

INVITATION FOR

EXPRESSION OF INTEREST (EOI)

FOR

Appointment of Agency for Setting-Up and Operation & Maintenance of the State Emergency Operations Center (EOC) and Related Infrastructure in the State of Bihar on Build, Own, Operate and Transfer (BOOT) Basis for a period of 5 (five) years

Issued By:

**Disaster Management Department
Government of Bihar
Old (Main) Secretariat Patna-800015**



Bihar

No. EOC/01/e-Proc/2018-19/06

Date: 24/05/2018

Expression of Interest for Appointment of Agency for Setting-up and Operation & Maintenance of the State Emergency Operations Center (SEOC) and Related Infrastructure in the State of Bihar on Build, Own, Operate and Transfer (BOOT) Basis for a period of 5 (five) years



Disaster Management Department

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Office of the Principal Secretary

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Notice Inviting EXPRESSION OF INTEREST (EOI)

No. EOC/01/e-Proc/2018-19/06

Date: 24/05/2018

Disaster Management Department, Government of Bihar, invites Expression of Interest (EOI) for appointment of Agency for Setting-up and Operation & Maintenance of the State Emergency Operations Center (SEOC) and Related Infrastructure in the State of Bihar on Build, Own, Operate and Transfer (BOOT) Basis for a period of 5 (five) years.

S.No.	Particulars	Cost of Document (Rs.)
1	EOI for Appointment of Agency for Setting-up and Operation & Maintenance of the State Emergency Operations Center (SEOC) and Related Infrastructure in the State of Bihar on Build, Own, Operate and Transfer (BOOT) Basis for a period of 5 (five) years	10,000

Applications are invited from reputed, eligible and experienced Agencies / Firms / Companies / State or Central Govt. undertaking / Organizations who have necessary experience.

The Authority (DMD) shall endeavor to adhere to the following schedule:

S. No.	Activity	Timeline
1	Online downloading of EoI document	From 28/05/2018 to 18/06/2018 (upto 6.00 pm) (www.eproc.bihar.gov.in)
2	Pre-bid Meeting date and time	07/06/2018 (11.00 am) (Disaster Management Department, Old Secretariat, Patna)
3	Last date and time for receipt of queries on EoI (on or before)	08/06/2018 (6.00 pm)
4	Last Date / Time for submission / Uploading of EoI Application	18/06/2018 (6.00 pm)
5	Opening of EoI Application	20/06/2018 (11.00 am)
6	Presentation by applicants before technical committee (who have cleared pre-qualification stage)	To be notified

- E-Tendering processing fees shall be paid online to Beltron at the time of uploading the EOI.
- For participating in e-tendering process, the applicant shall have to get them registered to get User-ID, Password and Digital signature. This will enable them to access the website www.eproc.bihar.gov.in and download/participate in e-tendering process. Those who are not registered in e-tendering systems, they may contact "e-Procurement helpdesk, First Floor, Plot No. - M/22, Road No. - 25, Sri Krishna Nagar, Bank of India Compound, Patna - 800 001, Bihar. Contact no.: 0612 - 2523006, 7542028164 for registration.
- Interested eligible applicants may obtain further information from Disaster Management Department website or at the address given below, from 10.00 Hrs to 18.00 Hrs and also download format for submission from www.eproc.bihar.gov.in .

Address for Communication:

Principal Secretary,
Disaster Management Department,
Government of Bihar, Old (Main) Secretariat Patna-800015, Bihar
Email : secy-disastermgmt-bih@nic.in
www.disastermgmt.bih.nic.in

Principal Secretary,
Disaster Management Department,
Govt. of Bihar

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1.1 INTRODUCTION

Disaster Management Department (DMD), Government of Bihar (GoB) has undertaken several initiatives for effective management of natural and man-made disasters in Bihar. These are in line with the National Disaster Management Guidelines (Incident Response System) 2010, National Policy on Disaster Management 2009 and National Disaster Management Plan 2016 issued by the National Disaster Management Authority (NDMA).

1.2 PROPOSED EMERGENCY OPERATION CENTER (EOC) PROJECT

The DMD, GoB is planning to establish and operationalize state of art Emergency Operation Center (EOC) comprising of the necessary software, hardware, physical infrastructure and human resources for effective disaster response, in case of natural or manmade disasters on Build, Own, Operate and Transfer (BOOT) basis for a period of 5 (five) years. EOC envisages, state of art EOC for Disaster Response Operations, which will be located at the Police Headquarters at Patna. The physical infrastructure for the proposed EOC is already established and a brief snapshot of the map of the same is enclosed at Annexure-4 to this EOI.

1.3 EXPRESSION OF INTEREST

- 1.3.1 This Expression of Interest intends to shortlist invite suitable agency / lead agency of a consortium of agencies to present their perspective on the intended objectives of the project and proposed solution design, in line with the requirements of DMD including (but not limited to) the scope of work along with the applicant's and its partners technical & financial competency for undertaking this work. After short listing of the applicants for the aforementioned purposes, a presentation shall be required to be made by the shortlisted agencies which would be followed by issuance of RFP on the basis of above. Based on an assessment of technical and financial proposal submitted by the shortlisted applicants, a suitable agency / lead agency of a consortium will be selected to undertake the project.
- 1.3.2 This EOI is for deciding/finalizing scope and for short listing of a suitable agency / lead agency of a consortium which will help DMD, GoB in operationalizing the EOC.
- 1.3.3 DMD, GoB, on its own discretion may shortlist one or many agencies for the next stage..

1.4 SCOPE OF THE PROJECT

- 1.4.1 Design, develop, supply, install, test, commission, operate, maintain and manage State EOC for a period of five years and ensure, on an average \geq (equal to or better than) 95% availability (service up time) during any quarter (3-month period) through adequate redundancy in the design of the system including network, equipment, competent human resources and any other components.
- 1.4.2 The applicant should provide trained manpower to operate, maintain and manage all EOC functionality, facilities and systems for the desired performance at all times.
- 1.4.3 The EOC is expected to be state of the art and shall perform at the minimum, roles defined in the Guideline documents issued by National Disaster Management Authority (NDMA), New Delhi, on Incident Response System (IRS) issued in July, 2010 and National DM Guidelines on "National Disaster Management Information and Communication System in February, 2012 (refer www.ndma.gov.in for detailed information).
- 1.4.4 The project shall include facilities for interoperable converged communication services (voice, data and video) with adequate redundancy based on terrestrial (including wired and wireless technologies) and satellite based communication systems with backup power system.
- 1.4.5 The EOC Communication network shall be based on existing Bihar State Wide Area Network (BSWAN), public telephone links and broadband public internet back up by VSAT links or other suitable technologies for the purpose. EOC network shall be used for coordination between all

agencies and departments at state level and district level that are responsible for emergency response functions. EOC operational software should provide effective Incident Response System/Decision Support Services and Alerting services to agencies responsible for disaster management.

1.4.6 Incident Response/Decision Support System shall be based on NDMA IRS guidelines.

1.4.7 The SEOC shall also be equipped with a multi-channel Notification System that can disseminate SMS alerts to officials and citizens. The system should be able to send alerts through other channels besides SMS like Voice, Email, Radio, and Social Media.

1.4.8 The EOC shall include a call center (operational round the clock) which shall be managed by a minimum 10 operators in each shift during the time of emergency and 3 operators in each shift during normal times. Proper attendance system shall be maintained by the Contractor. The Disaster Management Department shall be informed in case of any change in the resource allocated. If emergency situation arises at any point of time, then additional people (at least 7 operators on shift basis) shall be deployed within an hour by the Contractor.

1.4.9 The service operator/applicant shall help coordinate with various stakeholders such as – IMD, NDRF, SDRFs, Fire Safety & Emergency Services, State Disaster Management Authorities, State Data Center, IT Department, GoB. Academic/Technical Institutions, etc. for setting up of operational functionality of EOC.

1.4.10 The SEOC designed and developed shall perform the following functions:

A. Communication and Information management

- Obtain, process and disseminate operational information for response.
- Maintain official records on every aspect of the operation
- Provide up-to-date overall picture of the response and initial relief effort via wall displays and situation reports. Video walls shall have to be operational all the time when there is emergency.
- Develop a system to disseminate public information warnings and instructions
- Operate a major event log to post all key disaster information
- Augment comprehensive emergency communication from EOC to any field operation when needed

B. Operational monitoring

- Continuously monitor the disaster event and the actions being taken to manage its impact.
- Provide information to all relevant persons of the progress of the event for swift decision making
- Suggest mitigation plans to DMD officials.

C. Task/problem management

- Identify tasks and problems
- Establish contact with relevant Emergency Support Functions (ESF) for action.
- Establish strategies and provide direction for management of emergency operations through Standard Operations Procedure (SOP), Emergency Support Functions (ESF) set priorities and establish strategies
- Monitor, assess, and track response units and resource requests
- (identify sources and obtain, deploy and maintain as required)
- Coordinate operations of all responding units, including law enforcement, fire, medical, logistics etc.

D. Forward planning

- Provide recovery assistance in response to the situations and available resources Identify possible future tasks and problems.
- Recommend longer-term strategies for dealing with the impact of the event, wherever appropriate

- Analyze events, draw lessons and priorities for mitigation actions.

E. Briefly the functions of the operator shall include but not limited to:

F. Incident Response/Decision Support System

- Capability to incorporate and customize NDMA IRS (Incident Response System) Positions
- Pre-Incident Planning, Operationalize and Activation of SDMP/DDMPs, SOPs
- Comprehensive Resource Inventory and Tracking along with Facility Floor Plans
- View critical information on GIS Mapping platform (Google map, Bing Map, ESRI)
- Tracking of Skills/Certifications for contacts
- ICS/IRS Forms to create IAP during incident
- CBRN PLUME modeling
- Mobile App with checklists for disaster preparedness as per Civil Defense Guidelines for general public

G. Notification System:

- Allow authorities setup notification templates with predetermined contact list and pre-defined messages for faster communications during an incident
- Disseminate SMS based alerts to officials as well as citizens with integrated GIS targeting
- Provides a simple and secure interface for multiple government agencies to use

1.4.11 Structure of the Project

Broadly the Department of Disaster Management opines to structure this project in phased manner. Strengthening of EOCs (SEOC & 38 DEOCs) of State are to be carried out as follows. Primarily EOC strengthening will be carried out in two phases;

1. Phase – I

Currently, the State EOC is functioning from the old secretariat campus which shall move to the newly constructed State EOC in Police Bhawan complex at Bailey Road.

In the Phase-I, the service provider/operator/applicant is expected to carry out following tasks which includes but not limited to;

- a) Operationalization of new SEOC at Police Bhawan, Bailey Road
- b) Shifting of exiting State EOC PSTN lines, fax lines to newly constructed SEOC in Police Bhawan Complex.
- c) Human resource (HR) support for operationalization of SEOC.
- d) Setting up of Control Room, data center etc.
- e) Setting-up of Information Communication Technology (ICT), video wall / smart wall with work stations
- f) Establishment of call center with minimum support staff as described above.
- g) Establishment of hot lines with all 38 districts and 15 ESF departments
- h) Installation of television sets at required places
- i) Installation of Notification systems for sending alerts for any/all locations in the state to both government officials and general public
- j) Implementation of Incident Response / EOC Decision Support System (DSS) software based on NDMA IRS Guidelines for SEOC and all 38 districts.
- k) Supply of VHF & HF sets for emergency communication purpose
- l) Establishment of video-conferencing system at SEOC
- m) Establishment of Public Address System (PAS) in SEOC
- n) Establishment of CCTV system for SEOC complex
- o) Functional and service related responsibilities mentioned above are to be performed during entire contract period irrespective of phases.

2. Phase – II

In the Phase-II, long term strengthening measures shall be required to be taken up by the Service provider/operator/applicant which shall include but not limited to;

- a) Procurement of satellite phones for all districts and state level offices (e.g. SEOC, CM Office, CS Office.)
- b) Procurement of BGAN terminal for SEOC or other suitable technologies for the purpose.
- c) Procurement of V-SAT terminal for SEOC and category-A district.
- d) Mobile EOC for ground reporting with different communication systems; mobile phone, VSAT terminal, back pack VSAT terminal, hand held satellite phone.
- e) Operationalization of Emergency Support Functions (ESF) for the State

1.5 ELIGIBILITY CRITERIA

1.5.1 Eligible Applicants

The applicant should be any firm, association, company registered under Company Act 1956/2013 and at least any one of the consortium partner should be in operation since 3 years as on date of opening of tender. Certificate of incorporation shall be attached as proof. Applications can be submitted only by either of the following categories of applicants:

a. Sole Applicant

The Sole Applicant/applicants or any one member of the consortium partner must be an agency (government, PSU or private) with IT/E-Governance/System Integration background which has the capabilities to deliver the entire scope as mentioned in this EOI.

b. Consortium of Firms

Applications can be submitted by a consortium of firms/applicants provided that there shall be a lead applicant who may form a consortium of 4 service providers/applicants (including the lead partner/applicant). Such lead applicant/partner shall be solely responsible for the project on a complete single point of responsibility basis. The Authority (DMD) shall in no way be communicating to any of the consortium applicants/ partners/ applicants and in all cases the lead applicant/applicant/partner shall be responsible for completing the entire project.

A consortium should not consist of more than four parties / partners (including the Lead Applicant). One of the consortium members would be designated as a "Lead Applicant". The Lead Applicant would have the responsibility of ensuring the delivery, installation & commissioning of products, services and compliance to terms and conditions mentioned in this EOI. The Lead Applicant would also be responsible for ensuring the successful execution of integrated solution including meeting the Service Level Agreement (SLA). The list of Consortium Members needs to be declared in the application which cannot be changed after submission of the applications.

The member(s) of the consortium shall not have the option of exit or dilution in the initial two years of the project. However if the role of any Member of the consortium is limited only to installation phase it shall have an option of exit or dilution of stake after the completion of Installation phase.

The Lead Applicant/partner/applicant shall be responsible for:

- i. The management of Consortium members which is part of the application
- ii. The supply, delivery and installation of all products and services as per the time line submitted in their application and as part of the contract.
- iii. The operation, maintenance and management of the EoC.

Applications submitted by a consortium should also comply with the following requirements:

- i. The Lead Applicant/ applicants shall be authorized to incur liabilities and receive instructions for and on behalf of consortium members. Entire execution of the Contract shall be done exclusively by/ with the Lead Applicant/applicants.
- ii. Internal arrangement between the Consortium Members is left to the Lead Applicant/Applicants. It is the responsibility of the Lead Applicant/Applicants to ensure that its Consortium partners in the application to this EOI is compliant to all the relevant clauses as mentioned in the application, failing which the application shall be disqualified.

1.5.2 CRITERIA FOR QUALIFICATION:

1.5.2.1 Technical:

1. The Applicant for pre-qualification may be a single entity or a group of entities (the “**Consortium**”), coming together to implement the Project. However, no applicant applying individually or as a member of a Consortium, as the case may be, can be member of another Applicant. The term Applicant used herein would apply to both a single entity and a Consortium.
2. An Applicant may be a natural person, private entity, [government-owned entity] or any combination of them with a formal intent to enter into an agreement or under an existing agreement to form a Consortium. A Consortium shall be eligible for consideration subject to the conditions set out in Clause below.
3. An Applicant shall not have a conflict of interest (the “**Conflict of Interest**”) that affects the Application Process. Any Applicant found to have a Conflict of Interest shall be disqualified. An Applicant shall be deemed to have a Conflict of Interest affecting the Application Process, if:
 - a. The Applicant, its Member or Associate (or any constituent thereof) and any other Applicant, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of an Applicant, its Member or an Associate thereof (or any shareholder thereof having a shareholding of not more than 5 per cent of the paid up and subscribed share capital of such Applicant, Member or Associate, as the case may be) in the other Applicant, its Member or Associate, as the case may be, is not more than 5 per cent of the subscribed and paid up share capital thereof; provided further that this disqualification shall not apply to a bank, insurance company, pension fund and or a public financial institution referred to in section 4A of the Companies Act 1956. For the purposes of this Clause 1.5.2.1.(3,a), indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “**Subject Person**”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or
 - b. a constituent of such Applicant is also a constituent of another Applicant; or
 - c. such Applicant, or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Applicant, or any Associate thereof or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Applicant, its Member or any Associate thereof; or
 - d. such Applicant has the same legal representative for purposes of this Application as any other Applicant; or
 - e. such Applicant, or any Associate thereof has a relationship with another Applicant, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's' information about, or to influence the Application of either or each other; or

- f. such Applicant, or any Associate thereof has participated as a consultant to the Authority in the preparation of any documents, design or technical specifications of the Project
- b) An Applicant shall be liable for disqualification if any legal, financial or technical adviser of the Authority in relation to the Project is engaged by the Applicant, its Member or any Associate thereof, as the case may be, in any manner for matters related to or incidental to the Project. For the avoidance of doubt, this disqualification shall not apply where such adviser was engaged by the Applicant, its Member or Associate in the past but its assignment expired or was terminated 6 (six) months prior to the date of issue of this EOI. Nor will this disqualification apply where such adviser is engaged after a period of 3 (three) years from the date of commercial operation of the Project.

Explanation:

In case an Applicant is a Consortium, then the term Applicant as used in this Clause shall include each Member of such Consortium.

To be eligible for pre-qualification and short-listing, an Applicant shall fulfill the following conditions of eligibility:

1. The lead partner or any one member of consortium must have established and managed **at least one** highly reliable ICT infrastructure/ Wide Area Network service delivery projects (including but not limited to System Integration) **with a minimum value of Forty Crores** that were successfully completed during the last seven years including current year. Work order shall be submitted as proof.
2. The lead partner or any one member of consortium must have experience in respect of Emergency Operation Center that included statewide implementation of (Incident Management) Response System (IRS/DSS) software, along with video wall display and was successfully installed and operational with any State Government/Central Government/ PSU in India or any other Government or public organization in the world in last 5 years. This experience must include at least one exactly similar statewide EOC project with any State Government/Central Government/ PSU in India in last 5 years including current year (as on application submission date) of value more than INR 10 (Ten) crores. Work order shall be submitted as proof. *Note that General Surveillance software, Computer Aided Dispatch shall not be considered as EOC Incident Response/ Decision Support System*
3. The lead partner or any one member of consortium should have completed **at least one** project that included design, supply, installation and commissioning, software application development, integration of third party Geographical Information System (GIS) applications. Work order shall have to be submitted as proof.
4. The lead partner or any one member of consortium must have valid ISO 27001:2013 certification, ISO 9001:2008 certification in Quality policy or above, and must be a CMMI Level 5 company.
5. Manpower Strength - The applicant/applicant should have minimum 70 employees on regular payroll out of which forty (40) shall be regular IT professionals. Self-declaration in this regard by the authorized signatory of the applicant shall be attached as proof.

1.5.2.2 Financial:

- a) Minimum average annual turnover should be minimum 100 (Hundred) crores or more from all its businesses in the last 3 financial years. Copy of Audited balance sheet must be attached as proof.
- b) The applicant / applicant / lead partner shall have average turnover of 50 (Fifty) Crore from the IT/ Networking services in last 3 financial years. Statutory Auditor's certificate for turnover from IT/ Networking services shall be attached as proof.
- c) Net worth as on 31.03.2017 should be positive in the last three financial years. Copy of profit and loss statement shall be attached as proof.
- d) The applicant shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies. Self-declaration in this regard by the authorized signatory shall be attached.
- e) The firm must have valid GSTIN registration certificate and PAN card.

In case of a Consortium, the combined technical capability and financial capability of Members will be considered. Forming of SPV among consortium partner will be optional.

Eligibility terms for Consortium:

- In case the Applicant is a Consortium, it shall, comply with the following requirements:
 - a) number of members in a consortium should be limited to 4 (four), but information sought in the Application may be restricted to 3 (three) members.
 - b) subject to the provisions of clause (a) above, the Application should contain the information required for each member of the Consortium;
 - c) Members of the Consortium shall nominate one member as the lead member (the “**Lead Member**”). The nomination(s) shall be supported by a Power of Attorney, as per prescribed format, signed by all the other members of the Consortium;
 - d) the Application should include a brief description of the roles and responsibilities of individual members, particularly with reference to financial, technical and O&M obligations;
 - e) an individual Applicant cannot at the same time be member of a Consortium applying for pre-qualification. Further, a member of a particular Applicant Consortium cannot be member of any other Applicant Consortium applying for pre-qualification;
 - f) members of the Consortium shall enter into a binding Joint Bidding Agreement, substantially in the form specified at Appendix-IV (the “**Jt. Bidding Agreement**”) for the purpose of making the Application and submitting Application in the event of being short-listed. The Jt. Bidding Agreement shall, inter alia:
 - clearly outline the proposed roles and responsibilities, if any, of each member;
 - commit the minimum equity stake to be held by each member; and
 - include a statement to the effect that all members of the Consortium shall be liable jointly and severally for all obligations of the Concessionaire in relation to the Project until the Financial Close of the Project is achieved in accordance with the Concession Agreement; and
 - except as provided under this EOI and the Application Documents, there shall not be any amendment to the Jt. Bidding Agreement without the prior written consent of the Authority (“Disaster Management Department of Bihar).
- Any entity which has been barred by the Central/ State Government of Bihar, or any entity controlled by it, from participating in any project (BOOT or otherwise), and the bar subsists as on the date of Application, would not be eligible to submit an Application, either individually or as member of a Consortium.
- An Applicant including any Consortium Member or Associate should, in the last 3 (three) years, have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, Consortium Member or Associate, as the case may be, nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for breach by such Applicant, Consortium Member or Associate.
- In computing the Technical Capacity and Financial capacity of the Applicant/ Consortium Members under the abovementioned relevant Clauses, the Technical Capacity and Financial Capacity of their respective Associates would also be eligible hereunder.
- For purposes of this EOI, Associate means, in relation to the Applicant/ Consortium Member, a person who controls, is controlled by, or is under the common control with such Applicant/ Consortium Member

(the “Associate”). As used in this definition, the expression “control” means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law.

- The following conditions shall be adhered to while submitting an Application:
 - Applicants should attach clearly marked and referenced continuation sheets in the event that the space provided in the prescribed forms in the Annexure is insufficient. Alternatively, Applicants may format the prescribed forms making due provision for incorporation of the requested information;
 - Information supplied by an Applicant (or other constituent Member if the Applicant is a Consortium) must apply to the Applicant, Member or Associate named in the Application
 - and not, unless specifically requested, to other associated companies or firms. Invitation to submit Applications will be issued only to Applicants whose identity and/ or constitution is identical to that at pre-qualification;
 - in responding to the pre-qualification submissions, Applicants should demonstrate their capabilities in accordance with below mentioned Clauses; and
 - in case the Applicant is a Consortium, each Member should substantially satisfy the pre-qualification requirements to the extent specified herein:

While Qualification is open to persons from any country, the following provisions shall apply:

- Where, on the date of the Application, not less than 15% (fifteen percent) of the aggregate issued, subscribed and paid up equity share capital in an Applicant or its Member is held by Foreign National or where an Applicant or its Member is controlled by Foreign National; or
 - if at any subsequent stage after the date of the Application, there is an acquisition of not less than 15% (fifteen percent) of the aggregate issued, subscribed and paid up equity share capital or control, by Foreign National in or of the Applicant or its Member, then the Qualification of such Applicant or in the event described in sub clause above, the continued Qualification of the Applicant shall be subject to approval of the Authority from national security and public interest perspective. The decision of the Authority in this behalf shall be final and conclusive and binding on the Applicant.
 - The holding or acquisition of equity or control, as above, shall include direct or indirect holding/ acquisition, including by transfer, of the direct or indirect legal or beneficial ownership or control, by persons acting for themselves or in concert and in determining such holding or acquisition, the Authority shall be guided by the principles, precedents and definitions contained in the Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 1997, or any substitute thereof, as in force on the date of such acquisition.
 - The Applicant shall promptly inform the Authority of any change in its shareholding, as above, and failure to do so shall render the Applicant liable for disqualification from the Application Process.
- Notwithstanding anything to the contrary contained herein, in the event that the Application Due Date falls within three months of the closing of the latest financial year of an Applicant, it shall ignore such financial year for the purposes of its Application and furnish all its information and certification with reference to the 5 (five) years or 1 (one) year, as the case may be, preceding its latest financial year. For the avoidance of doubt, financial year shall, for the purposes of an Application hereunder, mean the accounting year followed by the Applicant in the course of its normal business.

g) Change in composition of the Consortium

- Change in the composition of a Consortium will not be permitted by the Authority during the Qualification Stage.
- Where the applicant is a Consortium, change in the composition of a Consortium may be permitted by the Authority during the Application Stage, only where:
 - the application for such change is made no later than 15 (fifteen) days prior to the Application Due Date;
 - the Lead Member continues to be the Lead Member of the Consortium;
 - the substitute is at least equal, in terms of Technical Capacity, to the Consortium Member who is sought to be substituted and the modified Consortium shall continue to meet the pre-qualification and short-listing criteria for Applicants; and
 - the new Member(s) expressly adopt(s) the Application already made on behalf of the Consortium as if it were a party to it originally, and is not an Applicant/ Member/ Associate of any other Consortium applying for this Project
- Approval for change in the composition of a Consortium shall be at the sole discretion of the Authority and must be approved by the Authority in writing.
- The modified/ reconstituted Consortium shall be required to submit a revised Jt. Bidding Agreement before the Application Due Date.
- Notwithstanding anything to the contrary contained in above sub-clause, an Applicant may, within 10 (ten) days after the Application Due Date, remove from its Consortium any Member who suffers from a Conflict of Interest, and such removal shall be deemed to cure the Conflict of Interest arising in respect thereof.

1.6 ONE APPLICATION PER APPLICANT

Each applicant/applicant shall submit only one EOI either by himself or as a partner in consortium or as a member of consortium. If an applicant / applicant or if any of the partners in a consortium or any one of the members of the consortium participate in more than one application, the applications are liable to be rejected.

1.7 COST OF APPLICATION AND FEES

- The applicant shall bear all costs associated with the preparation and submission of his application and the Department shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the EOI process.
- Cost of EOI document (non-refundable): Rs. 10,000 (Rs. Ten thousand only)
- Cost of EOI document has to be submitted along with applications in the form of bank draft in favour of Disaster Management Department, payable at Patna.
- Any government agency or PSU will be exempted from submitting the Earnest Money Deposit (EMD) when applicable.

1.8 EOI DOCUMENT

1.8.1 Contents of EOI Document

The Expression of Interest Document has been prepared for the purpose of inviting interest applicants for short listing of agencies. This document comprises of following:

- A. Notice inviting Expression of Interest.
- B. Detailed Document of EOI comprising the terms and conditions
- C. Technical Forms to be filled and submitted by the applicants/applicants (Annexure – I)
- D. Annexures

- 1.8.2 The applicant is expected to examine all instructions, Forms, Terms and Conditions in this EOI document. Failure to furnish all information required by the EOI document or submission of EOI not substantially responsive to the EOI document in every respect will be at the applicant's risk and may result in rejection of his application. In case of any clarifications/doubts, the applicant shall raise their queries in writing to the DMD authority as per the timelines.
- 1.8.3 The applicant shall not make or cause to be made any alteration, erasure or obliteration to the text of the EOI document.

1.9 CLARIFICATION ON EOI DOCUMENT

- 1.9.1 In case the applicant has any doubt about the meaning of anything contained in the EOI document, he shall seek clarification from the Office of DMD not later than one week before submitting his application. Any such clarification, together with all details on which clarification had been sought, will be copied to all applicants. All communications between the applicant and DMD shall be carried out in writing/email.
- 1.9.2 Except for any such written clarification by the DMD, which is expressly stated to be an addendum to the EOI document issued by DMD, no written or oral communication, presentation or explanation by any other employee of DMD shall be taken to bind or fetter DMD under the contract.

1.10 PREPARATION OF EOI

1.10.1 Language:

The EOI application and all accompanying documents shall be in English. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. The English version shall prevail in all matters of interpretation.

1.10.2 Documents comprising the application:

The documents issued for the purposes of EOI and any amendments issued shall be deemed as incorporated in the application.

1.10.3 The applicant shall, on or before the date given in the Notice Inviting EOI, submit his application. The applicant shall submit the technical application in sealed envelopes clearly marked with the name of the EOI.

1.10.4 These shall be addressed to the The Principal Secretary, Disaster Management Department, Government of Bihar, Old (Main) Secretariat Patna- 800015, Bihar and submitted in the Office address given in the EOI document within the specified timelines.

The applicant shall also be required to submit an executive summary along with solution documents and diagrams clearly depicting the technical specifications adopted so as to communicate properly the whole concept and plan. The applicants shall also be required to give a detailed presentation in this regard. Such presentation shall also have due weightage in the scoring and overall selection of an applicant.

1.10.5 Form of Application

The Form of Application shall be completed in all respects and duly signed and stamped by an authorized and empowered representative of the Applicant. If the Applicant comprises a partnership firm or consortium, the Form of Application shall be signed by a duly authorized representative of each member of participant thereof. Signatures on the Form of Application shall be witnessed and dated. Copies of relevant power of attorney shall be attached.

1.11 DURATION OF THE PARTNERSHIP

The contract is proposed to be for five years. However, DMD reserves the right to curtail or to extend the validity of contract on the same rates and terms and conditions for such period as

may be agreed to.

1.12 FORMAT AND SIGNING OF APPLICATION

- 1.12.1 The applicant shall submit one copy of the EOI document and addenda, if any, thereto, with each page of this document signed and stamped to confirm the acceptance of the terms and conditions of the EOI by the applicant.
- 1.12.2 The documents comprising the application shall be typed or written in indelible ink and all pages of the application shall be signed by a person or persons duly authorized to sign on behalf of the applicant. All pages of the application, where entries or amendments have been made, shall be signed by the person or persons signing the application.
- 1.12.3 The application shall contain no alterations, omissions or additions except those to comply with instruction issued by the department/corporation, or are necessary to correct errors made by the applicant, in which case such corrections shall be initialed/signed and dated by the person or persons signing the application.

1.13 SUBMISSION OF APPLICATION

- 1.13.1 The Lead Applicant / Applicant shall submit the application in a sealed cover duly super scribed with "Application for Appointment of Agency for setting-up and Operation & Maintenance of the State Emergency Operations Center (EOC) and Related Infrastructure".

The sealed cover of Pre-qualification application and Technical application shall consist of the following documents, in addition to other documents/forms as mandated in the above clauses:-

- a) Details of the firm/agency with name, official's details, Office/Residential address and office Telephone numbers, whether the applicant is a sole proprietor/partnership firm and if partnership firm, names addresses and telephone numbers of Directors/Partners also;
 - b) Self-attested copy of PAN No. card under Income Tax Act;
 - c) Self-attested copy of GST Registration Number;
 - d) Self-attested copy of Valid Registration No. of the Agency/Firm;
 - e) Self-attested copy of valid Provident Fund Registration Number;
 - f) Self-attested copy of valid ESI Registration Number;
 - g) Self-attested copy of valid License and Number under Contract Labour Act and under any other Acts/Rules;(i) Proof of Average Annual turnover supported by audited Balance Sheet;
 - h) Self-attested copies of documents as mentioned in clause 1.5 of this document.
 - i) Duly filled and signed Annexures- I
- 1.13.2 The sealed cover shall be addressed to and submitted in the office of The Principal Secretary, DMD i.e.

The Principal Secretary,
Disaster Management Department,
Government of Bihar
Old (Main) Secretariat,
Patna- 800015, Bihar

1.14 LATE AND DELAYED EOI

- 1.14.1 Applications must be received in DMD at the address specified above not later than the date and time stipulated in the EOI Document. DMD may, at its discretion, extend the deadline for submission of applications in which case all rights and obligations of DMD and the applicant shall remain the same.
- 1.14.2 Any application received by DMD after the timeline for submission, as stipulated above, shall not be considered and will be returned unopened to the applicant.

1.15 SELECTION PROCESS FOR APPLICANT

1.15.1 Opening of application

- The application shall be opened by Disaster Management Department, GoB in presence of representatives of the applicant who may wish to be present at the time of opening.
- The representatives of the applicants should be advised to carry the identity card and a letter of authority from the applicant / applicant to identify that they are bonafide representatives of the applicant firm, for attending the opening of application.
- The date and time for opening the Pre-qualification application are mentioned in this EOI. Pre-qualification application will be opened at Disaster Management Department, Govt. of Bihar, Patna.
- The documents submitted by applicants/ applicant shall be checked as per the PQ check list mentioned.
- The Technical application of only those applicants will be evaluated who clears the Pre-qualification stage.
- The Commercial application of only those applicants will be opened who score equal to or more than qualifying marks in Technical application.

1.15.2 Preliminary Examination of applications

Disaster Management Department of Bihar shall examine the applications to determine whether they are complete in respect to the EOI requirement and are generally in order. Any applications found to be non-responsive for any reason or not meeting any criteria specified in the EOI, shall be rejected by Disaster Management Department, Govt. of Bihar and shall not be included for further consideration.

Initial application scrutiny shall be held and applications will be treated as non-responsive, if applications are:

- a. Not submitted in format as specified in the EOI document
- b. Received without the Letter of Authorization (Power of Attorney)
- c. Found with suppression of details
- d. Subjective, conditional offers and partial offers submitted
- e. without the required documents requested
- f. Non-compliant to any of the clauses mentioned in the EOI
- g. With lesser validity period

1.15.3 Clarification on applications

During the application evaluation, Disaster Management Department, Govt. of Bihar may, at its discretion, ask the applicants for any clarification(s) of its application. The request for clarification and the response shall be in writing, and no change in the price or substance of the application shall be sought, offered, or permitted.

1.16 EVALUATION PROCESS

Disaster Management Department, Govt. of Bihar shall constitute a Tender Evaluation Committee to evaluate the responses of the applicants. The Tender Evaluation Committee shall evaluate the responses to the EOI and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by applicants may lead to rejection of their applications.

The decision of the Tender Evaluation Committee in the evaluation of applications shall be final. No correspondence will be entertained outside the process of evaluation with the Committee. The Tender Evaluation Committee shall ask for meetings or presentation with the applicants to seek clarifications or confirmations on their applications.

Each of the applications shall be evaluated as per the criteria and requirements specified in this EOI. The steps for evaluation shall be as follows:

Stage 1: Pre-Qualification

- a. Disaster Management Department, Govt. of Bihar/ Authority shall validate “EOI Document fee & Application Security/ Earnest Money Deposit (EMD), if any”.
- b. If the above mentioned contents are as per requirements, Disaster Management Department of Bihar/ Authority shall open the “Pre-Qualification Application”. **Each of the Pre-Qualification condition mentioned in relevant Sections and other relevant clauses from EOI are MANDATORY.** In case, the applicant / applicant does not meet any one of the conditions, the applicant shall be disqualified.
- c. Applicants would be informed of their qualification / disqualification based on the Pre-Qualification criteria through Email and /or through e-procurement portal.
- d. Technical and Financial applications of those applicants who don't pre-qualify will not be opened. Financial application will not be opened for those applicants, who don't qualify the technical evaluation.

Stage 2: Technical Evaluation

- a. “Technical application” will be evaluated only for the applicants who succeed in Stage 1.
- b. Authority will review the technical applications of the short-listed applicants to determine whether the technical applications are substantially responsive. Applications that are not substantially responsive are liable to be disqualified.
- c. The applicants' technical solutions proposed in the application document shall be evaluated as per the requirements specified in the EOI and technical evaluation frame work as mentioned in respective Sections.
- d. Applicants, who qualify the Pre-Qualification Stage, shall be asked to give demonstration (presentation) of the envisaged solution before the Authority.
- e. Applicants shall present the application to Authority as per the agenda mentioned in relevant section–“**Approach & Methodology & Solutions proposed**” and aspects of the application.
- f. Each Technical Application will be assigned a technical score out of a maximum of 1000 marks. Only the applicant who get an Overall Technical score of 75% or more and minimum 70% in each section of the Technical Evaluation Framework shall qualify for commercial evaluation stage.

1.16.1 Pre-Qualification Criteria

Pre-Qualification Criteria for Sole Applicant / Lead Applicant

SI. No.	Criteria	Documents to be submitted
1	Quality Certification	
A	ISO 27001:2013 (Security Management)	Authenticated Copy of Certificate
B	ISO 9001:2008	Authenticated Copy of Certificate
C	CMMI Level 5	Authenticated Copy of Certificate
2	Financial Strength	Documents Required
A	The Applicant should have a minimum average turnover of INR 100.0 (One Hundred) Crores for the last three financial years from all its businesses and a minimum average turnover of INR 50(Fifty) Crores for the last three financial years from all its IT/ Network services businesses.	Sole Applicant or Lead Member of Consortium, as the case may be, should submit audited annual reports, including balance sheet and profit and loss account statement, for the last 3 (three) financial years along with the statutory auditor's certificates for turnover, net worth and net profit.
B	Sole Applicant / Lead Member of the Consortium should have positive net worth for each of the last three financial years.	

SI. No.	Criteria	Documents to be submitted
C	The Sole Applicant / Lead Member of the Consortium should have positive earnings (net profit),for at least the last three financial years.	
3	Technical Expertise and experienced staff	Documents Required
A	The Applicant should have minimum 70 employees on regular payroll and minimum 40 regular IT professional employees on its payrolls as on date of opening of application.	A certificate to the effect signed and stamped by the Authorized Representative of the Applicant should be submitted.
B	Experience of the staff responsible for the Project. Each senior manager should have at least 3 years' experience in the respective field.	CV of the project manager, operations manager and other senior professionals who shall be involved in the implementation and operation of the project also needs to be submitted.
C	The Applicant must have experience of at least: <ul style="list-style-type: none"> • One ICT infrastructure / WAN service delivery projects with a minimum value of Rs 40.0 (Forty) Crores successfully completed during the last 7 (Seven) years. 	Work order issued by the appropriate authority, indicating the scope and cost of the project to be submitted.
D	The Applicant must have experience of implementing project related to: Emergency Operation Center (EOC) successfully installed and operational with any State Government/Central Government/PSU anywhere in the world in last 5 years including current year. Experience must include at least one statewide EOC project with any State Government/Central Government/ PSU in India in last 5 years including current year, of value more than INR 10 (Ten) Crore. The scope of the above project should include implementation of EOC project including deployment of Incident Response/Management Application, along with video walls display.	Work Order issued by the appropriate authority, indicating the scope and cost of the project to be submitted.

Pre-Qualification Criteria for Proposed Incident Response Software and Notification Software:

1	Incident Response/Decision Support System	Documents Required
A	<p>1. The EOC Incident Response Software offered must be 100% web based.</p> <p>2. The proposed software must have been implemented at minimum five (5) different government organizations of any country (district/county/province, region, state or national level).</p> <p>3. The software must have been deployed, implemented and used in at least during one real incident / disaster. Attach reference letter from the client(s).</p>	<p>1. Self-Certification that it's a 100% web based solution</p> <p>2. Purchase Orders/Work Orders from customers</p> <p>3. Reference Letter from customer</p>

	<p>4. Software must have been deployed and implemented by minimum Two (2) different government organizations for disaster management in India. One of these installations must be a Statewide deployment in SEOC and all respective DEOCs/Districts for a Disaster Management Department/SDMA with an installation value (software license, AMC, and related services) of not less than INR 5 crores. Attach work orders.</p> <p>5. The software must have been evaluated/vetted by a competent authority (i.e. NDMA) for its effectiveness. Attach Reference Letter in this regard.</p>	<p>4. Attach Work Orders</p> <p>5. Attach Reference Letter</p>
2	The Notification System	
A	<p>1. The Notification system provider should have experience in the field of people notification and shall have experience of providing messaging system and location identification for at least 2 Indian state / cities or any state / cities in the world in the last five years.</p> <p>2. The Notification system provider should have earned a minimum revenue of INR 5 Crores or more from messaging system and location identification system in the last 5 years.</p>	<p>Attach Work Orders/ Attach Client Reference Letter</p>

Note: For Sole Applicant or Lead Applicant (in case of Consortium), company registration (under Companies Act), the turnover, project experience and certifications of the Parent company would be considered for only 100% subsidiary / division / sub division / branch business unit.

Disaster Management Department, Govt. of Bihar (or nominated party) reserves the right to check/ validate the authenticity of the information provided by the applicant for the Pre-qualification and the requisite support must be provided by the Applicant.

1.16.2 Technical Evaluation Frame work

Technical Evaluation of the applications shall be done as per the following evaluation criteria:

Section #	Evaluation Criteria	Total Marks	Minimum Sectional Qualifying Marks
A.	Sole applicant / Lead Applicant Profile	100	70
B.	Applicants Project Experience	400	280
C.	Approach & Methodology & Solutions proposed by the applicant	350	245
D.	Resources proposed by the applicant	150	105
Overall Technical Score Total		1000	

Important: Qualification criteria for technical evaluation and progression to commercial evaluation stage.

1.1.1 Minimum 70% of the maximum allotted marks in each section as given in the table above

AND

1.1.2 Minimum 75% marks of the overall technical score total.

The following sections explain how the Applicants shall be evaluated on each of the evaluation criteria.

1.16.3 Technical Application Criteria & Evaluation

S. No.	Criteria Category	Evaluation criterion details	Max. Marks Allotted	Supporting Documents required
A.				
Sole applicant / Lead applicant Profile (Max. 100 marks)				
A1	Annual Turnover from IT projects	<p>Average annual turnover from one or more of the IT Projects as mentioned below for Sole applicant or Lead Applicant / Consortium member (in case of consortium) in each of the last three financial years Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> • More than INR 60 Crore = 70 marks • More than INR 50 up to INR 60 Crore = 50 marks • More than INR 40 up to INR 50 Crore = 30 marks • Emergency Response Services • IT System Services 	70	<p>Sole Applicant or Lead Applicant or consortium member:</p> <p>1. Certificate from the Statutory Auditor on turnover details from IT projects over the last three (3) financial years</p>
A2	Certifications	<p>Valid certifications from Sole applicant or Lead Applicant / Consortium member (in Case of Consortium):</p> <ol style="list-style-type: none"> 1. ISO 9001:2008 2. ISO 27001:2013 3. SEI CMM level 5 <p>All certifications are mandatory</p>	30	<p>Sole Applicant or Lead Applicant or consortium member:</p> <p>1. Copies of certifications</p>

S. No.	Criteria Category	Evaluation criterion details	Max. Marks Allotted	Supporting Documents required
B. Project Experience (Max-400 marks)				
B1	Emergency Response Services	<p>The Sole Applicant or Leader Applicant/ Consortium member (in case of Consortium) should have been awarded projects related to Emergency Operations Center in the last five years as on application submission date.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> • One project with minimum value of INR 20 Cr = 200 marks • One project with minimum value of INR 15 Cr = 160 marks • One project with minimum value of INR 10 Cr = 120 marks <p>Maximum marks = 200 marks</p>	200	<p>Sole Applicant or Lead Applicant or consortium member:</p> <ol style="list-style-type: none"> 1. Work order/ Contract / Client certificate clearly highlighting the scope of work, Bill of Material / value of the contract / order.
B2	ICT/WAN	<p>The Sole Applicant or Leader Applicant/ Consortium member (in case of consortium) should have been awarded at least one project of ICT/ WAN in the last seven years as on application submission date having minimum value of INR 40 crore each (single project value).</p> <p>Marks shall be allotted as below:</p> <ul style="list-style-type: none"> • Two projects = 200 marks • One project =150 marks 	200	<p>Sole Applicant or Lead Applicant or consortium member:</p> <ol style="list-style-type: none"> 1. Work order / Contract / Client certificate clearly highlighting the scope and nature of work, Bill of Material and value of the contract / order.

S. No.	Criteria Category	Evaluation criterion details	Max. Marks Allotted	Supporting Documents required
C Approach & Methodology & Solutions proposed (Max. 350 marks)				
C1	Understanding of requirements, Robustness & quality of proposed solution	<ul style="list-style-type: none"> • Adequacy, robustness and scalability of proposed solution • Solution design (Application Architecture, Security Architecture, Network Architecture) • Demonstration level of understanding of the scope of work and all aspects of the project • Risk Mitigation Plan / Strategy / SLA • Operations and maintenance plan including comprehensiveness of fall back strategy • Training and handholding strategy and plan • Quality of Technical presentation and clarification on response to queries (including participation from Leadership, Key team members during the presentation) 	300	Assessment to be based on application documents submitted by the Applicant and the Technical presentation made by Applicant
C2		Compliance to meet Requirement of technical and / or functional specifications Non-compliance to any of the Requirement specifications will score 0 marks.	50	All necessary documents

S. No.	Criteria Category	Evaluation criterion details	Max. Marks Allotted	Supporting Documents required
D Proposed Resources (Max. 150 marks)				
D1	Proposed Resources	<ul style="list-style-type: none"> • Project Director =20 marks • Project Manager =25 marks • Solution Expert (AutoCAD) =15 marks • Solution Expert (GIS) =15 marks • Solution Expert (Telephony & ACD) =15 marks • Application Solution Architect =15 marks • Solutions Integration Expert =15 marks • Product & QA Manager =15 marks • Network Architect =15 marks 	150	<p>Assessment to be based on CV of resources proposed to be deployed for the project by the applicant:</p> <p>Number of years of experience:</p> <ul style="list-style-type: none"> • 15% marks for upto 3 years more experience than minimum experience required • 30% marks for over 3 years more experience than minimum experience required <p>Project experience:</p> <ul style="list-style-type: none"> • 25% marks for 2 or more projects experience • 40% marks for 3 or more projects experience • 50% marks for 5 or more projects experience • 10% additional marks for ERS experience (one or more) <p>Certification:</p> <ul style="list-style-type: none"> • 10% marks for any relevant certificate <p>In case, the minimum requirements are not met, the CV will score 0 marks</p>

Note: For Sole Applicant or Lead Applicant (in case of Consortium), company registration (under Companies Act), the turnover, project experience and certifications of the Parent company would be considered for only 100% subsidiary/ division/ subdivision/ branch business unit.

(This section has already been covered)-

Note: For Sole Applicant or Lead Applicant (in case of Consortium), company registration (under Companies Act), the turnover, project experience and certifications of the Parent company would be considered for only 100% subsidiary / division/ subdivision/ branch business unit.

1.16.4 Criteria for Proposed Key Personnel's

The Agency shall provide adequate number of personnel, each responsible for specific role for the project. The Agency shall provide clear definition of the role and responsibility of each individual proposed to be deployed for the project.

The Agency shall have a defined hierarchy and reporting structure for various teams that shall be part of the project. The Agency has to provide the list of proposed manpower for the Project. Any changes in manpower deployment will have to be approved by Disaster Management Department of Bihar/ "The Authority".

Following table indicates the minimum qualification required for the proposed key positions identified for this project. However, SI shall independently estimate the team size required to meet the requirements of service levels, time lines and other requirements as specified in the EOI.

S. No.	Key Personnel	Minimum qualifications
1.	Project Director	a. Education: MBA/ M.Tech/ B.Tech/ B.E./ MCA/ M.Sc. from a reputed institute b. Total Experience : At least 15 years in IT / Disaster Management Sector c. Should have more than 8 years of experience of handling similar large IT / Disaster Management Projects Central/ State Govt. d. Preferably should be MBA in Project Mgmt/ PMP
2.	Project Manager	a. Education : Full Time MBA/ M.Tech/ B.Tech/ B.E./ MCA/ M.Sc. from a reputed institute b. Total Experience : At least 12 years in IT / Disaster Management Sector c. Should have at least 3 years of experience of handling similar large projects
3.	Solution Expert (CAD)	a. Education: Full time M. Tech/ B.Tech/ B.E./ MCA/ BCA/ M.Sc. b. Total Experience: At least 10 years in IT sector c. Should have experience of more than 3 years as CAD solution expert in large projects of similar nature d. Should preferably have relevant certification
4.	Solution Expert (GIS)	a. Education: M.Tech/ B.Tech/ B.E./MCA./BCA/B.Sc./ M.Sc.. b. Total Experience : At least 10 years c. Should have experience of more than 5 years as GIS solution expert in large projects of similar nature d. Should preferably have relevant certification

S. No.	Key Personnel	Minimum qualifications
5.	Solution Expert (Telephony & ACD)	<ul style="list-style-type: none"> a. Education: M. Tech/ B.Tech/ B.E./ MCA/ BCA/ M.Sc. b. Total Experience : At least 10 years in IT sector c. Should have experience of more than 3 years as Telephony / ACD solution expert in large projects of similar nature d. Should preferably have relevant certification
6.	Application Solution Architect	<ul style="list-style-type: none"> a. Education: M. Tech/ B.Tech/B.E./MCA/BCA/M.Sc. b. Total Experience : At least 10 years in IT sector c. Should have experience in designing solution architecture & implementing IT solutions for at least 3 similar projects. d. Should preferably have TOGAF certification
7.	Solutions Integration Expert	<ul style="list-style-type: none"> a. Education : M.Tech/ B. Tech/ B.E./ MCA/ BCA/ M.Sc. b. Total Experience: At least 10 years in IT sector c. Should have experience in designing & integrating various solutions for at least 3 similar projects d. TOGAF certification preferable
8.	Network Architect	<ul style="list-style-type: none"> a. Education : M. Tech/ B.Tech/ B.E./ MCA/ BCA/ M.Sc. b. Total Experience : At least 10 years in IT sector c. Should have experience in designing & implementing network solutions for at least 3 similar projects. d. Should preferably have CCNA/ CWNA/ CCNP certifications
9.	Product & QA Manager	<ul style="list-style-type: none"> a. Education : M. Tech/ B.Tech/ B.E./ M.Sc. /MCA/ BCA/ MBA/ B.Sc b. Should have a minimum of 3 years of experience in similar role. c. Should preferably have ICTQB certification
10.	Master Trainer	<ul style="list-style-type: none"> a. Education: post- graduation or graduation b. Should have a minimum 4 years of experience in conducting trainings for similar applications & solutions
11.	Information Security/ Cyber Security Expert	<ul style="list-style-type: none"> a. Education: M. Tech/ B.Tech/ B.E./M.Sc./ MCA / BCA/ B.Sc b. Should have a minimum 7 years of experience in information security/ cyber security domain. Should have experience of providing similar solution to a large e-governance/ IT project for any Central/ State Government project.

Manpower plan for Implementation Phase to be provided by the Applicant as per agreed format with the Authority.

Apart from the above-mentioned resources, the Applicant shall also propose manpower to be deployed during the Operation & Maintenance phase of the Projects per the agreed format with the authority.

ANNEXURE I

Letter of Technical Submission

To,

The Principal Secretary,
Disaster Management Department,
Government of Bihar
Old (Main) Secretariat,
Patna- 800015, Bihar

Sub: -Submission of Expression of Interest for Appointment of Agency for setting-up and Operation & Maintenance of the State Emergency Operations Center (EOC) and Related Infrastructure in the State of Bihar on Build, own, operate and Transfer (BOOT) Basis for a period of 5 (five) years

Sir,

We the undersigned, offer to be Appointed as Agency for setting-up and Operation & Maintenance of the State Emergency Operations Center (EOC) and Related Infrastructure in the State of Bihar on Build, own, operate and Transfer (BOOT) Basis for a period of 5 (five) years.

We are hereby submitting our Proposal, which includes Technical submissions sealed under covers and properly marked and signed as required.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We confirm that this proposal will remain binding upon us and may be accepted by you at anytime before the expiry date.

We agree to bear all costs incurred by us in connection with the preparation and submission of the proposal and to bear any further pre-contract costs.

We understand that the State Government is not bound to accept the application or any proposal or to give any reason for short listing or for the rejection of any proposal.

We confirm that we have the authority of..... *[Insert Name of the Agency / Firm]* to submit the proposal and to negotiation its behalf.

Yours Faithfully,

[Signature and Details of the Authorized Representative]

ANNEXURE II

Organizational Structure of the Agency / Credentials

- A. Details:
1. Name of the Firm:
 2. Year of Establishment:
 3. Legal status of the Firm
 - a. Individual
 - b. Proprietary firm
 - c. A firm in partnership
 - d. Limited Company Firm or Corporation
 4. Narrative description of the Firm: Please specify the field of services i.e. Comprehensive Repair and Maintenance Services etc., in which it is specialized.
 5. Office Address /Telephone No / Fax No / email id / website:
 6. In case of change of Name of the Firm, former Name / Names and year / years of establishment:
 7. Names of principal person concerned with this work with title and Telephone No / Fax / Email Id, etc.
 8. Departments, Directorates and Undertakings
 9. **Details of the Teams** (enclose curriculum vitae of key resources).
Provided tails of Key resources who are on payroll of the Agency and are permanent employees along with their technical expertise, education details
 10. Details of Software and Hardware used by the Agency for delivering services standards, if any:
 11. Name and addresses of the manufacturer (include all)
 12. Services/Facilities provided in-house
 13. Accreditation
 14. Experience of EOC installation & commissioning

Signature of Authorized Representative with Seal:

(Please furnish letter of authorization

ANNEXURE III

Certificate for Turnover, Net Worth and Net Profit

To,

**The Principal Secretary
Disaster Management Department
Government of Bihar
Old (Main) Secretariat, Patna-800015, Bihar State
Sub: <REFERENCE NUMBER>Dated<DD/MM/YYYY>**

Dear Sir,

We certify that*.....,the Sole Applicant / Lead Member had a Net worth of INR..... Crores or equivalent USD* based on unconsolidated audited annual accounts (refer** below) as of close of last financial years on*.....

I/ We, *,.....the Statutory Auditor of the Applicant hereby declare that:

- i. The Applicant has a minimum average turnover of INR 100 Crores for the last three financial years from all its businesses and a minimum average turnover of INR 50 Crores for the last three financial years from all its IT infrastructure services businesses.
- ii. Sole Applicant/ Lead Member of the Consortium has recorded a positive net worth for each of the last three financial years.
- iii. Minimum net worth of the Sole Applicant/ Lead Member at the end of last financial year was INR*, which is more than INR 50.0 Crores.
- iv. The Sole Applicant / Lead Member of the Consortium has positive earnings (net profit), for at least the last three financial years.

*Conversion to INR will be done as per average conversion rates published by Reserve Bank of India applicable 60 days prior to the Application Due Date.

**The column for, Relationship with Application sending Company' is to be filled in only in case financial capability of Parent/Affiliate has been used for meeting Net worth Requirements.

**Yours faithfully
(Signature and stamp of any Director of Application sending Company / Lead Member of Consortium)**

**(Signature and Stamp of Chartered Accountant)
Date _____**

Name:

Place:

Date:

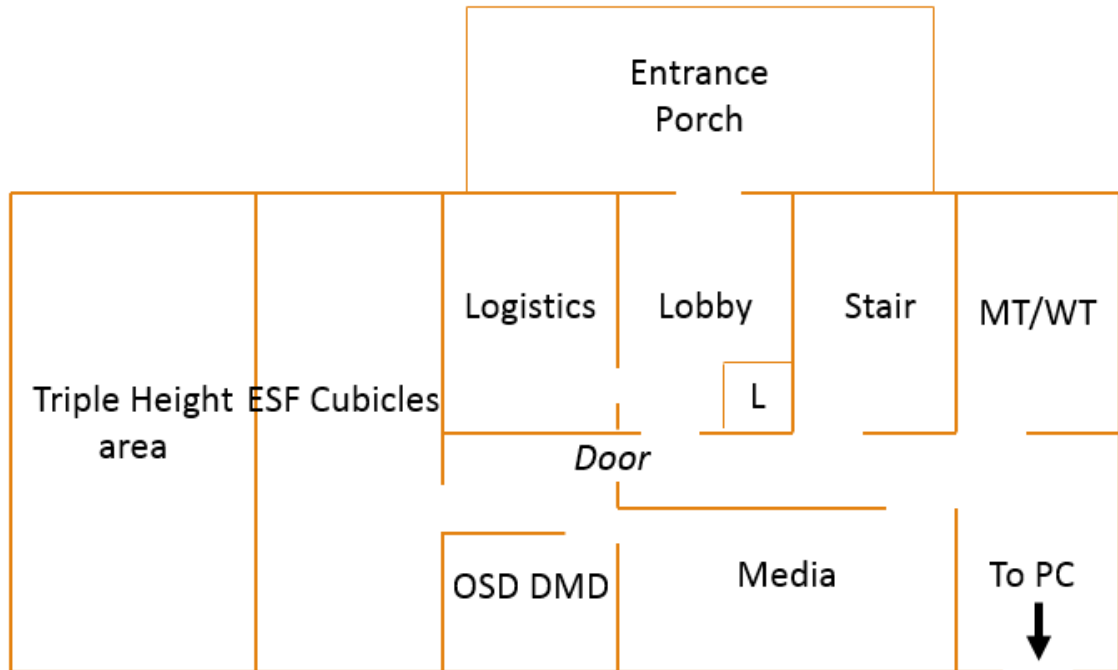
Note:

1. Along with the above format, in a separate sheet, please provide details of computation of Net worth duly certified by a Chartered Accountant.
2. Audited consolidated annual accounts of the Applicant may be used for the purpose of financial criteria provided the Applicant has at least 50% equity in each company whose accounts are merged in the audited consolidated accounts and provided further that the financial capability of such companies (of which accounts are being merged in the consolidated accounts) shall not be considered again for the purpose of evaluation of the Application.

ANNEXURE IV

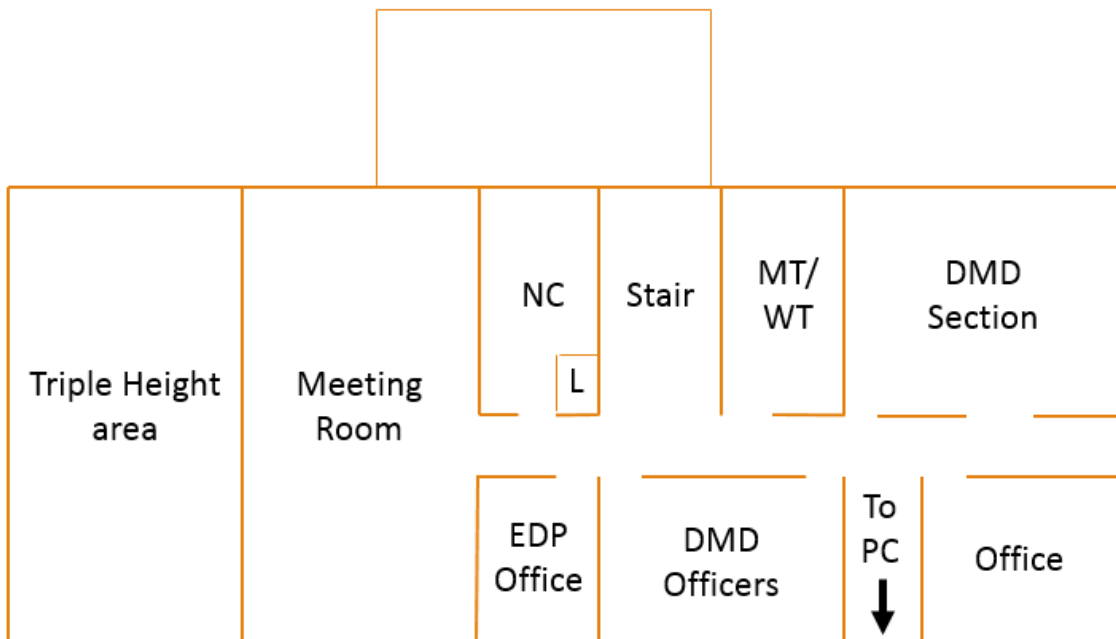
Conceptual plans of the SEOC facility at Police Bhawan, Patna

Level 1 (Not to scale)



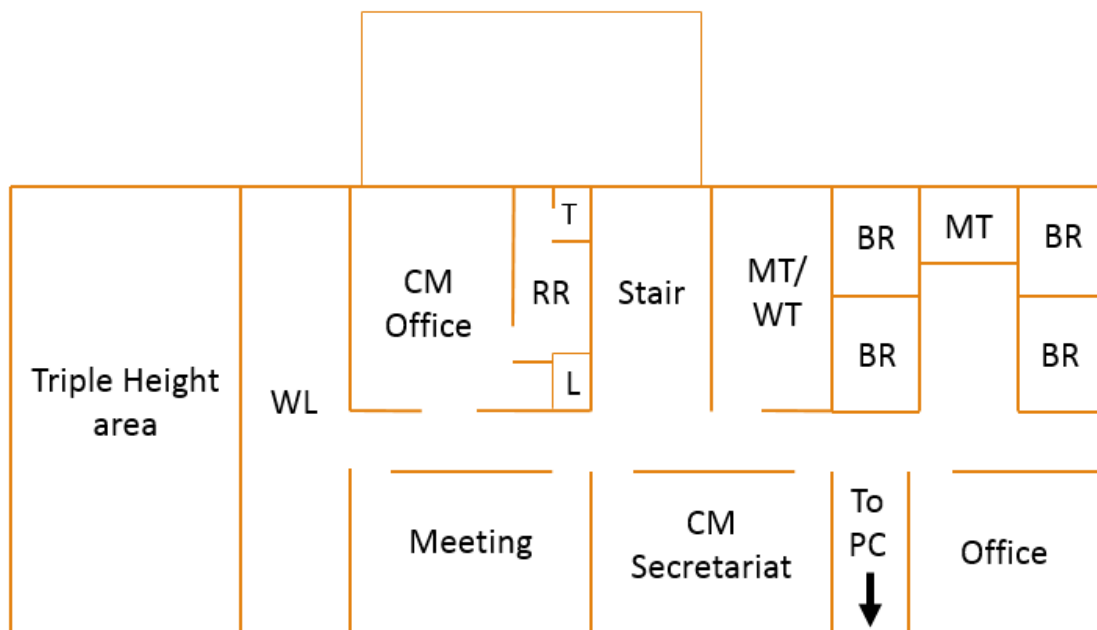
L = Lift MT = Men's toilet WT = Women's toilet PC = Police Complex

Level 2 (Not to scale)



NC = Computer network control EDP = Electronic Data Processing

Level 3 (Not to scale)



WL = Waiting Lounge CM = Chief Minister BR = Bed Room RR = Rest Room
T = Toilet