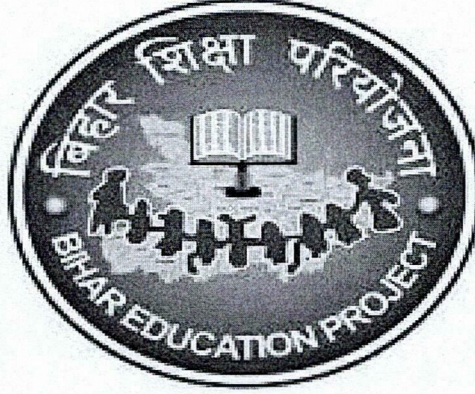


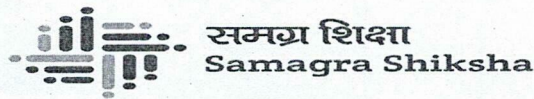
RFP Reference No. BEPC/VSK/2025-26/.....²⁴²⁴....., Dated ..⁰⁴.../06/2025



**REQUEST FOR PROPOSAL FOR
SELECTION OF SYSTEM INTEGRATOR FOR IMPLEMENTATION OF
VIDYA SAMIKSHA KENDRA (VSK) IN THE STATE OF BIHAR**

Issued By:

Bihar Education Project Council
2nd-3rd Floor, Shiksha Bhawan,
Bihar Rashtrabhasha Parishad Campus, Saidpur,
Patna - 800 004 (Bihar)



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Table of Contents

SCHEDULE OF BID PROCESS		5
1	REQUEST FOR PROPOSAL	6
2	BACKGROUND INFORMATION	6
3	SCOPE OF WORK	7
4	INSTRUCTIONS TO BIDDERS	9
5	ELIGIBILITY CRITERIA	11
6	SERVICE LEGAL AGREEMENTS (SLA)	22
7	PROJECT MILESTONE DELIVERABLES AND TIME SCHEDULE	25
8	PAYMENT SCHEDULE AND PENALTY	25
ANNEXURE 1: LETTER OF SUBMISSION		32
ANNEXURE 2: LIST OF SIMILAR WORK / PAST PERFORMANCE		33
ANNEXURE 3: DETAILS OF BIDDER		34
ANNEXURE 4: TECHNICAL SPECIFICATIONS		35
ANNEXURE 5: LETTER FOR FINANCIAL PROPOSAL		38
ANNEXURE 6: FINANCIAL BID FORMAT		39
ANNEXURE A: FORMAT FOR PERFORMANCE BANK GUARANTEE		42
ANNEXURE B: CONTRACT AGREEMENT		43
ANNEXURE C: DETAIL OF PROJECT MANPOWER		45

DISCLAIMER

1. While this Request for Proposal document ("RFP") has been prepared in good faith, neither Bihar Education Project Council (BEPC), GoB nor its employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of Information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP, even if any loss or damage is caused by any act or omission on their part.
2. This document is not transferable and this RFP does not purport to contain all the information that each Bidder may require and accordingly is not intended to form the basis of any investment decision or any other decision to participate in the bidding process for the selection of the Successful Bidder for this Project. Each Bidder should conduct their own investigations and analysis and check the accuracy, reliability, and completeness of the information in this document and obtain independent advice from appropriate sources.
3. Though adequate care has been taken while preparing this Bid Document, the Bidder shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately.
4. BEPC, GoB may modify, amend, reject or supplement this RFP document in accordance with norms and procedures and as per the requirement of the project. BEPC, GoB reserves the right to waive any irregularity in the proposal (RFP) and the BEPC, GoB makes it clear that the RFP is not an offer/ Agreement.
5. Neither the BEPC, GoB nor its employees shall be liable to any Bidder or any other person under any law including the law of Agreement, tort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise, or be incurred, or suffered, in connection with this RFP document, or any matter that may be deemed to form part of this RFP document, or the award of the Agreement, or any other information supplied by the BEPC, GoB or their employees or consultants or otherwise arising in any way from the selection process for the award of the Agreement for the Project.
6. BEPC, GoB is not bound to accept any or all the Proposals. BEPC, GoB reserves the right to reject any or all the Proposals without assigning any reasons. No Bidder shall have any cause for action or claim against the BEPC, GoB or its officers, employees, successors, or assignees for rejection of their bid. The RFP submitted by the bidder will be the property of the BEPC, GoB.

Glossary

Abbreviation/ Terms	Details
Authorized Signatory	The bidder's representative / officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BEPC	Bihar Education Project Council (BEPC),
Bid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bid Security/ Earnest Money Deposit (EMD)	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder	Any person/ firm/ agency/ company/ contractor/ vendor participating in the bidding process with the procurement entity
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. State Project Director, Department of Education, GoB shall be the Competent Authority in this bidding document.
Contract	"Contract" means a legally enforceable agreement entered into between the Procuring entity and the selected bidder(s) with mutual obligations.
LD	Liquidated Damages
LoI	Letter of Intent
PAN	Permanent Account Number
PQ	Pre-Qualification
Procurement Process	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
Purchaser/ Tendering Authority/ Procuring Entity	Person or entity that is a recipient of a goods or service provided by a seller (bidder) under a purchase order or contract of sale, also called buyer. BEPC, GoB in this BID document.
Services	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity
Service Level Agreement (SLA)	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
State Government	Government of Bihar (GoB)
GST	Goods and Service Tax
WO/ PO	Work Order/ Purchase Order

Schedule of Bid Process

SL	Information	Details
1	RFP Issuing Authority	State Project Director, Bihar Education Project Council (BEPC)
2	RFP No. and Date of availability	RFP Reference No. BEPC/VSK/2025-26/ 2424 , Dated 04 /06/2025 Available for download from 05 /06/2025, 05:00 PM onwards till 26 /06/2025, 3:00 PM on https://eproc2.bihar.gov.in
3	Last date for submission of written queries for clarifications	10 /06/2025, 12:30 PM e-mail: etenderbepc@gmail.com
4	Date of pre-bid conference	10 /06/2025, 02:30 PM Virtual Mode - Link: https://us02web.zoom.us/j/81546272058?pwd=SllzRzhiVHVCVTg4NFQ5MTZMMWY5UT09 Meeting ID: 815 4627 2058 Passcode: abc123 e-mail: etenderbepc@gmail.com
5	Release of response to clarifications	12 /06/2025, 5:00 PM
6	Last date of submission of bid	26 /06/2025, 4:00 PM
7	Last date of submission of Hard copy of EMD	26 /06/2025, 4:00 PM
8	Opening of Technical Bids	26 /06/2025, 4:30 PM
9	Opening of Financial Bids	To be intimated
10	Contact person for queries	The State Project Director, Bihar Education Project Council, Shiksha Bhawan, Bihar Rashtrabhasha Parishad Campus, Saidpur - 800 004. e-mail : etenderbepc@gmail.com

Note: BEPC reserves the right to amend document for RFP, schedules, and critical dates. It is sole responsibility of bidder to check <https://eproc2.bihar.gov.in> from time to time for any updated information. No communication in writing or through e-mail or any other mode will be sent by BEPC in this regard. BEPC also reserves the right to cancel the whole tender process at any time during the bid process without assigning any reason thereof.

REQUEST FOR PROPOSAL (RFP)

1. Notice Inviting RFP

In order to monitor different activities and programs under School education minutely, Government of India has sanctioned Vidya Samiksha Kendra (VSK) to all states. The ability to effectively collect, monitor, correlate and analyze data will lead to timely actions to implement schemes. Integrating various data sets and breaking through the barrier of operation in silos will help in analyzing data meaningfully using big data analysis, artificial intelligence and machine learning. For achieving this, the Office of BEPC, Bihar invites sealed Proposal (Technical & Financial) from Prospective Bidders/Agencies to participate in tender for the implementation of Vidya Samiksha Kendra (VSK) in the State of Bihar.

2. Introduction and Background

2.1 About Vidya Samiksha Kendra (VSK)

Vidya Samiksha Kendra (VSK) is a Nationwide Programme launched by the Ministry of Education, Government of India. VSK is aimed at leveraging data and technology using big data analysis, artificial intelligence and machine learning to enhance the overall monitoring of the education system and thereby, to bring a big leap in learning outcomes.

2.2 Objectives of Vidya Samiksha Kendra

The main objectives envisioned for the Vidya Samiksha Kendra are:

1. To monitor the real-time status of various projects/activities under the ambit of Samagra Shiksha.
2. To keep track of enrolled students including learning outcomes, dropouts, support required by teachers and schools, etc.
3. To monitor and track field-level academic and non-academic activities at the state level and also empower administrators and teachers in the field to take data-driven decisions.
4. To identify and analyze improvement areas for decision-making and implementation that needs urgent attention.
5. To improve students' academic performance, enhance teachers' accountability in schools, and effectively utilize available resources.
6. To set up a centralized helpdesk for grievance redressal mechanisms for stakeholders of the school ecosystem



7. To develop a Centralized dashboard providing the real-time performance indicators of schools
8. Increase accountability among all the field-level staff/administrators & monitor the real-time status of various project components/activities under the ambit of School Education.

3. Scope of Work

Within the guidelines of NDEAR Compliant Vidya Samiksha Kendra (VSK) Principles and Guidelines, the State Project Director, BEPC, Bihar intends to implement the setting up of Vidya Shiksha Kendra Unit for the State of Bihar, a Control Command Centre at State level for tracking students' enrolment, progress in their learning levels, information on Child Labor and out of school Children Mainstreamed, Textbooks delivery, support required by teachers and schools etc. The proposal is that selected bidder will have to ensure for the implementation of Vidya Samiksha Kendra (VSK) in the State of Bihar which include the followings deliverables:

Non-Recurring (Capex Phase) – Deliverables

1. Delivery of IT Hardware Equipment
2. Delivery of Furniture
3. Implementation of Dashboards (and associated Data Operations)

Recurring (Opex Phase) – Deliverables

1. Maintenance Support Charges for Applications
2. Annual Charges for Cloud Infrastructure
3. Manpower Costs for VSK Operations

The detailed scope of work is highlighted under the following subheads.

3.1 Procurement and Installation of IT Hardware / Video Wall Solution

Detailed specifications of the IT Infrastructure are given below:

S. No.	Name of item	Quantity
1	Video Wall - 4X3 Matrix	12
2	Wall Mount	12
3	Desktops for workstation	10
4	Server Rack (Video Wall)	1
5	Sound Setup	1





S. No.	Name of item	Quantity
6	CCTV	1
7	10 KVA UPS (three Phase)	1
8	Wi-Fi-Router	1
9	TV Unit (75")	1
10	LAN Wiring	1
11	Printer	1

3.2 Procurement of Furniture

S. No.	Description	Quantity
1	Workstation furniture (Table + Chair Set)	10
2	Sofa set	1

3.3 Cloud Infrastructure

The number of applications to be deployed and instances shall be based on the requirements of the state. The Bidder should estimate this based on the number of users and usage pattern expected.

S. No.	Cloud Infrastructure Service
1	Data warehouse (need to scale if workload increases)
2	Log management
3	Visualization Suite
4	Managed SQL Data Base with replication instance – Registry copy database, 1 core, 2 vCPU, 8 GB RAM, 5 GBPS
5	Content delivery network
6	Serverless compute engine
7	File storage (as required)
8	Search services
9	API gateway
10	Email notification/queue service
11	Any Other Services/Support, as required

The responsibility related to data security shall rest with the Successful Bidder, in accordance with the Information and Technology Act, 2000, as amended from time to time.

3.4 Implementation of Dashboards for Vidya Samiksha Kendra

The design and development of 10 Dashboards covering some of the critical programs of Samagra Shiksha. The responsibility of providing the Data for the Dashboards shall rest with the BEPC and shall not be included in the Scope of Work of the Successful Bidder.

3.5 Manpower Requirement

The Bidder is required to provide suitable and adequate manpower (in a hybrid manner) to establish PMU for the Opex (Operations and Maintenance) Phase of the project. The Bidder shall provide such manpower in-line with the following requirements:

S.N.	Name of Positions	No. of Post	Location
1	Project Manager	1	On-Site
2	Product Manager	2	On-Site
3	IT Support Engineer	1	On-Site
4	Data Analyst	3	On-Site

Minimum Qualification of the Manpower Required:

Minimum Qualification and Experience	
<ul style="list-style-type: none">• MBA or MCA or BE or B. Tech or Bachelor's Degree• Experience of working in education domain preferable• Experience of having led a team preferable• Experience of having worked on e-Governance projects at State/ Central govt. programs preferable.• Experience of working with senior govt. stakeholders is preferable• Proficiency in MS tools, MS Office and Google suite would be an added advantage.• Project Management certification would be an added advantage.• Previous experience in areas such as Knowledge of Command-and-Control Centre Operational processes, procedures and escalation standard would be an advantage.	

Note:

* Terms 'Preferable' (or 'Added Advantage') in the table above to be understood as 'Non-Mandatory'.

** Detailed Minimum qualification and experience along with key responsibility are given in Annexure C.

4 Instruction to Bidders

4.1 Purpose of Bid Document

- a. The purpose of this process is to select a Prospective Bidder for setting up Vidya Samiksha Kendra (VSK) in the State of Bihar as per detailed Scope of Work defined in Section 1. This document provides information to enable the bidders to understand the broad requirements to submit their 'Bids'.



- b. Consortium of Bidder with a solution partner is allowed. Consortium partners should be 2 Companies including Primary or Lead bidder and one solution (or Consortium) Partner.
- c. The manner in which the proposal is required to be submitted, evaluated and accepted is explained in this bid document.

4.2 Completeness of Response

- a. Bidders are advised to study all instructions, forms, requirements, and other information in the RFP documents carefully.
- b. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with a full understanding of its implications.
- c. The response to this RFP should be complete in all respects. Failure to furnish all information required by the RFP 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.

4.3 Proposal Preparation Cost

- a. 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 the State Project Director, BEPC, Bihar to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. BEPC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b. This Bid document does not commit the State Project Director, BEPC, Bihar to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

4.4 Queries of the Bidders and Issue of Corrigendum

- a. The bidders or their authorized representatives are requested to raise Queries, if any, and/ or submit their Requests/ Suggestions through the Tender Portal.
- b. Any modifications in the bid document, which may become necessary as a result of the queries/ requests/ suggestions of the intended participants, shall be made through issuance of a corrigendum. After issuance of such corrigendum(s), it shall be treated as an integral part of this bid document. Therefore, bidders are advised to study the corrigendum carefully before submission of their proposal. The Director shall not accept any liability in this respect.



5 Eligibility Criteria

5.1 Basic Eligibility Criteria

The bidder/ consortium partner must possess the requisite experience, strength and capabilities in providing services necessary to meet the requirements as described in the RFP document. Keeping in view of the complexity and volume of work involved, following Criteria is prescribed towards Eligibility of bidders interested in undertaking the project. The bidder must also possess technical know-how and financial ability that would be required to successfully implementation and setting up of Vidya Samiksha Kendra (VSK), Operation and Maintenance services sought by the State Project Director, BEPC, Bihar for the entire contract duration. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the bid document. This invitation to bid is open to all bidders who qualify the eligibility criteria as given below:

S. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	The bidder and consortium partner should be a Company Registered under the Companies Act 1956/ 2013 and should have more than 5 years of existence in India.	Copy of Certificates of Incorporation/ Registration stating Name of the Company along with CIN
2.	Financial: Turnover	Minimum annual Average Turnover of bidder and consortium partner during three preceding financial years i.e., 2021-22, 2022-23 & 2023-24, should not be less than Rs. 15 Crore	Audited Balance Sheet/ Turn Over Certificate issued by the Statutory Auditor/ Chartered Accountant
3.	Personnel: Employees on Payroll	The bidders and consortium partner must have at least 30 employees on its rolls in India.	Manpower Certificate issued by the Statutory Auditor/ Chartered Accountant
4.	Tax registration and Clearance	The bidder and consortium partner must be registered with Concerned Govt. Departments and possess following: - 1. Permanent Account Number (PAN) issued by the Income Tax Department 2. GST Registration No. issued by the Commercial Taxes Department	1. Copy of PAN 2. Copy of GSTN 3. Copy of EPF Registration 4. Copy of ESIC Registration

S. No.	Basic Requirement	Specific Requirements	Documents Required
		3. EPF & ESIC Registration Nos. issued by the Employees' Provident Funds Organization	
5.	Mandatory Undertaking	<p>Bidder and consortium partner should: -</p> <p>a) Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a Court or a Judicial Officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</p> <p>b) Not have, including its Directors and Officers, been convicted (or have any cases pending with any State/ Central/ District investigating agency) of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings.</p> <p>c) Not be having any action or suit or proceeding or investigation pending against it, including its Director(s)/ Officer(s)/ Employee(s)/ Consultant(s), at Law or in equity before any Court or before any other Judicial,</p>	Self-Declaration

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S. No.	Basic Requirement	Specific Requirements	Documents Required
		<p>Quasi-Judicial or other Investigation/ Regulatory authority, for offences involving moral turpitude in relation to its business dealings as well as for matter(s) relating to the Security & Integrity of the Country, the outcome of which may constitute an event of default or impair implementation of contract in any manner whatsoever.</p> <p>d) not have a conflict of interest in the procurement in question as specified in the bidding document. Comply with the code of integrity as specified in the bidding document.</p> <p>e) Bidder must submit an undertaking regarding non-blacklisting.</p>	
6.	Technical Experience	<p>Bidder or consortium partner must have Executed (or is Executing) at-least 2 Projects in –</p> <p>a. Vidya Samiksha Kendra Command and Control Center, or</p> <p>b. IT Projects in India for a minimum order value of Rs. 1 Cr. each</p> <p>And</p> <p>Bidder should have experience in Establishing Project Monitoring Unit and have been providing technical resources to cater IT/Software needs of minimum 2 State/ Central Govt Departments in the Last 5 Years.</p>	<p>Work Order/ Engagement Letter/ Contract Agreement/ Master Service Agreement and Resource Details including Name, GST Invoices, Salary Slips, Contact Details, Department, Department Official Website, Contact Details, Contract Agreement, ESI and PF Details- CA Certificate with UDIN number</p>

S. No.	Basic Requirement	Specific Requirements	Documents Required
7.	Consortium Partner Agreement	Bidder and consortium partner must provide a valid Consortium Agreement by committing the project delivery and maintenance	Notarized Affidavit should be submitted
8.	OEM Criteria	OEM of the Computer and Smart Panel should have OEM office or an Authorized Partner/Distributor in Bihar since the last 3 years. OEM should have been operational in India from last 10 years.	Registration, Shop license certificate required as proof. Related Documents Required as proof
9.	Certificates	The bidder must possess a valid ISO.9001:2015, ISO 14001: 2015, ISO 27001:2011, ISO/IEC 20000-1:2011 as on bid calling date	Copies of Certificates
9.	Authorized Representative from Bidder	A Power of Attorney/ Board Resolution in the Name of Authorized Signatory to the Bid.	Original Power of Attorney/ Board Resolution Copy
10.	Non-Blacklisting	None of the partners / bidders in the consortium/JV (or Individual Bidder) should have been blacklisted or debarred by any Government Department or Ministry or a Government Entity or PSU during the last 5 Financial Years for any project (i.e, FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24)	Submit Notarized Affidavit

5.2 Right to Terminate Selection Process

- The State Project Director, BEPC, Bihar may terminate the RFP process at any time and without assigning any reason makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- This RFP does not constitute an offer by the State Project Director, BEPC, Bihar
- The bidder's participation in this process may result in the State Project Director,

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BEPC, Bihar selecting the bidder to engage in further discussions and negotiations toward execution of a contract.

- d. The commencement of such negotiations does not, however, signify a commitment by the State Project Director, BEPC, Bihar to execute a contract or to continue negotiations.
- e. None of Bidders/ Consortium Partners should not been blacklisted/ debarred in any project for the last five financial years.
- f. The State Project Director, BEPC, Bihar may terminate negotiations at any time without assigning any reason.

5.3 Bid Security/ Earnest Money Deposit (EMD)

- a. Bidder needs to deposit the EMD of Rs. 5,00,000 (Rupees Five Lakh Only) either in the form of Bank Guarantee in favour of Director BEPC payable at Patna or payable online while submitting tender on Tender portal. Bids submitted without adequate EMD will be liable for rejection.
- b. In case bid is submitted without EMD or Bid Fees as mentioned above then The Director, Bihar Education Project Council (BEPC), Government of Bihar reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- c. No interest will be payable by the BEPC, Bihar on EMD.
- d. EMD of unsuccessful bidders will be returned by the Authority, without any interest, as promptly as possible after acceptance of the proposal of selected bidder or when the Authority cancels the bidding process subject to the receipt of a written application addressed to the State Project Director, BEPC, Bihar.
- e. Selected Bidder's EMD will be returned, without any interest, after signing the Agreement and furnishing the Security Deposit /Performance Guarantee in accordance with the provision thereof.
- f. The decision of State Project Director, BEPC, Bihar regarding forfeiture of the EMD and rejection of bid shall be final and shall not be called upon question under any circumstances.
- g. The EMD/ Security Deposit shall be liable to be forfeited in the following circumstances:
 - i. If a bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
 - ii. In the case of a successful bidder, if the bidder fails to sign the Contract or to

furnish Performance Bank Guarantee within specified time.

- iii. During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- iv. During the bid process, if any information found wrong/manipulated/hidden in the bid.

5.4 Bid Validity

The proposal should be valid for acceptance for a minimum period of 180 days from the Bid Opening Date (the "Proposal Validity Period"). If required, the State Project Director, BEPC, Bihar may request the bidder to have it extended for a further period. The request and the responses thereto shall be made in writing. A Bidder agreeing to the request will not be required or permitted to modify his Proposal but will be required to extend the validity of EMD for the period of the extension, and in compliance with above Section 7 in all respects.

5.5 Taxes, Duties and Levies

- a. Prices are Inclusive all Taxes and Levies
- b. All payments will be subjected to tax deduction at source as applicable at the prevailing tax rates and procurement rules. The decision of the Purchaser in this regard will be final and binding and no disputes in this regard will be entertained.

5.6 Right to Vary the Scope of the Work at the Time of Award

The State Project Director, BEPC, Bihar reserves its right to make changes to the scope of the work at the time of execution of the resultant Agreement. If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Agreement, whether changed or not changed by the order, an equitable adjustment (if required) shall be made in the Contract Value or time schedule, or both, and the Agreement shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the changed order.

5.7 Other Requirements

- a. The Bidders are requested to submit MAF from OEMs for the below mentioned equipment along with the technical bid.
 - i. Desktop and Printer
 - ii. 75" TV
- b. BEPC may ask to deliver a presentation on the Solution (IT Hardware/Software) at any stage during the bid process with prior notice of 72 hrs, including the Technical

Evaluation Process. Falling of providing the same will lead to disqualification of bid.

- c. The solution should be readily available meeting the requirements given in the Scope of Work which can be deployed as per the delivery/implementation schedule given in this document. Bidder is required to submit the undertaking in this regard.

5.8 Submission of Bid

- a. The bidder's bid must be complete in all respects, conform to all the requirements, terms and conditions and specifications as stipulated in the Bid document.
- b. Bidders shall have to upload following documents towards submission of their bids:
 - i. Copy of EMD
 - ii. Eligibility criteria related Documents, including Registration Certificates, Certificates issued by the Chartered Accountants, Work Orders/ Experience Certificates, Quality Certifications, Copy of Board Resolution/ Power of Attorney empowering Authorized Signatory to Sign/ Act/ Execute documents binding the bidder organization to the Terms & Conditions detailed in this proposal, etc.
 - iii. Technical proposal related documents, including Catalogues, Brochures, etc. of all the IT and Non-IT related items.
 - iv. Financial Bid
- c. All documents submitted should be properly page numbered, signed and should have appropriate and relevant contents.
- d. Index sheet of each document should be submitted for ease & fast documentations verifications.
- e. Bid documents that do not provide complete information shall be rejected.
- f. Proposals must be direct, concise, and complete. The State Project Director, BEPC, Bihar will evaluate bidder's proposal based on its clarity and completeness of its response to the requirements of the project as outlined in this RFP. The State Project Director, BEPC, Bihar reserves the right to accept or reject any or all the proposals without assigning any reason.

5.9 Technical Evaluation Criteria

Sl.	Criteria	Marks
1	Bidder (or Lead Bidder) OR Consortium partner (in case applicable) company should have successfully Received – (a) IT/ ITES Project or	25

Sl.	Criteria	Marks
	(b) ICT Project or (c) VSK (Vidya Samiksha Kendra) project or (d) Command and Control Center project from Central/ State/ Other Government or Public Sector Undertaking (PSU) in the last three financial years (FY 2021-22, 2022-23, 2023-24). <ul style="list-style-type: none"> 0 Projects: No Marks 1 project: 15 Marks >=2 projects: 25 Marks 	
2	The bidder (or Lead Bidder) OR Consortium partner (in case applicable) must have at least 30 employees on its payrolls in India. <ul style="list-style-type: none"> >30 & <40 Employees: 15 Marks 40 or More Employees: 25 Marks 	25
3	Bidder (or Lead Bidder) OR Consortium Partner (in case applicable) must have Experience with Implementation/ Deployment of VSK (Vidya Samiksha Kendra) Software Tool Kit (Software Application) projects. The Software Tool Kit being implemented/ deployed should be developed by the Bidder (i.e., the Bidder (or Consortium Partner) should have developed the Software Tool Kit or Application in-house and Not Subcontracted it or Developed in Consortium/ JV/ Partnership with another entity or company). Bidder should provide MOUs/ Contract signed/ Work Orders reg. such projects. Only the MOUs/ Contract signed/ Work Orders/Experience Letter where the Bidder has directly implemented the project (and Not Sub-Contracted or Joint- Ventured for execution of work) shall be considered for this purpose. <ul style="list-style-type: none"> 3 VSK project: 5 Marks >= 4 & < 6 VSK projects: 10 Marks 6 or more VSK projects: 20 Marks 	20
4	The Bidder (or Lead Bidder) OR consortium partner (in case applicable) should have received Work Order or Contract for Learning outcome improvement projects from Central/ State/ District Government where these Central/ State/ District level Projects have led to improvement in student level learning outcomes in the last 3 FYs (i.e.,	05

Sl.	Criteria	Marks
	2021-22, 2022-23, 2023-24) <ul style="list-style-type: none"> 1 Projects: 02 Marks 2 and more Projects: 05 Marks 	
5	The Bidder (or Lead Bidder) OR consortium partner (in case applicable) should have received work orders from Centre/ State Govt. or PSU in the last 3 financial years (i.e., 2021-22, 2022-23, 2023-24) till the bid submission date, for setup of Vidya Samiksha Kendra (VSK) on a turnkey basis. <ul style="list-style-type: none"> 2 Projects: 05 Marks ≥ 3 & < 5 projects.: 10 Marks ≥ 5 projects.: 20 Marks 	20
6	The Bidder (or Lead Bidder) OR Consortium Partner (in case applicable) should have successfully providing IT-Technical Manpower Services / Field Management Services in the last 5 financial years, from a Ministry / Departments of Govt. of India/ Indian State Govt. Departments/ Indian District Govt. Administration <ul style="list-style-type: none"> upto 2 Departments No Marks > 2 & ≤ 5 projects: 2 Marks ≥ 5 projects: 5 Marks 	05
Total		100

- a. The bidders have to score a 50 minimum marks out of a maximum of 100 marks, in technical evaluation as per criteria mentioned in this clause to be considered for Financial Evaluation. The State Project Director, BEPC, Bihar reserves the right to lower the minimum required marks if none of the Bidders achieves 50% of the total marks. Only the bids qualifying the technical evaluation will be considered for financial evaluation.
- b. The Bidder shall be selected on the basis of Quality and Cost Based System (QCBS), whereby Technical Proposal will be allotted weightage of 70% and Financial Proposal will be allotted weightage of 30%. The Proposal with the lowest bid shall be given a financial score of 100 and the other proposals shall be given financial scores that are inversely proportionate to lowest Financial Proposal as stated below. The total score, both technical and financial, shall be obtained by weighing the quality and cost score and adding them up.
- c. The Total Score of Technical Proposal and Financial Proposal shall be computed as follows:




Calculation Formula = $B = [(C_{low}/C) * X] * 100 + [(T/T_{high}) * (1-X)] * 100$

where,

B=Total Score of combined Technical Proposal and Financial Proposal

C = evaluated Bid price

C_{low} = the lowest of all evaluated Bid price among responsive bids

T = the total technical score awarded to the Bid

T_{high} = the technical score achieved by the Bid that was scored best among all responsive Bids

X = Financial weightage for the process as specified in bids (0.3 or 30%)

Total Score will be calculated based on the technical and financial marks awarded by the committee members and the applicable QCBS weight-age

- d. The Bid of the Bidder, who obtain the highest Total Score (B) value, will be rated as the best bid and shall be recommended for award of contract. In the event of a tie, Authority will decide the matter in its full discretion.

The three proposals in the combined technical and financial evaluation were ranked as:

H-1

H-2

H-3

- e. In case the bidder who has obtained the highest Total Score (B) value and recommended for award of contract is not ready to accept the offer/ found inappropriate, the award of contract shall be recommended to subsequent Bidder.

5.10 Notification of Award and Signing of Contract

- a. The State Project Director, BEPC, Bihar shall facilitate signing of the contract within the period of 30 days of the notification of award. However, it is to be noted that the date of commencement of the project and all contractual obligations shall commence from the date of issuance of Purchase Order/ Letter of Acceptance, whichever is earlier. All reference timelines as regards the execution of the project and the payments to the Implementation Agency shall be considered as beginning from the date of issuance of the Purchase Order/ Letter of Acceptance, whichever is earlier.

- b. The notification of award (LoI/ Purchase Order) will constitute the formation of the Contract. Upon the bidder's executing the contract with State Project Director, BEPC, Bihar, it will promptly notify each unsuccessful bidder and return their EMDs.

5.11 Performance Bank Guarantee

- a. The successful bidder shall at his own expense, deposit with department, within 30 days of the notification of award (done through issuance of the Purchase Order/ Letter of Acceptance), an unconditional and irrevocable Performance Bank Guarantee (PBG) from a list of approved banks as per the format given in this Bid document, in favor of 'State Project Director, BEPC, Bihar' for the due performance and fulfillment of the contract by the bidder.
- b. The bidder must provide a performance guarantee of 5% for the Bid Price.
- c. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- d. The successful bidder shall maintain a valid and binding Performance Guarantee for a period of three months after the expiry of the Contract Period ("Validity Period").
- e. The Performance Bank Guarantee letter format is given in Annexure 'A', of this document.
- f. The Performance Bank Guarantee may be discharged/ returned by department upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- g. If the bidder fails to furnish the Performance Guarantee, it shall be lawful for the Authority to forfeit the EMD and cancel the contract or any part thereof.
- h. In the event of the bidder being unable to service the contract for whatever reason, the Department would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Department under the Contract in the matter, the proceeds of the PBG shall be payable to department as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. The Department shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default.
- i. The State Project Director, BEPC, Bihar shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction, or misstatement.

5.12 Contract Period

The contract period is Four months for the Capex (Capital Expenditure) period and twelve months for the Operation and Maintenance phase (Opex Phase) and same may be extended upto three years.

6 Service Legal Agreements (SLA)

6.1 Service Legal Agreements (SLA)

- a. The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Bidder to BEPC, Bihar for the duration of this Agreement.
- b. Service Level Agreement (SLA) shall become the part of Agreement between BEPC, Bihar and the Successful Bidder. SLA defines the terms of the Successful Bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The successful bidder has to comply with Service Levels requirements to ensure adherence to project timelines, quality and availability of services.
- c. Penalties shall not be levied in the following cases:
 - i. There is a Force Majeure event affecting the SLA which is beyond the control of the successful bidder.
 - ii. The non-compliance to the SLA is due to reasons beyond the control of successful bidder.

6.2 SLA Performance/ Measurement

Payment to the Bidder is linked to compliance with the SLA metrics.

- a. The Bidder will get 100% of the Contracted value if all the baseline performance metrics are complied with and the SLA Performance Score is 100.
- b. The Bidder will get less payment in case of the lower performance. For e.g., if SLA Performance Score is 80 during the quarter, INR 1000 per day will be deducted on the quarterly payment.
- c. If the performance in respect of any parameter falls below the prescribed lower performance limit, the Bidder will be in breach of SLA.

The Performance Score during the quarter will be considered for computing penalty. The quarterly payment shall be made after deducting the liquidated damages as mentioned above.

The BEPC, Bihar shall also have the right to conduct, either itself or through any other



agency as it may deem fit, an audit/revision of the SLA parameters. The SLAs defined shall be reviewed by BEPC, Bihar on case to case basis after consulting the successful Bidder. All the changes would be made by BEPC, Bihar after consultation with the Bidder and might include some corrections to reduce undue relaxation in Service levels or some corrections to avoid unrealistic imposition of liquidated damages, which are noticed after project has gone live.

6.3 Liquidated Damages

Liquidated damages to be levied shall be capped at 1% of the CAPEX value for Delay (or violation) in completing the Deliverables during the Capex Phase and at 1% of the OPEX value for Delay (or violation) during Operation and Maintenance period. However, the BEPC, Bihar would have the right to invoke termination of the contract in case the overall liquidated damages exceed 1% of total contract value.

6.4 SLA for Delay in Completing the Deliverables

The following SLAs shall be used to pre-implementation evaluate the timelines for completion of deliverables till Go-Live.

Definition	Timely delivery of deliverables would comprise Supply and Installation of IT Hardware and Furniture & the Delivery of Dashboards.
Completion of all deliverables	All the deliverables defined in the contract has to be submitted on-time on the date as mentioned in the contract with no delay.
Measurement of completion of all Deliverables	To be measured in number of weeks of delay as per the timelines mentioned in the section "Project Milestones"
Penalty for non-achievement	A gestation period of 30 days from the Milestone completion date of the project as mentioned in the Project Timelines/Milestones in this RFP, shall be provided to the Bidder for completion of all deliverables. Any delay beyond this period of 30 days of gestation period for completing all deliveries required, will incur a penalty of Rs. 1000 per day.

6.5 SLA during Operation & Maintenance Phase

These SLAs shall be used to evaluate the performance of the services where the penalties would be levied for cumulative performance for the quarterly basis.

The upper limit of penalty would be capped at 1% of the OPEX value.

VR

ME

S. No.	Parameter	Definition	Measurement/Performance Level (Quarterly Basis)	Maximum Points
1	End-User Equipment Uptime	Monitoring of workstation at the VSK center, Devices,, Video Wall etc.	Uptime-100%	10
			Downtime<100% to >=95%	Minus 2.5
2	System uptime	It will be calculated based on a formula —Total uptime in minutes/ Total minutes of operations in a month. This will be calculated for a window of service for 9- hour, 6- days/week. For example, If the system was down for 2 hours in July 2023 or up for 298 hours; Uptime will be $[\{298/ (25 \text{ days} \times 12\text{hours})\} \times 100] = 99.33 \%$	Uptime: >=99.5 % in month	10
			Downtime< 99.5% to >=98% in month	Minus 2.5
3	System Resolution Time	To monitor the time taken to resolve a complaint / query after it has been reported/service requested by the department.	Resolution time: < 2 days (for Critical issue), <3 days (for Medium issue) and <4 days (for Low issue) from the time the call is logged by end user.	10
			Beyond Resolution time: >2 days (for Critical issue), >3 days (for Medium issue) and >4 days (for Low issue) from the time the call is logged by end user.	Minus 2.5

6.6 Penalty for Non-Achievement of SLA during Operation & Maintenance Phase

The Penalty is applicable over and above the SLAs mentioned in the table below:

S. No	SLA Performance Score	Penalty
1	=100 point	No deduction on the Quarterly payment
2	<100 to <=90 Point	500 Per Day Deduction on the Quarterly Payment
3	<90 to <=80 Point	1000 Per Day Deduction on the Quarterly Payment
4	<80 to <=75 Point	2000 Per Day Deduction on the Quarterly Payment
5	<75 point in 2 consecutive Quarters	State Project Director, BEPC, Bihar shall review the performance with the Bidder

7 Project Milestone – Deliverables and Time Schedule

The selected bidder should ensure that the deliverables are submitted to State as per the timelines mentioned in this clause read with the Scope of Work mentioned in Section 1. There will be multiple deliverables expected to be delivered by the Bidder during the project. Bidder is free to propose any additional deliverable, based on their experience of delivering similar projects, which can enhance the quality of work without any additional cost. It is expected that the project will move from one phase to the next only when the deliverables of that phase are accepted. The project Milestone envisaged at this point of time is specified below: -

S. No.	Phase	Event	Timeline
1.	Phase-I	Issuing of LOI	T0
2.		Delivery of IT Hardware Equipment items	T0+45 days
3.		Design & Development of Dashboards	T0+120 days
4.	Phase-II	Operations and Maintenance Support for 1 Year	T0+120 days onwards

8 Payment Schedule & Penalty

8.1 Payment Terms

All payments will be made according to the payment schedule listed below and will be paid on completion of Milestones achieved by the Bidder.

S. No.	Milestone	Deliverables	Timelines (Tentative)	Payment Schedule
1	Delivery of IT Hardware Equipment items	Delivery with duly acknowledged original delivery challan(s)	T0 + 45 days	60% of Non-Recurring Expense (CAPEX)
2	Design & Development of Dashboards	Delivery with duly acknowledged delivery challan(s)	T0 + 120 days	40% of Non-Recurring Expense (CAPEX)
3	Operations and Maintenance Support for 1 Year	Recurring Operations and Maintenance	T0 + 120 days Onwards	Recurring Expense (OPEX) to be paid on Quarterly Basis

8.2 Force Majeure

“Force Majeure” shall mean any event beyond the reasonable control of the Purchaser or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected and shall include, without limitation, the following:

- i. War, hostilities, or war like operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war.
- ii. Rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorist acts.
- iii. Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or de facto authority or ruler, or any other act or failure to act of any local state or national government authority.
- iv. Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague.
- v. Earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster.

8.3 Amendments to the RFP

- a. At any time prior to the deadline for submission of bids the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by

prospective bidder, modify the bid document by amendment. Any amendment in the bidding document will be uploaded on Tender Portal and will be binding upon the prospective bidder. All the prospective bidders are requested to keep themselves informed regularly regarding the amendment, if any, through Tender Portal.

- b. In order to allow prospective bidders reasonable time in which to take the amendment in to accounting preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids.
- c. Bidder can modify their bid prior to deadline of submission of bid. Bid cannot be modified after the deadline of submission of bid.

8.4 Compliance of the Laws of the land

The supplier shall comply with all state and local laws and regulations shall obtain all necessary licensing for the operation of its business and shall further comply with all quality control standards promulgated by the State Project Director, BEPC, Bihar from time to time.

8.5 Infringements

The supplier agrees to fully cooperate with The State Project Director, BEPC, Bihar in the prosecution of any such suit against a third party and shall execute all papers, testify on all matters, and otherwise cooperate in every way necessary and desirable for the prosecution of any such lawsuit.

8.6 Quantity Variation

- a. At the time of award of contract, the quantity of goods, works or services originally specified in the bidding documents may be increased or decreased. The successful bidder shall not object to the upward or downward variation in quantities of any item within the variation limit.
- b. Payment for additional quantities within the variation limit shall be made at tender rates and the tender rates shall be valid for entire duration of the contract.
- c. No claim shall be entertained or become payable for price variation of additional quantities.

8.7 Corrupt Practices

The Contractor shall not under any circumstances offer or give or agree to give to any person connected to the Contract any gift or consideration of any kind and any inducement for reward for doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other agreement or for showing or forbearing to show any favour or disfavor to any person in relation to this or any other agreement. Any breach of this condition by the Contractor or by any one employed by him / her or acting on his/her behalf whether with or without is/her knowledge shall entitle the State to forfeit the

Contractor's security deposit, terminate the agreement forthwith and to deduct from the Contractor's bill the amount of any loss or damage resulting from the cancellation thereof without prejudice to any other rights available under the terms of the agreement or under law.

8.8 Right of Monitoring, Inspection and Periodic Audit

The State Project Director, BEPC, Bihar reserves the right to inspect and monitor/assess the progress/performance/maintenance of the project at any time during the contract.

8.9 Risk Management

Bidder shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed under this RFP. The Bidder shall underwrite all the risk related to its personnel deputed under this project as well as equipment and components and any other belongings or their personnel during the entire period of their engagement in connection with this project and take all essential steps to reduce and mitigate the risk. The State Project Director, BEPC, Bihar will have no liability on this account.

8.10 . Resolution of Disputes

- a. The State Project Director, BEPC, Bihar and the bidder shall make every effort to resolve amicably by direct in formal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- b. If, after thirty (30) days from the commencement of such informal negotiations, the State Project Director, BEPC, Bihar and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein. These mechanisms may include but are not restricted to, conciliation mediated by a third party.
- c. The dispute resolution mechanism shall be as follows: In case of a dispute or difference arising between the User department and the Firm/ bidder relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled per the Arbitration and Conciliation Act, of India, 1996. The place of resolution of disputes shall at state of Bihar only.

8.11 Standards of Performance

The Bidder shall provide the services and carry out their obligations under the Contract with due diligence, efficiency and professionalism/ethics in accordance with generally accepted professional standards and practices. The Bidder shall always act in respect of any matter relating to this contract. The Bidder shall abide by all the provisions/Acts/Rules/Regulations, Standing Orders, etc. of Information Technology as prevalent in the country. The Bidder shall also conform to the standards laid down by State Project Director, BEPC, Bihar Government of Bihar/Government of India from time to time.

8.12 Warranties

- a. The Bidder has full capacity and authority and all necessary approvals to enter into and perform its obligations under the SLAs and to provide the Services.
- b. The bidder is experienced in managing and providing work similar to the Services and that it will perform the Services with all due skill, care and diligence so as to comply with service level agreement.
- c. The Services will be provided and rendered by appropriately qualified, trained and experienced personnel as mentioned in the RFP.
- d. Bidder has and will have all necessary licenses, approvals, consents of third Parties free from any encumbrances and all necessary technology, hardware and software to enable it to provide the Services.
- e. The Services will be supplied in conformance with all laws, enactments, orders and regulations applicable from time to time.
- f. The bidder will warrant that the goods supplied under the contract are new, unused, of the most recent higher version/ models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The Bidder further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.
- g. The overall system design shall be such that there is no choking point / bottleneck anywhere in the system (end-to-end) which can affect the performance / SLAs.

8.13 Data Ownership

All the data created as part of the project shall be owned by State Project Director, BEPC, Bihar. The responsibility related to data security shall rest with the Successful Bidder, in accordance with the Information and Technology Act, 2000, as amended from time to time.

The Bidder shall take utmost care in maintaining security, confidentiality and backup of this data. Access to the data / systems shall be given by the Bidder only as per the IT Security Policy, approved by State Project Director, BEPC, Bihar.

The Authorized representative(s), with experience (5 years or more) in conducting Data Integrity checks (entity integrity, referential integrity, domain integrity, etc.) shall be hired by BEPC, Bihar (on its expense) to conduct periodic / surprise security reviews and audits, to ensure the compliance by the SI Vendor to data / system security.

8.14 Confidential Information, Security and Data

- a. The successful bidder must maintain absolute confidentiality of the documents/ maps/ tools collected in any form including electronic media and any other

data/information provided to him for the execution of the work.

- b. The bidder should not use the Project data for any purpose other than the scope of work specified in the document and added/ amended before signing the contract.
- c. The Bidder must remove/ destroy the entire data from his custody after completion of the warranty period. If at any stage it is found that the bidder is using the data provided by the client any time during the contract execution or after completion of the contract for any other purposes, stringent legal action will be initiated as per applicable law of land and the contract will be terminated without assigning any reasons.
- d. Bidder shall not disclose to anyone, any information marked as confidential and communicated or made available or accessible by the firm during the execution of the work.
- e. In view of sensitivity of information, approved Service Provider shall have to ensure full confidentiality of all the data coming into its consideration during operation of Project and shall ensure that under no circumstances either approved Service Provider, or its staff, shall divulge/ reveal/ share any of the data with anyone except for purposes envisaged in this RFP for intended Project. In case of any failure either on part of the approved Service Provider, or its staff, the State Project Director, BEPC, Bihar, in addition to action envisaged under the Information Technology Act, 2000, may reserve the exclusive rights to impose Liquidated Damages upto Rs.100.00 Lakhs (Rupee One Crore) and initiate necessary action to Blacklist the successful bidder.

8.15 Applications Hosting

Bidder can carry out the development/s remotely in their development centres using their own resources and facilities. However, they are required to ensure that the final product developed can be hosted on reputed online cloud service providers approved by MEITY. The State Project Director, BEPC, Bihar will not procure and maintain any IT infrastructure required to host the application.

8.16 Exit Management

- a. This clause sets out the provisions which will apply during the Exit Management period. The exit management period starts, in the event of expiry of contract, at least 6 months prior to the date when the contract comes to an end or in the case of termination of contract, on the date when the notice of termination is sent to the Bidder. The exit management period ends on the date agreed upon by the Director, Bihar or Six months after the beginning of the exit management period, whichever is earlier.
- b. Successful Bidder shall draft the Exit Management Plan to ensure that it is kept

relevant and up to date and shall be presented by the successful bidder to and approved by State Project Director, BEPC, Bihar.

- c. The terms of payment as stated in the Terms of Payment Schedule include the costs of the Successful Bidder complying with its obligations under this Schedule.
- d. During the exit management period, the Successful Bidder shall use its best efforts to deliver the services.
- e. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

8.17 Right of Access to information

At any time during the exit management period, the Successful Bidder will be obliged to provide an access of information to State Project Director, BEPC, Bihar and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / Software / Active / passive), documentations, manuals, catalogs, archive data, Live data, policy documents or any other material related to the Surveillance Project.

8.18 Failure to Agree with the Terms & Conditions of the Bid Document/ Contract

Failure of the bidder to agree with the Terms & Conditions of the Bid document/ Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

8.19 Terms and Conditions of the Tender

- a. All the terms and conditions (including Project Timelines) outlined in this bid document to be followed by the successful bidder during the project implementation and post- implementation periods shall be legally binding as terms and conditions of the contract agreement.
- b. All the Standard Terms & Conditions governing the Tender Portal Rate Contracts as well as General Financial Rules 2017, as amended from time to time, whether explicitly mentioned herein this bid document, or otherwise, shall mutatis mutandis apply to this selection process.
- c. Any other terms and conditions, mutually agreed before finalization of the Contract/ Agreement shall be binding on the successful bidder.

Annexure-1

Letter of submission of proposal

<<The application form is required to be submitted on the company's letter head and signed by Authorized Signatory The format of application form is as follows>>

<date DD/MM/YYYY>

To,
The State Project Director,
Bihar Education Project Council,
Shiksha Bhawan, Bihar Rashtrabhasha Parishad Campus,
Saidpur, Patna - 800 004.
e-mail: ssabihar@gmail.com

Subject: Submission of Bid Document for the "Supply, Installation and Commissioning of Vidya Samiksha Kendra (VSK) in Bihar."

<Tender no. , date>

Dear Sir,

This has reference to the advertisement published in <Newspaper, Edition, Date> pertaining to the above-mentioned subject. We are interested in submitting our Bid Document for the same. We are enclosing demand draft no. < > dated < > drawn on <Name of Bank> for Rs..... (In words.....) drawn in favor of The State Project Director, BEPC, Bihar payable at "Patna" as BID DOCUMENT Security for participating in this BID DOCUMENT.

We would like to clearly state that we qualify for this work as our company meet shall the pre- qualifying criteria indicated by you in the document. We understand that if the details given in support of claims made by us are found to be untenable or unverifiable or both our bid will be rejected without any reference to us. We further clearly understand that the State Project Director, BEPC, Bihar is not obliged to inform us of the reasons of rejection four bid.

Yours sincerely

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>



Annexure-2

STATEMENT OF PAST PERFORMANCE

Organizational or Govt. Dept. for which the services were provided in years	Contract No & date	Project Details (Description, Scope, Deliverables, Technologies used, Outcomes of the Project of the Contract)	Value of Contract	Period of performance of Contract	Mandatory Supporting Documents Work Order/Contract/Agreement for the Project Client Certificate
1	2	3	4	5	6

NOTES:

- Each of the listed works shall be supported with the copy of work order & other documentary evidences as per the eligibility and technical evaluation criteria.
- Non-disclosure of any information in the schedule will result in disqualification of the firm

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>



Annexure-3

<<To be printed on Bidder's Letterhead and signed by Authorized Signatory>>

<Date DD/MM/YYYY>

To,
The State Project Director,
Bihar Education Project Council,
Shiksha Bhawan, Bihar Rashtrabhasha Parishad Campus,
Saidpur, Patna - 800 004.
e-mail: ssabihar@gmail.com

Subject: Submission of Bid Document for the "*Supply, Installation and Commissioning of Vidya Samiksha Kendra (VSK) in Bihar.*"

SI. No.	Particulars	Bidder
1	Name of the Organization/Firm	
2	Registered Office Address Telephone Number Fax Number E-Mail	
3	Correspondence / Contact Address	
4	Details of Contact Person (Name, Designation, Address etc.) Telephone Number Fax Number E-Mail	
5	Is the firm a registered company? If yes, submit a copy of incorporation/registration in India. Including GST Registration and PAN No Year and Place of the established of the Company	
6	Former name of the company, if any	
7	Number of years of experience:	
8	Number of office locations in India (Provide details of offices)	
9	Any Other Information	

Yours sincerely,

< Signature of Authorized Signatory (with official seal)

<Name, designation, contact address, telephone number, Email Address of the authorized
signatory>

Annexure-4

Technical Specifications

1. Interactive Flat Panel- 75" Better

S.L. N.O	Component	Specification
1	Display Panel Size (Diagonal):	75 inches
2	Panel Technology	Direct type LED
3	Brightness:	400 cd/m2 or higher
4	Resolution:	UHD (3840 x 2160(V)
5	Backlit Technology	LED
6	Display Type	LCD
7	Display Colors	1.07 billion
8	Viewing angle	178: degrees
9	Screen Treatment	7H or better
10	Contrast Ratio (typical):	1200:01:00
11	Panel Lifetime (Min.) :	50000 Hrs
12	Active Area (H x V):	1428 x 804 mm or better
13	Operating Humidity	90%
14	Refresh Rate	60Hz
15	Deep Standby	0.5W
16	HDMI Input	Minimum 3 HDMI Port
17	HDMI Output	Minimum 1
18	Multimedia USB	USB (2.0) minimum 2 No; USB (3.0) minimum 4 No; Total 6 USB Port
19	Bluetooth	BT (5.2)
20	WIFI Connectivity	WIFI6
21	USB	1 x Type B for Touch
22	Touch Technology	Infra-Red Optional
23	Continuous Touch Points	10 Points
24	Sensitivity	Any Touch with Finger, gloved hand or pointer
25	Glass Type	Anti-Glare (AG), 3mm Tempered
26	Response Time	10mS or better
27	Pens Included	2 Stylus
28	Touch Accuracy	+/-2mm (90% area)
29	Operating Temperature	+40 degree Celsius / 0 degree Celsius
30	Power Supply	100~240V
31	Power Consumption	420 W Typical or better
32	Built-in Android version	ANDROID 13.0 or higher
33	ROM	32 GB or better
34	RAM:	4 GB or better
35	Built-in Speakers:	Minimum 20W x 2 Speakers
36	Wall Mount Kit	ViSA Standard
37	On Site Warranty	Five Years On-site Warranty
38	Certification	BIS/FCC/CE/CB/Bluelight Filter/Flicker Free/ROHS/Energy Star
39	Warranty	3 Years On-site Warranty

2. Work station Specifications

SNo	Item	Specifications
1	Form Factor	Tower/Micro Tower/Mini Tower
2	Chassis	Standard Chassis
3	Chipset	Intel H670/ Q670 Chipset or Better
4	Processor	Intel Core i5 12th Generation or equivalent
5	Memory	8 GB DDR4-3200 Mhz, Memory expandability up to 64 GB with 2 DIMM Slots
6	Storage	512 GB PCIe NVMe SSD
7	Graphics	Intel® UHD Graphics 770
	Audio	Integrated audio controller with intenal speaker of atleast 2W
8	Operating System	Microsoft Windows 11 Professional with option of Cloud Recovery
9	Networking	Integrated 10/100/1000 Ethernet Controller
10	Ports	Video: 1 HDMI 1.4 , 1 VGA
		USB: 4 USB 3.2 Gen 1, 2 USB 3.2 Gen 2, 2 USB 2.0
11	Slots	1 PCI Express 4.0 x16 1 PCI Express 3.0 x1 1 PCI (Full Height) 2 M.2 slots for WIFI & SSD
		3 SATA Ports, 1 Serial Port
12	Bays	2X 3.5" Internal , 1 External bay
13	Keyboard	USB Wired Keyboard,
14	Mouse	USB Optical Wired Mouse
15	Power Supply	92% efficiency or better
17	Security	TPM 2.0 (Hardware) Integrated Intrusion Sensor Integrated cable lock slot for keyboard and Mouse Drive Lock for hard disk
18	Manageability	Integrated utility to enables hardware level testing outside the operating system & Drivers should be available on OEM Website for download
19	Certifications	Microsoft Windows 11 FCC,CE, RoHS, UL, EPEAT, Energy Star ISO 9001,14001,20001,27001 for OEM
20	Display	19.5" Monitor with 1600x900 Resolution, VGA & HDMI Port, TCO 8.0 certified
21	Warranty	3 Years onsite

3. Printer Specifications

Specifications	Details
Type	LaserJet MFP with Print, Scan, Copy; duplex, Network and Wireless
Print Speed	35 PPM and duplex Print speed of 31 PPM

Paper size	A4, Legal
Memory	512 MB DDR; 512 MB Flash
Processor	1200 MHz
Print Language	PCL 5, PCL 6, PS3
Input Capacity	250 sheets & 100 sheet bypass tray
ADF Capacity	50 Sheets
Output Capacity	150 Sheets
Scan speed	29 / 20 PPM (Mono/ Color)
Duty Cycle (monthly)	80000 Pages
Connectivity	USB, Gigabit Ethernet a& Wireless
Cartridge Technology	Integrated Cartridge
Control Panel	2.7-inch colour touchscreen
Power Consumption (Maximum)	510 watts (Active Printing) or less
Toner Cartridge Technology	Integrated Toner and Drum
Warranty	One year Onsite Warranty
Security Management	Secure Boot, Secure Firmware Integrity, Runtime Code Integrity, UPD PIN printing; Encrypted data storage; Secure data erase; Automatic firmware updates

ANNEXURE 5

LETTER FOR FINANCIAL PROPOSAL

<<To be printed on Bidder's Letterhead and signed by Authorized Signatory>>

To,
The State Project Director,
Bihar Education Project Council,
Shiksha Bhawan, Bihar Rashtrabhasha Parishad Campus,
Saidpur, Patna - 800 004.
e-mail: ssabihar@gmail.com

Sub: REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM
INTEGRATOR FOR IMPLEMENTATION OF VIDYA SAMIKSHA
KENDRA (VSK) IN THE STATE OF BIHAR

Sir,

We are pleased to quote the price as below. We have reviewed all the terms and conditions of the 'Request for Proposal' and confirm that, we would abide by all the terms and conditions. We hereby declare that there shall be no deviations from the stated terms in the RFP.

We further declare that, any State Government, Central Government or any other Government or Quasi Government Agency has not barred us or blacklisted from participating in any Bid.

Our Financial Quote for the for Selection of System Integrator for Implementation of Vidya Samiksha Kendra (VSK) in the State of Bihar is INR (in figures) XXXXXXXXXXXX (INR XXXXXXXXXXXX in Rupees). This amount includes all charges and taxes but is **exclusive of GST** which shall be payable at prevailing rates.

We abide by the above offer/quote and terms condition of the RFP, if the BEPC, Bihar selects us as the Selected Bidder/Agency. If our offer is accepted and if we fail to perform in the manner as specified in the RFP Document, the amount of Bid Security, as aforesaid, shall stand absolutely forfeited to the BEPC, Bihar without prejudicing the rights of the BEPC, Bihar to proceed further in any manner it deems fit. Until a formal Agreement is prepared and executed between us, this bid, together with your LOI, shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any bid that you may receive. We declare that the information stated above and enclosed is complete and absolutely correct and any error or omission therein, accidental or otherwise, as a result of which our bid is found to be nonresponsive, will be sufficient for the BEPC, Bihar to reject our bid and forfeit our bid security in full.

Name

Name of the Firm/Agency

Designation and Address Mobile and Email

Date: -

**Signature of the applicant/Authorized
Representative of Agency with Seal/ Stamp**



ANNEXURE 6: FINANCIAL BID FORMAT

Sl. No.	Items	Taxable Price	Taxes (Wherever applicable)	Total Quoted Price (Taxable Price + Taxes)
CAPEX				
A	Design and Development of Dashboards			
B	Procurement and Installation of IT Hardware / Video Wall Solution			
C	Procurement of furniture			
Total Capex Value Quoted				
OPEX				
D	Maintenance Support Charges for Applications			
E	Annual Charges for Cloud Infrastructure			
F	Manpower Costs for VSK Operations			
Total Opex Value Quoted				
Grand Total				

CAPEX: Item Wise Details without Tax

Sl. No.	Component	Quantity	Unit Price	Tax	Total Price
B. Procurement and Installation of IT Hardware / Video Wall Solution					
1	Video Wall - 4X3 Matrix	12			
2	Wall Mount	12			
3	Desktops for workstation	10			
4	Server Rack (Video Wall)	1			
5	Sound Setup	1			
6	CCTV	1			
7	10 KVA UPS (three Phase)	1			
8	Wi-Fi-Router	1			
9	TV Unit (75")	1			
10	LAN Wiring	1			
11	Printer	1			

12	Table and chair Set	10			
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2.3 OPEX : Item Wise Details without Tax

Si. No.	Component	Quantity	Unit Price	Total Price
D. Maintenance Support Charges for Applications				
1	<p>Operation & Maintenance (Quarterly Expenses) for one year of contract after Capex Phase through establishment of PMU for:-</p> <p>Providing Technical and maintenance support to ensure performance of the IT infrastructure, AMC Support, troubleshooting, bug fixes.</p> <p>Ensure the support for various applications implemented in the VSK.</p>			

Si. No.	Component	Quantity	Unit Price	Total Price
E. Annual Charges for Cloud Infrastructure				
1	Services/Support, as required			

Si. No.	Component	Nos (Man Month)	Rate / Man Month	Total Price
F. Maintenance Support Charges for Software Applications				
1	Project Manager	12		
2	Product Manager	24		
3	IT Support Engineer	12		
4	Data Analyst	36		

Financial Bid should only indicate prices without any condition or qualification whatsoever.

- The bidder shall indicate the unit prices (where applicable) and the total bid price of the goods/services it proposes to supply under the contract
- The price quoted should be inclusive of all taxes.
- Bidders should express the price of their product in Indian currency only.
- The Tender is valid for a period of 180 days from the date of opening of First Bid.

- e. The rate should not be provided as a percentage figure.
- f. The consolidated rate should include all govt. and any other levies (e.g. Service Tax etc.)
- g. The tenderer is advised to quote rate in absolute Indian Rupees.
- h. The rate quoted will be valid for 180 days. The period can be extended with mutual agreement.
- i. No condition will be entertained and conditional tender will be liable to be rejected
- j. Partial bidding would disqualify the tenderer.

< Signature of Authorized Signatory (with official seal)>

<Name, designation, contact address, telephone number, Email Address of the authorized signatory>



ANNEXURE A
Format for Performance Bank Guarantee

<< To be printed on Stamp Paper of appropriate value >>

..... (Insert: Bank's Name and Address of Issuing Branch or Office) Beneficiary: (Insert: name and Address of Purchaser or The State Project Director, BEPC, Bihar here in after called The State Project Director, BEPC, Bihar)

Date:

PERFORMANCE GUARANTEE

No:.....

..... We have been informed that (insert: name of Vendor) has entered into Contract No. (Insert: reference no of the contract) dated..... With you, for the Selection of Prospective Bidder/System Integrator for the set up and implementation of Vidya Shiksha Kendra (VSK) under The State Project Director, BEPC, Bihar.

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required. At the request of the Supplier, we (insert: name of bank) hereby irrevocably undertake to pay you a sum or sums not exceeding in total an amount of (Rs....) (Rupees) upon receipt by us of your first demand in writing accompanied by a written statement stating that the supplier is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire no later than the Day of, 2 , and any demand for payment under it must be received by us at this office on or before that date.

** The guarantor agrees to extension of this guarantee for a further period in response to the purchaser's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee.

Dated: _

For

(Indicating the name of the Bank)

N.B. This guarantee should be issued on non-judicial stamped paper, stamped in accordance with the stamp act



ANNEXURE B: Contract Agreement

<< To be printed on Rs.1000/- Stamp Paper>>

This agreement made this day of BETWEEN The State Project Director, BEPC, Government of Bihar on the one part, hereinafter referred to as "Client" or "The State Project Director, BEPC, Bihar" (which expression shall unless excluded by or repugnant to the context be deemed to include his/ her heirs, executors, administrators and legal representatives) of FIRST PART

AND

....., a company registered under the.....having its registered office at(hereinafter referred to as "Vendor", (which expression unless repugnant to the context therein, shall include its successors, administrators, executors and permitted assignees), of the SECOND PART.

Whereas the State Project Director, BEPC, Bihar has envisaged to implement Vidya Samiksha Kendra (VSK) in the State of Bihar.

And whereas the State Project Director, BEPC, Bihar published the RFP to seek services of a reputed Vendor for Design, Development, Implementation and Maintenance of Vidya Samiksha Kendra (VSK)

And whereas M/s..... has submitted its proposal for ""Supply, Installation and Commissioning of Vidya Samiksha Kendra (VSK) in Bihar"

And whereas the State Project Director, BEPC, Bihar has selected M/s..... as successful bidder and issued Letter of Intent dated to the successful bidder who in turn signed and returned the same as a token of acceptance of Letter of Intent.

And whereas the State Project Director, BEPC, Bihar and M/s. ----- have decided to enter into this Agreement. All terms and conditions stipulated in this RFP shall be legally binding as terms and conditions of the contract agreement.

NOW, THEREFORE, in consideration of the premises covenants and promises contained herein and other good and valuable considerations, the receipt and adequacy of which is hereby acknowledged, the parties intending to be bound legally, IT IS HEREBY AGREED between the Parties as follows:

NOW IT IS HEREBY MUTUALLY AGREED AND DECLARED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS

General terms of contract

- i. The State shall provide along with the Work Order, a document explicitly defining the deliverables, time schedules for activities, conditions, check lists for compliance, and list of officials of the State responsible for different components of this contract.
- ii. The Vendor shall accept this document and return a signed copy of the same as proof of acceptance within _____ days of the issuance of the work order.
- iii. This document will function as a guide and the Vendor shall strictly comply with any and every provision defined therein.
- iv. The Vendor shall strictly comply with the terms and conditions defined therein.
- v. The Vendor will indicate the acceptance of the Work Order in writing within the specified period along with a Performance Security of 3% for the implementation and installation phase and a signed copy of this Contract Agreement

The following documents shall be deemed to form and be ready and construed as part of this Agreement viz.

- (i) Letter of Acceptance
- (ii) Notice to proceed with the work
- (iii) Firm's Bid
- (iv) RFP of the Bid
- (v) NIT of the Bid
- (vi) Corrigendum issued by BEPC
- (vii) Proceedings of committee
- (viii) Proceeding of the Pre-bid.

In witnessed whereof the parties there to have caused this Agreement to be executed the day and year first before written.

Shahjahan,
Administrative Officer
Bihar Education Project Council
(Sign & Seal of the purchaser)

(Name & Post)
Authorised Representatives
.....
(Sign & Seal of the Firm)

in the presence of:
Binding Signature of the BEPC

Binding Signature of the Agency/Firm



ANNEXURE C: DETAIL OF PROJECT MANPOWER

Minimum Qualification and Roles & Responsibilities:

Job Descriptions - Vidya Samiksha Kendra (VSK)

Role :Project Manager (1 Position)

Key Responsibilities:

- Plan, design, and monitor state educational programs and projects
- Manage projects to ensure transition, implementation and tracking of all micro and macro developments within the state at District, Block and Cluster level.
- Implement and monitor programs and initiatives by working closely with all stakeholders including State, Centre, external agencies, NGOs, and other partners.
- Participate in high-level meetings such as (SS Steering committee meetings and review meetings by SPD/ Department)
- Close coordination with the education ecosystem partners of the state to understand their programs at state & district level and bring them into state authorities for tracking & monitoring.
- Tracking program & project progress, data, performance indicators, impact assessment
- continuously and sharing insights with State leadership
- Work closely with subject experts in DSERT, SCERT, DIETs and other academic bodies of the state to enable tracking & monitoring of the students, parents, educators, and all associated stakeholders.
- Direct, motivate and monitor the team members working in various tracks functional as well as Technical

Minimum Qualifications:

- M.Tech/BE/B.Tech/MBA./Msc Computer Science
- Bachelor's/Master's degree in Project Management, Business Administration, or related field.
- Minimum 5 years of experience in project management; experience in the education domain is desirable. Experience of having worked on education project(s), e-Governance projects at State/ Central govt. programs, will be essential.
- Proficient in MS Project, Excel, and standard PM tools.
- Strong communication and stakeholder management skills

Role Product Manager (2 Position)

Product Manager 1: Key Responsibilities:

- Define product roadmap for VSK dashboards and digital tools.
- At least one year of experience in building large-scale software applications
- Experience in building web applications
- Experience in designing and integrating RESTful APIs
- Knowledge of Ruby, Java/JRuby, React, and JavaScript
- Excellent debugging and optimization skills
- Experience in unit/integration testing

V2

W

- Work with developers and designers to improve user experience.
- Gather feedback from users (officials, teachers) and translate into feature updates.
- Monitor adoption and impact of developed tools.
- Ensure end-to-end project delivery and product lifecycle management.

Required Qualifications:

- Bachelor's/Master's in Engineering, Computer Science, or related discipline.
- Minimum 5 years of experience in product management in tech or edtech domain.
- Experience with Agile/Scrum methodology.
- Good understanding of UI/UX principles and education data.

Product Manager 2 : Key Responsibilities:

- Required skills and qualifications for AI Engineers:
- Five or more years of experience in applying AI to practical and comprehensive technology solutions
- Well versed in AI Models. Experience with ML, deep learning, Tensor Flow, Python, NLP
- Extensive experience with deep learning frameworks (e.g., Tensor Flow, Keras, PyTorch), time series analysis, predictive modeling, and NLP.
- Knowledge of basic algorithms, object-oriented and functional design principles, and best-practice patterns
- Experience in REST API development, NoSQL database design, and RDBMS design and optimizations
- Proven track record in industry use cases utilizing deep and machine learning techniques.

Required Qualifications:

- B.E/M.Tech/MS in Computer Science, AI, or Data Science.
- 5+ years of experience in AI/ML, with at least 2 in social impact or education domains.
- Proficiency in Python, Tensor Flow, NLP libraries, and dashboarding tools.
- Strong communication skills and ability to explain models to non-technical stakeholders.

Role:IT Support Engineer (1 Position)

Key Responsibilities:

- Provide technical support for hardware and software used in VSK.
- Ensure uptime and maintenance of VSK infrastructure.
- Assist in setting up servers, networking, and system security.
- Resolve day-to-day technical issues reported by users.

Required Qualifications:

- Degree in Computer Science, IT, or related field.
- Minimum 4 years of experience in system administration or IT support.
- Familiarity with cloud infrastructure, networking, and troubleshooting.
- Good communication skills and responsiveness to support requests.





Role: Data Analyst (3 Position)**Key Responsibilities:**

- Analyze educational data from multiple sources (UDISE+, NAS, etc.).
- Develop dashboards, reports, and visualizations for stakeholders.
- Support periodic reviews by extracting relevant insights.
- Collaborate with AI expert and MIS teams for data integration.
- Ensure end-to-end data project delivery from cleaning to actionable output.
- Understand the technical and functional requirements of programs being implemented and in pipeline within the State.
- Understand the existing database of various applications being used/ under development by the State.
- Analyze the data of central and state level applications capturing no. of schools, teachers, students, and their amalgamation/ mismatch with programs such as midday-meal, student attendance, teacher attendance, teacher transfer etc.
- Coordinate with different Directorates to be able to enable smooth technical integrations with existing and new applications.
- Work close with the MIS team of the state Derive statistics and analytics from the data.
- Use analytic tools to interpret dashboards for different programs.
- Assist the state in integration, transition and sustenance of the Vidya Samiksha Kendra (VSK).
- Support the development and implementation of databased strategies to improve student outcomes.
- Handling the Learning Management system (LMS). Extract data and conduct analysis to identify trends, patterns and insights from large dataset on a regular basis.

Required Qualifications:

- Bachelor's/Master's in Statistics, Data Science, or related field.
 - Minimum 5 years of experience in data analysis using tools like Excel, SQL, Power BI, or Tableau.
 - Strong analytical thinking and attention to detail.
 - Experience working with large datasets in public sector is preferred.
- V2 M