

ज्ञापांक 1153 / एस0सी0आर0बी0

09-02-2016 (II)

बिहार पुलिस मुख्यालय

(आधुनिकीकरण, अपराध अभिलेख एवं प्रोविजन प्रभाग)

सरदार पटेल भवन (सी0ब्लॉक पंचम तल), नेहरू मार्ग, पटना-800023

पटना, दिनांक- 03/08/2021

सेवा में,

निदेशक,  
सूचना एवं जनसंपर्क विभाग,  
बिहार, पटना।

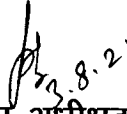
विषय :- पुर्नअल्पकालीन निविदा आमंत्रण संख्या-02/2021-22 एस0सी0आर0बी0 के प्रकाशन के संबंध में।

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निदेशानुसार उपर्युक्त विषय के संबंध में पुर्नअल्पकालीन निविदा आमंत्रण सूचना सं0-02/2021-22 एस0सी0आर0बी0 की प्रतियाँ भेजते हुए अनुरोध है कि इसे राज्य एवं राज्य से बाहर के प्रमुख सामाचार पत्रों में (अंग्रेजी एवं हिन्दी) के अगले दो संस्करणों में प्रकाशित कराने की कृपा की जाय साथ ही पी0आर0डी0 वेबसाईट पर भी प्रसारित करने की कृपा की जाय।

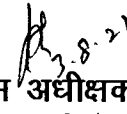
इस पुर्नअल्पकालीन निविदा आमंत्रण सूचना का प्रकाशन किन-किन समाचार पत्रों में किया गया इसकी सूचना देने की कृपा की जाय।

अनु0:-यथोपरि।

  
पुलिस अधीक्षक,  
राज्य अपराध अभिलेख ब्यूरो,  
बिहार, पटना।

प्रतिलिपि :-

1. आई0टी0 मैनेजर, पुलिस महानिदेशक का कार्यालय, बिहार, पटना को अनुलग्नक सहित सूचनार्थ एवं अनुरोध है कि इसे आज ही वेबसाईट पर अपलोड किया जाय।
2. MIHU International Pvt. Ltd. को सूचनार्थ एवं अनुरोध है कि इसे आज ही एस0सी0आर0बी0 की वेबसाईट पर अपलोड किया जाय।

  
पुलिस अधीक्षक,  
राज्य अपराध अभिलेख ब्यूरो,  
बिहार, पटना।

## पुर्नअल्पकालीन निविदा आमंत्रण संख्या-02/2021-22

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| 1. विभाग का नाम:-                        | पुलिस महानिदेशक का कार्यालय, बिहार, पटना।  |
| 2. विज्ञापनदाता का पदनाम एवं पता:-       | अपर पुलिस महानिदेशक, एस0सी0आर0बी0, बिहार, सरदार पटेल भवन, (सी0 ब्लॉक पंचम तल), बेली रोड, पटना 800023 |
| 3. Tender समर्पित करने की तिथि एवं समय:- | निविदा प्रकाशित की तिथि से किसी कार्य दिवस में दिनांक-16.08.2021 के 13.00 बजे तक ।                   |
| 4. Tender विवरणी का स्थान:-              | विज्ञापनदाता का कार्यालय, सरदार पटेल भवन, (सी0 ब्लॉक पंचम तल कमरा नं0-538), बेली रोड, पटना 800023    |
| 5. Technical Bid खोलने की तिथि:-         | दिनांक-17.08.2021 के 11.00 बजे एवं प्रदर्शन।   |
| 6. Financial Bid खोलने की तिथि:-         | दिनांक-18.08.2021 के 11.00 बजे ।   |
| 7. कार्य अवधि :-                         | 02 (दो) वर्ष। अनुबंध की तिथि से 31.03.2022 तक तथा वित्तीय वर्ष 2022-23                               |
| 8. कार्य का विवरण:-                      | कार्य का विवरण निम्न प्रकार है:-   |

### **1.1 Objectives**

The core objectives of the Website maintenance project are:

- a) Provide an interactive and engaging experience for all visitors landing on the SCRB's website.
- b) Make the application by providing complete information of work tracking, site details, upload pictures etc.
- c) Maintenance of Application.
- d) Provide a personalized experience to website visitors based on user insights obtained from users of the website and feedback from multiple sources and Track & measure each & every visitor on the site to understand intent & behavior to identify key target segments.
- e) Enrich the website content by enabling users to share their experiences and information.
- f) To enable Anytime, Anywhere availability of training related information.
- g) To ensure device independence of the website.

Design, Development & Maintenance the web application of SCRB time to time as per requirement. The selected Bidder shall be responsible for end to end managed services for design, development and implementation of the website, and provide necessary maintenance support services.

**Maintenance of the Web Application**

CPU: Intel E3-1271v3 | 3.60 GHz Quad Core w/HT

RAM: 40 GB memory

Disk Space: 14 TB storage (RAID-1)

Unmetered bandwidth

Permanent IP assignment: 2 dedicated IPs

SSL certificate

Backups: Automatic Schedule

Technical Support: Unlimited support 24 \* 07 \* 365

Uptime Guarantee: 99.9%

C Panel: Industry standard Control Panel included

Load time: 16x faster

**Features: -**

Optimized for speed	Storage & Bandwidth	SQL Server Optimized Virtual Machines
Control Panel Monitoring	Constant Access	Powered by Linus-V Server
Varnish Cache-10x Faster	Inbuilt CSS/JS optimizer	Server Side Includes (SSI)
Remote Police Station Support	Unlimited Email Accounts	Access to Raw Log Files
Real-time Malware injection Scan	Real-time Vulnerability Check	Guaranteed Memory Resources
Real-time Vulnerability Check	Guaranteed Memory Resources	SLL Secure Server
IPV6 Support	Best-of-breed routers and servers	Scalable Resources & Pricing
Network Isolation	Domain Hosting	Web-Optimized Virtual Machines

In order to maintain the Web portal we require Maintenance support to successfully host the site on the State Data Center's server.

**Note: (a). we require round the clock maintenance for application with on call physical presence in department as per requirement.**

**(b). Last three financial year viz. 2017-18, 2018-19 and 2019-20 ITR with CA certified turnover certificate.**

**(c). The bidder should have valid GST registration which they will be required to submit along with bid documents.**

**(d). Blacklisted undertaking (on company letterhead)**

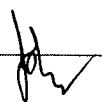
## Scope of Work

### A. Web Portal of SCRB

1. Elimination of fake / copy websites of SCRB from google.
2. Removal of temporary files and general optimization
3. Upload Image files, media clips on the website time to time.
4. Manage Google Ranking.
5. Manual backup and verification and automated backup system and scheduling
6. Comprehensive review / audit of firewall logs
7. Network connectivity (download and upload speeds tests)
8. Administrative password rotation
9. Remote assistance software updates
10. Checking server log files
11. Examining folder permissions
12. Monitoring network temperature applications
13. Ensuring adequate redundancy of systems
14. Examining security features
15. Installing security software patches
16. Reading server logs for security alerts or evidence of computer hacking attempts.
17. Updating antivirus software on all computers on the network.
18. Updating critical service packs and software updates.
19. Performing regular comprehensive back-ups to ensure that vital data can be retrieved from storage in the event of a system failure.
20. Perform preventative maintenance.
21. Deployment of approved software patches
22. Notifications of service issues discovered through monitoring and the resolution.
23. Password resets for the supported servers, server applications and services.
24. A parallel lo-graphics (text-only) website with functionality as far as possible within the limitation of text-only display
25. Variety of data facilities to be made available through the back-end to allow the Information Services (IS) Manager to compact and repair the database from time and to manage the database itself.
26. Continuity of Web operation of current SCRB website.

### B. Application Dashboard of SCRB

- **Managing day-to-day tasks, security issues, patches, and new development(if required) in Existing application.**
- **Insure FIR upload, Dead bodies, Missing Persons & Arresting update from all district, Rail and special Units.**
- **Insure Creation of New user or reset password of all districts, Rail and special Units.**
- **Generate daily, weekly, monthly, yearly and custom reportsas per demand.**



- **Maintain user activity and login history.**
- **Track FIR reporting and Entry Date and Time District Wise / Police Station Wise.**
- **Analytics & Reporting : Tracking and Generating Usage Reports**
  - Interpreting the trend and fine tuning site objectives and goals,
  - higher data limits, more custom variables, a service level agreement, and a dedicated support team
  - Determine which areas of the site are visited most often, how long people stay on each page, how many different pages they look at, how many hits and unique hits occur daily, weekly or monthly
- A data-centric back-end that allow to implement and manage features and to administer the site
- Search mechanisms that allow users to filter data and identify specific information
- Back end data-entry system to allow SCRB staff to securely update information to the database and web portal
- Three levels of security for data entry or for managing and sharing information through the website. Level 0 access identifies information available to the general public, level 1 will refer to clerical access to back end data entry , and level 2 will be administrative access to the data entry system
- A parallel lo-graphics (text-only) website with full functionality as far as possible within the limitation of text-only display
- Variety of data facilities to be made available through the back-end to allow the Information Services (IS) Manager to compact and repair the database from time to Time and to manage the database itself.
- For adding any form/module to the software, 2% of the discovered annual price will be paid to the successful bidder for such tasks.

#### **Pre-Qualification Criteria**

<b><u>S.no</u></b>	<b><u>Description</u></b>	<b><u>Documents</u></b>
1	a) Legal Entity Company should be registered under Companies Act, 1956/2013/LLP under LLP Act, 2008 b) Registered with the GST Authorities c) Should have been operating for the last 3 years	Certificate of Incorporation , GST Registration Certificate, PAN Card
2	The bidder should have an annual sales turnover	Provide last 3 year CA certified documents on turnover certificate
3	The bidder should have an annual sales turnover	Provide last 3 year ITR (FY-2017-18, 2018-19 and 2019-20)
4	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted by any state/central/PSU as on date of bid submission date.	A self-certified letter by the designated official of the responding firm(Annexure III)
5	Required minimum Standard qualification to maintain / Update State Level Software with proficiency in Software/ Mobile App Development and tasks mentioned above.(Work order of all completed /maintaining projects)	Work order of all such projects (No private entity project will be acceptable)



### Technical Bid Evaluation Methodology

The evaluation of technical bids will be made by T.U.C. and points will be awarded as per following Mentioned criteria:-

S.no	Description	Marking Criteria	Maximum Marks
1.	Bidder should have experience in .NET/JAVA or some similar backend based on equivalent standards and should demonstrate at least one success story in each where these have been implemented during last 2 years.(work orders)	10	10
2	Bidder should have ISO certification	10	10
3	The bidder must have at least 5 full-time software developers working under the firm. Resume of 5 staff on company payroll with minimum 2 years of experience.	2 Marks on each(minimum qualification B.Tech/MCA)	10
4	Bidders should have to present an authentic application demo preferably with database connectivity (as mentioned in document) of application.	It should contain 1) Solution proposed and its components, – Scalability – Security – Ease of implementation – User base 2) Interoperability 3) Technologies used, 4) Challenges likely to be encountered 5) Learning on how to deal with the challenges	50
5	The bidder should have implemented at least one Data Management Application for different govt. / Police departments(show work order) during last 2 years	<b>1 project=10 marks, 2 project =20 marks</b>	20

**PHYSICAL SUPPORT AT THE SITE**

We require round the clock maintenance for application with on call physical presence in department as per requirement in SCRB.

The manpower appointed by the service provider, as per the terms and conditions mentioned in this tender, will be deployed (full time) in SCRB, for the entire contract period and under no conditions shall be providing support from offsite or remote location(s).

The manpower deployed by the service provider, however, shall be required to work extra hours over and above mandated working hours and also on weekends (Saturday & Sunday) and holidays as per demand of the work allocated by SCRB. Also, no extra compensation whatsoever shall be paid by the SCRB to the service provider.

The manpower appointed by the service provider in SCRB, shall be provided with all necessary equipment(s) but not limited to desktop, internet connectivity for the conduct of services by SCRB.

The SCRB will not entertain any dispute between the manpower provided and the concerned agency on any issue(s). In case, of any dispute affecting the performance of the service provider, strict action, as per penalty provisions mentioned in the tender or the consequential action under the terms of the agreement, whatever it may be will be taken against the agency.

The selected agency will have to observe ethical behavior and standards with the manpower provided by the service provider in the SCRB. The SCRB will have a right to hold an enquiry, and act to take appropriate action with respect to this aspect.

At the end of the contract period, the manpower appointed by the agency, will be required to share all the data and materials, software(s) used or developed by them during the course of the contract, reports available with them to the concerned officials in SCRB.

**1. REQUEST FOR CLARIFICATION:**

Agency may request a clarification on any of the bid documents up to the number of days indicated in the Data Sheet before the submission date of the Proposal. Any request for clarification must be sent in writing by electronic mail at the address indicated in the Data Sheet. Bihar Police will respond by electronic mail to such requests.

At any time before the submission of Proposals, SCRB, Bihar may, for any reason, whether at its own initiative or in response to a clarification request by an invited firm, modify the bid documents (RFP) by amendment. The amendment will be—published on their website SCRB may, at its discretion, extend the deadline for the submission of Proposals.

**BRIEF DESCRIPTION OF THE SELECTION PROCESS:**

The Authority has adopted a Single-Stage, Two Envelop bidding process (collectively referred to as the “Bidding Process”) for selection of the bidder for award of the Project assignment. The first stage of the evaluation (the “Qualification-Technical Proposal Stage”) of the Process involves Qualification (Financial Capability, Experience and Agency) of the interested parties (the ‘Bidder’), in accordance with the provisions of this RFP.

At the end of first stage, the Authority will announce a list Pre-qualified Bidders who are qualified and eligible for evaluation in the Second stage (The Financial Proposal Stage) and whose financial bids cap be opened and evaluated in accordance with the provisions of the RFP. The Financial Bids of all the short listed/qualified bidders will be opened on a pre-decided date and time. All Qualified bidders will be invited to the opening of financial bids.

**The Bidder will be selected on the basis of QCBS (Quality and Cost Based Selection) Method.**

**2. REQUEST FOR PROPOSAL (RFP):**

The Authority, through this Request for Proposal (RFP) invites proposals (The “Proposals”) from interested Agency meeting the Eligibility Criteria as set forth in the RFP for the selection of Agency who shall provide their Services for the “**Selection of Agency for MAINTENANCE OF DASHBOARD & WEB PORTAL OF SCRB**”.

The Authority intends to select the Agency through an open competitive bidding in accordance with the Procedure set out herein.

**3. AVAILABILITY OF RFP DOCUMENT:**

The document can be downloaded from the official website of the Authority <http://biharpolice.bih.nic.in>

- i) The Bid shall contain no alteration, omissions or additions, except those to comply with instructions issued by the Authority, or as necessary to correct errors made by the Bidder, in which case all such corrections shall be initiated by the person or persons bidder to sign the Bid.
- ii) The Bid document shall be in serial number and properly arranged.

**4. SUBMISSION OF BIDS**

Sealing and Marking of Bids

The Bidder shall submit the Bid in two separate envelopes as below:

**Envelope I : Technical Bid**

**Envelope II : Financial Bid**

The Technical & Financial Bid shall be sealed in separate envelops (Envelopes I &II) and the sealed Technical & Financial Bid envelops (Envelops I & II) shall be put in an outer envelope and sealed. The envelopes shall be respectively marked as follows:-

**Outer Envelope**

Bids for the “**Selection of Agency for MAINTENANCE OF DASHBOARD & WEB PORTAL OF SCRB**”



**Envelope-I (Technical Bid):**

Technical Bid for the “**Selection of Agency for MAINTENANCE OF DASHBOARD & WEB PORTAL OF SCRB**”

The Envelope I marked as ‘Technical Bid’ shall contain the following:

- i) Earnest Money Deposit in a separate sealed envelope marked EMD” Will be Rs.10,000/- by D D payable to ADG, SCRB, Bihar, at Patna. (Annexure-I)

**Envelope-II Financial Bid:**

The Bidder shall submit its Financial Bid in the format specified at Annexure-II, and seal it in Envelope II and mark it as “**Selection of Agency for MAINTENANCE OF DASHBOARD & WEB PORTAL OF SCRB.**”

The two inner envelopes (Envelopes I & II) marked as “Technical Bid” and Financial Bid shall be enclosed in an outer envelope and sealed.

The inner and outer envelopes shall

- a) Bear the following identification:

Technical and Financial Bid, as the case maybe, for the “**Selection of Agency for MAINTENANCE OF DASHBOARD & WEB PORTAL OF SCRB**”

- b) Indicate the name and address and sent to address as mentioned earlier of physical dropped in the drop box.
- c) The bid should be addressed and sent to address as mentioned earlier or physically dropped in the drop box.

4.2.1 If the outer envelope is not sealed and marked as above, the authority will assume no responsibility for them.

**Late Bids**

Any Bid received by the Authority after the Bid Due Date will not be accepted unopened to the Bidder.

**Withdrawal of Bids**

- a) The Bidder may modify, substitute or withdraw its Bid after submission, provided that written notice of the modification, substitution or withdrawal is received by the Authority prior to the Bid Due Date. No Bid shall be modified, substituted or withdrawn by the Bidder on or after the Bid Due Date.



- (482)
- b) The modification, substitution or withdrawal notice shall be prepared, sealed marked, and delivered with the envelopes being additionally marked "MODIFICATION", "SUBSTITUTION" or "WITHDRAWAL", as appropriate and be sent to the authority at the address as mentioned in the RFP.
  - c) Any alteration/modification in the Bid of additional information supplied subsequent to the Bid Due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

The Bidder shall submit its Financial Bid in the format specified in the RFP, and seal it in Envelope II and market as 'Financial Bid for the" Selection of Agency for MAINTENANCE OF DASHBOARD & WEB PORTAL OF SCRB".

**The two inner envelopes (Envelopes I & II) marked as 'Technical Bid' and Financial Bid' shall be enclosed in an outer envelope and sealed. The Original Bid should be clearly marked as original.**

Technical and Financial Bid, as the case may be, for the "Selection of Agency for MAINTENANCE OF DASHBOARD WEB PORTAL OF SCRB".

DD drawn in favor of ADG, SCRB for an amount of Rs. 10,000/- (Ten Thousands) with validity of three months executed from any scheduled bank must be submitted along with bid documents. DD amount will be adjusted in PBG later for successful bidder. DD of unsuccessful bidder except L2 will be returned immediately after closer of the process. DD of L2 will be returned after two months.

**Process to be Confidential**


Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising the Authority in relation to or matters arising out of, or concerning the Bidding Process. The Authority will treat all information, submitted as part of the Bid, in confidence and will require all those who have access to such material to treat the same in confidence. The Authority may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or it to enforce or assert any right or privilege of the statutory entity and/or the Authority or as may be required by law or in connection with any legal process.

**Award of Contract Selection & Award Criteria.**

The evaluation committee shall evaluate the Technical Proposals on the basis of responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the tender. Each responsive proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated in the tender.

The Client shall evaluate each technical proposal taking into account several criteria. Each criterion shall be marked on a scale of 1 to 100. Then the total points shall be weighted to become scores.

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The points and the criterion have been specified in the RFP.

**The ratio of weight towards quality and cost shall be 60:40. The bidders are required to score minimum 50 technical points (quality) to quality for opening of financial proposal.**

On the basis of technical assessment which includes presentation, the financial proposal.

On the basis of technical assessment which includes presentation, the financial bids shall be opened.

On the Basis of marks scored by the bidders in the technical and financial rating, the work shall be allotted to the agency scoring the highest marks in total of technical & financial bid.

#### **Opening of Technical Bid**

- a) The Authority will open the outer envelope of all the Bids received (except those received late) containing the sealed Technical Bid and the sealed Financial Bid and announce the names of (i) Bidders, who have given notice for withdrawal of their Bids in the presence of Bidders or their representatives who choose to attend on the date and time mentioned in the RFP. In the event of specified date of Bid opening being declared as a holiday for the Authority, the Technical Bid will be opened at the appointed time and location on the next working day.
- b) Bids for which acceptable notice of withdrawal has been submitted shall not be opened and shall be returned.
- c) Envelopes marked Technical Bid of other Bidders shall then be opened. Bidder's names, the presence/or absence of DD, the amount and validity of DD furnished with each Bid and such other details, as the Authority may consider appropriate will be announced by the Authority at the opening.
- d) The Bidders or their representatives who are present shall sign attendance sheet evidencing their attendance.
- e) The sealed envelope containing the Financial Bid shall not be opened at this stage.

#### **Examination of Technical Bid and Determination of Responsiveness of the same**

Prior to evaluation of Technical Bids, the Authority will determine whether the Bid is accompanied by the required DD.

If the DD furnished does not confirm to the amount and validity period as specified in this RFP Document and has not been furnished in the form specified in the RFP, the Bid Shall be rejected by the Authority as non- responsive.

Test of Responsiveness-Prior to evaluation of Bids, the Authority shall determine whether each bid is responsive to the requirements of the RFP. A bid shall be considered responsive only if;

- a) It is received by the Bid due date including any extension thereof



- b) It is duly signed, hard bound and marked as stipulated in the RFP
- c) It is accompanied by DD as stipulated specified in this RFP
- d) It contains all the information and documents (complete in all respect) as required in the RFP and/or bidding document (in the same format as those specified)
- e) It does not contain any conditions or qualifications, and
- f) It is non-responsive thereof;

The technical Bid will further be examined to determine whether the Bid has been properly signed, meets the eligibility and qualification criteria in terms hereof, has the required financial capabilities as set out in this RFP, is accompanied by the requisite certificates, undertaking and other relevant information specified in this RFP document and is substantially responsive to the requirement of the Bidding Documents and provides any clarification for ascertaining the correctness of the information/details that the Authority may require.

If the technical Bid of any Bidder is not substantially responsive, the Bid of such Bidder will be rejected by the Authority and the Bidder will not subsequently be allowed to make its Bid responsive by correction or modification or withdrawal of the non-conforming deviation or reservation.

The Authority shall inform, by mail, the Bidders, whose Technical Bid is found to be responsive and who are short listed based on qualification criteria as detailed out in the RFP, the date, time and place. of opening of Financial Bid as specified in the RFP. In the event of the specified date being declared a holiday for the Authority, the Financial Bid will be opened at the appointed time and location on the next working day.

The Financial Bids of those Bidders Who's Technical Bids is determined to be non-responsive or not substantially responsive pursuant to this Clause will be returned unopened to the Bidders.

**Opening of Financial Bids**

The Authority will open the envelope marked 'Financial Bid' of only those Bidders who's Technical Bids have been determined to be substantially responsive in accordance with the RFP And determined to fulfill the qualification criteria as detailed out in the RFP, in presence of the Bidders or their representatives who choose to attend on the date intimated to such Bidders. In the event of specified date of Financial Bid opening being declared a holiday for The Authority, the 'Financial Bids' shall be opened at the appointed time and location on the next working day.

The Bidders or their representatives who are present shall sign attendance sheet evidencing their attendance.

**Examination of Financial Bids and Determination of Responsiveness of Financial Bid**

Bihar Police will determine responsiveness of each Financial Bid in accordance with the price quoted.

A substantially responsive Financial Bid is one which confirms to all the terms, conditions and

specifications of the bidding documents.

If the Financial Bid of any Bidder is not substantially responsive in terms hereof, the Bid of such Bidder shall be rejected by Bihar Police and the Bidder shall not subsequently be allowed to make its Bid responsive by correction or withdrawal of the non-conforming deviation or reservation.

**Correction of Errors**

Financial Bids determined to be substantially responsive will be checked by Bihar Police for any arithmetic errors. Arithmetic errors will be rectified on the following basis:-

Where there is a discrepancy between the amount quoted in the Financial Bid, in figures and in words, the amount in words will prevail over the amounts in figures, to the extent of such discrepancy,

The amount stated in the Financial Bid will be adjusted by Bihar Police in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount of Bid, his Bid will be rejected, and his DD may be forfeited.

**Evaluation and Comparison of Financial Bids**

Bihar Police will evaluate and compare only those Financial Bids which are determined to be substantially responsive.

In evaluating the Financial Bids, Bihar Police will determine for each Financial Bid the amount quoted by the Bidder.

**Clarification of Bids**

To assist in the examination, evaluation and comparison of Bids, Bihar Police may, at its discretion, ask any Bidder for authentication the correctness of the information/details furnished by him in his Bid. Such request by Bihar Police and the response by Bidder shall be in writing, but no change in the price or substance of the Bid shall be sought, offered or permitted except as required to confirm the correction of arithmetical errors discovered by Bihar Police in the evaluation of the Bids.

**No Bidders shall contact Bihar Police on any matter relating to his Bid from the time of Bid opening to the time contract is awarded.**

Any effort by the Bidder to influence Bihar Police in the Bihar Police's Bid evaluation, Bid comparison or contract award decisions may result in the rejection of that Bid.

**Opening & Evaluation of Financial Proposals**

After the technical evaluation (quality) is completed, the Client shall notify those agencies whose proposals did not meet the minimum qualifying mark or were considered non responsive to the RFP and TOR and the financial proposals of such bidders will be returned unopened after the signature of the contract.

The Client shall simultaneously notify the agencies that have secured the minimum qualifying mark, the date, time and place set for opening the financial proposals or as mentioned in the RFP, to enable the agencies to attend the opening of the financial proposals. The financial proposals shall be opened in the presence of representatives of the agencies who choose to attend.

The successful bidder shall be the bidder having the combined highest score of technical & financial bid. In the event two or more bidder has same score in the final ranking, the bidder with higher/highest technical score shall be considered as successful bidder. In the case two or more bidder have same score in the final ranking and technical score, the bidder with higher/highest turnover in preceding year shall be considered as successful bidder. The firm obtaining the highest total score shall be the successful agency.


**Performance Bank guarantee. (PBG)**

The successful bidder will have to submit performance bank guarantee an amount of **Rs. 25,000.00** Only from any national commercial bank. The PBG should be valid for a period of 60 days beyond the date of work order.

**Bid cancellation:**

The initiator of this bid viz. ADG /IG, SCRB reserves the right to cancel the bid at any stage without assigning any reason to parties thereof

**Note :- The Web and its associated applications or any associated digital programme along with codes or any digital map, foot print, algorithm, platform or database etc. (not limited to) will be the property of Bihar Police through ADG, Modernisation/SCRB and the vendor shall at all times abide by directions of Bihar Police to surrender all above mentioned digital codes to the owner.**

  
Supdt. of Police,  
State Crime Records Bureau,  
Bihar, Patna.

**ANNEXURE I: LETTER OF SUBMISSION**

(On the letterhead of the bidder)

To,

The Addl. Director General of Police,  
SCRB, Patna

Ref: - "Selection of Agency for MAINTENANCE OF DASHBOARD & WEB PORTAL OF  
SCRB, Bihar.

Sir,

We have read and understood the Request for Proposal (RFP) along with Draft Agreement in  
respect of the captioned Assignment provided to us by SCRB.

We hereby agree and undertake as under:

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our  
Proposal we hereby represent and confirm that our Proposal is qualified and unconditional in all  
respects.

Please find enclosed herein with the Proposal the Demand Draft bearing number ----- for  
Rs. 10,000/- (Rupees ten thousand only) drawn in favor of the 'ADG, SCRB., payable at Patna towards  
the 'Bid Security Amount', dated this .....day of..... 2021.

That was on the date of submission of this tender, there is no blacklisting orders that bars us from  
working with any Government Agency / Department on account of deficiency in service.

Name of the Bidder

Date: -

Signature of Authorized Signatory

**ANNEXURE II: Financial Bid Format**

(On the letterhead of the bidder)

**Financial Bid****1. Maintenance of Web Portal of SCRB (Per Month)**

<u>S. No.</u>	<u>Head</u>	<u>Amount</u>
a.	Web Portal Maintenance Cost (Per Month)	-----
b.	+ GST @.....%	-----
c.	<b>Total Amount (a+b)</b>	-----

**2. Training Session Cost**

<u>S. No.</u>	<u>Head</u>	<u>Amount</u>
a.	Cost per training session	-----
b.	+ GST @.....%	-----
c.	<b>Total Amount (a+b)</b>	-----



**ANNEXURE III: Blacklisting Format**

(On the letterhead of the bidder)

To,

The Addl. Director General of Police,  
SCRB, Patna

Ref: - "Not Blacklisted Undertaking".

Sir,

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 3 years.

Name of the Bidder

Date: -

Signature of Authorized Signatory