

Government of Bihar
Building Construction Department
Bapu Tower Samiti

**SHORT NOTICE INVITING RFP FOR "STUDY, DESIGN, DEVELOPMENT,
IMPLEMENTATION AND SUPPORT OF WEB PORTAL DESIGN AND DEVELOPMENT OF
ONLINE TICKET GENERATION SYSTEM" FOR BAPU TOWER.**

RFP in a two bid system is invited for the Selection of agency for Design, Development, and Implementation & Support for "Study, Design, Development, Implementation and support of web portal Design and development of online Ticket Generation System" for Bapu Tower.

The last date for submission of RFP is -17-09-2025 03:00 P.M. The bid will be opened on 18-09-2025 at 3:30 PM. The RFP document can be downloaded from the website <https://baputower.org/>. The RFP document fee has to be in form of DD in the favour of 'Bapu Tower Samiti'. The bid document should accompany the RFP document cost and EMD in the form of bank draft in favour of 'Bapu Tower Samiti', failing which the bid would be deemed invalid. The bidders are expected to check the website on a regular basis for getting any update regarding the Tender. The bidders will need to submit their comprehensive bids, i.e. Technical and Financial Bids to The Director, Bapu tower, Khagaul Road, Gardanibagh, Patna – 800001 before due date and time either by hand or through speed Post/courier. **Bid submission through email/fax is not accepted.** The details of scope of work, technical requirements and formats for submission of Technical and Financial Bids are given in the subsequent sections.

Bapu Tower Samiti, Patna reserves the right to accept or reject any or all RFPs without assigning any reason.

29/8/2025
Director, Bapu Tower

Gardanibagh, Patna.

Request for Proposal



**“Study, Design, Development, Implementation
& Support of Web Portal Design and development of
Online Ticket Generation System” for
Bapu Tower**



**Published By
Director,
Bapu Tower
Khagaul Road, Gardanibagh
Patna – 800001**

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1 Fact Sheet

S.N	Particular	Details
1.	Name of the RFP Inviting Authority	Director, Babu Tower
2.	Method of Selection	QCBS
3.	Sale of RFP	2-Sept 2025
4.	Last date for receiving the pre-bid queries via email	7-Sept-2025
5.	Pre-bid meeting at BABU TOWER Office	8-Sept-2025
6.	Publication of corrigendum on the website	https://babutower.org/
7.	Last date and time for receipt of proposals	17-09-2025, 03:00 PM
8.	Date and time of opening Technical Proposal	18-09-2025, 03:30 PM
9.	Date of Technical Presentation	20-09-2025
10.	Date and Time of Opening of Financial Proposal	Will be notified to successful bidders
11.	Cost of RFP Document	Rs. 5,000/-
12.	Earnest Money Deposit (EMD)	Rs. 2,50,000/-
13.	Name of the Contact Officer	Director ,Babu Tower
14.	Submission of Proposal	At Babu Tower Khagaul Road, Gardanibagh, Patna – 800001

Note: This document is not transferable.

All bidders are advised to check for any further clarifications and corrigendum related to this RFP at the website <https://babutower.org/>

2 Project Background

With Babu Tower's increasing popularity as a public space, the daily visitor volume has significantly risen, leading to operational challenges in managing footfall, maintaining order, and ensuring timely services. Visitors include students, tourists, government officials, and local citizens. The current manual entry or unstructured visit process often leads to long queues, confusion and service delays.

To address these issues, the need for an online ticket generation has become imperative. The proposed system will allow for automated ticket issuance, real-time tracking of visitor flow and a structured entry schedule. It will support both on-site and

online ticketing, making the experience seamless and convenient.

Implementing this system will bring multiple benefits—reduced waiting time, improved visitor experience, better crowd management.

3 About Bapu Tower

Bapu Tower, situated in Gardanibagh, Patna, stands as a remarkable tribute to Mahatma Gandhi and his enduring legacy. This iconic structure was inaugurated on October 2, 2024, and functions as both a cultural and educational center, with a mission to spread Gandhi ji's philosophy among citizens, particularly the younger generation.

What sets Bapu Tower apart is its architectural uniqueness — the structure is designed in the form of an inverted cone and is clad with approximately 40 tons of copper, making it one of the largest copper-clad installations in the country. The tower also houses exhibitions and interactive spaces to inspire civic awareness and moral values rooted in Gandhi ji's thought.

Managed by the Building Construction Department, Government of Bihar, the tower has rapidly become a key public attraction in Patna. It hosts regular visits by students, researchers, and tourists, making it not just a monument but a living space for public learning and reflection. With its symbolic presence and educational intent, Bapu Tower plays a critical role in preserving and promoting the principles of truth, non-violence, and self-reliance.

4 Instruction to Bidders

4.1 Invitation to Bid

The undersigned invites bids for the Selection of Agency for Design, Development, and Implementation & Support for "Website and Online Ticket Generation System for Bapu Tower."

The response to this RFP should reach the undersigned only up to 17-09-2023 03:00 P.M. The RFP document can be downloaded from the website <https://baputower.org/>. The tender document fee has to be in form of DD in the favour of Bapu Tower Samiti . The bid document should accompany the RFP document cost and EMD in the form of bank draft in favour of Bapu Tower Samiti, failing which the bid would be deemed invalid. The bidders are expected to check the website on a regular basis for getting any update regarding the Tender. The bidders will need to submit their comprehensive bids Technical and Financial Bids at Bapu tower ,Khagaul Road, Gardanibagh,Patna – 800001 before due date and time. **Bid submission through email/fax is not accepted.** The details of scope of work, technical requirements and formats for submission of Technical and Financial Bids are given in the subsequent sections.

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4.2 Pre-Bid Meeting & Clarifications

4.2.1 Pre-bid Conference

- Bapu tower, will hold a pre-bid meeting with the prospective bidders in the Office of Director, Bapu Tower, Patna, Date 08-09-2025 at 3.00 P.M.
- The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to E-Mail: contact@baputower.org, on or before **07-09-2025**
- The queries should necessarily be submitted in the following format:

Name, Designation, Mobile Number & Email Address of the Bidder/ Representative			
Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification

- Director, Bapu Tower Samiti will not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications after the indicated date and time may not be entertained by the tendering authority.

4.2.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- Director, Bapu Tower endeavor to provide timely response to all queries. However, Bapu Tower makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Bapu Tower undertake to answer all the queries that have been posted by the bidders.
- At any time prior to the last date for receipt of bids, The Director, Bapu Tower Samiti may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by a corrigendum.
- The corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website <https://baputower.org/>
- Any such corrigendum should be deemed to be incorporated into this RFP.
- In order to provide prospective bidders reasonable time for taking the corrigendum into account, Bapu Tower at its discretion, may extend the last date for the receipt of proposals.

4.3 Cost of bidding

- a) The bidder should bear all costs associated with the preparation and submission of its bid to Bapu Tower Samiti (hereinafter referred to as the 'Purchaser') will in no case be responsible or liable for these costs, whether or not the bid is finally accepted.
- b) Non-transferable Tender: The RFP document is not transferable.

4.4 Language of proposal

All correspondence and documents related to the proposal exchanged between the bidder and Bapu Tower should be in English.

4.5 Proposal Preparation

The Bidder must comply with the following instructions during preparation of Proposals:

- a) The bidder is expected to carefully examine all the instructions, guidelines, terms and conditions and formats of the RFP. Failure to furnish all the necessary information as required by the RFP or submission of a proposal not substantially responsive to all the requirements of the RFP should be at bidder's own risk and may be liable for rejection.
- b) It is not allowed to modify, substitute, or withdraw the proposal after its submission.

4.6 Currency of Proposal and Payment

The currency of the proposal offer & the payments should be in Indian Rupees (Rs.).

4.7 RFP Document Fees

Bidders may download the RFP document from the website <https://baputower.org/>. Bidders are required to pay Rs. 5,000/- (Five thousand) as tender document fee in the form of bank draft in favour of Bapu Tower Samiti.

4.8 Proposal Validity

The bids should remain valid for a minimum period of 120 days from the date of submission of the bid. On completion of the validity period, BAPU TOWER may solicit the bidder's consent for an extension of the period of validity, if necessary or required. The request and the responses there to should be made in writing by post or e-mail.

4.9 Consortium & Subcontracting

The Lead bidder can form Consortium with only one partner (eligible as per the terms and conditions of this RFP). Subcontracting/ Subletting is not allowed.

4.10 Earnest Money Deposit (EMD)

- a) The bidder should furnish, as part of the Pre-qualification of Proposal, an Earnest Money Deposit (EMD) amounting to Rs.2,50,000 /- (Rs. Two Lakh Fifty Thousand Only).
- b) The EMD should be in Indian Rupees and in the form of Bank Draft or Bank Guarantee valid for six months from the last date of bid submission.
- c) In case EMD submitted in the form of Bank Draft / Bank Guarantee, the same should be in Indian Rupees and from any of the Nationalized / Scheduled bank in favour of Bapu Tower Samiti. The EMD of unsuccessful bidder should be refunded on request by the bidder after finalization of award of contract.
- d) EMD of the successful bidder will be released after the bidder signs the final agreement and furnishes the Performance Bank Guarantee (PBG).
- e) The EMD will be forfeited on account of one or more of the following reasons:
 - Bidder withdraws its Proposal during the validity period.
 - Bidder does not respond to requests for clarification of its Proposal.
 - Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - In case of a successful bidder, the said bidder fails to sign the Agreement intime; or furnish Performance Bank Guarantee.

4.11 Financial Bid

The bidders should submit their financial bid in the specified formats only. Bidder will quote the total cost for completion of project and operation and maintenance of website / webportal and online ticketing generation system (for two years), it should be inclusive of all taxes, travel charges, out of pocket and other miscellaneous expenses if any. In case of change in any tones/duties/levies etc the total payment to the vender will change accordingly.

4.12 Disqualification

The BAPU TOWER may at its sole discretion and at any time during the evaluation of proposal, disqualify any bidder, if the bidder has:

- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- Exhibited a record of poor performance such as abandoning work, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- Proposal, that is not accompanied by required documentation, EMD & cost of RFP document.

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- Failed to provide clarifications related there to, whenever;
- Submitted more than one Proposal;
- Submitted a proposal with price adjustment/variation provision.

4.13 Deadline for Submission of Proposals

Proposals must be submitted at Bapu Tower Office not later than the dates as mentioned in the "Fact Sheet". BAPU TOWER may in exceptional circumstances and at its' discretion, extend the deadline for submission of Proposals by issuing an addendum or by intimating all bidders who have purchased the RFP document. In this case, all rights and obligations of the Director, Bapu Tower Samiti, and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

4.14 Late Proposals

Any proposal received by Bapu Tower Samiti after the deadline for submission of proposals prescribed in the RFP or issued corrigendum will be summarily rejected and will be returned unopened to the bidder.

4.15 Right to Accept and Reject the Bid

Notwithstanding anything contained in this document, Bapu Tower Samiti reserves the right to accept or reject any or all the bids without citing any reason thereof. The Bapu Tower Samiti also reserves the right to cancel the bid process at any time prior to signing the contract i.e. BAPU TOWER will have no liability for above-mentioned actions.

4.16 Corrupt or Fraudulent Practice

In the event of the bidder engaging in any corrupt or fraudulent practices during the bidding process by the judgment of BAPU TOWER, their bid will be summarily rejected. For the purpose of this clause: "Corrupt Practice" means offering, giving, receiving or soliciting anything of value to influence the action of an official of BAPU TOWER or any related stakeholder engaged or related to the selection process. It also includes bringing undue influence through any quarter or interfering directly or indirectly in the selection process to affect its outcome. "Fraudulent Practice" means a misrepresentation of facts in order to influence selection process to the detriment of the BAPU TOWER.

4.17 Preparation of proposal

- Bidder will have to submit bid on the basis of two-envelope system. One envelope containing DD for EMD, DD for Tender fee, Experience Certificates, Annual Financial Reports, Copy of PAN Card, Copy of GST Registration Certificate, all other certificates/papers mentioned anywhere in this tender will be called as

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Technical Envelop and the second envelope containing the financial price will be called Financial Envelop.

- b) Both envelop to be kept in a larger envelope which will be sealed and closed and be superscribed in the upper most side with " RFP for Study, Design, Development, Implementation & Support of Web Portal Design and development of Online Ticket Generation System for Bapu Tower Samiti, Patna" and on the left side having the name of Firm, Address and Mobile Number.
- c) The sealed cover shall have to be submitted at the office of the Bapu Tower Samiti situated at Khagaul Road, Gardanibagh, Patna.
- d) Bidder should be fully in accordance with the requirements as the specified in this RFP document.
- e) Appropriate forms furnished with this document should be used in filling quotation. Incomplete **forms** will be rejected.
- f) All offers should be made in English Language. Conditional offers and offers qualified by such vague and indefinite expression such as "Subject to immediate acceptance", "Subject to prior sale" etc. will not be considered.
- g) Submitted bid forms with overwritten or erased or illegible rate or rates not shown in figures and words in English will be liable for rejection. In case of discrepancy between words and figures noted against each items of the tender and between unit rates and the total amount, the decision of the tender issuing authority (The Director, Bapu Tower Samiti) will be final and binding on the bidders. Total of each item and grand total of whole tender should be clearly written.
- h) While tenders are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting Bapu Tower's personnel or representatives, on matters relating to the tenders under study. Bapu Tower Samiti, if necessary will obtain clarification on tenders by requesting such information from any or all the bidders either in writing or through personal contact as may be necessary. The bidder will not be permitted to change the substance of his offer after the bid submission date. Any attempt by any bidder to bring pressure of any kind, may disqualify the bidder from the present tender and the bidder may be liable to be debarred from bidding for BAPU TOWERSamiti in future also.
- i) All disputes are subject to jurisdiction within the geographical and administration confines of Patna only.

5 Evaluation Criteria

5.1 Disqualification

The Director, Bapu Tower Samiti, will constitute a committee, which will evaluate the RFP in different stages as per following.

- a) The committee will first undertake a preliminary evaluation of the pre-qualification eligibility criteria, reference to completeness of the proposals. During the evaluation, the committee may ask the bidder for clarification within a stipulated duration. Proposals found to be non-responsive for any reason or not meeting the minimum eligibility criteria, as specified in this RFP will be rejected and not included for further detailed technical evaluation.
- b) Thereafter, the committee will undertake a detailed evaluation of the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub criteria, etc. The bidder should score the minimum cut off marks of 70% to be considered for qualification in the technical evaluation. During the evaluation, the committee may ask the bidder for clarification within a stipulated time.
- c) Finally, the committee will evaluate the financial bids of the technically qualified bidders and **based on the QCBS Method** the selection of the vendor will be done.

5.2 Prequalification Criteria

All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals, only those who qualifies all Prequalification criteria, are eligible for evaluation of technical bids.

SN	Basic Requirements	Specific Requirements	Documents Required
1.	Company / Firm Profile	The Prime bidder / Both the partners (In case of consortium) should be in operations for a period of at least Five (5) years as on published/released date of RFP.	<ul style="list-style-type: none"> - Copy of Certificate of Incorporation / Registration under Companies Act 1956/2013 or any equivalent Act. or - Copy of GST Registration/ Udyam registration certificate
2.	PAN & GST	The bidder should have GST registration certificate and PAN certificate.	<ul style="list-style-type: none"> - Copy of GST Registration Certificate. - Copy of PAN

SN	Basic Requirements	Specific Requirements	Documents Required
3.	Company / Firm Financial Profile	The Prime bidder / Any bidder in case of Consortium should have an average annual turnover of INR 50 Crores over the last Three (3) consecutive Financial Years only derived from IT, ITES services ending on 31 st March 2025.	<ul style="list-style-type: none"> - Audited Balance Sheet and Profit/Loss Account for last 3 financial years (2022-23, 2023-24, 2024-25). - Certificate from the Statutory Auditor/ CA Certificate on turnover details. (Clearly indicating the turnover from IT and ITES).
4.	Financials- Net worth	The Prime bidder and the Consortium Partners should have positive net worth as per the audited consolidated financial statements in each of the last three (3) financial years.	<ul style="list-style-type: none"> - Certificate from the Statutory auditor/ CA clearly specifying the net worth of the firm of last 3 Financial Years ending 31st March, 2025.
5.	Technical Capability Technical Capability	The bidder should have successfully developed e-Governance projects value of at least INR 25 lakhs during last five (5) financial years for any Government Department/ Corporation/ Government organizations in India.	Documentary evidence (Copy of completion/ client certificate and Work Order/ Contract)
		The Prime bidder / each partner of Consortium should have experience of designing and developing any application for any Department / any corporation for any state government / Central government of Value more	Documentary evidence (Copy of completion/ client certificate.

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SN	Basic Requirements	Specific Requirements	Documents Required
		than 50 lacs and above in India.	
6.	Company / firm Standing	During last 5 financial years the bidder should not be debarred / blacklisted or have abandoned the work by any State/ Central Government Department or Central /State PSUs. /world bank.	Notarized affidavit from the bidder
7.	Local Presence	The Prime bidder / both the partners in case of Consortium required to have office in Bihar at the time of submission of bid.	Copy of the Rent Agreement / Electricity Bill / GST Registration Certificate

5.3 Technical Evaluation Criteria

Bidders who meet the pre-qualifications/eligibility requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations. Then, the committee will examine and compare the technical aspect of the Proposals on the basis of information provided by the bidder by taking into account the following factors:

- Overall completeness and compliance with the requirement
- Proposed work-plan and methodology should demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents
- Any other relevant factors, if any, listed in RFP document, or The Director, Bapu Tower Samiti, deems necessary or prudent to take into consideration.

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. **Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation.** Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.



S.N	Technical Evaluation Criteria	Technical Parameter	Evaluation	Maximum Marks	Supporting Documents
A Company Profile (20Marks)					
1.	Annual Turnover	The Prime bidder / Any bidder in case of consortium should have an average annual turnover of INR 50 Crores over the last Three (3) consecutive Financial Years only derived from IT, ITES services ending on 31 st March 2025. Marks should be allotted as given below: 50Cr to <=60 Cr – 10 Marks >60Cr to <=75 Cr – 15 Marks >75 + 20 Marks		20	Audited Balance Sheet and Profit/Loss Department for last 3 financial years (2022-23, 2023-24, 2024-25). (Clearly showing the annual turnover form IT and ITES).
B Project Experience (20 Marks)					
1.	Experience in e-Gov. application	The Prime bidder / Any of the bidder should have experience in development and implementation of e-Governance application for any State/Central Government of India with minimum order value of Rs. 50 lakhs during last 7 years as on 31st March 2025. - Each Project – 10 Marks		20	Work Completion Certificate (completion from the client.)
C Approach & Methodology & Solution Proposed (60 Marks)					
1.	Approach & Methodology	- Qualitative assessment based on demonstration of understanding of the Department's requirements. - Understanding of the		20	

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S.N	Technical Evaluation Criteria	Technical Parameter	Evaluation	Maximum Marks	Supporting Documents
		objectives of the assignment. - Completeness & responsiveness - Timelines, resource assignment, dependencies & milestones			
2.	Technical Presentation	- Bidder can suggest innovative ideas, operations excellence and cost optimization best practices in Approach and Methodology. - Technical Presentation in front of the Evaluation Committee. - Key learnings from similar projects and how do you propose to incorporate them in execution of this assignment.		20	
3.	Application Demonstration	- Application demonstration of Online Ticket Generation System & Verification System for minimum 200 people at a time.		20	

Minimum qualifying mark for opening of commercial bid is 70% (70 out of 100). Financial bid of those bidders only will be opened who are technically qualified in the technical evaluation. All other commercial bids will be ignored. Final selection will be based upon Quality cum Cost Based Selection (QCBS) method. The vendor with the highest marks computed above on Quality cum Cost Based Selection (QCBS) basis will be awarded the contract at the quoted price.

Score Normalization

The absolute evaluation mark will be calculated as follows;

Normalized Technical Score (S-Tech)

Mark Secured by the Bidder * 80

Highest score Obtained by any bidder

Normalized Commercial Score (S-Com)

Lowest price quoted by the bidder * 20

Price obtained by the bidder

Final Score (S-Score) will be Calculated as follows:

S-Final = S-Tech + S-Com

6 Term of Reference

6.1 Scope of Work

6.1.1 CMS-Based Website Development

The website should provide a platform for managing content and disseminating information. It should serve as the central hub for user interaction and administrative management, ensuring seamless access and scalability. It should have below features:

- a) The website should have a responsive design compatible with various devices, including mobile, tablet, and desktop.
- b) The platform should offer an intuitive administrative dashboard for content management tasks such as adding, editing, and deleting content and media.
- c) Visitor Management
- d) Role-based access control should be implemented for administrators and contributors.
- e) Integration with modules for announcements and updates should keep the audience informed.
- f) The platform should offer Bi lingual support to cater to diverse audiences if required.
- g) The website should implement user authentication and authorization mechanism.

6.1.2 Online Ticket Generation (Website and Mobile Application)

This module should enable users to generate tickets through an easy-to-use website and mobile application, providing a secure and efficient ticketing experience. It should cover the below features:

- a) The system should allow to generate the ticket based on the registration of the users.
- b) An online payment gateway should provide secure transactions for purchasing tickets.



- c) Support for various ticket types and dynamic pricing should be included, which will be defined in the system.
- d) Automated email and SMS notifications should inform users of ticket confirmations and updates.
- e) QR or barcode generation should ensure ticket authenticity and ease of verification.
- f) The system should offer a user-friendly interface for managing tickets (eg- viewing, cancelling, modifying tickets) and booking history.
- g) Real-time synchronization between the website and mobile application should maintain consistency.
- h) Ticket checking with Barcode/ QR code reader.

6.1.3 Mobile Application for Ticket Verification

The ticket verification application should streamline the process of validating tickets during events, ensuring security and operational efficiency. It should have below features:

- a) Operators should access the application securely through user authentication.
- b) A QR/barcode scanning feature should enable swift and accurate ticket validation.
- c) Real-time updates with the central system should ensure synchronized ticket status.
- d) Notifications for invalid or duplicate tickets should enhance security measures.
- e) The interface should be intuitive, ensuring quick operator onboarding and ease of use.
- f) Compatibility with Android should maximize accessibility.

6.1.4 Hardware Provisioning

This module should include the delivery of hardware essential for the operation of ticketing and verification systems. It should cover the below:

- I. Android tablets as per the specification defined in Annexure I.
- II. Thermal Printer as per the specification defined in Annexure II.

6.1.5 Human Resource Deployment

The deployment of trained personnel should ensure the smooth functioning of ticketing and verification systems during events. It should have below features:

- a) The service Provider has to provide below human resources :
 - a. IT Executives – Graduate with 2 Years of Experience as IT Executive.
- b) Ticket operators should manage ticket generation and assist customers efficiently.
- c) The Agency should oversee system operations and resolve technical issues.
- d) All personnel should be trained in using ticketing software and hardware.

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- e) IT Executives should coordinate with stakeholders for system updates and performance reporting.
 - f) Personnel should adhere to event-specific protocols for effective operations.
 - g) IT Executives will work as per the working schedule of the Bapu Tower or as directed by Bapu Tower administration.

6.1.6 Training and Support

This module should ensure all stakeholders are proficient in using the ticketing system and related hardware. It should cover the below:

- a) Comprehensive training sessions should be conducted for operators and supervisors.
- b) Training programs should include hands-on practice for real-world scenarios.
- c) A dedicated helpdesk should offer 24/7 support for technical issues.
- d) On-site support during initial deployment should ensure smooth operations.
- e) Regular refresher sessions should keep staff updated with system enhancements.
- f) Feedback from training participants should improve the program's effectiveness.
- g) Training materials should be made available in digital formats for easy access.

6.1.7 Maintenance and Warranty

The maintenance module should ensure system reliability through timely updates, support, and hardware services. It should cover the below functionalities:

- a) Scheduled maintenance for the website and mobile applications should be provided.
- b) Security patches and bug fixes should be deployed regularly.
- c) Hardware repair and replacement services should be included during the warranty period.
- d) Software updates should ensure compatibility with the latest operating systems.
- e) A dedicated support team should address maintenance requests promptly.
- f) Backup services should ensure data recovery during system failures.
- g) Performance optimization measures should be implemented periodically.
- h) Detailed maintenance reports should be shared with stakeholders.
- i) Response time should be within 24 Hours.

6.2 Security Audit

Bidder will perform the following tasks for website and the web application security to analyze and review the website/application security through a Cert-In empaneled agency. The Cert-In empaneled agency will have to carry out Functional Test. The Cost involved in the Security Audit shall be borne by the vendor.

The scope of the proposed audit tasks is to check various web attacks. The various

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Checks /attacks /vulnerabilities should cover the following or any type of attacks, which are vulnerable to the Web- application.

6.3 Application Hosting

The application will be hosted at State Data Centre, (Location may change as per availability of Space). The selected bidder will have responsibility to facilitate the process for smooth hosting. Bidders are required to submit specifications of the hosting infra in their response.

6.4 Application Maintenance

It will be the responsibility of the Bidder to:

- Monitor Portal functioning on a day-to-day basis to ensure that it functions reliably.
- Monitor application to ensure that the application does not suspend, hanged.
- Enhancement / modifications with respect to new / enhanced / enriched functionality
- Modification / development of reports
- Provide handholding support to end users in carrying out the business process transactions
- Timely logging and fixing of Bugs/Problems

7 General Condition of Contract

- Allotment of contract: As per recommendations of the Tender Committee, the contract will be allotted to the successful L1 bidder. The successful bidder shall enter into an agreement for "Study, Design, Development, Implementation and support of web portal Design and development of online Ticket Generation System for Bapu Tower" within 7 days of from the date of issue of letter of intent.
- Period of Contract: The minimum period for maintenance, support and operation of website/webportal and Online Ticketing Generation System will be two years which is extendable every year (maximum upto five years) on the basis of satisfactory service performance.

7.1 Project Timeline

The following outer dateline on major head has been for fixed for the project delivery. The detailed component wise date will be worked out before signing the contract in line with the outer dateline indicated below.

Sl#	Items	Timeline (from the date of signing of contract T0)
T0	Signing of Agreement	
T1	System Requirement Study document signoff	T0+7 Days
T2	Deployment of the Website	T1+7 Days
T3	Deployment of Online Ticket Generation Module – Offline Desktop Application	T2+15 Days
T4	User Acceptance Test (UAT) signoff	T3+17 Days
T5	Completion of training & handholding	T4+20 Days
T6	Security certification	T5+30 Days
T7	Annual Software Maintenance of the Application and Resource Deployment for Helpdesk	T6+ 1 Year

7.2 Payment Terms

- The payment to the service provider shall be made by the The Director, Bapu Tower Samiti, based on the services provided i.e. as per the Scope of Work under the Tender and the Contract signed between the Service provider and The Director, Bapu Tower Samiti, .
- All payments will be made in Indian Rupee Only.
- The payment would be made as per the following table on submission of invoice by the service provider to the The Director, Bapu Tower Samiti. Payment would be released within two weeks of receipt of invoice.

Component	Payment Terms
Software Development, Implementation & Support	<ul style="list-style-type: none"> – 50% on deployment of the application and successful delivery & Installation of Hardware for Helpdesk as per bill of material proposed software – 40% payment will be made after User Acceptance Test (UAT) signoff. – 10% payment will be made after successful completion of training
Annual Maintenance	<ul style="list-style-type: none"> – Quarterly payment will be made towards annual maintenance after each quarter on submission of bill/invoice.

- The service provider shall submit the requisite deliverables and satisfactorily perform work as specified under this tender to the Director, Bapu Tower Samiti.

The requisite payment will be released by the Director, Bapu Tower Samiti upon acceptance of the deliverables and satisfaction with work performed by the service provider.

7.3 Application

These general conditions shall apply to the extent those provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the Director, Bapu Tower Samiti shall be final and binding.

7.4 Relationship between parties

The firm / consultant shall be fully responsible for the services performed by it or any of its personnel on behalf of the consultant here under.

7.5 Standards of Performance

The service provider shall perform the services and carry out its obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The service provider shall always act in respect of any matter relating to this contract as faithful advisor to the Director, Bapu Tower Samiti. The service provider shall always support and safeguard the legitimate interests of the Director, Bapu Tower Samiti, in any dealings with the third party. The service provider shall abide by all the provisions /Acts/Rules etc. of Information Technology prevalent in the country. The service provider shall conform to the standards laid down in the RFP in totality.

7.6 Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as may be issued and in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India and the Government of Bihar.

7.7 Performance Bank Guarantee (PBG)

- Within 7 days of notifying of the acceptance of proposal for the award of contract, the qualified service provider shall furnish a PBG, amounting to the 2% of contract value for the contract period (PBG should have validity of 24 months + 28 days) as its commitment to perform services under the contract.
- Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG.
- The PBG shall be released immediately after expiry of contract provided there is no breach of contraction the part of the service provider.
- No interest will be paid on the PBG.

7.8 Termination of Contract

The service provider association with the Director, Bapu Tower Samiti will terminate in case of following conditions:

- a) The term of contract expires.
- b) Due to non-performance of service provider during execution of project.
- c) The Director, Bapu Tower is at liberty to terminate the contract with three month's notice without assigning any reason.
- d) The vendor commits a material breach of the agreement or Scope of Work and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice (or Ninety (90) days in the event of non-payment by the Director, Bapu Tower Samiti.

7.9 Penalty

Bidder is expected to meet the project time lines in the normal course of carrying out the activities as per the detailed project timeline. In case of unjustified delay due to reasons completely attributable to the selected bidder, the Director, Bapu Tower Samiti will reserve the right to levy penalties on the bidder i.e. 2% penalty every week to a maximum of 10 % of total cost of the project component.

7.10 Termination for Insolvency, Dissolution, etc.


The Director, Bapu Tower Samiti may at any time terminate the Contract by giving written notice to the service provider, if the service provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the service provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Director, Bapu Tower Samiti.

7.11 Termination for Convenience

The Director, Bapu Tower Samiti reserves the right to terminate, by prior written notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for convenience of the Director, Bapu Tower Samiti and the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

7.12 Force Majeure

- The service provider shall not be liable for forfeiture of its PBG or termination of contract for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

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- For purposes of this clause, "Force Majeure" means an event beyond the control of the service provider and not involving the service provider fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the Director, Bapu Tower Samiti in their sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the service provider shall promptly notify the Director, Bapu Tower Samiti in writing of such condition and the cause thereof. Unless otherwise directed by the Director, Bapu Tower Samiti in writing, the service provider shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

7.13 Taxes and Duties

The taxes & duties incurred for the delivery of services under this contract shall be paid at time of billing at the prevailing rate to the service provider by the Director, Bapu Tower Samiti.

7.14 Resolution of Disputes

If any dispute arises between parties, then these would be resolved in following ways:

- **Amicable Settlement:** The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this contract or the interpretation thereof. In case of employer, the decision of the independent arbitrator nominated under mutual consent of either party shall be final and binding.
- **Resolution of Disputes:** Disputes which cannot be settled amicably within thirty (30) days after receipt by one party of the other party's request may be taken up by either party for settlement in accordance with the Applicable Law within jurisdiction of courts of Patna and arbitrations Tribunal.

7.15 Clarification of Bids

During evaluation of bids, the client at its discretion may ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

7.16 Confidentiality

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any Bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any Bidder of confidential information related to the process may result in rejection of its Proposal. During the execution of the project except with the prior written consent of the Director,

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Bapu Tower Samiti, the Project service provider or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Bidder/ service provider and/ or the Director, Bapu Tower Samiti to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.

8 Annexure – Proposal Formats

8.1 Annexure T1- Covering letter

[Bidders are required to submit the covering letter as given here on their letter head]

To,
The Director
Bapu Tower Samiti,
Khagaul Road, Gardanibagh
Patna – 800001, Bihar.

Subject: Request for Proposal for Study, Design, Development, Implementation & Support of Online Ticket Generation System for Bapu Tower

Sir/ Madam,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the Request for Proposal for Study, Design, Development, Implementation & Support of Online Ticket Generation System for Bihar Construction Department, Govt. Of Bihar.

We attach here to our responses to pre-qualification requirements, Technical and Price Bids as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to the client 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.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be disqualified from the selection process or termination of the contract during the project, if selected to do so.

We agree for acceptance to mutual all the terms and conditions set out in the RFP Document and also agree to abide by this RFP response for a period of 180 days from the date fixed for bid submission. We hereby declare that in case the contract is awarded to us, we shall submit the performance bank guarantee bond in the form prescribed in the RFP.

We agree that you are not bound to accept any RFP response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the bids and also all or any of the products/ services specified in the RFP response.

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

Yours faithfully,

(Authorized Signatory)

Printed Name:

Designation:

Company Name:

Seal:

Date:

Business Address:

8.2 Annexure-T4 (Non-Blacklisted Declaration)

To,
The Director,
Bapu Tower Samiti,
Khagaul Road, Gardanibagh
Patna – 800001, Bihar.

Subject: Request for Proposal for Study, Design, Development, Implementation & Support of Online Ticket Generation System for Bihar Construction Department, Govt. Of Bihar

Ref: RFP No. <<.....>> dated <<.....>>

Dear Sir,

3/1/14

We confirm that our company or firm, _____, is not debarred or abounded any work blacklisted in any manner whatsoever by any Government (Central / State / PSU/ World Bank/Asian Development Bank) Organization in India in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during last five years prior to date of this bid.

Yours faithfully,

(Authorized Signatory)

Printed Name

Designation

Seal:

Date:

Place:

8.3 Annexure-T5 (Financial Bid)

Sl#	Description	Type of Unit	Number of Units	Cost (Inclusive of all taxes)	Total (Amount in Rupees)
1.	Design, development, training and implementation cost of Website and Online Ticket Generation System after successful implementation	One Time	1		
2.	Software Maintenance, Support for Two Year after successful implementation	Quarterly	8 Qtr.		
3.	Deployment of 3 IT Onsite Executives	Monthly	72 Man Months		
4.	Android Tablet	Per Pc	6		
5.	Thermal Printer	Per Pc	3		
6.	Thermal Paper Roll	as required	NA		
Total					

**** All the prices quoted are inclusive of all taxes and duties Inclusive of all taxes.***

Handwritten signature

ANNEXURE I

Specifications of Tablet

S.no	Parameter	Specification
1	Network	
	Technology	GSM / HSPA / LTE or Above
	2G bands	GSM 850 / 900 / 1800 / 1900
	3G bands	HSDPA 850 / 900 / 1700(AWS) / 1900 / 2100
	Speed	HSPA+, LTE or above
2	Body	
	SIM	Nano-SIM and/or e-SIM
3	Display	
	Type	TFT LCD or IPS LCD or AMOLED
	Size	8.5 Inches or above
	Resolution	800 x 1340 pixels or above
	NITS	300 or higher
4	Platform	
	OS	Andriod ® 12 or above / ios
	CPU	Octa-core 2.0 GHz or Above
5	Memory	
	Card slot	microSDXC (dedicated slot) Extended upto 1 TB
	Internal	64 GB or Above , 4 GB RAM or above
6	Sound	
	Loudspeaker	Built in two Speakers or above
	Audio Jack	Type C or 3.5 MM jack
7	Comms	
	WLAN	Wi-Fi 802.11 a/b/g/n/ac, dual-band, Wi-Fi Direct
	Bluetooth	5.0 or above
	USB	Type-C Port with OTG Support
8	Battery	
	Type	5000 mAH or Above
9	Main Camera	
	Single	8 MP or above
	Video	1080p @ 30fps
10	Selfie camera	
	Single	2 MP or above
	Video	Yes
11	Cover	Included - Any protective cover
12	Warranty	2 Year

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ANNEXURE II

Specifications of Printer

Category	Specification
General	
Power Source	Power Adapter C1
Print	
Print Method	Thermal
Print Speed	250 mm/second
Print Resolution	203 dpi
Fonts/Column Capacity	Font A: 12 x 24 (48 cpl), Font B: 10 x 24 (57 cpl), Font C: 9 x 17 (64 cpl)
Character Size	Font A: 1.25 x 3.00 mm, Font B: 1.13 x 3.00 mm, Font C: 0.88 x 2.13 mm
Barcodes/QR code Generator & Reader at all entry gate.	UPC-A, UPC-E, JAN8/EAN8, JAN13/EAN13, Code39, Code93, Code128, ITF, CODABAR(NW-7), GS1-128, etc.
2D Symbols	PDF417, QR Code, MaxiCode, DataMatrix, Aztec Code, GS1 DataBar, Composite Symbology
Media Type	Thermal roll paper
Paper Width	3.12" (79.5 mm)
Roll Diameter (Max)	3.27" (83 mm)
Core Diameter (Min)	0.71" (18 mm)
Auto Cutter	Yes
Connectivity	
Interfaces	USB 2.0 (Full-speed), Ethernet 10/100Base-T/TX, Bluetooth 3.0, Wi-Fi (802.11b/g/n/ac)
Wireless Security	WPA-PSK(AES), WPA2-Personal/Enterprise
Supported OS	iOS, Android, Windows, Mac OS X, Linux
Warranty	
Standard	3-year limited warranty