BIHAR STATE MINORITIES FINANCIAL CORPORATION LTD., PATNA
(Govt. of Bihar Undertaking)
34, Harding Road (Ali Imam Path), Patna-1
(www.bsmfc.org, Tel-0612-2204975, Fax-2215994, Email-bsmfclpatna-bih@gov.in)
(CIN No.-U65110BR 1984SGC 001964)

Ref No. 42 (MD cell) Date . 21-10-2022

Request for proposal

Request for proposal from reputed firm for Development of the Loan Management Software for Bihar State Minorities Financial Corporation Limited, Patna.

Sr. No.	Information	Details
1.	Name of the Organization	Bihar State Minorities Financial Corporation Limited
2.	Name of the Assignment	Development of software for Loan Management System
3.	Date of issue of tender document	21/10/2022
4.	Last Date of submission of bid	31/10/2022 at 4 P.M.
5.	Date of opening of Technical Bid	01/11/2022 at 3 P.M.
6.	Date of opening of Financial Bid	03/11/2022
7.	Contact person for queries	Manager (Planning) cum Chief Accounts Officer Contact No. 0612-2204975 Bihar State Minorities Financial Corporation Limited. email: bsmfclpatna-bih@gov.in
8.	Addressee and Address at which proposal in response to RFP notice is to be submitted	Manager (Planning) cum Chief Accounts Officer Bihar State Minorities Financial Corporation Limited 34, Harding Road (Ali Imam Path), Patna-800001

Corrigendum / Addendum, if any, will be published on the website of the Corporation www.bsmfc.org

The RFP Document containing eligibility criteria, the extent and scope of work, terms and conditions, annexures etc. are available at website www.bsmfc.org and can be downloaded accordingly.

20.10.22

(RASHMI)
Manager (Planning) cum Chief Accounts Officer
BSMFC Ltd, Patna

Invitation to the Tender

Bihar State Minorities Financial Corporation Limited. (the Corporation) invites tenders under two bid system from eligible firms for Development of the Loan Management Software in accordance with the scope of work set out in the tender document.

Tender offers will be opened in the presence of the bidder's representatives, who choose to attend the opening of the tender on the above mentioned schedule and place.

Technical Specifications, Terms and Conditions and various formats and pro-forma for submitting the tender are described in the tender document. The Corporation reserves the right to change the schedule and place mentioned above.

The RFP Document containing eligibility criteria, the extent and scope of work, terms and conditions, annexures etc. are available at website www.bsmfc.org and interested Bidders may submit their bid according to the prescribed time.

Apart from online submission, Bidders have to submit hard copy of their application (except financial bid), duly paged and flagged, to the Managing Director of the Corporation so as to reach before opening of Technical Bid.

Financial Bid of only technically qualified bidder shall be opened after intimating them in advance. Managing Director of the Corporation reserves the right to accept or reject any application(s) fully / partially, without assigning any reasons thereof. The decision of the Managing Director of the Corporation for engagement of the firms of bidder shall be final and binding.

(RASHMI)
Manager (Planning) cum Chief Accounts Officer
BSMFC Ltd, Patna

Disclaimer

This Request for Proposal (RFP) is issued by Bihar State Minorities Financial Corporation Limited (the Corporation), an undertaking of Government of Bihar. The intent of this RFP is to solicit proposals from those bidders, who are interested for development of the Loan Management Software in line with the terms and conditions described in this RFP.

This RFP is not an agreement and is neither an offer nor invitation by the Corporation, to the prospective bidders or any other person. The issue of this RFP does not imply that the Corporation is bound to select a bidder or to appoint the preferred bidder, as the case may be, for the Project.

Whilst the information in RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. It does not and does not purport to, contain all the information that a recipient may require. The information contained in this RFP is selective and the Corporation may in its discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

Neither the Corporation nor any of its officers or employees, nor any of their advisors nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed proposal, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisors and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed. Neither the Corporation nor any of its officers, employees nor any of its advisors nor consultants undertakes to provide any recipient with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein which may become apparent.

Information provided in this RFP to the bidders(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Corporation accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

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1. Introduction

The **Bihar State Minorities Financial Corporation (BSMFC)** was incorporated on 23rd March 1984. It is a Government Company sponsored by Bihar State Government within the meaning of section 617 of the Companies Act, 1956. It works for the benefit of Minorities as defined under the national Commission for Minorities Act 1992.

The prime mandate of **BSMFC** is to provide concessional finance to the Minorities for self-employment/ income generation activities education and Skill development. As per the National Commission for Minorities Act, 1992, the notified Minorities are Muslims, Christians, Sikhs, Buddhists & Parsis. Subsequently Jain community was also added into the list of notified Minority Communities in January 2014. Under BSMFC Programs, preference is given to disabled, abandoned women members of Self Help Groups and youths trained under Mukhyamantri Shram Shakti Yojna or any other Govt. recognized skill development scheme.

The Corporation is looking for a firm who is interested for development of the Loan Management Software in line with the terms and conditions described in this RFP. Interested firms may submit their proposal for the same.

2. Scope of Work

The scope of work is to support the corporation to develop a Loan Management Software in BSMFC and support its implementation. It should enable BSMFC and its stakeholders carry out all Processes online, in a secure, easy and efficient manner, facilitating good financial practices, integrated accounting and real-time reporting.

The agency should have an existing online solution capable of being customized to the requirements of BSMFC. The services of the agency will include:-

I. Inviting online Loan application.
II. Verification, scrutiny of application and selection of applicants by District Level Selection Committee.
III. Digitization of multi level approval mechanism.
IV. Period/amount of loan repayment scheduling/rescheduling as required.
V. Loan disbursement and collection mechanism.
VI. Automatic calculation of interest rates as per payment and scheduling.
VII. Maintain details, automated ledgers with loan and EMI calculation.
VIII. Facilitate easy payment and recovery processes.
IX. Manage delays in repayment effectively.
X. Prepare BSMFC accounts on real time basis.
XI. Allow informed decisions based on MIS data relating to performance.
XII. Sanction order, No dues certificate, multiple order sheets creation.

3. Bidder's Eligibility Criteria

Sr. No.	Criteria	Document to be submitted
1.	The agency / firm must be a proprietorship firm / partnership firm / Limited Liability Partnership (LLP) / Company or Body Corporate registered under Companies Act, 1956 / 2013 having registered offices in Patna, Bihar and supervisory structure in entire state of Bihar.	Copy of Partnership Deed including details of all the partners, in case of Partnership Firm. Certificate of Incorporation and copy of MOA & AOA including details of all directors, in case of Company / Body Corporate. Copy of LLP Agreement, in case of LLP.
2.	The agency / firm should have experience of Developing of Loan Management Software of atleast ₹ 1.00 Crore loan amount in any Government Department and / or Central / State Undertakings.	Documentary evidence in shape of work order to be provided.
3.	The agency / firm should not be **defaulter / black listed** in any organization, where it has previously worked / working.	Declaration of blacklisting / Non Blacklisting.
4.	Agencies / firms should be registered with Tax Authorities.	Attested copy of PAN, TAN and GSTIN and ITR Acknowledgement for preceding three Assessment Years.

4. Bid Submission Process

i. The Bid prepared by the bidders, as well as all correspondence and documents relating to the Bid exchanged by the bidder and the Corporation shall be written in English language.

ii. Proposals, in its complete form in all respects as specified in the RFP, must be submitted through registered post or by hand in registered office of the Corporation as specified in the Tender Notification.

iii. Last Date & Time of submission: 21/11/2022 4 P.M.

iv. RFP shall be submitted by the firms to Managing Director at the address specified above, within due date and time failing which firm's submission is liable to be rejected. Technical Bid and Financial Bid should be sealed in separate envelops and placed in one bigger envelop and sealed. This bigger envelop be super-scribed with "RFP for Loan Management software for Mukhyamantri Alpsankhyak Rojgar Rin Yojana (MMARRY).

v. Technical proposal should not contain any commercial information.

vi. Bidders are required to submit bids in two parts:

a. Technical Bid; and

b. Financial Bid.

vii. Technical Bid:

Interested and eligible bidders may submit their proposal in the prescribed format (enclosed here) with complete information.

Bidders have to submit hard copy of their application (except financial bid), duly paged and flagged, to the Managing Director of the Corporation so as to reach before opening of Technical Bid.

Earnest Money Deposit of ₹ 10,000/- (Rupees Ten thousand only) in the form of Demand Draft from a Nationalized/ Scheduled Commercial Bank in favour of **Bihar State Minorities Financial Corporation Ltd.**, payable at Patna must be enclosed with the Technical Bid.

viii. Financial Bid:

The bidder shall submit the Financial Bid as prescribed. In the event of any difference between figures and words, the amount indicated in words shall be taken into account.

The Financial Offer should give all relevant information and should not contradict the Technical Bid document in any manner.

The Rate quoted should be inclusive of all statutory liabilities and taxes, if any, excluding GST. The amount of GST will be paid by BSMFCL on production of proof of payment of the same.

The selected Bidder qualifying the Financial Bid shall have to sign an Agreement with the Corporation.

5. Bid Evaluation

Opening of RFP

For bids received within the prescribed closing date and time, the Technical Bid will be opened in the presence of bidder's representatives who choose to attend the opening of the offer on the date and time mentioned in this document.

Any change shall be informed to bidders through public notice to the authorized representative. The representatives of bidders, if present, shall sign a register of attendance.

Only the bidders, who get qualified in technical evaluation, financial bid will be opened on prospective dates which will be communicated to them in due course.

Shortlisting of Bidders

For responses received within the prescribed closing date and time, the Corporation will scrutinize the offers received to determine whether they are complete as per the requirements, and also whether all the required documents have been submitted and properly signed, etc.

Bids submitted by the bidders shall be scrutinized and evaluated by the Corporation and will be shortlisted as per requirement. The Corporation reserves the right to accept or reject any or all applications without assigning any reason whatsoever.

During evaluation of the proposals, the Corporation may, at its discretion, ask respondents for clarifications on their proposal. The respondents are required to respond within the time frame as may be prescribed by the Corporation.

Bidders qualifying for the Technical Bid will be required to present a Power Point Presentation (PPT) regarding the Software solution and no payment shall be made by the Corporation for this.

On the basis of this PPT, the suitability of the proposal will be assessed by the Corporation and only those found fulfilling the requirements of Corporation shall be invited for opening of the Financial Bid.

Financial Bid Evaluation

The Financial bids will be evaluated on the basis of the quotes, quoted by technically qualified bidders. Selection will be made based on suitability of the service provider meeting the eligibility criteria.

Financial Offer shall be submitted separately quoting fees and different taxes such as GST etc to be charged by the bidder. No other fee or charges shall be payable to the selected firm by the Corporation.

6. Terms and Conditions:

i. Modifications and withdrawal of bids

No bid can be modified by the bidder, subsequent to the closing date and time for submission of bids.

ii. Clarification of bids

Any firm requiring any clarification on RFP document may notify the Corporation in writing by e-mail of the Corporation.

iii. Revised bids

If necessary, the Corporation reserves the right to call for revised technical or financial bid from all the eligible bidders for providing the services of Internal Audit.

iv. Compliance to Terms and Conditions

It is essential that all the bidders should agree to all the terms and conditions mentioned in this document and they should submit one statement to that effect on the letterhead of the bidder along with the technical bid; otherwise the offer shall be rejected.

v. Applicable law and jurisdiction of court

This RFP shall be governed in accordance with the Laws of India for the time being in force and will be subject to the exclusive jurisdiction of Courts at Patna.

vi. Payment Terms

All payments shall be subject to deduction of taxes at source (TDS). Selected firm shall complete the prescribed work within the given timeline. In case the work is not completed within the given timeline or /and is incomplete in any respect, the Corporation shall not be bound to make any payment to the firm.

vii. Indemnity

The selected firm shall indemnify, protect and save the Corporation and hold the Corporation harmless from and against all claims, losses, costs, damages, expenses relating to or resulting directly or indirectly from an act or omission of the authorized representatives, its agents, or partners etc. in the performance of the services provided by the selected firm.

viii. Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Corporation shall reject any Proposal without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.

ix. Termination of Agreement

The agreement with the selected firm may be cancelled / terminated at the discretion of the Corporation on account of following:

a. On refusal to take up the allotted assignment;
b. If the selected firm stands dissolved;
c. On not abiding by the terms and conditions stipulated in the agreement with the selected firm;
d. If the performance of the selected firm is not found satisfactory;
e. Any other reason at the discretion of the Corporation.

The Corporation will reserve the right to terminate the contract / cancel the contract with one month's notice after giving a reasonable opportunity to the selected firm for improvement in the services.

x. Resolution of Dispute and Arbitration

a. All disputes or differences arising out of or in connection with the agreement or any part thereof, should be settled by bilateral discussions;

b. Any dispute, disagreement of question arising out of or relating to the Agreement or relating to performance, which cannot be settled amicably, shall within sixty (60) days or such longer period as may be mutually agreed upon, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to a sole Arbitrator as acceptable to both the parties concerned;

c. Within sixty (60) days of the receipt of the said notice, an arbitrator shall be nominated in writing by the authority agreed upon by the parties;

d. The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 and the award of such Arbitration Tribunal shall be enforceable in Indian Courts only;

e. Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration including the fees and expenses shall be shared equally by the parties, unless otherwise awarded by the sole arbitrator.

xi. Disciplinary action for professional misconduct

The selected firm should be subject to disciplinary rules as enumerated in the Chartered Accountant Act, 1949 or other such regulation relevant for the organization.

Annexure – I

Bidder's Details

To

The Managing Director
Bihar State Minorities Financial Corporation Ltd.
34, Harding Road (Ali Imam Path), Patna - 800001
Email: bsmfclpatna-bih@gov.in
Website: www.bsmfc.org

S. No.	Required Details	Response
General Details		
1.	Name of the Bidder	
2.	Complete Postal Address of the Bidder	
3.	Telephone, Email Id	
4.	Website address (if any)	
5.	Details of ownership / constitution	
6.	Date of Incorporation of the Bidder	
7.	Firm Registration No.	
9.	GST Registration No.	
10.	Income Tax PAN	
Financial Information		
1.	Average Annual Turnover of last three financial years	
2.	Net Worth	
Bank Details		
1.	Bank Name	
2.	Branch Address	
3.	Account Number	
4.	IFSC Code	
Others		
1.	Details of major assignments	
2.	Any other information considered relevant by the Bidder	

Particulars of engagement with Govt. Department / PSU(s)

Particulars of engagement in PSU(s) or in any Government Organization(s) .

Sr. No.	Name of the PSU / Govt. Undertaking	Brief details of scope of work	Name of person in-charge from client side with Contact No.	Period	
				From	To
1.					
2.					
3.					

Declaration:

I hereby declare that I have verified the details indicated above and also confirm that all the information submitted is true to the best of my knowledge.

Authorized Signatory
Designation

Annexure – II

Self-Declaration

(To be submitted on letterhead)

To

The Managing Director
Bihar State Minorities Financial Corporation Ltd.
34, Harding Road (Ali Imam Path), Patna – 800001
Email: bsmfclpatna-bih@gov.in
Website: www.bsmfc.org

Self-Declaration

Sir,

I, ... on behalf of _____ (bidder's name) declare the following:

2. I / we don't have any business relation during last four years or more with Bihar State Minorities Financial Corporation Limited in any manner during last four years or more;
3. I / We hereby declare that I / we have neither failed to perform on any engagement during the last two years nor been expelled from any project or agreement;
4. Further, we have neither been banned / declared ineligible for corrupt and fraudulent practices by the Govt. of India / State Governments / govt. authorities and nor any disciplinary proceedings are pending against the firm with any government authority;
5. We hereby undertake and confirm that we have understood the scope of work properly and shall comply with the terms of engagement.

Authorized Signatory
Designation

Annexure – III

Financial Bid Format

(To be submitted on Letter head)

Name of the bidder:-

Sno.	Particulars	Amount	Taxes / GST	Total
1.				

(Signature, name and designation of the Authorised Signatory)