



**Jharkhand Industrial Area Development Authority, Ranchi**  
3rd Floor, JIADA Bhawan, Namkum Industrial Area, Lowadih, Ranchi, Jharkhand-834010  
Web- <https://jiada.jharkhand.gov.in>, Email ID- [mdjiada@gmail.com](mailto:mdjiada@gmail.com), [mdjiada@jiada.co.in](mailto:mdjiada@jiada.co.in),

Letter No. 1272

Dated: 03/12/2025

**Notice Inviting Tender**  
**NIT No.: JIADA/08/2025-2026**

The JIADA, Ranchi invites technical and financial proposals for ‘**Engaging a System Integrator for the Development of a Unified IT System for Jharkhand Industrial Area Development Authority (JIADA)**’.

The important dates and information are mentioned below:

S. No.	Particulars	Details
1.	Publishing of RFP/ Tender on website	05/12/2025
2.	Period of downloading and Submission of Tender	Start date: 05/12/2025 End date: 29/12/2025 up-to 05:00 pm
3.	Last date for receiving of queries	10/12/2025 (by email)
4.	Date and time of Pre-Bidding Meeting	11/12/2025 at 11:30 AM
5.	Pre-Bidding Meeting response Date	15/12/2025
6.	Technical proposal opening	31/12/2025
7.	Presentation on approach & methodology	To be notified
8.	Financial Bid Opening	To be notified
9.	Cost of Tender (Online payment through Jharkhand Tender Portal)	Electronic Transfer of INR 11,800/- (Non-Refundable) including 18% GST through Jharkhand Tenders Website- <a href="https://jharkhandtenders.gov.in/nicgep/app">https://jharkhandtenders.gov.in/nicgep/app</a>
10.	Earnest Money Deposit (EMD) (Online payment through Jharkhand Tender Portal)	INR 5,00,000/- (Rupees five lakhs only)
11.	Website for downloading Tender Documents	<a href="https://jiada.jharkhand.gov.in">https://jiada.jharkhand.gov.in</a> <a href="https://jharkhandtenders.gov.in">https://jharkhandtenders.gov.in</a>
12.	Mode of submission of Tender	Online through <a href="https://jharkhandtenders.gov.in">https://jharkhandtenders.gov.in</a>
13.	Contact Details	Secretary, JIADA, 3 <sup>rd</sup> Floor, JIADA Bhawan, Namkum, Lowadih, Ranchi, Jharkhand-834010 Mobile: +91 9431386208 Website: <a href="https://jiada.jharkhand.gov.in">https://jiada.jharkhand.gov.in</a> Email: <a href="mailto:mdjiada@gmail.com">mdjiada@gmail.com</a>

- JIADA reserves the right to change any schedule of bidding process. Please visit above website mentioned in document regularly for the same.
- JIADA reserves the right to terminate the bid process at any time without assigning any reason.
- Proposals must be received not later than time, and date as mentioned above. Proposals that are received after the last date and time will not be entertained.

(By order of MD, JIADA)

Sd/-  
Secretary, JIADA



**Request For Proposal  
for  
'Engaging a System Integrator for the Development of a  
Unified IT System for Jharkhand Industrial Area  
Development Authority (JIADA)'**

**Date: 03/12/2025**

**Letter No. 1272**

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NIT No.: JIADA/08/2025-2026**

**‘Selection of System Integrator for the Development of a Unified IT System for Jharkhand Industrial Area Development Authority (JIADA)’**

JIADA invites technical and financial proposals from management consultancy firms. The document can be downloaded from the JIADA portal <https://jiada.jharkhand.gov.in/> and <https://jharkhandtenders.gov.in> Response to this RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This section provides general information about the Issuer, important dates and addresses and the overall eligibility criteria for the parties. The RFP/tender document cost of INR 10,000/- + 1800/- (G.S.T.) = Rs. 11,800/- (Rupees Eleven Thousand and eight hundred only) is to be paid using <https://jharkhandtenders.gov.in> only.

## Disclaimer

The information contained in this Request for Proposal (hereinafter referred to as "RFP) document provided to the Bidders, by Jharkhand Industrial Area Development Authority hereinafter referred to as JIADA, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This RFP document does not purport to contain all the information each Bidder may require.

This RFP document may not be appropriate for all people, and it is not possible for the JIADA, their employees or advisors to consider the business/ investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources.

JIADA, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. JIADA may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

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## 1. FACT SHEET

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### **Note:**

- JIADA reserves the right to change any schedule of bidding process. Please visit above website mentioned in document regularly for any update regarding the same.
- JIADA reserves the right to terminate the bid process at any time without assigning any reason.
- Proposals must be received not later than time, and date as mentioned above. Proposals that are received after the last date and time will not be entertained.

## 2. BACKGROUND INFORMATION

### 2.1 INTRODUCTION

Jharkhand Industrial Area Development Authority (JIADA) is the anchor industrial area development Authority of Jharkhand. JIADA is actively engaged in developing Industrial Infrastructure, allotment of land for establishment of industrial units and promoting Industrial Progress by developing & maintaining Industrial Areas, and Industrial Parks and fostering an investor-friendly climate within the State.

### 2.2 OBJECTIVE

JIADA intends to engage a system integrator to design, develop and implement the integrated application and land allotment system software for JIADA, in accordance with the provisions of the RFP, with operation and maintenance for a period of 1.5 Years after Go-Live. (extendable for further 3 years on mutually agreed terms and conditions).

## 3. ELIGIBILITY CRITERIA

### 3.1 ELIGIBILITY REQUIREMENTS FOR THE CONSULTANT

The Bidder must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the RFP/Tender documents. The Bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the Services. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the Tender document. The invitation to Proposal is open to all Bidders who qualify the eligibility criteria as given below:

SL	Criteria	Requirements	Documentary Evidence
1	Legal Entity	a) The Bidder must be incorporated and registered in India, under Companies Act / Indian Partnership Act / Indian Trusts Act / Limited Liability Partnership Act and should be in operations continuously for at least 3 years as on the last date of submission of bid. b) Registered with the GST Authorities c) Registered with Income tax authorities	Certificates of Registration/ Incorporation and copy of PAN
2	Annual Turnover	The bidder should have an average annual turnover of INR 50 Crores or more in the last three financial years ending 31st March 2025.	Provide last 3 FY year CA certified documents on turnover certificate, balance sheet and ITR having issued UDIN.
3	Bidder Experience	The bidder must have experience as a system integrator/Technical agency /Software	Letter of Award/ Work Order/ Contract

		<p>development partner for any state or central government agency or any other public sector undertaking or a Corporation in India during the last Five years (from the date of publishing of the RFP) of values and number specified herein:</p> <ul style="list-style-type: none"> <li>• At least 1 project of not less than the amount INR 10 Crore; OR at least 2 projects of not less than the amount equal to INR 5 Crore each</li> <li>• The minimum components for a project to be considered under this criterion are Application development / customization; Training; Handholding; Operations &amp; Maintenance.</li> </ul>	Agreement/ Complete on Certificate
4	Software Development Experience	The bidder should have experience in Software projects associated with Industry Department/Land development authorities of any state govt./central govt./PSU	Project Details Work Order Completion Certificate for completed projects
5	Quality Certification	Bidder should be CMMi Level 5 and ISO 27001: 2013 certified	Copy of valid certificate
6	Blacklisting	The Bidder should not be blacklisted/ banned/ debarred by any State Government/UT or Central Government entity / PSU as on bid submission date.	Self-certification. False certification and/or non-disclosure will lead to forfeiture of the EMD and disqualification from the evaluation process and blacklisting by the State

## 4. INSTRUCTIONS TO THE BIDDERS

### 4.1 GENERAL CONDITIONS OF CONTRACT

- All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by JIADA based on this RFP.
- No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of JIADA. Any notification of preferred Bidder status by the JIADA shall not give rise to any enforceable rights by the Bidder. The JIADA may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the JIADA
- This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

## 4.2 DEFINITIONS

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Unless the context otherwise requires, the following terms whenever used in this RFP and Contract have the following meanings:

- a) Bidder means firm/ company who submits proposals in response to this Request for Proposal document.
- b) Consultant or Advisor means the firm/ company, selected through competitive tendering in pursuance of this RFP, for providing the services under the Contract.
- c) JIADA 'means Jharkhand Industrial Area Development Authority' (JIADA).
- d) Contract means the Contract entered into by the parties for providing the services
- e) Personnel means professional and support staff provided by the Consultant to perform Services to execute an assignment and any part thereof.

## 4.3 COMPLAINT TENDERS/ COMPLETENESS OF RESPONSE

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- a) Bidders are advised to study all instructions, forms, requirements, annexure and other information in the RFP documents carefully. Submission of the bid/ Proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
  - Comply with all requirements as set out within this RFP.
  - I. Submit the forms as specified in this RFP and respond to each element in the order asset out in this RFP.
  - II. Include all supporting documentations specified in this RFP.
- c) The Proposals must be complete in all respects, Indexed. The page numbers must be clearly marked on each page and cross references be indicated on the Index Page. All the proposals should be submitted through hardcopy as given in the section 4.5.4 within due date.

The bidder should submit all original documents and hard bound copy of proposals to the JIADA at the time of technical presentation.
- d) In case of any difference between the proposal submitted online and hard bound proposal, the proposal submitted online shall be considered valid.

## 4.4 PRE - BID MEETING AND CLARIFICATIONS

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### 4.4.1 BIDDER QUERIES

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- a) JIADA shall invite queries from Bidders as per the details mentioned in the Fact Sheet of this document.
- b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach

JIADA by email (Word File Only) on or before last date for sending pre-bid queries mentioned in Fact Sheet of this document through the e-mail of only authorized representative of the Bidder. The queries should be submitted in the following format:

Section/ Page No.	Content of RFP requiring clarifications	Change/ Clarification Requested	Remark

- c) JIADA shall not be responsible for ensuring that the Bidder's queries have been received by them. Any requests for clarification post the indicated date and time may not be entertained by JIADA.
- d) The purpose of query clarification is to provide the Bidders with information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the project. However, JIADA reserves the right to hold or re-schedule the Pre-Bid meeting.

#### 4.4.2 RESPONSE TO PRE-BID QUERIES AND ISSUE OF CORRIGENDUM

- a) The Officer will provide timely response to the queries. However, JIADA makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does JIADA undertake to answer all the queries that have been posed by the Bidders.
- b) At any time prior to the last date for receipt of bids, JIADA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c) The Corrigendum (if any) and clarifications to the queries from all Bidders will only be uploaded on the respective website as mentioned in NIT.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders with a reasonable time for taking the corrigendum into account, JIADA may, at its discretion, extend the last date for the receipt of Proposals.

### 4.5 KEY REQUIREMENTS OF THE BID

#### 4.5.1 MODE OF SUBMISSION OF TENDER

Bid has to be submitted Online through <https://jharkhandtenders.gov.in> along with Tender fee and EMD on or before the deadline of date and time as mentioned in the fact sheet.

#### 4.5.2 RIGHTS TO TERMINATE THE PROCESS

- a) JIADA may terminate the RFP process at any time, without assigning any reason. JIADA makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by JIADA. The Bidders' participation in this process may result JIADA selecting the Bidder to engage towards execution of the Contract.

#### 4.5.3 TENDER FEE

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- a) Cost of tender/bidding to be submitted online through Jharkhand Tender portal only.
- b) Tender fee has mandatorily paid before applying for the bid
- c) Proposals received without or with inadequate Tender fees shall be rejected.

#### 4.5.4 EARNEST MONEY DEPOSIT

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- a) EMD of INR 5,00,000/- (Rupees Five Lakhs Only), to be submitted online through Jharkhand Tender portal only.
- b) EMD of all unsuccessful Bidders would be refunded by JIADA within 15 Days of final acceptance of successful bid and signing of agreement.
- c) EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
- d) The bid/ Proposal submitted without EMD, mentioned above, will be summarily rejected.
- e) The EMD may be forfeited:
  - I. If a Bidder withdraws its bid during the period of bid validity.
  - II. In case of a successful Bidder, if the Bidder fails to sign the Contract in accordance with this RFP.

#### 4.5.5 SUBMISSION OF RESPONSES

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- a) Technical Bid (containing)
  - I. EMD, Power of Attorney and Tender Document Fees
  - II. Cover letter and Eligibility Criteria as detailed in Section 3
  - III. Technical Proposal
- b) Financial Bid (containing)
  - I. i. Cover Letter
  - II. ii. Financial Proposal

#### 4.5.6 AUTHENTICATION OF BIDS

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The Proposal should be accompanied by a power-of-attorney or Board Resolution in the name of the signatory of the Proposal as per Annexure mentioned in this RFP.

## 4.6 PREPARATION AND SUBMISSION OF PROPOSAL

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### 4.6.1 PROPOSAL PREPARATION COSTS

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The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of Proposal, in providing any additional information required by JIADA to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. JIADA will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### 4.6.2 LANGUAGE

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The Proposal should be filled by the Bidders in English language. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

### 4.6.3 LATE BIDS

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- a) Original hard copy of Tender Document fees and EMD received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b) The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) JIADA shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- d) JIADA reserves the right to modify and amend any of the above-stipulated conditions/criterion depending upon project priorities vis-à-vis urgent commitments.

## 4.7 EVALUATION PROCESS

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- a) JIADA will constitute a Tender Committee to evaluate the responses of the Bidders.
- b) The tender committee constituted by the JIADA shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/ documentary evidence, may lead to rejection.
- c) The decision of the Tender Committee in the evaluation of responses to the RFP shall be final. No correspondence shall be entertained outside the process of evaluation with the Committee.
- d) The Tender Committee may ask for meetings with the Bidders to seek clarifications on their Proposals.
- e) The Tender Committee reserves the right to reject any or all Proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP under the Evaluation and Selection 'section.

#### 4.7.1 TENDER OPENING

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The Proposals submitted up to date and time mentioned in this RFP document by Tender committee authorized by JIADA, in the presence of such of those Bidders or their representatives who may be present at the time of opening. The representatives of the Bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafide for attending the opening of the Proposal.

#### 4.7.2 TENDER VALIDITY

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The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender.

#### 4.7.3 TENDER EVALUATION

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Tender evaluation and Bidder Selection will be carried out as per the specifications mentioned in the Section on Evaluation and Selection.

#### 4.8 MODIFICATION AND WITHDRAWAL OF BIDS

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- a) a) The Bidder is allowed to modify or withdraw its submitted Proposal any time prior to the last date prescribed for receipt of bids, by giving a written notice to the JIADA.
- b) Subsequent to the last date for receipt of bids, no modification of bids shall be allowed.
- c) The Bidders cannot withdraw the Proposal in the interval between the last date for receipt of bids and the expiry of the Proposal validity period specified in the Proposal. Such withdrawal may result in the forfeiture of its EMD from the Bidder.
- d) Any document submitted after the last date of bid submission shall not be considered in any case.

#### 4.9 PROPOSAL FORMS

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Wherever a specific form is prescribed in the Proposal document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the required information. For all other cases, the Bidder shall design a form to hold the required information.

#### 4.10 LOCAL CONDITIONS

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- a) Each Bidder is expected to become fully acquainted with the local conditions and factors, which may affect the performance of the Contract and/or the cost.
- b) The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the Contract after issue of letter of Award as described in the bidding document. The JIADA shall not entertain any request for clarification from the Bidder regarding such local conditions.
- c) It is the Bidder 's responsibility that such factors have been properly investigated and considered before submitting the Proposal. No claim, what-so-ever, including that for financial adjustment to the Contract awarded under the bidding document will be entertained by the JIADA. Neither any change in the time schedule of the Contract nor any financial adjustments arising there-of shall be permitted by the JIADA on account of failure of the Bidder to know the local laws/ conditions. The Bidder is expected to visit and examine and study the location of Govt. offices

and its surroundings and obtain all information that may be necessary for preparing the Proposal at its own interest and cost.

#### 4.11 CONTACTING JIADA

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Any effort by a Bidder to influence the evaluation, and comparison or contract award decisions may result in the rejection of the Proposal.

#### 4.12 ELIGIBILITY CRITERIA

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The Bidder shall meet the criteria for eligibility mentioned in the Tender document. The Bidder must have registration certificate, registration under Labor Laws, Contract Act, valid GST registration certificate and valid service tax registration certificate, whichever is applicable, for this Tender.

#### 4.13 TENTATIVE SCHEDULE OF EVENTS

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Tentative schedule of events regarding this tender shall be as per the dates and times mentioned in Section-1: of Fact Sheet.

#### 4.14 OPENING OF PROPOSAL

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First, The Technical bid will be opened. The Financial bid may be opened in presence of technically qualified Bidders. The Evaluation Committee or its authorized representative will open the tenders. Sequence of opening is as follows:

- a) Technical Bid
- b) Financial Bid

#### 4.15 DECIDING AWARD OF CONTRACT

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- a) The JIADA reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time before opening the Financial Proposal. The Bidder shall furnish the required information to JIADA and its appointed representative on the date asked for, at no cost to JIADA. The JIADA may at its discretion, visit the office of the Bidder any- time before signing of Agreement.
- b) JIADA shall inform those Bidders whose Proposals did not meet the eligibility criteria or were considered non-responsive, informing them that their Financial Proposals will not be opened after completing the selection process. JIADA shall simultaneously notify those Bidders who qualify for the Evaluation process as described in this Tender Document, informing the date and time set for opening of Financial Proposals. The notification may be sent by mail.
- c) The Bidder 's name, the Proposal Price, the total amount of each Proposal and other such details as the Tendering Authority may consider appropriate, will be announced and recorded by the JIADA at the opening of bid.
- d) After acceptance of LoA, Performance Security shall be deposited as specified in this document for signing an Agreement with JIADA.
- e) Special Condition for Awarding the Agreement:
  - I. JIADA will sign the Agreement with Successful Bidder for a period as mentioned in Duration of Contract 'in the document.

- II. JIADA, in exceptional circumstances, may extend the Agreement for a period beyond what has been specified in Duration of Contract in the document on mutually agreed terms and conditions.
- III. JIADA will also have the right to provide extension/increase in the scope of work as per mutually agreed terms and conditions between both the parties.

#### 4.16 CONFIDENTIALITY

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- a) As used herein, the term —Confidential Information means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business processes and methods used by the Bidder in rendering the Services hereunder are Confidential Information of the Bidder.
- b) The Bidder shall keep confidential, any information related to this RFP/tender, with the same degree of care as it would treat its own confidential information. The Bidders shall note that confidential information will be used only for the purposes of this RFP/tender and shall not be disclosed to any third party for any reason whatsoever.
- c) At all times of the performance of the Services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees are given access to Confidential Information, each such employee and assignees shall agree to be bound by the terms no less onerous than those contained under this RFP/tender and such rules, policies, standards, guidelines and procedures by its employees or agents.
- d) The Bidder should not disclose to any other party and keep confidential the terms and conditions of this Contract agreement, any amendment hereof, and any Attachment or Annexure hereof.
- e) The obligations of confidentiality under this section shall survive rejection of the Contract.

#### 4.17 PUBLICITY

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Any publicity by the Bidder containing the name of JIADA should be done only with the explicit written permission from JIADA.

#### 4.18 EXECUTION OF THE AGREEMENT

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After acknowledgement of the LoA by the selected Bidder, a performance guarantee of 5% of Total Professional Fee has to deposit in the form of FDR/TDR/BG of any nationalized/scheduled bank in the name of JIADA. The performance guarantee shall be valid for period of 6 months beyond the duration of Contract as specified in the RFP document. The Consultant shall sign the Agreement

within thirty days from the issue of LOA. Agreement is mutually extendable post the completion of the initial term.

#### 4.18.1 PERFORMANCE GUARANTEE

The successful Consultant/Company/Firm shall furnish the Performance Guarantee as stipulated in the section Contract Performance Guarantee 'in this document.

#### 4.19 DURATION OF CONTRACT

The initial contract shall be for a period of two years, which will include six months for the development of the Unified JIADA IT System and one and a half years for initial maintenance and stabilization after development. Further maintenance support may be extended for up to three years on a yearly basis (1+1+1), subject to performance review and mutually agreed terms and conditions.

#### 4.20 TERMS AND CONDITIONS: APPLICABLE POST AWARD OF CONTRACT

##### 4.20.1 TERMINATION CLAUSE

- I. JIADA may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 60 days sent to the selected Bidder, terminate the Contract in whole or in part (provided a cure period of not less than 90 days is given to the selected Bidder to rectify the breach of contract):
- II. If the selected Bidder fails to deliver any or all quantities of the Service within the time period specified in the Contract, or any extension thereof granted by JIADA; or
- III. If the selected Bidder fails to perform any other obligation under the Contract within the specified period of delivery of Service or any extension granted thereof; or
- IV. If the selected Bidder, in the judgment of the JIADA, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the Contract.
- V. If the selected Bidder commits breach of any condition of the Contract
- VI. If JIADA terminates the Contract in whole or in part, amount of Performance Guarantee shall be forfeited.

##### 4.20.2 TERMINATION FOR INSOLVENCY

JIADA may at any time terminate the Contract by giving a written notice of at least 30 days to the selected Bidder, if the selected Bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to JIADA.

##### 4.20.3 TERMINATION FOR CONVENIENCE

- I. JIADA, by a written notice of at least 30 days sent to the selected Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for JIADA' s convenience, the extent to which performance of the selected Bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- II. In such case, JIADA will pay for all the pending invoices as well as the work done till that date by the Consultant.
- III. Depending on merits of the case the selected Bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the Contract if any due to such termination.
- IV. Limitation of Liability- In no event shall either party be liable for consequential, incidental, indirect, or punitive loss, damage or expenses (including lost profits). The selected Bidder shall not be liable to the other hereunder or in relation hereto (whether in

contract, tort, strict liability or otherwise) for more than the value of the fees to be paid (including any amounts invoiced but not yet paid) under this Agreement.

#### 4.20.4 TERMINATION BY JIADA

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- a) The JIADA may, by not less than 30 days written notice of termination to the Technical Bidder, such notice to be given after the occurrence of any of the events, terminate this Agreement if:
  - i. The selected Bidder fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in the notice of suspension, within twenty (20) days of receipt of such notice of suspension or within such further period as the JIADA may have subsequently granted in writing.
  - ii. The selected Bidder becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary.
  - iii. The selected Bidder fails to comply with any final decision reached as a result of the Dispute Resolution mechanism/proceedings.
  - iv. The selected Bidder submits to the JIADA a statement which has a material effect on the rights, obligations or interests of the JIADA and which the selected Bidder knows to be false.
- b) Any document, information, data or statement submitted by the in its Proposals, based on which the selected Bidder was considered eligible or successful, is found to be false, incorrect or misleading; or as the result of Force Majeure, the selected Bidder is unable to perform a material portion of the Services for a period of not less than thirty (30) days.
- c) If the JIADA would like to terminate the Contract for reasons not attributable to the selected Bidder's performance, they will need to clear all invoices for the Services up to the date of their notice along with 1 month fee pro-rata fee out of the total fee.
- d) If the JIADA would like to terminate the Contract for reasons attributable related to the selected Bidder's performance, the government will give a rectification notice for 3 months to the Consultant/ Advisor in writing with specific observations and instructions.

#### 4.20.5 TERMINATION BY THE SELECTED BIDDER

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- a) The selected Bidder may, by not less than 30 days written notice to the JIADA, such notice to be given after the occurrence of any of the events, terminate this Agreement if.
  - i. JIADA is in material breach of its obligations pursuant to this Agreement and has not remedied the same within twenty (20) days (or such longer period as the Technical Consultant may have subsequently agreed in writing) following the receipt by the JIADA of the selected Bidder's notice specifying such breach
  - ii. If there are more than 2 unpaid invoices and JIADA fails to remedy the same within 45 days of the submission of the last unpaid invoice
  - iii. As the result of Force Majeure, the selected Bidder is unable to perform a material portion of the Services for a period of not less than thirty (30) days; or
  - iv. The JIADA fails to comply with any final decision reached as a result of the Dispute Resolution mechanism/proceedings.

- v. Upon termination of this Agreement all pending payments due till the date of the termination of the Contract will be made by JIADA to the selected Bidder within 30 days of the Contract termination.

#### 4.20.6 CONSEQUENCES OF TERMINATION

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- a) In the event of termination of the Contract due to any cause whatsoever, whether consequent to the stipulated term of the Contract or otherwise, JIADA shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.
- b) Nothing herein shall restrict the right of JIADA to invoke the JIADA Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available JIADA under law or otherwise.
- c) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

#### 4.20.7 DISPUTE RESOLUTION MECHANISM

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The JIADA and the Consultant shall make every effort to resolve amicably by direct negotiations, any disagreement or dispute, arising between them under supply order, failing which matter may be referred to the arbitration council as per Arbitration Act.

#### 4.20.8 NOTICES

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Notice or other communications given or required to be given under the Contract shall be in writing and shall be e-mailed followed by registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

#### 4.20.9 FORCE MAJEURE

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Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or JIADA as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

- a) Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- b) Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
- c) Terrorist attack, public unrest in work area provided either party shall within 10 days from

occurrence of such a cause, notifies the other in writing of such causes. The Bidder or JIADA shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of Contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the Contract.

Force Majeure shall not include any events caused due to acts/ omissions of such Party or result from a breach/ contravention of any of the terms of the Contract, Proposal and/ or the Tender. It shall also not include any default on the part of a party due to its negligence or failure to implement the stipulated/ proposed precautions, as were required to be taken under the Contract.

The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event.

The JIADA will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the Selected Bidder in performing any obligation as is necessary and proper, to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate disaster management/ recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.

In case of a Force Majeure, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of Service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

#### 4.20.10 FAILURE TO AGREE WITH TERMS AND CONDITIONS OF THE RFP

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Failure of the successful Bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event JIADA may award the contract to the next best value Bidder or call for new Proposals from the interested Bidders or invoke the PBG of the most responsive Bidder.

#### 4.21 DEPLOYMENT

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The resource person should be stationed in Ranchi, or any location as decided by the JIADA for the entire project period as per the requirements of the RFP. The team will be deployed within maximum of 20 days of the award of contract. The proposed team has to follow the working hours, working days and Holidays of State Government of Jharkhand.

Designated Engineer shall be stationed at JIADA head office Ranchi for maintenance, Bug fixing and aligned activities.

Physical office space will be provided by the JIADA and other facilities in this office like Laptop and data cards will be arranged by selected bidder.

#### 4.22 CONTRACT PERFORMANCE GUARANTEE

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- a) Within 20 days after the receipt of notification of award of the Contract from JIADA, the successful Bidder shall furnish Contract Performance Guarantee to JIADA, which shall be equal to 5% of Total Professional Fee and shall be in the form of a Bank Guarantee Bond from any Nationalized Bank/Scheduled bank in the Performa given here-in-after in this document valid for period of 6 months beyond the duration of Contract as specified in the document.
- b) The proceeds of the performance guarantees shall be payable to the Purchaser as compensation for any loss/penalties resulting from the Suppliers failure to complete its obligations under the Contract.
- c) The performance guarantee will be discharged by the purchaser and returned to the Supplier within 60 days following the date of completion of the Suppliers performance obligations, including any warranty obligations under the Contract.

#### 4.23 STATUTORY REQUIREMENTS

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During the tenure of this Contract, nothing shall be done by the Selected Bidder in contravention of any law, act and/or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep JIADA indemnified in this regard.

#### 4.24 CONTRACT ADMINISTRATION

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- a) Either party may appoint any individual/organization as its authorized representative through a written notice to the other party. Each Representative shall have the authority to;
  - I. Exercise all of the powers and functions of his/her Party under this Contract, other than the power to amend this Contract and ensure proper administration and performance of the terms hereof; and
  - II. Bind his or her Party in relation to any matter arising out of or in connection with this Contract.
  - III. The Selected Bidder shall be bound by all undertakings and representations made by the authorized representative of the Selected Bidder and any covenants stipulated hereunder, with respect to this Contract, for and on their behalf.
  - IV. For the purpose of execution or performance of the obligations under this Contract, the JIADA representative would act as an interface with the nominated representative of the Selected Bidder. The Selected Bidder shall comply with any instructions that are given by the JIADA representative during the course of this Contract in relation to the performance of its obligations under the terms of this Contract and the Tender.
  - V. A committee comprising of representatives from JIADA, and the Selected Bidder shall meet on a quarterly basis or as desired by JIADA to discuss any issues/bottlenecks being encountered. The Selected Bidder shall draw the minutes of these meetings and circulate to JIADA.

#### 4.25 RIGHT OF MONITORING, INSPECTION AND PERIODIC AUDIT

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The JIADA reserves the right to inspect and monitor/ assess the progress/ performance at any time during the course of the Contract, after providing due notice to the Selected Bidder. The JIADA may demand, and upon such demand being made, the selected Bidder shall provide with any document, data, material or any other information required to assess the progress of the project.

The JIADA shall also have the right to conduct, either itself or through any another consultant/ advisor as it may deem fit, an audit to monitor the performance by the Selected Bidder of its obligations/ functions in accordance with the standards committed to or required by the JIADA and the Selected Bidder undertakes to cooperate with and provide to the JIADA/ any other Consultant/ Advisor/ Agency appointed by the JIADA, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/ assessment would need to be rectified by the Selected Bidder failing which the JIADA may, without prejudice to any other rights that it may have, issue a notice of default.

#### 4.26 JIADA'S OBLIGATIONS

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The JIADA representative shall interface with the Selected Bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract.

JIADA shall ensure that timely approval is provided to the selected Bidder, where deemed necessary, which should include diagram/plans and all specifications related to Services required to be provided as part of the Scope of Work.

JIADA shall provide functional office space to the Project Team in its premises equipped with Internet and Printer etc. facilities.

#### 4.27 INFORMATION SECURITY

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The Selected Bidder shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods/material in physical or electronic form, which are proprietary to or owned by the JIADA, out of premises, without prior written permission from the JIADA.

The Selected Bidder shall, upon termination of this agreement for any reason, or upon demand by JIADA, whichever is earliest, return any and all information provided to the Selected Bidder by JIADA, including any copies or reproductions, both hard copy and electronic.

#### 4.28 INDEMNITY

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The Selected Bidder shall execute and furnish to JIADA, a Deed of Indemnity in favour of the JIADA in a form and manner acceptable to the JIADA, indemnifying JIADA from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind how-so-ever suffered including patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period out of:

- a) Negligence or wrongful act or omission by the Selected Bidder or it's team or any agency/ Third Party in connection with or incidental to this Contract; or
- b) Any breach of any of the terms the Selected Bidder 's Proposal as agreed, the Tender and this Contract by the Selected Bidder, its Team or any Agency/ Third Party.
- c) The indemnity shall be to the extent of Total Professional Fee in favor of JIADA.

#### 4.29 PRICES

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Prices quoted must be firm and shall not be subject to any upward revision on any account whatsoever throughout the period of the engagement. JIADA, however, reserve the right to review and negotiate the charges payable.

#### 4.30 SPECIAL CONDITIONS OF CONTRACT

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Amendments of, and Supplements to, Clauses in the General Conditions of Contract.

#### 4.31 PAYMENT SCHEDULE

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The payment as specified in financial format Annexure as submitted by Selected Consultant shall be made based on timely achievement of the prescribed milestones.

- a) All travel expenses outside Ranchi for official purpose with the permission of competent authority shall be paid directly or reimbursed by JIADA, in such cases where arrangements are not being made by JIADA.
- b) The travel expense (boarding and lodging) outside Ranchi will be paid extra based on the actual rate of economy class airfare in case they are required to travel from Ranchi to anywhere in India and abroad. Other allowances will be payable at the rates admissible to class-1 officers of the State Government.
- c) To claim reimbursement, onsite resources need to submit the Travel Expense Claim to the JIADA along with the relevant bills/vouchers, boarding passes, tickets and hotel bills and approval from the authorized approving authority within four weeks from the date of return from the trip.
- d) Submission of hotel bills is mandatory with the Travel Expense Claim.
- e) For local travel during official visit within Ranchi, Consultants will make their own arrangements.
- f) Team members should have their own laptops and other peripherals including mobile phones. The Invoice will be submitted every month. The payment will be made within 15 days after submission of Invoice. The Selected bidder shall satisfactorily perform work as specified under the Tender to the JIADA.

#### 4.32 CONTINUATION OF THE CONTRACT

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Notwithstanding the fact that settlement of dispute(s) (if any) may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under the Scope of Work to ensure continuity of operations.

#### 4.33 4.33 CONFLICT OF INTEREST

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The Bidder shall disclose to JIADA in writing, all actual and potential conflicts of interest that exist, arise or may arise (for the Vendor the Bidders team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

#### 4.34 4.34 SEVERANCE

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In the event any provision of the Contract is held to be invalid or unenforceable under the applicable law, the remaining provisions of this Contract shall remain in full force and effect.

#### 4.35 4.35 GOVERNING LANGUAGE

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The Agreement shall be written in English language, subject to below Clause, such language versions of the Agreement shall govern its interpretation. All correspondence and other documents pertaining to the Contract that are exchanged by parties shall be written in English language.

#### 4.36 “NO CLAIM” CERTIFICATE

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The Selected Bidder shall not be entitled to make any claim, whatsoever against JIADA, under or by virtue of or arising out of, the Contract, nor shall JIADA entertain or consider any such claim, if made by the Selected Bidder after it has signed a —No claim certificate in favor of JIADA in such form as shall be required by it after the work is finally accepted.

#### 4.37 PUBLICITY

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The Selected Bidder shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the JIADA first gives its written consent to the selected Bidder.

#### 4.38 GENERAL

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##### 4.38.1 RELATIONSHIP BETWEEN THE PARTIES

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Nothing in the Contract constitutes any fiduciary relationship between the JIADA and Selected Bidder/ Bidder 's Team or any relationship of employer employee, principal and agent, or partnership, between the JIADA and Selected Bidder. No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of the Contract. JIADA will not be under any obligation to the Implementation Consultant 's/ Advisor 's Team except as agreed under the terms of the Contract.

##### 4.38.2 NO ASSIGNMENT

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The Selected Bidder shall not transfer any interest, right, benefit or obligation under the Contract without the prior written consent of the JIADA.

##### 4.38.3 SURVIVAL

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The provisions of the clauses of the Contract in relation to documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of this Contract and in relation to confidentiality, the obligations continue to apply unless JIADA notifies the Selected Bidder of its release from those obligations.

##### 4.38.4 ENTIRE CONTRACT

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The terms and conditions laid down in the Tender and all annexure thereto as also the Proposal and any attachments/annexure thereto shall be read in consonance with and form integral part of the Contract. The Contract supersedes any prior contract, understanding or representation of the Parties on the subject matter.

##### 4.38.5 GOVERNING LAW

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This Contract shall be governed in accordance with the laws of India.

#### 4.38.6 JURISDICTION OF COURTS

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The High Court of India at Ranchi, Jharkhand has exclusive jurisdiction to determine any proceeding in relation to the Contract.

#### 4.38.7 COMPLIANCE WITH LAWS

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The Selected Bidder shall comply with the laws in force in India in the course of performing the Contract.

#### 4.38.8 NOTICES

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A notice means:

- a) A Notice; or
- b) A consent, approval or other communication required to be in writing under the Contract.

All notices, requests or consent provided for or permitted to be given under this Contract shall be in writing and shall be deemed effectively given when personally delivered or mailed by prepaid certified/registered mail, return receipt requested, addressed as follows and shall be deemed received two days after mailing or on the date of delivery if personally delivered:

To,

The Managing Director, JIADA

3rd Floor, JIADA Bhawan, Namkum, Lowadih, Ranchi, Jharkhand-834010

Any Party may change the address to which notices are to be directed, by giving a notice to the other party in the manner specified above. A notice served on a Representative is taken to be notice to that Representative 's Party.

#### 4.38.9 WAIVER

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Any waiver of any provision of this Contract is ineffective unless it is in writing and signed by the Party waiving its rights.

A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any other provision.

The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision.

#### 4.38.10 MODIFICATION

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Any modification of the Contract shall be in writing and signed by an authorized representative of each Party.

#### 4.38.11 TAXES

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The Bidder shall pay service and other applicable taxes, if any, imposed on the supply of Services under this Contract.

#### 4.38.12 APPLICATION

These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

### 4.39 FRAUD AND CORRUPT PRACTICES

#### 4.39.1 FRAUD AND CORRUPT PRACTICES

- a) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the JIADA shall reject a 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 (collectively the—Prohibited Practices) in the Selection Process. In such an event, the JIADA shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case maybe, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder’s Proposal.
- b) Without prejudice to the rights of the JIADA under Clause above and the rights and remedies which the JIADA may have under the LoA or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LoA or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by the JIADA during a period of 2 years from the date such Bidder, as the case may be, is found by the JIADA to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case maybe.
- c) For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
  1. corrupt practice means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the JIADA who is or has been associated in any manner, directly or indirectly with the Selection Process or the LoA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the JIADA, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LoA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LoA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the JIADA in relation to any matter concerning the Project.
  2. Fraudulent practice means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process.

3. Coercive practice means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process.
4. Undesirable practice means (i) establishing contact with any person connected with or employed or engaged by JIADA with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or(ii) having a Conflict of Interest; and
5. Restrictive practice means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

## 5. SCOPE OF WORK

The selected System Integrator shall be responsible for the comprehensive implementation, operation, and maintenance of a Unified IT System for the Jharkhand Industrial Area Development Authority (JIADA). The scope shall include, but not be limited to, the following components:

### **Part 1. Development and Maintenance of Core Business Services**

The System Integrator shall design, develop, host, and maintain the following core modules to support JIADA's operational and administrative functions:

- Land Bank and Land Allotment System: A digital platform enabling end-to-end processing of industrial land identification, application, evaluation, and allotment.
- Online Payment Management System: A secure and integrated system for real-time processing of payments related to land allotment and associated services.
- Utility Management System: A ticket-based service management system for handling utility-related requests and issue resolution across industrial areas.
- Plug & Play Infrastructure Allotment System: A digital interface for the online allotment and rental of ready-to-use industrial units.
- Grievance Redressal System: A centralized portal for submission, tracking, and resolution of stakeholder grievances with escalation workflows.
- Court Case Management System: A structured digital repository and workflow system for managing legal cases, judgments, and compliance documentation.
- Land Survey Module: A GIS-integrated module for spatial mapping, verification, and digital recordkeeping of industrial land parcels.
- HRMS and Payroll Management System: Comprehensive module for managing human resource operations, attendance, payroll, and employee lifecycle.
- Data migration from the existing JIADA Land Allotment System to the new platform.
- Development of a mobile application for the unified JIADA IT system to ensure seamless access and functionality across all modules.

### **Part 2. Development and Maintenance of Post-Allotment Services**

The System Integrator shall be responsible for the development and upkeep of modules facilitating post-allotment processes, including:

- Surrender of Allotted Plots: A structured and policy-compliant module for voluntary surrender of industrial plots with refund computation.
- Transfer of Leasehold Rights: A workflow-based system for transferring leasehold rights subject to approval and eligibility verification.
- Mortgage of Leasehold Rights: A consent-driven module for mortgaging leasehold plots to financial institutions with regulatory safeguards.
- Merge, Demerge, Amalgamation of Allotted Plots: A digital process for business restructuring involving land parcels, including premium calculation and approval.

- Change in Constitution of Unit: A module for updating legal or ownership structure of industrial units through verified documentation.
- Change in Shareholding (CIS): A verification-based system for internal shareholding changes within the same entity.
- Renewal of Lease of Allotted Plots: An automated lease renewal system based on applicable policies, timelines, and payment compliance.
- Unit Existence & Operational Certificate: A certification module for validating the operational status of industrial units through document verification.
- Cancellation of Allotted Plots: A compliance-based system for initiating cancellation proceedings in case of policy violations or non-performance.

### **Part 3. Integration with External Systems and Portals**

The System Integrator shall ensure seamless integration of JIADA's Unified IT System with relevant external platforms, including:

- State Single Window System (SWS): For unified access to industrial approvals and services.
- India Industrial Land Bank (IILB): For national-level visibility of available industrial land parcels.
- GIS-JSAC: For geospatial mapping and visualization of industrial infrastructure.
- BPAMS: For automated building plan approvals within the land allotment workflow.
- PAN/GSTN: For real-time identity and business credential verification.
- SMS & Email Gateway: For automated notifications and service alerts to stakeholders.
- Payment Gateway: For secure, real-time digital transactions related to JIADA services.
- Corporate Identification Number (CIN): For verification of company registration details.
- Document Management System (DMS): For secure, version-controlled access to official documents and records.

### **Part 4. Implementation of Business Reform Action Plan (BRAP)**

The System Integrator shall support the implementation of BRAP initiatives under the Ease of Doing Business framework, as mandated by the Department for Promotion of Industry and Internal Trade (DPIIT), ensuring full compliance with applicable state and central government guidelines.

### **Part 5. Support for Industrial Area Development and Promotion**

The System Integrator shall provide technical and operational support for industrial area development, including:

- Assistance in policy reforms and process improvements related to land allotment and industrial promotion.
- Technical facilitation for investor engagement and service delivery.
- Deployment of smart features such as Artificial Intelligence powered (AI), chatbots, analytics dashboards, and QR code-based tracking for utilities and assets.
- Provide technical support and guidance to JIADA Nodal Officers to ensure a thorough understanding of the system, along with transferring code ownership to the designated Nodal Officers.

### **Part 6. Deployment and Management of Technical Infrastructure**

The System Integrator shall be responsible for deploying and managing the underlying technical infrastructure, including:

- Role-Based Access Control (RBAC) and Two-Factor Authentication (2FA) for secure user access.
- Document Management System (DMS) with access control, audit trails, and versioning.
- Unified dashboards for investors, authorities, and service providers.
- Mobile application integration and multilingual support for wider accessibility.

- Hosting of the Unified IT System on cloud infrastructure or the State Data Centre, ensuring scalability, security, and high availability.
- Conduct regular security audits across all JIADA applications to ensure compliance and safeguard system integrity.

**Part 7. Additional Essential Features**

To ensure robustness, scalability, and compliance, the Unified IT System shall also include:

- MIS & Reporting Dashboard: Real-time analytics and performance tracking across modules.
- Workflow Automation Engine: Rule-based automation of approvals, escalations, and notifications.
- Geo-Fencing and Location-Based Services: GPS/GIS integration for inspections and asset tracking.
- Digital Signature Integration: eSign and DSC support for secure document approvals.
- Audit Trail and Activity Logs: Comprehensive logging for transparency and accountability.
- Compliance with MeitY Guidelines: Adherence to national standards for security and data governance.
- Feedback and Rating System: Mechanism for user feedback and service quality improvement.
- Integration with UIDAI and DigiLocker: For identity verification and secure document exchange.

**Part 8. Maintenance and Support Responsibilities**

The selected system integrator shall be responsible for the ongoing maintenance of the JIADA Unified IT System, including but not limited to:

- **Application Bug Resolution**
  - All reported issues must be addressed based on SLA-driven priority levels:
    - Priority 1 (Critical): Resolution within 12 hours
    - Priority 2 (High): Resolution within 24 hours
    - Priority 3 (Medium): Resolution within 48 hours
- **Ticket-Based Tracking System**
  - A robust ticketing system must be implemented to log, track, and monitor all reported bugs and issues until closure.
  - The system should provide real-time status updates and escalation mechanisms.
- **Application Uptime**
  - The system integrator must ensure 99% application uptime, excluding scheduled maintenance windows.
  - Proactive monitoring and alerts should be in place to minimize downtime.

**6. MILESTONE, TIMELINE AND PAYMENT**

JIADA shall make the payment of the project based on the following milestone and timeline

S. No.	Milestone	Deliverables	Timeline	Payment	Penalties
1	Requirement Gathering and documentation.	Meeting with relevant stakeholders, understanding policy, process flow, fixing technical requirements. SRS and FRS document.	Month 1	10%	Delay in days after 1 month 1-15 days 10% 15-30 days 25%

2	Approval of System Design and Architecture	Finalization and approval of system architecture and design documents.	Month 2	10%	Delay in days after 1 month 1-15 days 10% 15-30 days 25%
3	Development Completion	All module development, integration and testing completion	Month 3-4	10%	Delay in days after 1 month 1-15 days 10% 15-30 days 25%
4	User Acceptance Testing (UAT) & Training	Complete UAT with end-users, final bug fixes, training of relevant stakeholders	Month 4-5	20%	Delay in days after 1 month 1-15 days 10% 15-30 days 25%
5	Deployment/Go-Live	Deployment of solutions in production, documents handover, go-live support and stabilization	Month 6	25%	Delay in days after 1 month 1-15 days 10% 15-30 days 25%
6	Maintenance	Post deployment: handholding, issue resolution, knowledge transfer, closure report	Month 6-18	25%	Delay in days after 1 month 1-15 days 10% 15-30 days 25%

In the event of further delay agreement shall be subject to termination and bank guarantee may be forfeited. The Managing Director of Jharkhand Industrial Area Development Authority (JIADA) reserves the right, at his or her sole discretion, to waive any penalties imposed under this agreement. Such waiver may be granted only if the selected bidder has formally communicated, in writing, any challenge or delay in execution prior to the occurrence of the delay, and the reasons provided are verified as valid and genuine by JIADA. The decision of the Managing Director in this regard shall be final and binding on all parties.

## 7. EVALUATION AND SELECTION

### 7.1 TECHNICAL EVALUATION

Initial Bid scrutiny will be held, and incomplete details as given below will be treated as non-responsive.

If Proposals:

1. are not submitted in as specified in the RFP document; or received without the letter of authorization (power of attorney); or
2. are found with suppression of details; or
3. with incomplete information, subjective, conditional offers and partial offers submitted; or
4. submitted without the documents requested in the checklist; or have non-compliance of any of the clauses stipulated in the RFP; or have a lesser validity period.

All responsive Bids will be considered for further processing as below:

Proposal Evaluation Committee will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by the Committee according to the Evaluation process defined in this RFP document.

The decision of the Committee will be final in this regard.

- a. Evaluation committee will examine the bids to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order.
- b. The JIADA may conduct clarification meetings with each or any Bidder to discuss any matters, technical or otherwise.

- c. Further the scope of evaluation committee also covers taking any decision with regard to the Tender document, execution/ implementation of the project including management period.
- d. Proposal shall be opened in the presence of Bidders representatives who intend to attend at their cost. The Bidders 'representatives who are present shall sign a register giving evidence of their attendance.

Proposal document shall be evaluated as per the following steps.

1. Preliminary examination of pre-qualification/eligibility criteria documents: The pre-qualification document will be examined to determine whether the Bidder meets the eligibility criteria, whether the Proposal is complete in all respects, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or eligibility criteria specified in various sections of this RFP document will be rejected and will not be considered further.
2. Evaluation of documents: A detailed evaluation of the bids shall be carried out in order to determine whether the Bidders are competent enough and whether the technical aspects are substantially responsive to the requirements set forth in the RFP document. Bids received would be assigned scores based on the parameters defined in the table below. All supporting documents submitted in support of Eligibility and Technical Evaluation matrix should comply the following:
  - Supporting document is to be submitted in Technical Cover.
  - Supporting documents should clearly indicate value of the completed/ on-going project and scope of work/services should be clearly highlighted.
  - In case of Bidder having Non-Disclosure Agreement (NDA) with their client, no such experience will be counted (if agreement copy not submitted).
  - Bidders failing to comply with any of the above then the Bid will be summarily rejected.

## 7.2 TECHNICAL PROPOSAL EVALUATION PARAMETERS FOR THE BIDDER

1. Financial Capacity		
Turnover of the Firm	Max score	Supporting Documents
a. The bidder, Average annual turnover from Government/Public sector in India for the Financial Years 22-23, 23-24 and 24-25 <ul style="list-style-type: none"> <li>• &lt;50 Crores: 0 Marks</li> <li>• &gt;50 up-to 100 Crores: 10 Marks</li> <li>• &gt;100 up-to 200 Crores: 15 Marks</li> <li>• Above 200 Crores: 20 Marks</li> </ul>	<b>20</b>	Certificate from the statutory auditor /audited financial statements for the three previous financial years
2.Experience		
Relevant Experience	Max score	Supporting Documents
a. The bidder, Experience in working on software development projects with the Central/any State Government of India during Financial Years 22-23, 23-24 and 24-25 with an engagement duration of at	<b>30</b>	Letter of Award /Agreement /Certificate from the Client showing the time, period

<p>least 1 year with a project value of minimum 10 Crore (as on date of publication of this RFP, start/end of the project should fall within the specified period) 5 marks each project subject to a maximum of <b>15 marks</b></p> <p>b. Experience of working on software development projects with industrial development board/agencies for any Central/any State Government of India during Financial Years 22-23, 23-24 and 24-25 -<b>15 marks</b></p>		and contract value
<b>3.Quality Certification</b>		
<b>Particulars</b>	<b>Max score</b>	<b>Supporting Documents</b>
<ul style="list-style-type: none"> <li>• CMMi Level 3 and above – 10 Marks</li> <li>• ISO 9001:2015 – 5 Marks</li> <li>• ISO 27001: 2013 - 5 Marks</li> </ul>	<b>20</b>	Issued Certificate
<b>4.Approach and Methodology</b>		
<b>Parameters</b>	<b>Max score</b>	<b>Supporting Documents</b>
<ul style="list-style-type: none"> <li>• Understanding of the Project,</li> <li>• Project Plan and work breakdown structure</li> <li>• Proposed Technology stack</li> <li>• Use cases/POCs of AI</li> </ul>	<b>30</b>	Technical Proposal & Technical Presentation by the bidder

### 7.3 FINANCIAL EVALUATION

The Bidder shall be selected on the basis of Quality cum Cost Based System (QCBS), whereby Technical Proposal will be allotted weightage of 80% and Financial Proposal will be allotted weightage of 20%. The Proposal with the lowest bid shall be given a financial score of 100 and the other proposals shall be given financial scores that are inversely proportionate to lowest Financial Proposal as stated below. The total score, both technical and financial, shall be obtained by weighing the quality and cost score and adding them up.

Financial Proposals of only those Applicants who score at least 75% marks in Technical Proposal evaluation shall be opened and evaluated as per financial evaluation criteria. The Financial Proposals shall be given as follows:

$S_f = 100 \times F_m / \text{Financial Proposal of Applicant under consideration}$

1.  $F_m$ : Lowest Financial Proposal
2.  $S_f$ : Financial Score

For selection of Consultant/Advisor, final ranking will be determined based on the combined total score for each Bidder separately. This will be done by applying a weight of 0.80 (or 80 %) and 0.20 (or 20%) respectively to the technical and financial scores of each qualifying Proposal.

The Total Score of Technical Proposal and Financial Proposal shall be computed as follows: Total Score =  $(T_m \times 0.80) + (S_f \times 0.20)$  Te: Technical score

T<sub>m</sub>: Technical Marks S<sub>f</sub>: Financial Score

#### 7.4 SELECTION

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The Bidder scoring the highest Total Score shall be declared as the —Selected Bidder

## 8. ANNEXURE

### 8.1 ANNEXURE I: PROPOSAL COVERING LETTER

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Date: .....

Managing Director

Jharkhand Industrial Area Development Authority,  
3<sup>rd</sup> Floor, JIADA Bhawan, Namkum,  
Lowadih, Ranchi, Jharkhand-834010  
**Website:** <https://jiada.jharkhand.gov.in>

Dear Sir,

We.....(Name of the Bidder) hereby submit our Proposal in response to notice inviting tender date .....and tender document no.....and confirm that:

- 1.All information provided in this Proposal and in the attachments is true and correct to the best of our knowledge and belief.
- 2.We shall make available any additional information if required to verify the correctness of the above statement.
3. Certified that the period of validity of bids is 1 80 days from the last date of submission of Proposal, and
- 4.We are quoting for all the services mentioned in the Scope of Work of the RFP.
- 5.We the Bidders are not under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies.
6. JIADA Ranchi may contact the following person for further information regarding this tender:
  - a. Name and full address of office, Contact No., Email ID, Company Name
- 7.We are submitting our Eligibility criteria, Proposal bid documents and technical bid documents along with original DD of both EMD and Tender Document Fee.

Yours sincerely,

Signature Full name of signatory

Designation Name of the Bidder (firm etc.)

## 8.2 ANNEXURE II: FORMAT FOR POWER OF ATTORNEY

**(To be provided in original as part of Technical Proposal (Envelope – 2) on stamp paper of value required under law duly signed by Bidder for the tender)**

Dated:

### **POWER OF ATTORNEY**

#### **To Whomsoever It May Concern**

Know all men by these presents, we \_\_\_\_\_(name and registered office address of the Bidder) do hereby constitute, appoint and authorize Mr.\_\_\_\_(Name of the Person(s)),domiciled at \_\_\_\_\_(Address), acting as (Designation and the name of the firm), as Authorized Signatory and whose signature is attested below, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal forward of Agreement <<Name of the project>> involving the deliverable as per agreement with JIADA, vide Request of Proposal (Tender Document) Document dated, issue by Managing Director, JIADA, including signing and submission no fall document sand providing information and responses to clarifications/ enquiries etc. as may be required by JIADA or any governmental authority, representing us in all matters before JIADA and generally dealing with JIADA in all matters in connection with our Proposal for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

For -----

(Signature)

(Name, Title and Address)

Accept

(Attested signature of Mr.\_\_\_\_)(Name, Title and Address of the Attorney)

#### **Notes:**

- d) To be executed by the Bidder
- e) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- f) Also, wherever required, the executants(s) should submit for verification the extract of the charter documents and documents such as board resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the executants(s).

### 8.3 ANNEXURE IV: DRAFT PERFORMANCE GUARANTEE (ISSUED BY THE BANK)

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This Deed of Guarantee executed at \_\_\_\_\_ by \_\_\_\_\_ (Name of the Bank) having its Head/ Registered office at \_\_\_\_\_ (hereinafter referred to as —the Guarantor) which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

In favor of <<Client name & Address>> which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns);

Whereas M/s. a company/ firm formed under (specify the applicable law) and having its registered office at \_\_\_\_\_ has been, consequent to conduct and completion of a competitive bidding process in accordance with the letter of requirements document No. dated//2025 issued by Managing Director, JIADA and selected M/s

(hereinafter referred to as the Bidder) for the Agreement by Managing Director, JIADA as more specifically defined in the aforementioned Document including statement of work and the Agreement executed between the Managing Director, JIADA, and Bidder. The Agreement requires the Bidder to furnish an unconditional and irrevocable Bank Guarantee for an amount of Rs. \_\_\_\_\_ (Rupees\_\_\_\_\_ only) by way of security for guaranteeing the due and faithful compliance of its obligations under the Agreement. Whereas the Bidder approached the Guarantor, and the Guarantor has agreed to provide a Guarantee being these

presents:

Now this Deed witnessed that in consideration of the premises, we, Bank here by guarantee as follows:

- 1) The Bidder shall implement the Project, in accordance with the terms and subject to the conditions of the Agreement, and fulfill its obligations there under
- 2) We, the Guarantor, shall, without demur, pay to Managing Director, JIADA an amount not exceeding IN(Rupees \_ only) within 7(seven) days of receipt of a written demand therefore from Managing Director, JIADA, stating that the Bidder has failed to fulfill its obligations as stated in Clause 1above.
- 3) The above payment shall be made by us without any reference to the Bidder or any other person and irrespective of whether the claim of the Managing Director, JIADA is disputed by the Bidder or not.
- 4) The Guarantee shall come into effect from (Start Date) and shall continue to be in full force and effect till the earlier of its expiry at 17:00 hours Indian Standard Time on (Expiry Date) (both dates

inclusive) or till the receipt of a claim, from the JIADA under this Guarantee, which is one month after the expiry of performance guarantee,

whichever is earlier. Any demand received by the Guarantor from Managing Director, JIADA prior to the Expiry Date shall survive the expiry of this Guarantee till such time that all the moneys payable under this Guarantee by the Guarantor to Managing Director, JIADA.

5) In order to give effect to this Guarantee, Managing Director, JIADA shall be entitled to treat the Guarantor as the principal debtor and the obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents by Managing Director, JIADA or by the extension of time of performance granted to the Bidder or any postponement for any time of the power exercisable by Managing Director, JIADA against the Bidder or forbear or enforce any of the terms and conditions of the Agreement and we shall not be relieved from our obligations under this Guarantee on account of any such variation, extension, forbearance or omission on the part of Managing Director, JIADA or any indulgence by Managing Director, JIADA to the Bidder to give such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

6) This Guarantee shall be irrevocable and shall remain in full force and effect until all our obligations under this guarantee are duly discharged.

7) The Guarantor has power to issue this guarantee and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under\_\_\_\_\_.

8) In witness, whereof the Guarantor has set its hands hereunto on the day, month and year first herein above written.

Signed and Delivered by \_\_\_\_\_Bank by the hand of Shri \_\_\_\_\_its \_\_\_\_\_and authorized office.

Authorized Signatory \_\_\_\_\_Bank

8.4 ANNEXURE V: FORMAT FOR PROFESSIONAL EXPERIENCE CITATION

Assignment Name		Country
Project Location within the Country		Professional Staff provided by
Name of Client		No. of Staff
		No. of Person Months
Start Date	Completion Date	Approx. Value of Services
Name of Associated Firms (s) if any		No. of Professional Staff Months provided by Associated Firms(s)
Name of Senior Staff (Project Director/ Coordinator, Team Leader) involved, and functions Performed		
Detailed Narrative Description of Project		
Detailed Description of Actual Services Provided by your Firm		

## 8.5 ANNEXURE VI: FINANCIAL BID SUBMISSION FORM

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To,  
The Managing Director,  
Jharkhand Industrial Area Development Authority (JIADA),  
3<sup>rd</sup> Floor, JIADA Bhawan, Lowadih,  
Namkum Industrial Area,  
Ranchi – 834010, Jharkhand.

**Subject: Submission of Bid for ‘Engaging a System Integrator for the Development of a Unified IT System for Jharkhand Industrial Area Development Authority (JIADA).**

Sir,

We, the undersigned, offer to provide the service for the above in accordance with your Request for Proposal (RFP) dated [Date] and our (Technical and Financial Bid). Our Financial Bid for

S. L. No.	Project Deliverables	Percentage Break up	Amount quoted including all applicable taxes (excluding GST) (In Rs.)	GST (in Rs.)	Total Quoted Amount (Rs.)
1	Scoping, Design and Development	75% of the total project cost			
2	Maintenance of the system	25% of the total project cost			
<b>Total (Rs.)</b>					

(In words: Rupees \_\_\_\_\_)

Notes:

1. The quoted rate shall be deemed to cover all costs including resource deployment, equipping resource with laptop/desktop, development of solutions, maintenance and statutory compliance.
2. Payment shall be made strictly based on the milestone achieved as per the timeline.
3. Penalties/Deduction shall be applicable as per the schedule

## 8.6 ANNEXURE VII: TECHNICAL PROPOSAL SUBMISSION FORM

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TP-1 Technical Proposal Submission Form/ Declaration

TP-2 Bidder 's Organization and Confirmation to Eligibility Criteria

TP-3 Bidder 's Experience for Technical Evaluation

TP-4 Conceptual Clarity and Understanding of the Assignment

TP-5 Approach, Methodology and Work Plan for Performing the Assignment (10 Pages limit)

TP-6 Financial Bid Submission Form

TP-7 Other Relevant Documents & Submissions