



**Expression of Interest  
for  
Designing, Development, Deployment and  
Implementation  
of  
Enterprise Resource Planning (ERP) and strengthening  
IT infrastructure for Bihar State Housing Board**

[NIT No - , Dt- ]

**Bihar State Housing Board,  
Government of Bihar**

(R-Block, 6, Sardar Patel Marg, Veerchand  
Patel Road Area, Patna, Bihar 800015)

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### **Disclaimer**

This EOI is not an offer Bihar State Housing Board (BSHB), Government of Bihar but an invitation to receive EOIs from bidders. No contractual obligation whatsoever shall arise from the EOI process unless and until a formal contract is signed and executed by duly authorized Officer of BSHB with the bidder.

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## 1. EXPRESSION OF INTEREST

The Bihar State Housing Board (BSHB), Government of Bihar invites Expression of Interest (EOI) for "Design, Development, Deploy and Implementation of Enterprise Resource Planning (ERP) and strengthening IT infrastructure for Bihar State Housing Board" in the prescribed format from Proprietorship Concern/Company registered under Indian Company Act, 1956/ Firm registered under The Partnership Act 1932/ Society registered under Societies Act, 1860/Autonomous bodies or any other venture not covered above which are engaged in providing web enabled end to end integrated Solutions preferably in government institutions.

Interested & Eligible firms may submit Expression of Interest (EOI) online on [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in)

Expression of Interest completed in all respects should be submitted **up to 15:00 HRS on 21/04/2023**. For details, please visit the website [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in) and [www.bshb.bihar.gov.in](http://www.bshb.bihar.gov.in)

## 2. INTRODUCTION

Bihar State Housing board(BSHB), Government of Bihar, situated at R-Block, 6, Sardar Patel Marg, VeerchandPatel Road Area, Patna, Bihar 800015 hereby invites Proposals from reputed, competent and professional firms / organizations/ agencies, who meet the minimum eligibility criteria as specified in this bidding document.

- BSHB is a State level nodal agency with the mandate to provide "*housing for all*". It was created in 1972.
- It operates under the administrative control of Urban Development & Housing Department (UD&HD), Government of Bihar.
- During 1970s and 1980s most of the Board Schemes were implemented through HUDCO/Government/ LIC/ GIC loans.
- In 2001, BSHB was divided into two separate Housing Boards one each for Bihar and Jharkhand States.

BSHB is headed by Chairman (presently Development Commissioner) and administered by Managing Director with the help of Secretary, Manager Estate, Revenue Officer, Chief Accounts Officer, Chief Engineer, Land Acquisition Officer and Legal Advisor

Implementation of "ERP" as detailed in the "Scope of Work" section 4 of this EOI document.

1. The complete bidding document shall be published on <https://www.eproc2bihar.gov.in> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Procurement / e-Tendering) subject to the submission of required tender / EOI document fee through online mode and EMD through Bank Guarantee ~~and~~ and in favour of "Director, Bihar State Housing board, Patna, Bihar" payable at Patna and must be submitted physically as per schedule date and venue mentioned in the section 1.4 of the EOI, failing which the bid will be summarily rejected.
2. Bidder / Agencies are advised to study this EOI document carefully before submitting their proposals in response to the EOI Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Secretary  
Bihar State Housing board  
Government of Bihar,  
PatnaBihar

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Expression of Interest completed in all respects should be submitted up to <sup>5:00</sup> ~~5:00~~ HRS on 21/4/23  
For details, please visit the website [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in) and [www.bshb.bihar.gov.in](http://www.bshb.bihar.gov.in)

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*Handwritten signature and date: 18.03.23*

Secretary

Bihar State Housing board

Government of Bihar,

Patna Bihar

### 3. COST OF EOI

The soft copy of the EOI may be downloaded from the website: [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in). And on [www.bshb.bihar.gov.in](http://www.bshb.bihar.gov.in). The bidders are required to pay cost of EOI Rs.25,000/- (non-refundable) using online payment system available on eProcurement website before submission of proposal. No other mode of payment will be accepted.

### 4. CRITICAL INFORMATION

Applicants are advised to study this EOI document carefully before submitting their proposals in response to the EOI Notice. Submission of a proposal in response to this EOI shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Applicants are requested to attend a pre-proposal (before submission of EOI) meeting as per details provided below,

Sr.	Information	Details
1.	Website for submission of proposal	<a href="http://www.eproc2.bihar.gov.in">www.eproc2.bihar.gov.in</a>
2.	Last date (deadline) for submission of EOI Proposal on E-Procurement. Website	Up to 03:00 PM on 21.04.2023
3.	E- Tending Processing Fee/Cost (Non- Refundable)	As per eproc2 applicable fee
5.	Cost of EOI	Rs. 25,000.00
6.	Last date (deadline) for submission of hard copies at BSHB office	up to 04:00 PM on 21.04.2023
7.	Pre bid quires submission last date	up to 05:00 PM 10.04.2023 by mail/post on email id :secretarybshb@gmail.com
8.	Opening of Responses/EOI	05:00 PM on 21.04.2023
9.	Date of Presentation by eligible bidders	To be notified later

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## 5. ABOUT THE PROJECT

### 5.1 Main objective of this project:

Improvement in efficiency (responsiveness)

1. Workflow Automation: All the activities shall follow well defined workflow processes, most of which are automated and performed by the Bihar Housing Board application through the use of generic customizable electronic file system.
2. Automation of Routine Tasks: Routine tasks, like preparation of periodic report, which require less decision making and more clerical efforts, can be automated and performed at regular interval of time by the system.
3. Quick Access to Information: The application should provide a systematic approach to storage, retrieval, communication, integration and publication of information available.
4. Better coordination across departments.
5. Improved Transparency
6. Physical file would be converted to suitably readily accessible e-files.
7. Ease of tracking of the status and location of a file at any given point of time will curb delays and facilitate exception reporting.
8. Facilitate publication of information through appropriate websites.
9. Better Accountability through Monitoring of Work & Performance Management.
10. Online availability of dashboards alerts etc., so that the work done at various levels can be monitored and assessed regularly.
11. Auto escalation in case of delays with improved and accurate MIS.
12. Process orientation rather than functional orientation.
13. Confidentiality and security.
14. Proper access control & highly secure technology.
15. No loss of information because of human error.
16. Modern office environment.
17. Facelift of traditional offices with the help of reduction of papers.
18. Enlightened and much more aware workforce due to proper knowledge management and online availability of information.

Keeping these objectives in view, Bihar Housing Board wishes to commission the solution with aim to (but not limited to):

- a. Have a web based application which would provide online management of departmental workflows.
- b. Have a system for minimization of manual tasks & removal of redundant dependencies which are present in the organization while storage of files and records.
- c. Have a system which manages user profile, roles and access control information in the database for Authentication and authorization and thereby provide greater user convenience by facilitating role based delivery of services.
- d. Provide an online real time dashboard & real time reporting of information to the stakeholders with high degree of accuracy.
- e. User Friendliness; User Interfaces of various modules do not follow any common design standards. The workflows in the current modules are not handled effectively. Response time taken for fetching the



information from the database and other applications is high.

- f. Generating state level consolidated reports is a tedious job which can be overcome using this computerized system.
- g. To establish secure network infrastructure in campus of Bihar State Housing Board.
- h. To establish Office IT infrastructure.
- i. To establish strong single Wi-Fi System in BSHB Campus
- j. To establish secured surveillance system in BSHB campus
- k. To establish Power backup solution in BSHB
- l. To establish unified threat Management (UTM) including firewall etc. in BSHB

**5.2 Time Frame:** The maximum time for complete automation of activities of BSHB will be 6 months from the date of award of contract including testing and implementation of the integrated solution.

**5.3 Existing Module description:** Given below is a brief description of various existing modules that are currently working in BSHB (both Online as well as in Offline mode)

**5.4 Hosting of Proposed Solution:** The proposed solution will be hosted at State Data Centre (SDC), Patna. The bidder is requested to incorporate detailed server requirements including software, hardware and any other licenses required in their proposal.

**5.5** The proposed web based end to end integrated software should have :

## Quality Attributes

The quality attributes define the areas where APPLICATION has to prove its value. It is over these areas that the APPLICATION system service levels would be measured. These areas can be categorized into the following –

1. Service Oriented Architecture (SOA)
2. Supportability
3. Testability
4. Availability
5. Interoperability
6. Manageability
7. Performance
8. Reliability
9. Scalability
- a. Capability to add more users to the system
- b. Capability to add more processes within the system
- c. Capability to add steps to a process within the system
- d. Capability to add more physical tiers to the system
- e. Capability to enhance the hardware capacity
10. Security & Integrity



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- a. Application Security and Integrity
- b. Information Security, Data Security and Integrity of data
- c. System Security, Integrity, authorization, authentication, access controls & digital signing.
- d. Database Security, Backup & Restore
11. Flexibility
12. Maintainability
13. Upgradability
14. Usability
  - a. More efficient to use- should take less time to accomplish a particular task
  - b. Easier to learn
  - c. Ease of availability of help
  - d. Alerts and popup messages for guiding the user
  - e. Sophistication in error handling
  - f. Capability to users to customize the screens and features within the system.

The specifications are indicative.

The bidders bidding for the EOI must bid for all the modules. The individual modules must support Service Oriented Architecture providing support for integration using web services. The solution can also be built on Business Process Management (BPM) framework or developed Bespoke.

#### **Integrator Module**

- The Bidders who are involved in Building the individual Modules/packages must send and receive the data from their modules for integration (interoperable) using Web Services irrespective of the platform used by the individual bidders/packages/modules.
- The Bidder would have to build a System wherein the Sender Module should send only the data that needs to be reflected onto the Receiver database And not all the data in database
- The data can be retrieved from the receiver database as soon as the data is present in that database and it is easily reflected in that particular module.
- Integrator shall co-ordinate and collaborate with the selected vendors, all having common time lines. It is the collective responsibility of the integrator and selected vendors to comply implementation within the defined timelines.
- Ex- if Data has to be sent from the allotment module to the finance Module These Would be the following Steps
  - There would be a request raised to send the data from the Allotment Module to Finance Module
  - There Would be Ticket Number Associated with each Request for the Sender Module
  - This Ticket number is tracked till its Closure
  - Then The data from the sender DB is Sent as Key-Value Pair i.e. The Allotment Section sends the Key here it Can be A field Name and hence Only the Necessary which Would be Have to sent Has to be Specified and hence All data cannot be Sent in this method
  - This key is sent to the receiver Module

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- An API is built whose functionality to read this data from the allotment Module and Send it the Receiver Module
- The data is sent to the receiver Module only for the data that is specified and not all the data
- Once the Data is transferred to the receiver Module then the ticket will be closed

## Solution Architecture

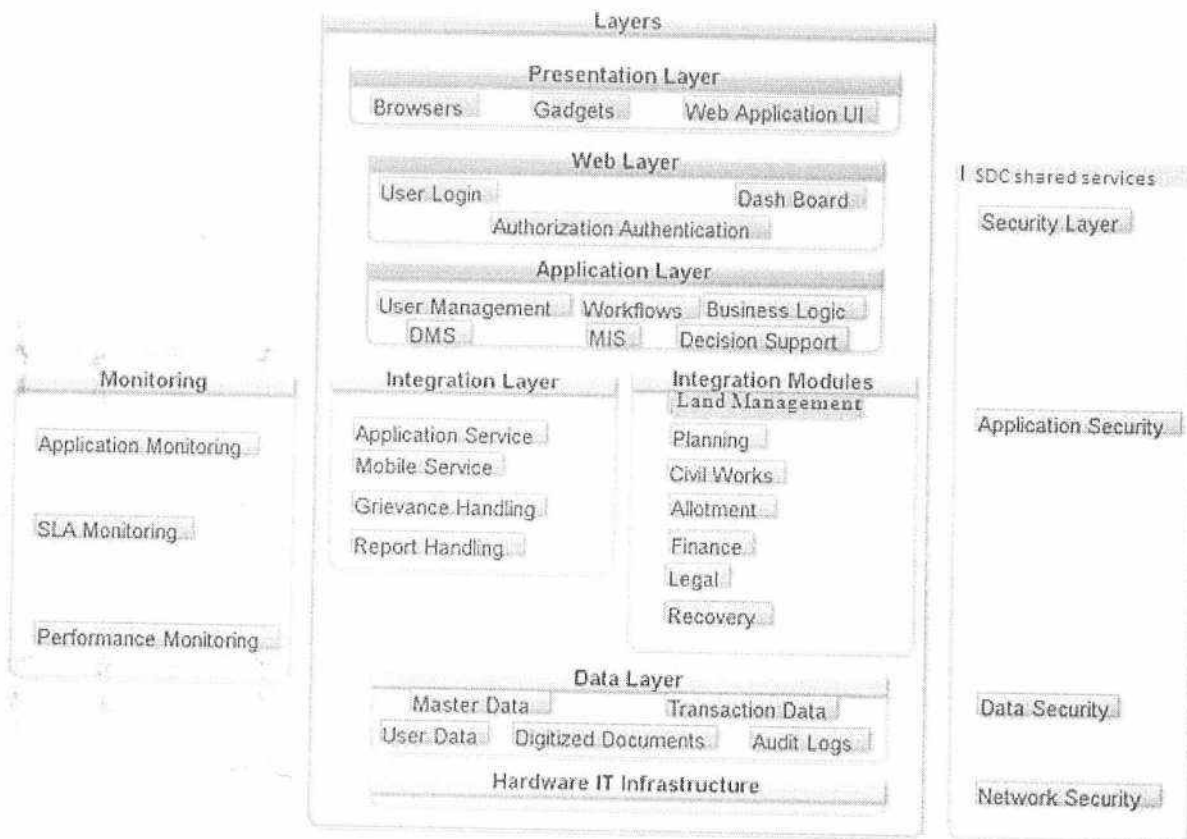


Figure 1: Solution Architecture Diagram

## Reports

MIS reports add to the intelligence, alertness and awareness of managers and supervisors by providing them with relevant information required for effective decision making. ERPs shall be implemented for reports like stock ageing and movement analysis, profit analysis, income and expenditure statements, exception reports etc.

Section/Module specific required reporting is specifically provided in the FRS/Scope of work documents enclosed with this document.

## Scenario Management

- a. Export Reports in Different Formats, like Excel, PDF, JPEG and HTML
- b. Export & Import of Data Through XML
- c. Data Synchronization
- d. ODBC
- e. Upload Data to HTTP Web Server
- f. Any Date Based Reporting

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- g. Flexible Financial Periods
- h. Support Hindi and English
- i. Grouping & Categorization of Stock
- j. Authentication by appropriate usage of Digital Signatures.

#### Deployment Diagram

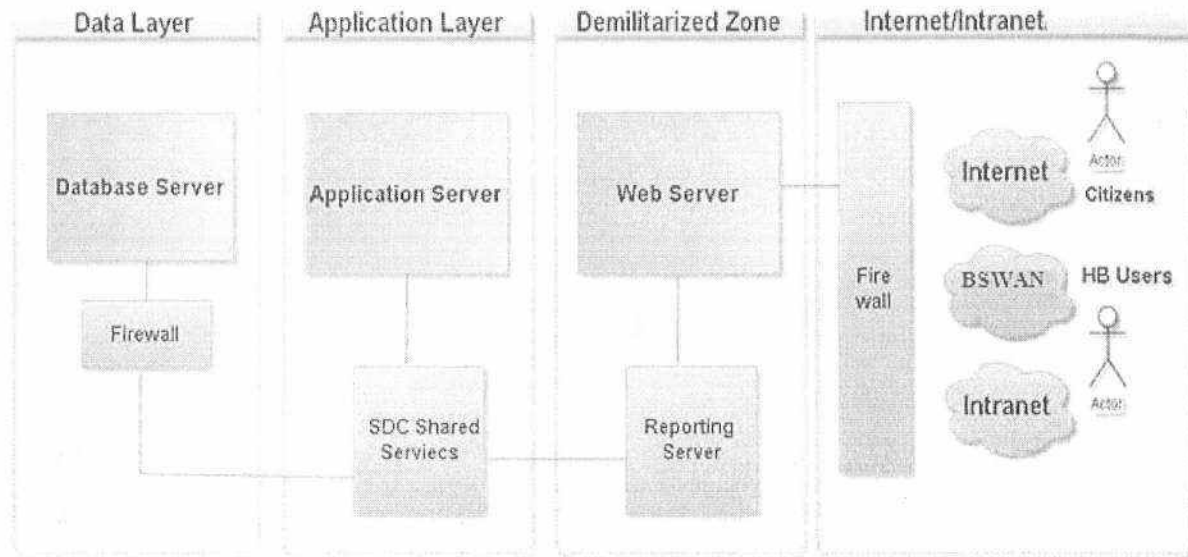


Figure 2: Deployment Diagram

Table 1: Tasks expected from Agencies to develop individual modules and Integrator

No.	Tasks	Details
1.	Application Software Development & Release Management	<ul style="list-style-type: none"> <li>• Software Design</li> <li>• Software Development using Agile methodologies must be followed</li> <li>• Software Quality assurance including internal source code review</li> <li>• Create a modern web based individual system that caters to the functionalities of each module.</li> <li>• Provide ability for user to log-in/log-out via desktop &amp; web based user interface.</li> <li>• Support for web based user provisioning ensuring single definition of users, roles, groups and access rights.</li> <li>• Shall provide a web based administration interface.</li> <li>• Versioned Documentation of various activities,</li> <li>• Bug / Issue Resolution</li> <li>• Configuration Management at SDC (DR/Backup Site)</li> <li>• Release management of builds, patches, fixing bugs, version control, baseline releases</li> </ul>

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		<ul style="list-style-type: none"> <li>• Pilot implementation in Cloud environment</li> <li>• Release &amp; Deployment at SDC(DR/Backup) as well as Cloud (Primary) environment</li> <li>• Rollout to BSHB</li> </ul>
2.	Integrator	<p>Complete 360° IT integration of all the modules developed by agencies selected in the Bid with the following is included in the scope.</p> <ol style="list-style-type: none"> <li>ERP management system</li> <li>MIS with Banks</li> <li>Future applications provided if any</li> <li>Generate reports comprising of data from one or more modules.</li> <li>The individual modules must support Service Oriented Architecture providing support for integration using web services. The solution can also be built on Business Process Management (BPM) framework or developed Bespoke.</li> <li>The data/activities from one module need to be linked with the other module with the PUSH/PULL mechanisms through Web services.</li> <li>Hosted on Cloud (Primary) and SDC (Backup)</li> </ol>
3.	Training	1. Training of BSHB personnel for usage

### Detailed Scope of work

#### Group A: Tentative Scope of Work

Proposed ERP will likely consist of listed major modules namely

##### 1. Establishment / Administration Section:

HRMS is proposed of establishment section here in BSHB with minimum following specifications.

- Head office establishment works integration with
  - Project Offices
  - Regional office
- Recruitments
- Payroll
- Transfer and Promotions
- Board meetings – Agenda, resolutions
- Service registers

- Service history
- EPF history
- Gratuity history
- Retiral Benefits

2. Revenue Section :

- Calculation of outstanding demand of properties (as per rule)
- Pre defined format for approval related to property for lease hold /free Hold etc
- Dividend calculation (as per rule)
- Penalty calculation (Dand Shulk) as per rule

3. Accounting Section: The module should be capable of delivering following scopes:-

- Voucher Entry
- Receipts
- Payments
- Ledger
- Trial Balance
- Profit and Loss statement
- Balance sheet
- Audit Trails
- Reports

4. Legal :

The module should be capable of delivering following scopes:-

- Provision of receiving of writ from courts.
- Provision of online Processing of received writs.
- Complete management of all kinds of court cases
- Scheduling of court hearing dates.
- Provisioning of processing of lawyers' fees based on court proceedings according to rules.
- Provisioning of intra department movement of writs.
- Integration with the e-court system of NIC
- MIS and Reports
- Integration with other requisite modules.
- Query using data of hearing

5. Project Management :

- Integration with other requisite modules.
- Query using data of hearing

6. Planning Section

The planning section here in BSHB does Implementation of Projects on assets of BSHB.

It also plans and designs roads network , Drainage , Sewerage etc . ERP is also proposed for this section

- Integration with Contractor payments
- Integration with Consultant payments
- Integration with Land purchase/Acquisition
- Integration with Bidding / Bank guarantee
- Integration with Administration
- Integration with Costing
- Integration with Allotment
- Integration with Auctions
- Integration with Legal section
- Land procurement notification
- Capture Tender details
- Conceptual layout plan approval
- Approval from competent authorities
- Layout development with property markings
- Layout Map with legends – Geo tagging

7. Architect Section / Technical Section - Civil Works Construction

8. RTI Section

- The module should be capable of delivering following scopes:-
- Provision of Filing online RTI complaints as per RTI Act regulation.
- Provision of Processing of RTI received online and offline mode.
- Provision of incorporating of the RTIs received in offline manner.
- Provision of intra department movement of RTI for gathering replies from different departments.
- Provision of filing online appeal
- Scheduling of time line alerts for replies
- Scheduling of meetings
- Scheduling of alerts for RTI court cases
- Integration with legal module and other requisite modules

9. Recovery

- Property
- Allotment
- Collection
- Reports

10. CRM/ Authentication / Dashboard/

App is also proposed for all services of BSHB

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## Detailed Scope of work

### Group B: Scope of Work

#### 1. Data Digitization :

The objective of data digitization is to have a Digital master data of Bihar state housing board. The agency will have to digitize legacy data of BSHB. The data should be in format likely to be used in software/other purpose.

Property Management:

- Entry of property Master Data.
- Entry of property allotment history
- Entry of Payment history against property
- Property master register

Another objective is identifying the important documents in scanning the files. The scanned document can be given to allottee on raising demand by them. BSHB may decide some fee for the service

#### 2. IT infrastructure Setup :

- Establishment and Maintenance of Network infrastructure in BSHB HQ.
- AMC of existing Computers /Laptops /printers in BSHB HQ.
- Establishment of stable Wifi campus in BSHB HQ.
- Unified threat management (UTM) in BSHB HQ.
- Establishment of power backup solution by setting up Online Ups with battery bank in BSHB HQ.

\* The agency will have to propose solutions /Plan after actual survey of BSHB office with feasibility report

#### 3. Maintenance of Existing Modules and its upgradation :

- Lease hold to free hold
- NOC
- Namantran
- Samadhan
- Lease Deed
- Development of Allottee's Document demand system (proving Scanned documents of allottee )Like
  - Allotment letter
  - Agreement paper



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- Lease paper
- Procession letter
- 3 technical on site manpower

The agency will have to propose solutions /Plan after survey of BSHB work flow / business model.

## **6. INSTRUCTIONS TO THE BIDDERS**

### **6.1 Completeness of Response**

- 6.1.1 Bidders are advised to study all instructions forms, requirements and other information in the EOI documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications.
- 6.1.2 The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.
- 6.1.3 The response to the EOI submitted at eProcurement. Portal should be submitted in hard copies at receiving section of BSHB either by hand or registered post in sealed envelope. Bids submitted by any other method shall be rejected.
- 6.1.4 The enveloped should be superscripted as "Design, Development, Deploy and Implementation of Enterprise Resource Planning (ERP) for Bihar State Housing Board"

### **6.2 EOI Proposal Preparation Costs & related issues**

- 6.2.1 The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by BSHB to facilitate the evaluation process.
- 6.2.2 BSHB will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **6.3 Other Terms and Conditions**

- 6.3.1 This EOI does not commit BSHB to award a contract or to engage in negotiations.
- 6.3.2 Any bidder from a country which shares a land border with India will be eligible to bid only if the bidder is registered with the Competent Authority as per Ministry of Finance Order No. F.No.6/18/2019-PPD.

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- 6.3.3 Presentation of available existing solution / Software developed by the qualified bidder will be reviewed by an evaluation committee of BSHB and marks will be awarded by the committee based on the parameters mentioned in para8.

#### 6.4 Pre-Bid Meeting

- 6.4.1 BSHB shall hold a pre-proposal meeting with the prospective bidders through video conferencing, if required.

#### 6.5 Responses to Pre-proposal Queries and Issue of Corrigendum

- 6.5.1 The Nodal Officer notified by the BSHB will endeavour to provide timely response to all queries.
- 6.5.2 At any time prior to the last date for receipt of EOI, BSHB may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the EOI Document by a corrigendum.
- 6.5.3 The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the <http://www.eproc2.bihar.gov.in>.
- 6.5.4 Any such corrigendum shall be deemed to have been incorporated into this EOI.
- 6.5.5 In order to provide prospective Bidders reasonable time for taking the corrigendum into account or for any other reason, BSHB may, at its discretion, extend the last date for the receipt of EOI Proposals.

#### 6.6 Right to Terminate the Process

- 6.6.1 BSHB may terminate the EOI process at any time without assigning any reason. BSHB makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- 6.6.2 This EOI does not constitute an offer by BSHB. The bidder's participation in this process may result in short listing the eligible bidders.

#### 6.7 Consortium

Consortium NOT ALLOWED

#### 6.8 Submission of Responses

- 6.8.1 The EOI shall be submitted online on [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in). The bidder shall make the payment of Rs.25000/- before submission of proposal as cost of EOI using online payment system available on [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in)
- 6.8.2 The e-tender Submission module of e-tender portal <https://www.eproc2.bihar.gov.in> enables the Bidders to submit the proposal online against the EOI published by the BSHB. Proposal Submission can be done only from the Submission start date and time till the proposal Submission end date and time given in the EOI. Bidders should start the Bid Submission process well in advance so that they can submit their proposal in time. The Bidders should submit their Bids considering the server time displayed in the e-tender portal. This server time is the time by which the Bid submission activity will be allowed

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till the permissible time on the last/end date of submission indicated in the e-tender schedule. Once the Bid submission date and time is over, the Bidders cannot submit their e-tender. For delay in submission of e-tender due to any reasons, the Bidders shall only be held responsible.

The Bidders have to follow the following instructions for submission of their e-tender:

For participating in e-tender through the e-tendering system, it is necessary for the Bidders to be the registered users of the e-tender portal <https://eproc2.bihar.gov.in>. The Bidders May contact BELTRON Office, Patna at the contact details available on e-tender portal for details regarding registration.

In addition to the normal registration, the Bidder has to register with his/her Digital Signature Certificate (DSC) in the e-tendering system and subsequently he/she will be allowed to carry out his/her e-tender submission activities. Registering the Digital Signature Certificate (DSC) is a onetime activity till its validity. Before proceeding to register his/her DSC, the Bidder should first log on to the e-tendering system using the User Login option on the home page with the Login Id and Password with which he/ she has registered.

- 6.8.3 EOI proposal shall consist of supporting proofs and documents as defined in the Pre-qualification section.
- 6.8.4 Bidder shall submit all the required documents as mentioned in the annexures including various templates (Form 1 to Form 3) and Consortium Agreement & Power of Attorney etc.(if applicable). It should be ensured that various formats mentioned in this EOI should be adhered to and no changes in the format should be done.
- 6.8.5 The EOI proposal submitted online by bidder should be a complete document. The document should be page numbered, must contain the list of contents with page numbers and shall be signed on each page by the Authorized Representative of the bidder.
- 6.8.6 EOI document submitted by the bidder should be concise and contain only relevant information as required.
- 6.9 Bid Submission Format**
  - 6.9.1 The entire proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the EOI proposal.
  - 6.9.2 The bids submitted by fax/e-mail etc. shall not be considered. No correspondence will be entertained in this regard.
  - 6.9.3 BSHB shall not be responsible for any delay or non-submission of the documentation e-procurement portal. No further correspondence on the subject will be entertained.
  - 6.9.4 BSHB reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

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#### 6.10 Short listing Criteria of EOI

- 6.10.1 BSHB will shortlist bidders who meet the Pre-Qualification criteria, experience in execution of similar project for Govt. Organizations and evaluation of demo to be given by the eligible bidders before the evaluation committee of BSHB.
- 6.10.2 The shortlisted bidders shall be required to submit their financial bids and the details regarding the same will be provided in the EOI.
- 6.10.3 Any attempt by a Bidder to influence the EOI evaluation process may result in the rejection of its EOI Proposal.

#### 6.11 Evaluation Process

- 6.11.1 BSHB will constitute an Evaluation Committee to evaluate the responses of the Applicants.
- 6.11.2 The Evaluation Committee constituted by BSHB shall evaluate the responses to the EOI and all supporting documents & documentary evidences. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI Proposal. The Committee may seek additional documents as it deems necessary.
- 6.11.3 Each of the responses shall be evaluated to validate compliance of the applicant according to the Pre-Qualification criteria, Forms and the supporting documents specified in this document.
- 6.11.4 The bidder will be required to make presentation before the Proposal Evaluation Committee on technical and operational aspects including the demonstration of their existing integrated solution to evaluate its suitability for the assignment.
- 6.11.5 The decision of the Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final.
- 6.11.6 The Evaluation Committee reserves the right to reject any or all proposals.

#### 6.12 Notification of Short listed bidders

- ☐ BSHB shall notify the shortlisted bidders on BSHB website and [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in)
- ☐ Only Shortlisted bidders will be issued the Request for Proposal (RFP).

*P. Singh* *Sh. S. Kumar*

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## 7. ELIGIBILITY CRITERIA

7.1	ELIGIBILITY CRITERIA	Documents Required to be Submitted
1	The Applicant must be a Proprietorship Concern/Company/Firm /Autonomous bodies or any other venture not covered above.  <b>Consortium NOT ALLOWED</b>	<ul style="list-style-type: none"> <li>• Copy of Certificate of Incorporation</li> </ul>
2	The agency should have valid registration with appropriate statutory authorities as required under law. A copy of all such registrations such as PAN and GST Tax, etc. must be enclosed.	<ul style="list-style-type: none"> <li>• Copy of GST Registration Certificate.</li> <li>• Copy of PAN Card</li> </ul>
3	The agency should have been in the IT/Software Development field for at least 20 Years.	<ul style="list-style-type: none"> <li>• Proof of commencement of business</li> </ul>
4	Details of orders executed	<ul style="list-style-type: none"> <li>• Enclose copies of orders</li> </ul>
5	Average annual turnover of at least Rs. 5 Crore (Rupees five crore Only) in the last Five (5) financial years (FY2017-18, FY 2018- 19 FY,2019-20, FY 2020- 21 and FY 2021- 22) from Software development, customization, implementation and maintenance services as evidenced by the audited statement.	<ul style="list-style-type: none"> <li>• Audited Balance Sheet and Profit &amp; Loss Statement by statutory auditor/Chartered Accountant.</li> </ul>
6	The agency have experience of execution of at least 01 similar Housing ERP related project in Central/State government organizations of project value not less than 2 Crores.	<ul style="list-style-type: none"> <li>• List of clients and copy of work order/work completion certificate.</li> <li>• Satisfactory completion certificate</li> </ul>
7	The agency should possess the essential infrastructure, facilities and technical expertise and should have on its payroll at least 40 (forty) employees.	<ul style="list-style-type: none"> <li>• List of technical experts.</li> <li>• The bidder has to give an undertaking on its letter head that it has the necessary infrastructure and expertise to handle this project and shall not outsource this Project to a third-party</li> </ul>
8	The firms having black-listed/ debarred in participating in any procurement activities by any State or Central Government or any other govt. organization in India are not allowed to bid.	Undertaking to this effect shall be submitted by the bidder on his letter head that the agency has not been blacklisted/ debarred from participating in tender/bids by any State or Central Govt. organization in India. <b>(Annexure-II)</b>
9	The agency should have experience of successfully handling government / Co-operative / PSU domain	Relevant Work order/experience certificate from department.

**Note:** Apart from the above documents, the bidder is required to submit the Power of Attorney in the name of the Authorized Signatory.

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## 8. EVALUATION CRITERIA

- 8.1 Eligible bidders would be given an opportunity to present a demo of its product before a panel formed by BSHB. Based on the live-demo of the presentation, marking would be done by BSHB panel. Presentation should include the criteria mentioned in the below table.

S. No.	Criteria	Max. Marks	Minimum Marks needed	Marks obtained
1.	Understanding of Requirements	10	5	
2.	Demonstration of developed software Solution(currently in use by some clients)	30	15	
3.	Adequacy of proposed approach & methodology for application development/customization, operations/ execution, managed services and Maintenance	15	7.5	
4.	Work plan (For example Gantt chart for all activities)	10	05	
5.	Number of Similar projects implemented	35	17.5	
	<b>Total Score</b>	<b>100</b>		
Approach and Methodology will be evaluated based on quality of the solution, Presentation/discussions with bidder and the solution's ability to meet the requirement.				

These marks would not be counted on subsequent stages and the RFP document shall be issued to qualified bidders only.

8.2 The criteria for qualification

1. Minimum marks in each criterion as per the column four in above table.
2. Bidder fulfilling requirements and compliance as per FORM 3

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## **BID SUBMISSION FORMS**

The bidders are expected to respond to the EoI using the forms given in this section and all documents supporting Pre-Qualification / EoI Criteria.

Proposal / Pre-Qualification Bid shall comprise of following forms:

**Form 1: Covering Letter with Correspondence Details**

**Form 2: Details of the Applicant's Operations and Consulting Business**

**Form 3: Compliance Sheet for Pre-Qualification Criteria**

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**Form 1**

**Covering Letter on Letterhead of the Bidder with Correspondence Details**

<Location, Date>

To,

Secretary,  
Bihar State Housing Board,  
R-Block, 6, Sardar Patel Marg, Veerchand  
Patel Road Area, Patna, Bihar 800015

**Subject:** EOI for "Designing, Development, Deployment and Implementation of Enterprise Resource Planning (ERP) and strengthening IT infrastructure for Bihar State Housing Board".

Dear Sir/Madam,

This is with reference to your advertisement inviting "Designing, Development, Deployment and Implementation of Enterprise Resource Planning (ERP) and strengthening IT infrastructure for Bihar State Housing Board". We, the undersigned, offer to provide the services for the same, please find below the details of our agency for your consideration:

S.no.	Information	Details
1	Name of the Contact Person	
2	Address of the Contact Person	
3	Name, designation and contact, address of the person to whom, all references shall be made regarding this EOI.	
4	Telephone number of the Contact Person.	
5	Mobile number of the Contact Person	
6	Fax number of the Contact Person	
7	Email ID of the Contact Person	
8	Corporate website URL.	
9	Name of the Organization:	
10	Head of the Organization (with designation):	
11	Legal Status (Whether Company, Proprietorship, Partnership, Society/Trust etc.	
12	Address of Head Office:	
13	Number of Offices (including Head Office): India & Abroad	



14	Annual Turnover (in Lakhs): (Last five Years)	2017-18	2018-19	2019-20	2020-21	2021-22
	i) Years of Operation (in Years):					
	ii) Date of commencement of Business:					
15	PAN Number					
16	GST Registration Number					
17	Number of Employees:					
18	Number of Technical Staff (IT)					
19	Number of Non-Technical Staff					
20	List of major similar web based application Projects undertaken and completed with Details	1. 2. 3.				
21	List of Major clients in integrated solution projects (min. one)	1. 2. 3.				

We are hereby submitting our Expression of Interest. We understand that you are not bound to accept any Proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favors our company in the short listing process, we are liable to be dismissed from the EOI selection process or termination of the contract during the project.

We agree to abide by the conditions set forth in this EOI.

We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

< Applicant's Name with seal >

Name: << Insert Name of Contact person >>

Designation:

Signature:

*P. Singh* *Sh. S. Kumar*

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## Form 2

### Details of the Applicant's Operations and Business

Sl. No.	Information Sought	Details to be Furnished
1	Name and address of the bidding Agency	
2	Incorporation status of the Agency	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No. (if applicable)	
6	GST Registration Number	
7	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

P. Singh J. Shree Kumar

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### FORM 3

#### Compliance Sheet for Pre-Qualification Criteria

S.No	Requirement/Compliance			Provide Compliance details (Yes/No) Ref Page No in EOI Other details, if any	Remarks
1	LEGAL				
	A.	1	The Bidder must be a Sole proprietor/individual Company/ Firm/ Society.		
	B	1	The Bidder possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the EOI document.		
		2	The bid is complete in all respects and covers the entire scope of work as stipulated in the document.		
		3	Bidders is meeting the Eligibility Criteria		
	C	1	GST Registration Certificate		
		2	Income Tax Registration/ PAN Number		
	D	1	An attested & valid copy of all the above-mentioned certificates provided		
	E	1	The Bidder should be in operation anywhere in India for at least Twenty Years as on 31-Mar-2022		
	F	1	Copy of Power of Attorney in the name of the Authorized signatory		
		2	Black Listing: An affidavit on the appropriate stamp paper by the authorized signatory		
2	TECHNICAL				
	A	1	MSME certificate		
		2	Single Point of Contact Provided		
		3	Executed Similar Projects		

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Jyoti K. K. K.

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	4	The agency should have been in the Software Development field for at least 20 Years and should have experience of execution of at least 01 ERP related project for 03 continuous years in Central/ State government organizations/ PSUs/Autonomous Bodies in India.		
	5	Reference, information, and certificates from the respective clients certifying technical, delivery & execution capability of the bidder should be signed and the contact numbers of all such clients		
	6	Organization should own the complete source code of the software being used for integrated solution		
	7	Organization should have strong quality management and in-house quality assurance group.		
	8	The bidder should have on its payroll at least 40 Technical employees.		
	9	Self-Certified list of manpower engaged along with the designation signed by the authorized Signatory		
3	FINANCIAL			
A.	1	Cost of EOI Document ( Rs.25000/-)		
	2	The bidder should have annual average turnover of at least Rs. 5 Cr (Rupees Five Crore Only) in the last five financial years (FY2017-18, FY 2018- 19 FY,2019-20, FY 2020- 21 and FY 2021- 22) from similar services.		
	3	Copies of audited balance sheets/ profit & loss accounts/ annual reports of last five f financial years (2017-18, 2018-19, 2019-20, 2020-21 & 2021-22).		
	4	Bidder should have a positive net worth during the last <del>three</del> <sup>five</sup> financial years (2017-18, 2018-19, 2019-20, 2020-21 & 2021-22).		

P.S. Singh

Prateek Kumar

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## Annexure-II

SELF-DECLARATION – NON-BLACKLISTING

(On Non-Judicial Stamp Paper of ₹100/- duly attested by the Notary  
Public)

To,

The Secretary,

R-Block, 6, Sardar Patel Marg, Veerchand  
Patel Road Area, Patna, Bihar 800015

Sir,

In response to the EoI ref No. \_\_\_\_\_ Dated \_\_\_\_\_. Designing, Development, Deployment and Implementation of Enterprise Resource Planning (FRP) and strengthening IT infrastructure for Bihar State Housing Board, I/ We hereby declare that presently our Company/ Firm \_\_\_\_\_ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/firm \_\_\_\_\_ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security amount may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

P. Singh, Jst. Secy. Bihar  
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