency

[On Entity Letterhead]

[Location, Date]

To:

The Managing Director

Bihar State Educational Infrastructure Development Corporation Ltd
Acharya Shivpujan Sahay Path,
Bihar Rashtrabhasha Parishad Campus,
Shiksha Bhawan, Saidpur, Patna-800004
Ph: 0612-2660850
Email: bseidc@gmail.com

Dear Sir,

We, the undersigned, offer to provide the services as Implementing Agency for Implementation and Hosting of Teacher Management information System (TEMIS), for BSEIDC, Bihar in accordance with your Expression of Interest dated [Insert Date] and our response.

2) Primary and Secondary contacts for our Entity are:

| | Primary Contact | Secondary Contact |
|--------------|------------------------|--------------------------|
| Name: | | |
| Title : | | |
| Entity Name: | | |
| Address: | | |
| Phone: | | |
| Mobile: | | |
| Fax: E-mail | | |

3) We are hereby submitting our Expression of Interest in both printed format and as a soft copy in a CD. We understand you are not bound to accept any Proposal you receive.

4) We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to DOE / BSEIDC is true, accurate, verifiable and complete.

This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

- 5) We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our Entity in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project.
- 6) We agree to abide by the conditions set forth in this EOI
- 7) It is hereby confirmed that

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

Dated this, Day of , 2016

(Signature) (In the capacity of)

Duly authorized to sign the EOI Response for and on behalf of: Sincerely,

[Implementing Agency NAME]

Name Title Signature Date

(Name and Address of Entity) Seal/Stamp of the Implementing Agency

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,, certify that I am
of, and that
..... who has signed the above

Response is authorized to bind the corporation by authority of its governing body.

Date Seal here

5.2 Form II: Bidders Details

| | |
|--------------------------------------|--|
| : Details of the Organization | |
| Name | |
| Nature of the legal status | |
| Nature of business | |
| Date of Incorporation | |
| Date of Commencement of Business | |
| Address of the Headquarters | |
| Address of the Registered Office | |
| Other Relevant Information | |

5.3 Form III: Financial information

| | | | |
|--|-------------------|-------------------|-------------------|
| | FY 2012-13 | FY 2013-14 | FY 2014-15 |
| Revenue (in INR Crores) from IT/ ICT / E-governance Operations | | | |

5.4. Form IV: Availability of the Technical Manpower as on 30th December 2015

| Sl. No | Type & no. of the Consultant /Key Expert. | Designation | Total Work Experience (years and months) | Qualifications | Skills Sets | Details of any consultancy assignment |
|--------|---|-------------|--|----------------|-------------|---------------------------------------|
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |

5.5 Form V: Details of the Consulting Assignments/ Similar Assignments

| Sl. No. | Details of the Assignments | Client | Work order Date | Period of Assignment | Value of Assignment (INR) |
|---------|----------------------------|--------|-----------------|----------------------|---------------------------|
| | | | | | |
| | | | | | |
| | | | | | |

5.6 From VI: Checklist of Documents to be submitted

| Sl. No. | Criterion | Supporting Documents to be submitted | Provided (Y/N) |
|----------------|---|--|-----------------------|
| 1. | Covering Letter | Form I | |
| 2. | Bidders Details | Form II | |
| 3 | Financial Information | Form III | |
| 5 | The bidder should be a registered entity / body corporate. | Copy of Certificate of Registration / incorporation , Copy of Service Tax Registration Certificate in India. | |
| 6 | The bidder should not be blacklisted by any Department of Central Government/ State Government in India . | Self Certification by the bidder | |
| 7 | Meeting minimum average Turnover requirement in IT/ ICT / E-Governance Operations Average for 3 years . | 1. Copy of the audited profit and loss account/ balance sheet/ annual report of 2012-13, 2013-14, 2014-15. 2. Form III | |
| 10 | Power of attorney | Power of attorney by the CEO or competent authority or board resolution authorizing the Bidder to sign/execute the proposal as a binding document and also to execute all relevant agreements forming part of EOI / RFP. | |