

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



NIT No-1607/2017-18

Dated-16.8.17

Tender Title:-Request for Proposal (RFP) for Real time Data Collection, Integration & MIS Generation on daily basis for Mid Day Meal Scheme of the Bihar Rajya Madhayan Bhojan Yojana Samiti.

CONTRACT PERIOD: -3 YEARS

EARNEST DEPOSIT MONEY: - ONE LAKH

COST OF DOCUMENT: - FIVE THOUSAND (Non Refundable)

DATE OF ISSUE: -16.08.17

PRE-BID MEETING: - 05.9.17 AT 03.00 P.M

LAST DATE OF SUBMISSION OF BID: - 20.09.17 AT 03.00 P.M

TECHNICAL BID OPENING: - 20.09.17 AT 04.00 P.M

Secretary

Bihar Rajya Madhayan Bhojan Yojana Samiti ,
-Cum-
Director,
Mid-Day Meal
Education Department, Govt. of Bihar
Premises of Bihar state text Book Publishing Corporation Ltd,
Budh Marg, Patna – 800 001
Phone: (0612)-2231007, 2230025
Email: mdmsbihar@gmail.com

Any change in information given in this RFP document will be displayed on our website “mdmsbihar.org” wherever feasible

Request for Proposal For

INTERACTIVE VOICE RESPONSE SYSTEM

1.1 About Mid-Day Meal Scheme

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

1.2 Objectives of Interactive voice Response System

A programme of such a large scale and magnitude requires close monitoring and evaluation at all levels. This project is a unique initiative wherein AUTOMATED SYSTEM based technology shall be leveraged for data collection at a very large scale of nearly 71000 schools across the state with an intention to track and monitor the essential components of Mid-Day Meal scheme at various levels on day to day basis by integrating ICT based MIS solution with SMS and AUTOMATED SYSTEM based tools. Under this project, it is envisaged that Mid-Day Meal data shall be collected on a near real time basis across the state through an AUTOMATED SYSTEM .It would be required to setup AUTOMATED SYSTEM based Centralized Information System (CIS) for capturing information of approx. 71000 schools in Bihar on daily basis and provide the same to all the concerned Central/State/Districts/Block Level offices. The purpose of RFP to select Service Provider(s) who would be responsible for design; development, operation and maintenance of the IVRS cum SMS based system for collection and reporting of MDM data from the school level for a period of 3 years. The Service Provider will also be responsible for collecting and updating the school level data and any other information that may be required to facilitate the collection and reporting of MDM data. The trainings and capacity building before the system go-live and ongoing basis will be done and managed by the Service Provider. RFP in detail describe the MDM scheme, scope of work, bid submission and evaluation procedure. Bidders are expected to carefully read the terms and conditions of the RFP before responding.

1.3 Selection Process:-

The selection process would involve short listing of eligible applicants on the basis of evaluation of submitted documents, experience, and technical efficiency and also followed by detail presentation. The selected bidder will be assigned the work order as per the RFP also followed by signing on the agreement between the BRMBYS and the selected bidder.

Those interested, may apply enclosing required documents to Secretary , Bihar Rajya Madhayan Bhojan Yojana Samiti - Cum- Director , Mid-Day Meal, Premises of Bihar state Text book publishing corporation, Budh Marg, Patna, Pin 800001. Applications must be submitted in the office of undersigned on any working day. The applications of RFP received after due date and time or not conforming to the requirements as per RFP document are liable to be summarily rejected.

Sd/-
(Vinod kumar Singh)
SECRETARY
BIHAR RAJYA MADHAYAN BHOJAN
YOJANA SAMITI
-CUM-
DIRECTOR
MID-DAY MEAL.
BIHAR,PATNA

Bihar Rajya Madhayan Bhojan Yojana Samiti ,
Education Department,
Govt. of Bihar,
Premises of Bihar state text Book Publishing Corporation Ltd,
Budh Marg, Patna – 800 001

Letter of Invitation (LOI)

To,

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Sub:- Invitation of bid for Real time Data Collection, Integration & MIS Generation on daily basis through Interactive voice response system for Mid-Day Meal Scheme, Education Department, Government of Bihar, Patna.

Sir,

The Mid-Day Meal Scheme inviting request for proposal for Online on daily basis real time data collection through interactive information system IVRS technology Help desk for receiving the daily progress reports regarding number of attendance, beneficiary, food grains and fund of the 71000 +/- Primary/Middle school (Approx). There may be variation of 1 to 2% in this number due to merging/opening of new schools.

1. Scope of Work:-

- A.** The Service Provider shall be responsible for implementing and operating the IVRS cum SMS project model at the state level for a period of 3 years. The scope of work shall include providing primary IVRS solution for the purpose of data collection and SMS / reporting of MDM data across the States and providing data backup on monthly basis.
- B.** The IVRS System shall primarily entail placing system generated, automated calls to the head masters / senior teachers of government, government-aided, and local bodies-schools where mid-day meals scheme is being implemented. The system shall then automatically generate a data base for the entire state on daily basis. The scope of work in detail has been provided below:-

- 1.1.** An Outbound, Automated Interactive Voice Response System will be provided to contact the head master / senior teacher / Vidyalaya shikha samiti on their mobile phones (maximum, 5 times in case the head masters are unable to take the call) on

- a daily basis at a pre-scheduled time to collect data . Like any regular automated call, the head master should be able to punch their data on the phone keys.
- 1.2. The phone no. of head master / senior teacher / vidyalaya shikha samiti will be provided by the Bihar Rajya Madhayan Bhojan Yojana Samiti ,Education Department , Govt. of Bihar.
 - 1.3. The solution should be designed to also allow head master / senior teacher / Vidyalaya shikha samiti Mobile Phones/Handsets to record data into the Automated IVRS system through missed call facility.
 - 1.4. The Collected Data will be uploaded on Central Server,NIC, Govt. of India on daily basis automatically and will be available online as Reports.
 - 1.5. The Online Site will have Password Based Access-Controls for Different Officials, though most Reports will be in the Public Domain.
 - 1.6. Missing Data Sets or Recorded Data which is Below Pre-Defined Thresholds and hence requires Corrective Action by Block/District Officials will need to be tracked in the system and an automated mechanism will provided for information and escalation of the same.
 - 1.7. The solution will have an audit component that allows for VSS (Vidyalaya shikha samiti) and District/Block Officials to verify the data received from Head master. Apart from a web based solution, this component should also be mobile-based, so as to increase its reach and effectiveness (Audit Component)
 - 1.8. The solution will also provide an automated facility for villagers to call into the IVR System, get the day's data and record their feedback. This will strengthen community involvement and aid monitoring. (Community Component)
 - 1.9. The solution should provide for setting up of a Toll-free Manual Call Center for Complaint Registration and Grievance Redressal and integration of the above. Complaints should be track able over the IVR system.
 - 1.10. Finally, the solution should be integrated with the existing MDM MIS system, run by the Bihar Rajya Madhayan Bhojan Yojana Samiti, Education Department, Government of Bihar.
 - 1.11. System should be able to provide missed call facility in case of HM not pick up the phone on time and want to give data through missed call in IVR system .
 - 1.12 The entire data base for that day is to be compiled within 4 hours of the meal being served

2. Coverage and Duration

The solution will cover all 71000+ schools in Bihar and the project will run for a period of 3 years from the date of award of the contract. The bidder will be given maximum two months for roll-out from the date of award of contract.

3. Functional Components

The Monitoring System must include the following modules:-

- 3.1 **Automated IVRS** : The system will broadcast calls daily only at a pre-defined time for each school. Multiple schools will be called simultaneously. In case of busy tone or no reply, the system will be programmed to try again at pre-defined regular intervals (maximum upto 5 times) to complete the call. Language of the call will be user defined and will contain a local language option. The system will ensure that only relevant inputs

asked or relevant information played, depending on the day and the number the call is being made to. The system should be able complete all call within 4 hours.

The System will collect the following data:

- a. No of Children Who Attended the School
 - (i) If no of children attended the School is zero(0) then asked four reasons (reason question should be in gap of 7-8 seconds), otherwise asked the next question
- b. No of Children Who took the Mid-Day Meal
 - (i) If Mid-day Meal not cooked and served is zero(0) then asked four reasons (reason question should be in gap of 7-8 seconds) , otherwise asked the next question
- c. Third question is optional always change time to time
- d. Are grains available for the coming Week? (only asked on Thursday)
- e. Are funds available for the coming Week? (only asked on Thursday)

3.2 Online Reporting module: These will be web-based interfaces consisting of reports required by the Block/District/State Officers.

3.3 Daily Report: This report will allow users to view the daily data received from each School with UDISE code. This will be searchable by the district and the block. This report will be also transfer to NIC, Government of India's MIS in batch file

3.4 Weekly Report: This report will allow users to view the weekly data received from each School with UDISE code. This will searchable by the district and the block.

3.5 Monthly School Report: The school report will be a monthly synopsis of each school for all the parameters for which data is being collected.

3.6 Audit Report: This report will show data and feedback received from VSS. This will be searchable by the school or by the VSS representative.

3.7 Monitoring Officials Report: This report will show data and feedback received from Monitoring Officials such as District Programme officers. This will be searchable by school /block /district or by the Officials Name.

3.8 Citizens Report: This report will show data for ordinary citizens. This will be searchable by the school and the mobile number.

3.9 Complaints/Grievance Tracking: This report will show complaints received and action taken. This will be searchable by school and by district.

3.10 Call Centre: There will be a toll-free number available for Complaint Registration manned by Call Center Employees. This will deal with different types of complaints with respect to Call not completed, mobile no change, System Failures etc. Each Complaint will be registered and a trackable Complaint Id provided.

3.11 Daily SMS : Other components such as daily SMS format can be designed as per the choice of Bihar Rajya Madhayan bhojan yojana samiti and send approx 700 SMS per day of daily data to state/district/block level officials through IVRS. A detailed solution design and functioning will be provided along with the bid,

3.12 Real time data porting to NIC:-Setting up and integration with NIC servers through API for real time data porting of all the schools on daily basis. To coordinate with NIC to develop and design such functionality.

Annexure A: Detailed Requirements

Detailed requirements are mentioned in this section. Bidders have to at least fulfill the below mentioned requirement apart from the functional requirements mentioned above. However the bidder is free to provide additional solutions as it may deem fit which would help in achieving the overall programme objectives.

A.1 General System Requirements

1. Capability to allow multiple modes of communication
2. Capability for data to be captured through multiple communication channels
3. Capability to capture and share information in real time
4. Capability to use multiple service providers for providing services if needed
5. Capability to ensure automated multiple runs of the data gathering campaigns for maximum data capture
6. Calls should be triggered using a web-based application
7. Ability to trigger data collection campaigns at pre-defined timelines
8. Ability to ensure multiple runs of the campaign without manual intervention being required
9. All information should be captured in real-time
10. System should be able to generate exceptions of numbers who have repeatedly not been responding to the data collection efforts
11. System should be able to identify the wrong numbers
12. Capability to share the captured data with multiple stakeholders using multiple channels

A.2 Communication Execution Tracking

1. All communication execution done through the system should be able to be tracked automatically
2. Every call, SMS sent through the system should be track able
3. Charges incurred in every run of the data collection campaign should be identifiable
4. At any point of time it should be possible for administrators to check the number of calls that have been made between the certain dates

A.3 MIS and reporting requirements

1. Detailed MIS should be available through a web-based interface
2. MIS should have drill down facilities to ensure analysis
3. MIS should be available at various levels starting from individual schools and going upto state level
4. Graphical and data based MIS should be available in the system through a web-based interface so that it can be accessed from various locations
5. The MIS access should be secure with visibility of data as per the roles and level of authority
6. Any other MIS or type of MIS which the vendor feels will be useful for the operations
7. MIS should have drill down abilities for better analysis

A.4 Alerts and Notifications

1. System should provide alerts and notifications at various critical situations
2. Alerts and notifications should be for both technical situations and business situations
3. Alerts and notifications should be for exceptions in data collections
4. These alerts and notifications should be possible to be sent in email, SMS or through and automated call

A.5 Security Related

1. Capability to provide role-based access
2. Capability to set the profile of each system user without hard coding
3. Capability to enforce the limits on the wrong passwords attempts by any user; which thereby can be removed by the administrator.
4. Capability to enforce the complex alphanumeric, case sensitive passwords
5. Capability to enforce re-login in to the applications after expiry of pre-specified idle time for the application.
6. Capability to facilitate adhoc back-ups creation, scheduling back-ups & recovery of databases and application.
7. Capability to support the archiving of data back-ups by date
8. Capability to support operational security to restrict access through passwords at following levels:
 - a. Application level
 - b. Function level e.g. master data changes

A.6 Administration Related

1. User role maintenance
2. User creation
3. System / transaction monitoring
4. Tracking of data flow
5. Data back-up and scheduling
6. System / application upgrades
7. Capability to create a hierarchy of schools by district, block etc. so that all data can be tracked accordingly

A.7 Audit Trail

1. System should audit all activities maintain logs of the same. Activities that should be mandatorily logged will include but not limited to:
 - a. All mails and alerts originating from the application
 - b. Exception reports for all categories
 - c. Changes in Database
 - d. Audit trail for all the data being pushed into and pulled from any other system
2. Following information should be available along with the log
 - a. User ID and User Name
 - b. Transaction ID/Session ID/Document ID
 - c. Time and Date

4. Project Solution Deliverables:-

As a part of the project the bidder will provide the following deliverables:-

- 4.1 Detailed Project Plan within 15 days from the date of signing the contract.
- 4.2 The Bidder is required to deliver the products and services at the destination as

informed in the letter of acceptance for execution. Transportation and insurance of products and services shall be arranged by the bidder and all such expenses will be borne by the Bidder.

- 4.3 Daily/weekly/monthly progress reports with regard to the project progress and status of the project from time to time to be presented to Bihar Rajya Madhayan Bhojan Yojana Samiti. The bidder must provide these reports w.e.f. the date of signing the contract.
- 4.4 At the end of the project the bidder must provide complete back-up of the data.
- 4.5 Complete documentation such as SRS, SDD, Training manuals, user manuals.
- 4.6 In case, the vendor makes a request to Samiti for using other database or operating system, the cost of such changes including licenses, patches, updates, AMC etc. has to be borne by the vendor. The vendor has to ensure that OS, IVR software and database is fully patched and hardened on regular basis.
- 4.7 The bidder should also be able to integrate and incorporate any new network, increasing PRI lines or change/evolution in the technology or new system coming up within the Samiti. The bidder shall develop all scripts to suit the needs of the Samiti for the purpose of easy flow in IVR. The connectivity and integration with different systems would be done by the bidder to the satisfaction of the Samiti. The changes / additions / deletions during the contract period would be done by the vendor with no additional cost.

5. Training

Training plays an important role in the successful implementation and operation of any ICT application. The bidder shall provide the following trainings to the field, operations and other senior staff involved in this project.

- a) **MIS training:** This training shall be provided to all district/block level official and functionaries of department who will use the web-based MIS System. This will include relevant district and block officials. The bidder has to provide training in 10-11 batches. Each batch will consist of at the maximum.50-60 persons.
- b) **IVRS Training:** This training aims to develop self sufficiency of the department and will mainly focus on training block level officials so as to allow them to train and equip Head master/senior teacher / vidyalaya shikha samiti to use the system. To do this training will be imparted to atleast 4 officials from each district who will then serve as Master Trainers for training other officials within that district. Other solution components like Audit and Community Involvement will also get covered in this training. The bidder has to provide training in 10-11 batches. Each batch will consists of at the maximum.50-60 persons
- c) The bidders may note that, if department desires, they may request the bidder to impart additional trainings, for which compensation shall be provided as per the financial quote provided by the bidder.

6. Support

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

- 6.1 The bidder will deploy one experience qualified Technical Project Manager locally Available at Patna, who will interact with the department for all regular day to day

activities. He will be a single point of contact for Samiti for any problem related to services procured / MIS report generation / IVRS problem under this RFP.

- 6.2 The entire solution infrastructure will be based in Patna (0612) with locally Direct Inward Dialing / local exchange carrier number for calling and the bidder is required to keep necessary backup infrastructure to deal with any component failure. Manpower and components required are left to the discretion of the bidder. Bihar Rajya Madhayan Bhojan Yojana Samiti will not provide any kind of infrastructure.
- 6.3 For non-availability of the services / MIS report generation / IVRS problem , the Department reserves the right to deduct payments based on a pro-rata basis calculation.
- 6.4 The established toll-free call center will also deal with all system-related complaints. The call centre should work 6 days a week (excluding Sun) and function from 9 AM to 6 PM. The bidder establish the call center with required infrastructure.

7. Minimum eligibility (Pre Qualification) Criteria

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

- 7.1 The bidder should be registered in India as per the company registration Act 1956, notarized copy of certificate of incorporation should be enclosed along with the offer and should be in operation for at least 5 year from the date of publication of the bid and having the capacity to provide services under the scope of RFP. Notarized copy of certificate of incorporation should be enclosed along with the offer. All supporting document submitted along with PAN/TAN/SERVICE TAX NO/EXPERIENCE etc. must be in name of registered company.
- 7.2 The bidder should have an experience of successfully executing at least five (5) IVRS projects as on bid calling date in the development and deployment of IVRS based software applications for public or private sector organizations.
- 7.3 The bidder should have an experience of at least three (3) projects in each of the following mobile and Internet technologies – Web application development, SMS and On-Device Applications.
- 7.4 The bidder should have an Office (or Branch Office) in Bihar. However, bidders who do not possess an office in Bihar must open an office within 30 days from the date of award of contract or signing of the contract, whichever is earlier.
- 7.5 Each and every page of the complete RFP document downloaded from the website signed and stamped by the authorized signatory of the Agency

Note: *Detailed documents such as written confirmations from the authorized signatories to be provided for the above pre-qualification eligibility criteria. Any bidder who does not furnish supporting documents along with evidence shall be summarily rejected. These documents should be submitted along with technical bid in a sealed envelope.*

8. Bid Format and Submission:-

All supporting document should must be index and submitted component wise as per RFP (technical and financial bid should be submitted separately):

8.1 Technical Bid: The technical bid will include the following documents and components:

- a. Overall Solution Design, manual, catalogues and SRS Document with Sample Web Reports.
- b. Over all solution design of daily real time data transfer from MDM , Bihar to National Informatics Central server ,government of India through APIs services or any other services.
- c. Detailed Write-Up of the Hardware and Software Technologies used
- d. Proposed Solution for the Audit Component and its Benefits
- e. Proposed Solution for the Community Monitoring Component and its Benefits
- f. Detailed Implementation and Roll-Out Plan
- g. Live demo and presentation in last round of technical proposal
- h. The technical proposal must not include any related to financial proposal.

8.2 Financial Bid: The financial bid will be divided into the following components and cost will be given for each component separately including current service tax:-

- a) **Annual Cost of IVRS Solution and Web-based MIS Reports including SMS apps development and SMS charge (1st year): Please note this includes all MIS and IVRS training and support costs for the above components and integration of the solution with the existing MDM MIS**
- b) **Annual Cost of IVRS Solution, MIS Reports and SMS charges 2nd year**
- c) **Annual Cost of IVRS Solution, MIS Reports and SMS charges 3rd year**
(Above Financial L1 (a+b+c) will be the successful bidder)
- d) **Cost per Additional School:-**
- e) **Cost per school data provided through missed call:-**
- f) **Cost Per Additional MIS Training (optional):-**
- g) **Cost Per Additional IVRS Training (optional):-**
- h) **Annual Cost of Proposed Audit Component: Including any support and training Cost.(optional) :-**
- i) **Annual Cost of Proposed Community Monitoring Component: Including any support and training costs. (optional):-**
- j) **Annual Cost Per Line of Toll-Free Call Center (call charges will be paid as per actual by the Bihar Rajya Madhayan bhojan yojana Samiti. (Optional):-**
- k) **Annual Cost Per Manned Agent at Call Center (optional):-**
- l) **All unit costs mentioned here will be valid for the entire 3 years and the department reserves the right to extend for 2 more years on the same above lowest year cost.**

9. Bid Opening and Evaluation

9.1 Preliminary examination of the bids

- a. Preliminary scrutiny will be made to determine whether they are complete, or any computational error have been made, whether required sureties have been furnished, the documents have been properly signed, and whether the bids are generally in order.
- b. Arithmetical errors will be rectified on the following basis. If there is any discrepancy between the unit/annual price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the vendor does not accept the correction of the errors, its bid will be rejected and its bid security may be forfeited. If there is any discrepancy between words and figures, the amount in words will prevail.
- c. Prior to the detailed evaluation, The Department will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations.
- d. If a bid is not substantially responsive, it will be rejected by the department and may not subsequently be made responsive by the bidder for correction of the nonconformity.
- e. Samiti may call for any additional information/document by way of clarification before the finalization of this tender process

9.2 Evaluation of Pre-Qualification bids:

Pre - qualification bid documentation shall be evaluated in two sub-steps.

- a. Firstly, the documentation furnished by the vendor will be examined prima facie to see if the experience, technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project.
- b. In the second step, Bihar Rajya Madhayan bhojan Yojana Samiti may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties, clients to verify claims made in bid documentation.

10. Evaluation Criteria

Evaluation of the bids will be done in three stages and at the end of every stage short listed bidders will be informed through e-mail to ensure fair and healthy competition. The evaluation criteria's are as follows:-

a. Pre-Qualification Criteria :

The pre-qualification criteria will not carry any marks but will be used to evaluate the eligibility of the bid. Any bidder not meeting the pre-qualification criterias will be

summarily rejected and his technical and financial evaluation bid will not be considered.

b. Technical Scores

(50 Marks Maximum)

Annexure B

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

- ◆ Note on understanding of the purpose, objective and scope of the project
- ◆ Overview of proposed solution
- ◆ SRS Document
- ◆ Sample Reports
- ◆ Proposed Audit and Community Monitoring Components
- ◆ Proposed Hardware.
- ◆ Proposed Software (System and OS)
- ◆ Security Architecture
- ◆ Network Architecture
- ◆ User friendliness
- ◆ Implementation strategy, project plan and schedule
- ◆ Detailed Project Plan

The bidders shall have to give a technical presentation on the suggested technical parameters (described above) and also meet the functional requirements of the Automated Programme Monitoring as specified in the bid document. The bidder's technical documentation and technical presentation shall be evaluated as described below:

- i. Quality and efficacy of the proposed IVRS/MIS Solution - **30 Marks**
- ii. Experience on Proposed technical Solution - **10 Marks**
- iii. Detailed technical Presentation & Live demonstration - **10 Marks**

c. Financial Bid Evaluation

11. Evaluation of Technical Bids

- a. The bidder technical solutions proposed in the bid document are evaluated as per the scope of the work and requirements of the department.
- b. Only bidders with Minimum Score of 35 on the Technical Bid will be considered for last Stage Financial Bid.
- c. Technical Compliance for the bidders will be evaluated as per the quality, efficacy, technical proposal solution (including hardware and software), Bidder experience and detailed live demo.
- d. To Assist in Technical Evaluation, Samiti reserves the right to call for any clarification from any/all bidder during the evaluation of the bids. Such

clarifications should be submitted only in writing. However, no other correspondence on bids will be entertained.

12. Evaluation of Financial bids

- a. The financial bids of only the technically qualified with Minimum Score of 35 on the Technical Bid bidder will be open.**
- b. Financial L1 (Lowest Bidder) will be the successful bidder.**
- c. Samiti reserves the right to call the L1 vendor for price negotiations, if, required. Notwithstanding the above, the decision of Samiti shall be final and binding on the vendor**

13. Termination of contract or revocation of purchase order

- 13.1** Samiti reserves the right to take all legal recourse such as, cancel the contract, recall the performance guarantee, and claim damages etc. in situations mentioned in following points in addition to actions mentioned therein, other than in situation amounting to force majeure.
- If, for any reason, L1 bidder arrived so fails to honour purchase order or fails to deliver solution or complete the project within period stipulated in RFP, Samiti will give an option to other bidders in order of L2, L3... to honour the contract subject to condition.
- 13.2** If, anytime within 3 years from date of issue of purchase order of samiti finds the services or working of solution provided by vendor unsatisfactory, Samiti reserves right to terminate the contract. In such situation, 30 day written notice will be sent to the bidder for termination of contract without assigning any reason. In the case of termination / cancellation of the order, the bidder will not be entitled to or recover from Samiti any amount by way of damages, loss or otherwise. In such a situation, Bidder will be paid charges towards services delivered till the date of termination of the contract. In the event of cancellation of agreement or termination of the order, the bidder will assist in smooth migration to new bidder. If, this condition is not adhered to, Samiti will invoke the performance bank guarantee and may also blacklist the bidder for a period up to 3 years.
- 13.3** If, at any future point of time it is found that the Bidder had made a statement which is factually incorrect or if, the bidder does not fulfil any of his contractual obligations, in addition to above actions, Samiti may debar the Bidder from bidding prospectively for a period to be decided by Samiti and take any other action as may be deemed necessary.
- 13.4** If, any legal action is initiated or taken against the bidder by any government body for violation of any legal regulations, Samiti will take action as it may think fit.

14. Payment Terms and Conditions

The following are the payment terms and conditions:

	Item description	% of contract value
1.	On Roll-Out Of Services	25 % of total contract value of 1st Year
2.	After 3 Months Post Roll-Out of services	Monthly payment of rest contract value of 1 st Year
3.	After 12 Months Post Roll-Out	Monthly payment of total contract value of 2 nd Year onwards

15. Performance Standards

- 15.1 The IVRS must be capable of connecting more than 97 percent of the schools per day.
- 15.2 System must be capable to complete all calls within time frame given by department.
- 15.3 Vendor must evaluate, on monthly basis, the sufficiency of the number of PRI lines installed so that system should be able to complete all call within 4 hours and provide a report to samiti and if required install additional lines and equipments.
- 15.4 The Vendor shall develop all scripts to suit the needs of the department for the purpose of easy flow in IVRS. The connectivity and integration with different systems would be done by the bidder to the satisfaction of the Samiti. The changes / additions / deletions during the contract period would be done by the vendor with no additional cost.

16. GENERAL INSTRUCTIONS AND CLAUSES TO BIDDERS:-

- 16.1 The Bidder is expected to study carefully all instructions, statements, terms and specifications in this RFP or modifications or clarifications thereto, if, any. Failure to furnish all information required in bidding documents or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
- 16.2 Companies / agencies having sound experience in IVRS technology or similar nature of work to implement for Data Collection & MIS Generation on daily basis.
- 16.3 The Bidder shall, on direction of department, present a demonstration for the proposed software at their own cost
- 16.4 Companies / agencies Should have valid Service Tax Registration valid PAN/ TAN number as on date of submission of proposal. It should have been in existence for minimum periods of last five years.
- 16.5 Bidder should provide experience certificate in similar nature of work from concerned department/ agency for which they have worked.

- 16.6** To obtain first hand information on the proposal, you may visit to the office of the undersigned before submitting a proposal. You must fully acquaint yourself of the work and services and take them in to account in preparing your proposal.
- 16.7** Bidder must have a minimum turnover of Rs. 2 (two) Crores in each of the last five financial years (2012-13, 13-14,14-15,15-16 and 2016-17) and bank statement of last five years should also be attached. Attested copies of audited Balance sheet should be attached of last five years
- 16.8** Financial Proposal of only technically qualified agencies scoring marks 35 and above in our data sheet will be opened. The work order will be awarded on the basis of **least cost to MDM (L1)**. The technical ability, good experience regarding successful handling of similar projects and reputation shall be the primary criteria for short listing. Preference shall be given to the agencies providing services to State / Central Government departments/undertakings.
- 16.9** Bihar Rajya Madhayan Bhojan Yojana Samiti is not bound to accept any of the proposals submitted and reserves the right to reject any or all proposals without assigning any reasons thereof. Samiti shall have the right to cancel the RFP process at any time without assigning any reason, prior to finalization of award of the contract, without thereby incurring any liability to the affected bidder or bidders. Reasons for cancellation will be determined by Samiti at its sole discretion
- 16.10** Each page of bid (technical and financial) should have been signed by an authorised person in whose name power of Attorney / authorization is issued under the seal of the bidder (Letter of power of attorney or authorisation should be submitted along with the bid.
- 16.11** Bidders must submit their proposals along with a EMD Demand Draft of **Rupee one lakh only** (Rs. 100000/-) drawn in favor of " Bihar Rajya Madhayan Bhojan Yojana Samiti , payable at Patna,
- 16.12** Non-refundable cost of document / Bid processing fee of **Rupee Five thousand only** (Rs. 5,000/-) will have to be submitted along with the technical bid in the form of Demand Draft drawn in favor of Bihar Rajya Madhayan Bhojan Yojana Samiti, payable at Patna, issued by a Nationalized/Scheduled Bank. Bidders need to pay only one bid processing fee under this RFP.
- 16.13** Proposal of bid without EMD Demand draft and cost of document will be rejected in 1st round of pre technical bid evaluation. No liability will be accepted for downloading the incomplete document.
- 16.14** The BRMBYS is not bound to accept any Proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Bidders.
- 16.15** Any new addendum (if issued) will also be uploaded in the website all the prospective bidders are requested to regularly visit our website to keep them self updated.
- 16.16** Participation in this RFP process will mean that the bidder has accepted all clauses of this tender and subsequent modification(s) to this RFP, if, any
- 16.17** Any notice by one party to the other, pursuant to the bidding process / Contract shall be sent by e-mail/letter and confirmed in writing to the address specified for that purpose in the Contract. All communications shall be addressed to Secretary, Bihar Rajya Madhayan bhojan yojana samiti-cum-Director ,Mid Day Meal, Education Department ,Govt. of Bihar ,premises of Bihar state text book publishing corporation ltd, budh marg, patna-800001, E-mail mdmsbihar@gmail.com
- 16.18** Canvassing in any form in connection with Bids is strictly prohibited and Bids submitted by bidders who resort to canvassing are liable to be rejected
- 16.19** Overwriting/correction in the financial bid are not permitted and any such overwriting in financial bid will lead to its rejection.

- 16.20** No consideration will be given to a bid received after above mentioned the date and time stipulated by the, Bihar Rajya Madhayan bhojan yojana samiti and no extension of time will be permitted for submission of Bids. However the, Bihar Rajya Madhayan bhojan yojana samiti reserves the right to extend the last date and time for submission of the bids at its own discretion
- 16.21** If, in view of Bihar Rajya Madhayan bhojan yojana samiti, it is found that a bid is not containing sufficient information to permit a thorough analysis, is liable to be rejected
- 16.22** Bids not conforming to the requirements of the RFP may not be considered by Samiti . However, Samiti reserves the right, at any time, to waive any of the requirements of the RFP, if, in the sole discretion of the Samiti, the best interests of Samiti would be served. However, this will be done before opening of the financial tender(s).
- 16.23** The bidder shall comply with all statutory instructions / guidelines issued by any Governments (both State & Central) or any other government authority / regulator from time to time and will hold Samiti indemnified against any action / penalties imposed. The solution should be capable of providing extracts from records as may be required by Samiti or law enforcement agencies.
- 16.24** Technical bids will be opened first on the date and time stipulated in summary of important information in this RFP document. Bidders conforming to each criterion given in technical bid will be technically qualified and financial bids of only these bidders will be opened. **The date and time of opening of financial bids will be conveyed to the technically qualified bidders by Email / phone.** The financial bids of the Bidders who do not conform to minimum eligibility criterion will not be opened.
- 16.25** Decision of the competent authority in all matters with regard to this tender will be final and binding on all Bidders participating in this Bid.
- 16.26** Any bid will be not received by the Samiti after the above mentioned date and time.
- 16.27**The Earnest Money Deposit will be forfeited if, the bidder fails or refuses to fulfill his contractual obligations after the award of work order (For Successful Bidder)

17. Documents and Bid Security Proposal Submission:-

- 17.1** Bidders are requested to submit their proposal in following three covers placed in one big sealed Envelope:-
- (a) The technical Bid specifications along with the minimum eligibility criteria should be placed in one sealed envelope clearly super scribed with **“TECHNICAL PROPOSAL”**
 - (b) **Earnest money deposit / Bid Security and Cost of document / Bid processing fee** should be placed in one sealed envelope clearly super scribed with **“EMD and COST OF DOCUMENT”**
 - (c) Financial Bid should be placed in one sealed envelope clearly super scribed with **“FINANCIAL PROPOSAL”**
- If the Financial Proposal is not submitted by any bidder in a separate sealed envelope and duly marked as indicated above, this will constitute grounds for declaring both Technical and Financial Proposals non-responsive.
- The sealed envelopes of technical bid and financial bid shall be suitably captioned and sealed a larger envelope clearly captioned **“BID FOR REAL TIME DATA COLLECTION, INTEGRATION & MIS GENERATION ON DAILY BASIS FOR MID-DAY MEAL SCHEME OF BIHAR RAJYA MADHAYAN BHOJAN YOJANA SAMITI , EDUCATION DEPARTMENT, GOVERNMENT OF BIHAR, PATNA”**.
- 17.2** Agencies requiring a clarification of the Documents must notify the department, in writing, not later than 10 days before the proposed submission date. Any request for clarification in writing or by any other suitable medium of communication must be sent to the department’s E-mail address. Department will respond by e-mail only to such requests.

- 17.3** The bid security of the successful Bidder shall be returned as promptly as possible once the bidder has signed the Contract and furnished the required performance security
- 17.4** Bid securities of the unsuccessful bidders shall be returned to them after the final bid and award of contract
- 17.5 All the documents in technical bid should be arranged in the order given below:-**
- a) Covering letter
 - b) Bid submission letter as per format given in **Annexure C**
 - c) Proof of Registration details of the company
 - d) Proof of Service tax registration no. & date of registration
 - e) Proof of PAN/TAN/VAT registration number & date of registration
 - f) Audited Balance sheet of last 5 financial years to be enclosed
 - g) Turnover of last 5 financial years in sequence
 - h) Experience certificate of successfully executing IVRS/MIS projects
 - i) Technical proposal covering **Annexure B**
 - j) Power of Attorney/ authorization under the seal of the bidder in the name of the person.

18. Performance Security

- 18.1** The Company/firm will furnish within 10 days of the issue of Letter of Acceptance (LOA), an unconditional Bank Guarantee in favour of Bihar Rajya Madhayan Bhojan Yojana Samiti from any nationalized / scheduled bank in state of Bihar for an amount equivalent to 5% of the total three year contract value excluding service tax.
- 18.2** The Bank Guarantee should be valid for 3 years from the date issue of letter of acceptance / purchase order towards Performance Security. The Bank Guarantee will be released by BRMBYS after three year.
- 18.3** No interest on bank performance security will be paid.

19. General Instructions and Technical Proposal

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

- 19.1** Complete name of firm, date of establishment and type of organization.
- 19.2** Name(s) of affiliate firm(s), their year(s) of establishment, countries of origin and type of organization.
- 19.3** Exact and complete office address, business address, telephone number, fax numbered and email address.
- 19.4** Audited Balance Sheet for last five years (12-13, 13-14,14-15,15-16,16-17) with Income / Expenditure Statement, PAN / TAN Number, Income Tax return detail for last current five years.
- 19.5** If present firm is the successor to or outgrowth of one or more predecessor firms, type name(s) of former entity and the year (s) of their original establishment.
- 19.6** Present a brief narrative description of the firm.
- 19.7** The item represents the projects handled by the firm, the nature of the project and how it was accomplished, i.e., as Prime agency or in association with other agency. If it was implemented in association with other agency, indicate name of agency , type of the services rendered and the

Employer whom the services were rendered. Indicate the address of the Employers and the duration of services.

19.8 List of projects carried out by the forms which best illustrates the experience of the relevant to this project.

19.9 Methodology for the execution of work illustrated with chart of activities including the composition of team and Quality assurance.

19.10 You are expected to examine all terms and instructions included in the Documents.

Failure to provide all requested information will be at your own risk and may result in rejection of your proposal.

19.11 There should not be any incidence in past of initiation of bankruptcy or winding proceedings or any legal action for violation of any government rules / regulations against the bidder or its tie-up partner.

19.12 The bidder so selected should have the capability to perform the entire scope of the assignment without outsourcing the same to any third party. The bidder should be the legal owner of the software or packages of the solution it intends to provide to Samiti The bidder should not be a mere System Integrator, using third party tool(s) for the solution. The bidder will have provide the source codes and data to Samiti after the end of three years

19.13 The Company should not have been black-listed by any registered Company or organization in past 3 years.

19.14 Bidder will have to give live demo and presentation in last round of technical proposal

sd/-
Vinod Kumar Singh
Secretary ,
Bihar Rajya Madhayan Bhojan Yojana Samiti
- cum -
Director
Mid-Day Meal
Bihar,Patna

Submission of BID

To,

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

Dear Sir,

Sub: Request for Proposal (RFP) for “Interactive Voice Response System “

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

While submitting this bid, we certify that: -

- (a) Prices submitted by us have been arrived at without agreement with any other bidder of this RFP for the purpose of restricting competition.
- (b) The prices submitted by us have not been disclosed and will not be disclosed to any other bidder responding to this RFP.
- (c) We have not induced or attempted to induce any other bidder to submit or not to submit a bid for restricting competition.
- (d) We agree that the rates/ quotes, terms and conditions furnished by us in this tender will be applicable to Samiti.
- (e) We are submitting the bid after fully agreeing to all the terms and conditions of RFP. If, our offer is accepted, we undertake to deliver the solution as per terms and conditions in this RFP.
- (f) We also certify that the information/ data/ particulars furnished in our bids are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, Samiti will have the right to disqualify us from the bid.
- (g) We understand that Samiti may reject any or all of the offers without assigning any reason whatsoever.
- (h) We undertake to comply with the provisions of IT Act 2000 as modified/amended from time to time as well as guidelines issued by TRAI/GOI/RBI and any other govt. regulator.
- (i) We understand that the contract if, finalized can be extended mutually agreed between Samiti and bidder in writing.

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

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

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