

ShikshaKosh

Expression of Interest (EoI)

Selection of
Service Provider for “**ShikshaKosh**” –
A System for Monitoring of School Education

Eoi Reference No. MIS/SS/29/2020-21/.569

Education Department
Government of Bihar

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Part I: General Terms

GOALS OF THIS EXPRESSION OF INTEREST (EOI)

The objective of this Eoi is to solicit proposals from the interested bidders for participation in a bid process for selection of Service Provider for development of an integrated E-MIS platform for the Education Department, Govt. of Bihar. Currently, several information systems like U-DISE, SDMIS, Shaala Siddhi, State's MIS initiatives, etc., are functional in the State. These systems require an urgent need to get integrated, extended and made holistic. The system will cater 'End-to-End' lifecycle of all the significant stakeholders of state school education system (Zero to XII) – Students/Teachers/Schools/Parents/State Govt Edu Dept/Autonomous Bodies (Boards).

EOI ISSUING AUTHORITY

The Bihar Education Project Council, on behalf of Education Department Govt. of Bihar, which is State Implemnation Society (SIS) for “Samagra Shiksha” intends to short-list potential bidders. Department's decision with regard to the short-listing of bidders through this Eoi shall be final, and the Department reserves the right to reject any or all the bids without assigning any reason.

| Sl. No. | Item | Description |
|---------|----------------------------------|---|
| 1 | Project Title | Selection of Service Provider for “ShikshaKosh” A System for Monitoring of School Education. |
| 2 | Project Initiator Details | |
| | Organisation | Bihar Education Project Council (BEPC) |
| | Contact Person | Mr. Ravi Shankar Singh, State Programme Officer, BEPC. Mobile Number – 8544412161. |
| | Contact Person (Alternate) | Mr. Raman Kumar, Chief Accounts Officer (I/c), BEPC. Mobile Number – 8544412166. |
| | Contact Details | Shiksha Bhawan, Saidpur, Patna – 4. |
| 3 | Website : | https://bepssa.in |

TENTATIVE CALENDAR OF EVENTS

The following table enlists important milestones and timelines for completion of bidding activities:

| S. No | Milestone | Date and time (dd-mm-yyyy; hh:mm) |
|-------|--|-----------------------------------|
| 1. | Release of Expression of Interest (Eoi) | 27-01-2021 |
| 2. | Bidders Conference | 05-02-2021; 3:30 PM |
| 3. | Last date for submission of written questions by bidders | 05-02-2021; 3:00 PM |
| 4. | Response to the Queries | 08-02-2021 |
| 5. | Last date for Submission of Eoi Response | 17-02-2021; 3:00 PM |
| 6. | Opening of Eoi Responses | 17-02-2021; 3:30 PM |
| 7. | Declaration of Short-listed Firms | 26-02-2021 |

AVAILABILITY OF THE EOI DOCUMENTS

Eoi can be downloaded from the BEPC website. The bidders are expected to examine all instructions, forms, terms, project requirements and other details in the Eoi documents. Failure to furnish complete information as mentioned in the Eoi documents or submission of a proposal not substantially responsive to the Eoi documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

BIDDERS' CONFERENCE

The BEPC will host a bidder's Conference at the address given under section "Part-I: General Terms". The conference will be held tentatively as per the schedule given in Section 3. The representatives of the interested organisations (restricted to two persons) may attend the bidders' Conference at their own cost. The purpose of the Conference is to provide bidders with any clarifications regarding the EoI. It will also provide each Bidder with an opportunity to seek clarifications regarding any aspect of the EoI and the project.

EOI PROCESSING FEES

The EoI must be accompanied by EoI Processing Fees of Rs. 10,000/- (Ten Thousand Only) in the shape of Demand Draft from any Nationalised/Scheduled Bank in favour of "BEP-SSA" payable at Patna. No bidder is exempted from submission of the EOI Processing Fees.

VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS

Proposals, in its complete form in all respects as specified in the EoI, must be submitted to the BEPC at the address given under section "Part-I: General Terms" as per scheduled date and time. Late proposals will be summarily rejected.

The BEPC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum to be made available on the BEPC's website, in which case all rights and obligations of the BEPC and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

Part II: Scope of Services

BACKGROUND

About the Education Department, Govt. of Bihar

The Department of Education, Bihar is responsible for preserving the glorious history of the State as used to be in the golden era of Nalanda University and Vikramshila University. The Department is concerned with providing education and setting up related frames and infrastructure across the State. With five directorates and several apex bodies, the Department has been working to create a facilitative environment in which youth, women and others would explore their knowledge and skills by pursuing primary, secondary, higher and mass education.

The strength of the State is not only the revenue it generates but also the education and the character of the people it maintains. Hence, Department of Education, Bihar has been functioning hard with the ultimate aims to regain its past glory in the field of education so that the State can retain the meaning of Bihar, i.e. walk ahead with confidence and prosperity spreading the light of knowledge as used to be in Buddha's era.

Background and Rationale: ShikshaKosh Project

ShikshaKosh is a Bihar state government initiative for 'Bringing Integrated Data to Education'. Currently, several information systems like U-DISE, SDMIS, Shaala Siddhi, State's MIS initiatives, etc., are functional in the State. These systems require an urgent need to get integrated, extended and made holistic.

U-DISE Data provide a yearly snapshot of Schools, Teachers and Student Enrolment. However, SDMIS provides an annual snapshot of complete student information. Shaala Siddhi is a system that is for online school self-evaluation as a tool of school improvement. MIS systems created by States, i.e. Interactive Voice Response System (IVRS) of MDM, MIS of MDM, BEST App etc. are being used for their specific information needs. Apart from these, State has an online Medhasoft platform for Direct Benefit Transfer (DBT) of all incentives given to students.

Seeing the above scenario, where State has no single system catering to the end-to-end value chain for E-MIS, there is an urgent need to provide a single platform that should cater to the need of the State. This would be an excellent opportunity to reap the benefits of an integrated and robust, MIS and database system.

No doubt, the journey for the single platform from data collection to data usage is most difficult. But the success of the platform may lead to accurate decision-making/usage. This will also help in avoiding duplication of effort and wastage of resources due to multiple systems. The system will cater 'End-to-End' lifecycle of all the significant stakeholders of state school education system (Zero to XII) – Students/Teachers/Schools/Parents/State Govt Edu Dept/Autonomous Bodies (Boards).

SCOPE OF WORK

Scope of ShikshaKosh

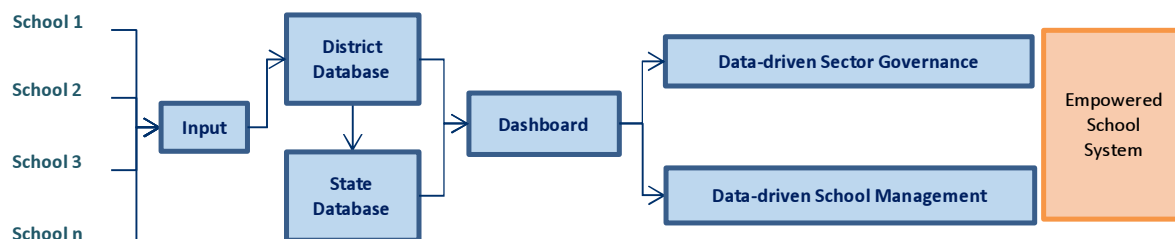
This section provides indicative details of the following:

- a. Proposed Business Processes
- b. Application Solution Components developed/customised to realise the business processes
- c. Underlying Infrastructure
- d. Operations & Maintenance Services
- e. Payment Model

a. Business Processes

ShikshaKosh will be an end-to-end solution from data collection to data usage.

1. Data Collection – Robust, holistic and unified data collection system
2. Data Analysis and Visualisation – Intuitive and user-friendly visualisation of captured data
3. Data Usage – Promote "data-driven" decision-making



ShikshaKosh will cater 'End-to-End' lifecycle of all the significant stakeholders of state school education system (Zero to XII) – Students/Teachers/Schools/Parents/State Govt Edu Dept/Autonomous Bodies (Boards).

Students

- Enrolment & Profile
- Progression & Transfer
- Transition & Dropout Tracker
- Attendance
- Incentives – Textbooks, Uniforms, Bicycle, MDM, Scholarship etc.
- Remedial Teaching
- Health Checkup & Nutrition etc.

Teachers

- Teacher Recruitment
- Teacher Profile
- Attendance
- Leave Management
- Grievance Redressal
- Salary & Reimbursements
- Transfer & Promotion
- In-Service Training
- Professional Development

Schools

- School Information
- Infrastructure & Facilities
- Inventory Management
- Expenditure Management
- Mid-Day Meal Management
- School Evaluation
- Monitoring/Inspection of School

Quality of Education

- Student Achievement Management
- Digital Platform for e-learning
- Development of e-Contents
- Teacher Performance Appraisal
- Grading of School
- Question Banks
- Usage of Library/Smart classrooms/Labs
- Academic support to the teacher

Govt. State Education Dept.

- Budget & Cost Management
- Assets Management
- Cash/Fund Flow & Resource Utilization
- Project Management
- Digital HR (Human Resource Management)
- Key Performance Monitoring

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- Key Responsibility Matrix
- Document Management System
- Online & Self Learning System
- Online Examination/Assessment
- SMS Alert & Notification
- Email Alert & Notification
- Digital & Cyber Security
- Digital & Social Media Management
- Library Digitisation

b. Application Solution Components




The overall architecture of ShikshaKosh system will use the SOA architecture pattern. Additionally, the individual layers will follow the multi-tier architectural style that is, Presentation, Business and Data tiers, to implement the functional, non-functional and aesthetic needs of the software system. The system will be components based, easy to maintain and enhance.

It is envisaged that ShikshaKosh will provide an integrated platform for various current information applications with additional business and administrative processes in its scope designed to provide a significantly enhanced experience to the end-users.

Open-source technologies will be preferred to develop the system. However, the solution provider will propose the best suitable technologies considering all factors of cost, like fees, performance, security, availability of technical resources and maintenance etc. in his proposal. The solution provider will provide the high level solution & technical architecture of the proposed system in his proposal.

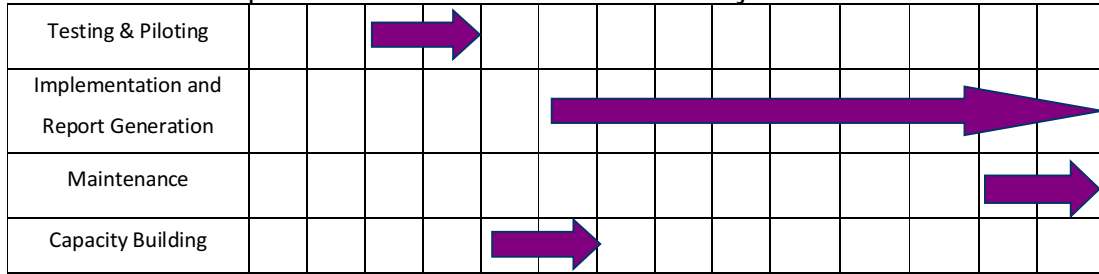
c. Timeline of the Project

The indicative timelines ¹for the implementation of project activities in a number of months are as shown in the table below:

| Activity | Timeline for the Project (in number of months) | | | | | | | | | | | | | |
|----------------------------|---|---|----|----|----|----|----|----|----|-----|-----|-----|-------|-----|
| | M1 | M2 | M3 | M4 | M5 | M6 | M7 | M8 | M9 | M10 | M11 | M12 | | M60 |
| Project Kick-off |  | | | | | | | | | | | | | |
| Initial Study/URS & SRS |  | | | | | | | | | | | | | |
| Design acceptance & Coding | |  | | | | | | | | | | | | |

¹ This timeline is assuming that Key resources are available before kick-off

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d. Infrastructure Component

Procurement of Infrastructure such as Server/Cloud Services, Data Capture Devices like Camera and data input tools such as Mobile /Tab /Desktop etc. is not under the scope of this EoI. However, the solution provider will propose the best suitable technologies considering all factors of cost, like fees, performance, security, availability of technical resources and maintenance etc. in his proposal.

e. Operations & Maintenance Services

The Bidder would develop the MIS, rollout and maintain for a period of 5 years.

f. Key Deliverables

Following performance outcomes will be delivered by the Party on the Second Part through the project:

- I. **Initial Study/URS and Requirements Specification (SRS) Document:** This document shall bring out all the requirements for the implementation of the web-based integrated MIS system. These requirements will be gathered from the stakeholders/users of the system at all the levels by the Bidder. Architecture documents (Application and DB) and detail test reports should also be part of deliverables.
- II. **Software Code:** The software application code for the project will be developed based on the SRS document. All the modules of the software should be integrated to bring out an integrated software environment that should meet all the functional needs of the project. Arti
- III. **Testing & Acceptance:** Testing of the software for the project shall happen at different stages of the project. All independent units/modules developed to address various aspects of the functional requirements will be independently tested for correct functioning. Actual users will be called upon to test the final code during the "User Acceptance Testing" phase of the project. Upon user acceptance, the code will be ready to be put to productive use.

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- IV. **System Roll Out:** Once the system passes through the user acceptance testing successful, it shall be rolled out on servers and made available to all the stakeholders of the project by the Party on the Second Part.
- V. **Operations & Facility Management:** Once the system goes live, it shall be operated and maintained using facility management. The task of facility management shall ensure that day to day working of the system is maintained efficiently, desired reports are generated, new users get added, and old users get deleted from the system, regular backups are taken to ensure that historical data is never lost etc.
- VI. **System Maintenance:** The Party on the Second Part shall provide maintenance support for the developed IT infrastructure. Such support shall ensure that the hardware, system software, application software etc. gets regularly maintained free of cost during one year warranty period of the project to start after User Acceptance Test (UAT) sign-off of the project and for another four years thereafter.
- VII. **Training and Capacity Building:** To efficiently operate the developed system, the Department will require enhancing its capacity. The capacity building exercise shall include training in the application areas of the web-enabled MIS software. The Party on the Second Part shall impart training to MIS and User Staffs of the State, District and Sub-district level offices in a phased manner. Training must cover both classroom and hands-on, and necessary training material and documents must be provided to the participants.

g. Payment Model

- (a) The payments arrangements under this project would be as follows:

| Milestones | Payment terms |
|---|---|
| 1. Initial Study & Submission of URS and SRS | 10% |
| 2. Upon Testing & Acceptance of the software | 40% |
| 3. Project Operation and maintenance | 10% Yearly payments subject to successful support and maintenance. |
| 4. Transfer of data and software to the new arrangement | 10% at the end of the contract period subject to the successful transfer of data and software to the new arrangement. |
| Note: 1) No interest would be payable on delayed payments. However, BSPP would normally make every possible effort to make payments promptly. 2) The bidder will have to submit a Performance Bank Guarantee (PBG) @10% of the total contract value for the entire duration of the project. | |

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The pre-qualified bidders, to whom the RFP will be released, will be provided with the opportunity for due-diligence before the submission of their techno-commercial proposal during the RFP bid process under the e-tendering system. The pre-qualified bidders will have to send the requests beforehand for required documentation on the current business processes, applications, infrastructure and operations & services so that the Department can provide the same to the bidders during the due-diligence process.

The requirements given in this Expression of Interest are indicative only, and the Department will seek inputs from the pre-qualified bidders in further refining the requirements and all aspects of services before finalising the Request for Proposal.

Part III: Bidding Terms and Pre- Qualification Criteria

CONDITIONS UNDER WHICH THIS EOI IS ISSUED

- i) This Eoi is not an offer and is issued with no commitment. Education Department, Govt. of Bihar reserves the right to withdraw the Eoi and change or vary any part thereof at any stage. Department also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- ii) Department reserves the right to withdraw this Eoi if the Department determines that such action is in the best interest of the Government of Bihar.
- iii) Short-listed bidders would be issued formal tender enquiry/Request For Proposal inviting their technical and commercial bids at a later date under the e-tendering system.
- iv) The Department shall ultimately determine timing and sequence of events resulting from this Eoi.
- v) No conversations or agreements with any official, agent, or employee of Education Department, Govt. of Bihar shall affect or modify any terms of this Eoi and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of Govt. of Bihar shall be superseded by the definitive agreement that results from this Eoi process. Oral communications by Department to bidders shall not be considered binding on the Department, nor shall any written materials provided by any person other than the Department.
- vi) Neither the Bidder nor any of the Bidder's representatives shall have any claims whatsoever against the Department or any of their respective officials, agents, or employees arising out of, or relating to this Eoi or these procedures (other than those arising under a definitive service agreement with the Bidder in accordance with the terms thereof).
- vii) Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- viii) Each applicant shall submit only one Pre-qualification requirements proposal.

RIGHTS TO THE CONTENT OF THE PROPOSAL

For all the bids received before the last date and time of bid submission, the proposals and accompanying documentation of the Pre-Qualification proposal will become the property of the Education Department, Govt. of Bihar. They will not be returned after the opening of the pre-qualification proposals. Department is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. Department shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a proposal, each Bidder shall be deemed to acknowledge that it has carefully read all sections of this EoI, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

EVALUATION OF PRE QUALIFICATION PROPOSAL

The bidders' Pre-Qualification Proposal in the bid document will be evaluated as per the requirements specified in the EoI and adopting the pre-qualification criteria spelt out in this EoI. The Bidders are required to submit all required documentation in support of the pre-qualification criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for evaluation.

LANGUAGE OF PROPOSALS

The proposal and all correspondence and documents shall be written in English.

PRE-QUALIFICATION CRITERIA

The invitation for bids is open to all entities which fulfil pre-qualification criteria as specified below:-

| Sl. No. | Qualification Criteria | Documentary Evidence Required |
|---------|--|--|
| 1. | The Bidder should be a registered Company / Partnership firm / Proprietorship firm and should be at least five years old entity. | Bidder should provide self-attested Articles of Association (in case of private and public limited companies), Partnership deed (in case of partnership firm) or Registration certificate under Shop & Establishment in case of Proprietorship firm. |
| 2. | The Bidder should be registered with the GST department, and carry a valid PAN/ TAN Number. | Provide Copy of PAN/TAN, GST Registration Number. |
| 3. | The Bidder should have ISO 27001 (Information Security Management) Certification. | Copy of self-attested certificate to be attached. |

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| Sl. No. | Qualification Criteria | Documentary Evidence Required |
|---------|--|--|
| 5. | The Bidder should have a minimum annual average turnover of Rs. 10.00 Crore (Ten Crore rupees) during the last three financial years (FY: 2019-20, 2018-19, 2017-18). | Provide a copy of the audited Profit & Loss Account of the company and Certificate from the Chartered Accountant clearly stating the total turnover for (FY: 2019-20, 2018-19, 2017-18). |
| 6. | Bidder should have positive net worth for each of the last three financial years (FY: 2019-20, 2018-19, 2017-18). | Provide a copy of the audited Balance Sheet of the company and certificate from the Chartered Accountant clearly stating the net worth. |
| 7. | The Bidder must have executed a single software development project in Education Vertical of at least Rs. 3 Cr. value and maintained for at least 1 year for the State Govt./ Central Govt. /PSU across India during the last three years. Besides, the bidder must have executed at least two software development projects in any vertical domain industry. | Self-attested copies of Work Order & Go-live Certificate to be submitted. |
| 8. | The Bidder should have experience of developing an IT Solution/ Management Information System and must have handled at least Twenty Lakh records for a single database for the State Govt./ Central Govt. /PSU across India. Besides, the Bidder must have experience of handling at least one crore plus database volume in any vertical domain industry. | Self-attested copies of Work order/Agreement and proof establishing number of users e to be submitted. |
| 9. | The Bidder should have valid Income tax returns for the last three financial years (FY: 2019-20, 2018-19, 2017-18) , issued by Income Tax Department and should have PAN Card | Provide a self-attested copy of the Income Tax Returns (ITR) for the last three financial years. |
| 10. | The Bidder should have valid GST returns for the last three financial years (FY: 2019-20, 2018-19, 2017-18). | Provide self-attested copies of the GST returns for the last three financial years. |
| 11. | The Bidder should Have strong Organisational strength (team size of at least 50 members) for implementing the Solution including Hardware, Software, Disaster Recovery, System Integration professionals to handle the project in an efficient manner. | Brief Profile of the Project team members showing their Educational /Professional Qualifications, Experience etc. must be submitted with self-declaration of 50 members capacity. |
| 12. | The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt./Central Govt./PSU for any reason during the last three financial years. | The Bidder shall provide an affidavit (in original). |

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RESPONSE REQUIREMENTS

PRE-QUALIFICATION REQUIREMENTS PROPOSAL

The Pre-Qualification Proposal should be submitted in the sealed envelope with the following details.

Part I – Covering Letter, Processing Fee, and Board Resolution

Part II – Details of the Organization

Part III – Relevant Project Experience of IT Projects

We look forward to receiving your proposal and thank you for your interest in this Project.

Ram
19.1.21
[Chief Accounts Officer]
Bihar Education Project Council,
Shiksha Bhawan, 2nd Floor,
Bihar Rashtra Bhasha Parishad Parishar,
Saidpur, Patna – 800 004.
(Purchaser)

Memo No.: MIS/SS/29/2020-21/569

Dated: 19/01/2021.

Ram
19.1.21
[Chief Accounts Officer]
Bihar Education Project Council

Part IV: Annexure – Response Formats

Expression of Interest – ShikshaKosh Project

1. FORM I: COVERING LETTER

(Company letterhead)

[Date]

To,

<Concerned Authority from
Education Department>

Dear Sir,

**Ref: Expression of Interest Notice for Selection of Service Provider
for ShikshaKosh Project**

Having examined the Expression of Interest (EoI), the receipt of which is hereby duly acknowledged, we, the undersigned, intend to submit a Pre-qualification requirements proposal in response to the Expression of Interest (EoI) for Selection of Service Provider for ShikshaKosh Project.

We attach hereto the response as required by the EoI, which constitutes our proposal.

Primary and Secondary contacts for our company are:

| | Primary Contact | Secondary Contact |
|----------------------|-----------------|-------------------|
| Name: | | |
| Title: | | |
| Company Name: | | |
| Address: | | |
| Phone: | | |
| Mobile: | | |
| Fax: | | |
| E-mail | | |

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We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to Education Department, Govt of Bihar is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for providing Service Provider Services on ShikshaKosh Project.

We agree for unconditional acceptance of all the terms and conditions set out in the EoI document.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of

(Signature) (In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,,....., the Company Secretary of, certify that who signed the above Bid is authorized to do so and bind the company by authority of its board/ governing body.

Date: Signature:

(Company Seal) (Name)

2. FORM II: GENERAL DETAILS OF THE ORGANIZATION

| Details of the Organization | |
|---|--|
| Name of organization | |
| Nature of the legal status in India | |
| Legal status reference details | |
| Nature of business in India | |
| Date of Incorporation | |
| Date of Commencement of Business | |
| Address of the Headquarters | |
| Address of the Registered Office in India | |
| Other Relevant Information | |
| <p>Mandatory Supporting Documents:</p> <p>a) Certificate of Incorporation from Registrar Of Companies(ROC)</p> <p>b) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company</p> | |

3.FORM III: FINANCIAL DETAILS OF THE ORGANIZATION

| Financial Information | | | |
|--|------------|------------|------------|
| | FY 2017-18 | FY 2018-19 | FY 2019-20 |
| Revenue (in INR crores) | | | |
| Profit Before Tax (in INR crores) | | | |
| Revenue from IT services and system integration services (in INR crores) | | | |
| Other Relevant Information | | | |
| <p>Mandatory Supporting Documents:</p> <p>a. Auditor Certified financial statements for the Last three financial years; 2017-18, 2018-19, and 2019-20 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.)</p> | | | |

4. **FORM IV: IT PROJECT EXPERIENCE**

| IT Project Experience | |
|--|--|
| General Information | |
| Name of the project | |
| Client for which the project was executed | |
| Name and contact details of the client | |
| Current Status | |
| Project Details | |
| Description of the project | |
| Geographical Scope | |
| Outcomes of the Project | |
| Other Details | |
| Total Duration of the project (no. of months, start date, completion date) | |
| Total cost of the services provided by the Bidder | |
| Other Relevant Information | |
| Mandatory Supporting Documents: a) Work Order/Ongoing Certificate | |
| Project Capability Demonstration | |
| Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria). | |