



The Bihar State Cooperative Bank Limited

Invites Short term RFE

Request for Empanelment of Service Provider for providing Manpower for Operation of Permanent Enrollment Centers (PECs) established by The Bihar State Cooperative Bank Ltd (BSCB)

e-Procurement Mode Only

<https://www.eproc.bihar.gov.in>

Tender No.: BSCB/RFE/Aadhar/.....³⁸⁵¹.....

Date: 26.03.2026

Issued By-
The Bihar State Cooperative Bank Limited,
Ashok Rajpath,
Patna – 800004.

[Handwritten signatures and initials]

SECTION –I

E-Procurement Notice (Short Term)

1. The Bihar State Cooperative Bank, Patna, invites empanelment of Service Provider for providing UIDAI Certified Manpower for Operation of Permanent Enrollment Centers (PECs) established by The Bihar State Cooperative Bank (BSCB). The Bihar State Cooperative Bank will be Nodal Authority to carry out Aadhaar Enrollment work in Bihar through itself and it's District Central Cooperative Banks (DCCBs)/societies and other institutions as identified by BSCB. The Bidder shall have to submit the Technical bid and financial bid in online mode.
2. The contract floated from this tender document with the successful bidder will be signed with The Bihar State Cooperative Bank.
3. To participate in the e-tendering process, the bidders/agencies are required to get themselves registered with Bihar Government Centralized e-Procurement portal, i.e., <https://www.eproc2.bihar.gov.in/>, may contact the helpdesk at the following address, "e-Procurement HELP DESK, 1st Floor, M/22, Bank of India Building, Road No. 25, Shree Krishna Nagar, Patna- 800001, Phone No. 0612 – 2523006, Mob. No 7542028164 (Timings: Every Day from 08:00 AM to 08:00 PM) or may visit the link "Vendor Info" at <https://www.eproc2.bihar.gov.in/>.

4. Schedule of Events

S. No.	Event Description	Timeline
4.1	Start date & time for downloading the RFE	From 26.03.2026, on the e-Procurement Portal (https://eproc2.bihar.gov.in/).
4.2	1. EMD 2. Tender Document Fee 3. Tender Processing Fee	1. Rs 10,00,000/- (Refundable) 2. Rs 11800/- (Non-refundable incl of GST) 3. Rs 590/- (Non-refundable) To be paid as One Time Fee payable online through e- payment mode i.e. NEFT/RTGS/ Credit Card on the following website: https://eproc2.bihar.gov.in
4.3	Last date & time for submission (upload) of online bidding document.	08.04.2026 till 3:00 PM, on the e-Procurement Portal (https://www.eproc.bihar.gov.in)
4.4	Last date & time for submission of hardcopy of evidence towards EMD, tender fee and processing fee along with affidavit in	08.04.2026 till 3:00 PM in the office of Managing Director, The Bihar State Cooperative Bank (BSCB), Ashok Rajpath, Patna, Bihar.

S. No.	Event Description	Timeline
	original.	
4.5	Time, Date of opening of Technical Bid	08.04.2026 at 3:30 PM
4.6	Time and Date of Technical Presentation	10.04.2026 at 11:00 AM onwards (Link will be shared separately)
4.7	Time, Date of opening of Financial Bid	To be announced later on the e-Procurement Portal (https://www.eproc.bihar.gov.in/)
4.8	Pre-bid meeting (Date & Time)	30.03.2026 at 3:00 PM
4.9	Pre- bid meeting venue	Online mode only
4.10	Last date of submission of queries (by email only)	30.03.2026 by 1:00 PM
4.11	Bank email id for RFE related communication	aadhar@biharscb.co.in
4.12	Communication Address	All communications, of Technical Proposal Document including the soft copy of the Technical and Commercial Proposal Should be Addressed to: To, The Managing Director, The Bihar State Co-operative Bank Ltd. Ashok Rajpath, Patna - 800004, Bihar

Note –

- i) Interested tenderers may obtain further information about this Notice Inviting Tender (NIT) from the office of The Bihar State Cooperative Bank, Ashok Rajpath, Patna - 800004, Bihar.
 - ii) No tender will be accepted after closing date and time in any circumstances.
1. Tenderer may also download the tender documents (a complete set of documents is available on website) from e-Procurement Portal (<https://www.eproc.bihar.gov.in/>) and submit its tender by using the downloaded document.
 2. The tender would be accompanied by Earnest Money Deposit (EMD) which need to be paid online. Micro Small and Medium Enterprises (MSME) are exempted from paying the EMD amount for which the concerned enterprise needs to provide valid MSME Udyam registration certificate. In support of the exemption from EMD, MSME bidders are required to upload a copy of the necessary supporting documents in the e-tender portal along with the bid submission.
 3. Tenders without EMD/valid exemption document received within stipulated timeline shall be summarily rejected.

4. The Tender Inviting Authority (TIA) shall be following Quality and Cost Based Selection (QCBS) for selection of agency.
5. Non Refundable Tender Processing Fee (TPF) amount for the sum of Rs. 590/- (Five hundred ninety rupees) to be paid by the agency/bidder through e-Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/Debit Card) only, to the agency empanelled by Government of Bihar for centralized e-Procurement.
6. Non Refundable Tender document Fee (TDF) amount for the sum of Rs. 11,800/- (Eleven thousand Eight hundred rupees) to be paid by the agency/bidder through e-Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/Debit Card) only, to the agency empaneled by Government of Bihar for centralized e-Procurement
7. The technical and financial bids must be submitted through e-Procurement Portal (<https://www.eproc.bihar.gov.in/>) on or before the date and time specified in the NIT. The TIA doesn't take any responsibility for the delay/Non-Submission of Tender/Non-Reconciliation of online Payment caused due to non-availability of Internet connection, Network Traffic/Holidays, or any other reason.
8. The bidders shall submit their eligibility and qualification details, Certificates as mentioned in the tender document, in the online standard formats given in e-Procurement Portal (<https://www.eproc2.bihar.gov.in>) at the respective stage(s).
9. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria/technical bids and other certificate/documents in the e-Procurement Portal (<https://www.eproc2.bihar.gov.in>).

The Bidding documents shall be submitted in the mode as mentioned below:

(1) Technical Bid	Online (Cover-Technical Stage)
(2) Financial Bid	Online (Cover-Cost Bid Stage)

1. The technical bids will be opened (in e-mode/online) on the date mentioned above. In the event of any of the above-mentioned day being declared a holiday/closed day for The Bihar State Cooperative Bank (BSCB), the bids will be opened on the next working day at the scheduled time.
2. The bids must be uploaded (e-mode/online) at the e-Procurement Portal (<https://www.eproc2.bihar.gov.in/>).
3. The TIA reserves the right to accept or reject any or all tender or change the terms and condition of NIT or cancel the NIT without assigning any reasons at any stage and time.
4. For further enquiry and information, please contact to the following officer (s) during office hours 9:30 AM to 6:00 PM- Sri Ajit Kumar, Assistant Manager, IT.
5. All further notifications/Corrigendum/Addendum, if any shall be posted on e-Procurement Portal (<https://www.eproc2.bihar.gov.in/> <https://www.eproc.bihar.gov.in>) which will again form an integral part of this RFE.


 Managing Director
 The Bihar State Cooperative Bank






SECTION-II

E-Tendering Process Related Instructions.

Submission of Proposals through electronic mode.

1. The bidder should prepare and submit its offer as per instructions given in this section.
2. The Bidder shall submit his bid/tender on e-Procurement platform at www.eproc.bihar.gov.in.
3. The Bidder must have the Class II/III Digital Signature Certificate (DSC) with signing + Encryption, and User-ID of the e-Procurement website before participating in the e-Tendering process. The Bidder may use their DSC if they already have. They can also take DSC from any of the authorized agencies. For user-ID they have to get registered themselves on e-procurement website www.eproc.bihar.gov.in and submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.
4. The Bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given in e-Procurement website at the respective stage only. The Bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site. The Bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness / authenticity. The Bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document **otherwise the tender of the bidder will be rejected outrightly.**
5. All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the Bidder will be rejected. Tender Processing Fee (TPF) and Tender Document fee to be paid through e-Payment mode (i.e NEFT / RTGS, Credit / Debit Card & Net Banking) only.
6. "Earnest Money Deposit (EMD) shall have to be submitted online only.
7. The documentary evidence towards submission of Earnest Money Deposit (EMD)/valid exemption document, Tender processing fee, Tender document fee along with other affidavits documents as mentioned above shall be submitted in physical form, and a scanned copy of the same has to be submitted in online mode.
8. Bids along with necessary online payments must be submitted through e-Procurement portal www.eproc.bihar.gov.in before the date and time specified in the NIT/RFE. The Bihar State Cooperative Bank (BSCB)/ Tendering Authority doesn't take any responsibility for the delay / Non Submission of Tender / Non Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason."
9. The tender opening will be done online. Bidders or their authorized representatives, who choose to witness the opening of bids, would remain present online during the opening of bids.



10. Any corrigendum or date extension/ changes/amendment notice will be given on the e-Procurement website only. For support related to e-tendering process, Bidders may contact at following address "e- Procurement HELP DESK - RJ Complex, 2nd Floor, Opposite Vidyapeeth Institute, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar.

SECTION-III

Definition:

In this tender document and associated documentation, the following terms shall be interpreted as indicated below:

- I. **"The Bidder"** means company/firm participating in this bidding process.
- II. **"Eligible Bidder"** means bidder satisfying qualifying criteria.
- III. **"The Purchaser"** means The Bihar State Cooperative Bank (BSCB)
- IV. **"The Purchase Order"** means the order placed by the BSCB to the service provider for the required services as per the RFE. This shall be deemed as "Contract".
- V. **"The Successful Bidder/Service Provider"** means the successful bidder and to which BSCB has issued a Letter of Intent/Purchase Order for rendering the services as per the RFE and with whom the Purchaser enters into contract regarding this tender/RFE.
- VI. **"The Contract"** means an agreement entered into, by the Purchaser with the successful bidder by signing a contract form in a given format by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein.
- VII. **"The Contract Price"** means the price payable to the Successful Bidder under the contract for the full and proper performance of its contractual obligations.
- VIII. **"Services"** means services to be provided as per the requirement mentioned in the scope of work.
- IX. **"Consignee"** or **"Indenter"** or **"Buyer"** means the officer authorized by the Government of Bihar for receiving services at the place of receipt.
- X. **"Non-compliance"** means failure/refusal to comply the terms and conditions of the tender.
- XI. **"Non-responsive"** means failure to furnish complete information in a given format and manner required as per the tender documents or non-submission of tender offer in given Forms / Proforma or not following procedure mentioned in this tender or any of required details or documents is missing or not clear or not submitted in the prescribed format or non-submission of tender fee and EMD/valid exemption document.



- XII. "BSCB" means Bihar State Cooperative Bank.
- XIII. "UIDAI" means Unique Identification Authority of India.
- XIV. "PBG" means Performance Bank Guarantee.
- XV. "EC" means Enrollment center.
- XVI. "PEC" means Permanent enrollment center.
- XVII. "FMS" means Facility management service.
- XVIII. "Letter of Intent (LoI)" means a letter issued by the Tendering Agency (BSCB) indicating his intention to place Purchase Order on the successful bidder.
- XIX. "Registrar (BSCB)" means BSCB Bihar is authorized by UIDAI and Government of Bihar for the purposes of enrolling the individuals for UID numbers in Bihar.
- XX. "EA (BSCB)" means The Bihar State Cooperative Bank is authorized by UIDAI and Government of Bihar for the purposes of enrolling the individuals for UID numbers in Bihar as Enrollment agency.
- XXI. "ECMP" means Enrollment Client Multi-Platform, that is a software developed by UIDAI for the purpose of Aadhaar Lifecycle Management of residents, i.e. Aadhaar Enrollment/ Update, , Find Aadhaar, etc.
- XXII. "Service Provider/ Manpower Service Provider" means a legally established firm or entity selected by the Purchaser to provide the Services stated in the tender document.

1. Instructions to the Bidders

1.1 Bid submission

Bidder will submit technical and financial proposal in online mode.

1.2 Submission of Tender

Tender shall be submitted in online mode. Please refer the website as mentioned in NIT. Purchaser may, at its discretion, extend this deadline for submission of offers by issuing corrigendum and uploading the same on EPROC2 portal at an appropriate stage.

1.3 Method of Submission of Tender Form

Two bid system shall be followed as Eligibility Bid and Commercial Bid. The Bid has to be submitted online through EPROC only. The evaluation system followed, will be **Quality-cum-Cost Based Selection (QCBS)**. The detail of which is mentioned below:

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Part 1 - "Eligibility document/Technical document + EMD + Tender Fee".

Part 2 - "Commercial Bid/Financial Bid"

- (a) The Commercial bid/Financial bid shall be prepared as per the Commercial bid/Financial bid format at *Annexure - B* and shall be submitted in online mode.
- (b) BSCB will first open the Technical Bids and the Bidders qualifying the technical evaluation by securing minimum technical scores/Marks or above will be shortlisted. The evaluation of the bids will be carried out by Bid Evaluation committee appointed by BSCB, to assess and finalize the acceptability of the bids. The Commercial bids/Financial bids of all technically qualified Bidders will be opened for further processing. Commercial bid/Financial bid opening date and time will be informed to the technically qualified Bidders before Commercial bid/Financial bid opening.

Clarification of Bids

A prospective bidder requiring any clarification of the bidding documents may notify the BSCB in writing or through E-mail to the address provided above. The BSCB will respond in writing to any request for clarification of the bidding documents through corrigendum. Requests for clarification on telephone will not be entertained. Reply to clarifications / amendments / addendum if any, will be published in the website of the tendering agency as corrigendum to RFE. The bidder has to submit any query before due date mentioned in the tender document. Clarifications given in the pre bid shall form part of the RFE.

Format and Signing of Bids

The authorization for signing the Bid document shall be indicated by a duly notarized written power of attorney (in a legally valid stamp paper of minimum denomination of Rs. 1000.00 (One thousand) (Annexure : I) from the competent authority of bidder accompanying the eligibility bid. Bid should be digitally signed before submitting as per the process of Eproc2 portal Bihar.

1.4 Late Tender / Late bid

Receiving/Reaching of bid/bids after due date and time will not be entertained under any circumstances and will be treated as late bid. Bid received late after deadline will be summarily rejected. *This clause is disabled for online bid as this automatically does not respond after closing hours.*

1.5 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its tender, and the Purchaser will, in no case be responsible or liable for these costs, regardless of the conduct or outcome of the tendering process.

1.6 Tender document fee and Tender Processing Fee(Beltron) (Non refundable):

Non Refundable tender Fee of **Rs. 11800/-** (Rupees Eleven Thousand Eight Hundred Only) (incl of

GST) and Non refundable tender processing fee of Rs 590 (Five Hundred Ninety Only) to be paid online.

1.7 Earnest Money Deposit (EMD)/ Bid Security Deposit

EMD of Rs. **10,00,000 (Rupees Ten Lakhs only)** to be deposited online. EMD can be paid online on EPROC2 or submitted online in form of Bank Guarantee. Micro Small and Medium Enterprises (MSME) are exempted from paying the EMD amount for which the concerned enterprise needs to provide valid MSME Udyam registration certificate. In support of the exemption from EMD, MSME bidders are required to upload a copy of the necessary supporting documents in the e-tender portal along with the bid submission.

The EMD / Bid Security may be forfeited in case, if a successful bidder fails:

- i. To execute the agreement/contract by any reason within given period of time within 10 working days after submission of PBG from the date of the issue of the Letter of Intent (LOI).
- ii. To submit **Performance Bank Guarantee (PBG)** within 10 (ten) working days after notification of the award (LoI).
- iii. No interest shall be payable by BSCB to the Bidder(s) on Earnest Money/Bid Security Deposit for the Period of its Currency in case of withdrawal of bid after opening.
- iv. EMD will be returned to the successful bidders only if bidder submits security deposit (Bank Guarantee) as specified in the RFE document. For the unsuccessful bidders, it will be returned within 15 days of finalization of bids.

1.8 Offer Validity period

The tender offer must be valid for minimum **180 days** from the date of opening of the tender. However, the Purchaser may extend this period at its sole discretion, information of which will be communicated to the participating bidder.

1.9 Pre-bid Conference

A Pre-Bid conference/meeting will be held online. All the interested bidders or their authorized representative can attend the meeting at the scheduled date and time. The bidders will have to submit their queries through email to the email address specified in the RFE. Link of pre-bid meeting will be shared on the email from which queries has been received in the stipulated timeline and suggested format as per **Annexure - H**. In pre-bid meeting queries of general nature will be entertained. Any changes decided in the pre-bid shall be communicated to bidders or be proceeded through corrigendum. The corrigendum/notice and pre-bid clarifications will also form a part of this bid document and the same will be uploaded on the BSCB website.

1.10 Erasure, Alternation & Signing of Tender

Tender documents should contain no interlineations, erasures or overwriting. Only authorized person shall sign on tender documents uploaded on EProc2.



1.11 Costs & Currency

The Price/offer must be given in Indian Rupees (INR) only. The price will remain fixed for the period of the contract and no changes for any reason whatsoever will be allowed. The bidder shall bear all the costs associated with the preparation and submission of its bid, and the purchaser will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

1.12 Offer Price

The Price bid/Financial bid will be inclusive of GST, Income taxes and other taxes. The price variation shall only be allowed in case of increase / decrease in any taxes, cess, levy or duty.

1.13 Right to Alter the RFE Terms

The Purchaser reserves the right to include or exclude any tender item(s), and also the Purchaser reserves the right to make change/s in specifications/terms of the RFE as per need during the procurement/implementation stage to be in compliance with the UIDAI/Govt guidelines issued in this regard and shall be binding upon the bidder.

1.14 Modification and Withdrawal of Offers

The bidders will not be allowed to modify their bids after final submission. Withdrawal of original offer will not be allowed after opening of bid. No offer can be modified by the Bidder, once bid/bids are finally submitted. However, a bidder can withdraw from the bid process before opening of bids.

1.15 Preliminary Scrutiny

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each offer to the tender documents. For purpose of this clause, a substantially responsive bid is one, which is in conformity with all the terms and conditions of the Tender Documents without any material deviations. The Purchaser's determination of an offer's responsiveness will be based on the contents of the tender offer itself without recourse to extrinsic evidence.

1.16 Tender Evaluation

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of the bid. The selection process will be as under:

- 1) Screening based upon eligibility criteria
- 2) Technical evaluation
- 3) Financial Evaluation

The selection process would be Quality and Cost Based Selection (QCBS). For this 70% marks/points will be allotted on technical evaluation and 30% marks/points will be allotted in financial evaluation. The Evaluation Committee will shortlist the agency who have obtained 70 or more marks in the technical evaluation.

The bidder should have Provident Fund, Employee's State Insurance Scheme, Permanent Account Number and Goods and Services Tax registration on their name or on the name of company, firm, agency participating in the bid process.



Short-listing of bidders:

Evaluation of Technical Proposal

The bidders who have scored 70 marks out of 100 marks as stated here-in-above shall be considered as technically qualified and shall be included in the shortlist for opening and evaluation of their financial proposal (Commercial bid). Technical evaluation of all bidders and their respective presentation will be done simultaneously and final marks will be published collectively upon completion.

Evaluation of Financial Proposal (Commercial bid)

1. In the second stage, the financial evaluation will be carried out as per this Clause.
2. For financial evaluation, the quoted amount (in words) indicated in the Financial Bid only shall be considered. On financial evaluation, the shortlisted bidders will be given total score which will be determined as under:
 - (a) 70% weightage will be given to the Technical Score.
 - (b) 30% weightage will be given to the Financial score.
3. BSCB will determine whether the Financial Proposals are complete, and unconditional. The cost indicated in the Financial Proposal shall be deemed as final reflecting the total cost of works/services.

Deriving Combined Score

1. Proposals of the technically qualified bidder(s) during the process of evaluation of the technical bid will finally be ranked according to the total score (Technical Score + Financial Score) as per the following formula:

$S_t =$ Technical Score

$S_f = 100 \times F_m / F$; In which, S_f is the financial score;

F_m is the lowest quoted price in the bid being Evaluated;

F is the price quoted by the respective bidders in the bid being evaluated.

The weightage given to the technical and financial proposals are $T = 0.70$ and $P = 0.30$

Combined total score (S) = ($S_t \times 0.7$) + ($S_f \times 0.3$)

2. The successful bidder will be decided after deriving final Combined Score (Technical and Financial scores as per weightage) and the highest ranked bidder (whose total score is the highest) will be declared as **H1**. Similarly, bidder with 2nd highest Combined Score (Technical and Financial scores) will be declared as **H2** and so on.

Incase Combined Final Score is same for two or more bidders, the bidder with highest technical marks will be assigned rank H1. The Bihar State Cooperative Bank (BSCB) reserves the right

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to empanel the top three (3) bidders i.e., H1, H2 and H3. Each empaneled agency will be allotted one cluster only. The clusters will be as defined in Annexure – G.

1.17 Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, the Purchaser may, at its discretion, ask some or all the Bidders for clarification on their office before opening of financial bid, and the same may be sent through email (of nodal officer), facsimile. However, in such cases, reply of clarifications shall be sent to the Purchaser through courier or in person. The request for such clarifications and the response shall be in writing.

1.18 Amendment of bidding Document

- a. At any time prior to the deadline for submission of bids, the purchaser may, for any reason, whether on its own initiative or in response to the request for clarification by a prospective bidder, modify the bidding documents.
- b. In order to allow prospective bidders reasonable time to take into the consideration, the amendments while preparing their bids, the purchaser at its discretion may extend the deadline for the submission of bids.

1.19 Language of Bid

The bid, as well as all correspondence and documents relating to the bid exchanged by the bidder and the purchaser, shall be in English language only. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an appropriate translation in English language and in such a case, for purpose of interpretation of the bid, the translation shall govern.

1.20 Confidentiality

- 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 the Confidential Information of the Bidder.
- b. The Bidder shall keep confidential any information related to this tender with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any



third party for any reason whatsoever, and if done so, such bidder shall be liable for any penal action suitably.

- c. At all times during 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 is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the terms of this 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, expiry or termination of the contract.
- f. The bidder will abide by all applicable rules and laws of land including and specifically "The Aadhaar (Targeted Delivery Of Financial And Other Subsidies, Benefits And Services) Act, 2016" and subsequent rules/ regulations circulars and its amendments thereafter.

1.21 Performance Bank Guarantee (PBG):

- a) Successful Bidder shall submit a Bank Guarantee of the value of INR 100 (Hundred) Lakhs in the prescribed format as attached. For Government recognised Startups and MSMEs the value of PBG will be of INR 50 (Fifty) Lakhs only.
- b) Performance Bank Guarantee will be issued from a Scheduled Commercial Bank only promising payment of the guaranteed sum or part thereof to the BSCB, on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the shall be treated as conclusive proof for payment. A model Performance Bank Guarantee (PBG) format is enclosed as *Annexure-E*.
- c) Performance Bank Guarantee (PBG) shall be valid upto 60 months and 1 additional month from the date of signing of the agreement or for any extended period of the contract wherever applicable.
- d) The provisions regarding sanctions for violation in the agreement include forfeiture of Performance Security in case of decision by the BSCB.

2. SCOPE OF WORK

Scope of work shall include the following:

In accordance with *THE AADHAAR (ENROLMENT AND UPDATE) REGULATIONS, 2016*, the scope of work of the service provider will be to deploy manpower in adequate numbers for operation of designated Aadhaar Enrolment Centres at the branches/location of DCCB/space provided by



affiliated societies/DCCB/BSCB or any appropriate space as identified by BSCB. The service provider must engage the resources/manpower on salary basis only.

The resources will carry out Aadhaar enrolment/compulsory Biometric updates/any other updates of the residents in accordance with the norms of Unique Identification Authority of India (UIDAI), as amended time to time and strictly following the guidelines issued by BSCB/UIDAI from time to time. They will use the infrastructure available at each centres and shall be responsible for safe custody of the same. The provided infrastructure is to be properly maintained and kept under proper care during operations to avoid any damage.

The kit and other accessories will be the property of BSCB (in compliance with in-house model and circular of UIDAI). However, proper handling of the same shall be should be of the operators and the provided infrastructure cannot be taken out of the centre for any purpose without the approval/order of the respective authority. In case of discontinuation of the service, the infrastructure should be handed over/returned to the BSCB, otherwise the concerned operator will be treated as defaulter and recovery will be made from the concerned agency.

Service Provider will provide UIDAI-certified manpower for operation of Aadhaar Enrolment Centres who will be deployed at the branches/location of DCCB/space provided by affiliated societies/DCCB/BSCB or any place as identified appropriate by BSCB.

- i. The space and infrastructure required for operations of the centers will be provided by the BSCB.
- ii. The Aadhaar enrollment shall strictly be as per UIDAI norms including continuous updates as and when released by UIDAI.
- iii. During Aadhaar Enrollment, Supervisory level operator shall abide by the standard procedure of UIDAI.
- iv. Any update required by the resident in his/her existing Aadhaar, shall be carried out by the Operator/Supervisor after due verification of documents and related proofs only as prescribed by UIDAI.
- v. The Service provider has to provide regular trainings and re-training to the deployed workforce/manpower. A compliance report in this regard needs to be submitted by the Service Provider to BSCB Bihar by the end of every year or as and when prescribed by UIDAI. However, the training and capacity building activities pertaining to Aadhaar Enrolment & Update services, the training shall be carried out by the Registrar/UIDAI.
- vi. Center verification and field visit by Service Provider shall be carried out in order to ensure smooth operations. Compliance report shall be submitted by service provider as and when asked by BSCB Bihar. As per UIDAI guidelines, centre inspection to be carried out by the Registrar/EA. In this regard, SOP may be followed.
- vii. All operations at PECs carried out by the UIDAI certified operators must be in compliance with the UIDAI guidelines. Any violation of the UIDAI guidelines may attract penalties which will be enforced on the service provider.
- viii. BSCB reserves the right to terminate the manpower services of any empaneled agency on grounds of underperformance, violation of UIDAI guidelines and/or any other guidelines applicable in this scenario.



3. Details of Clusters

There are 3 suggestive Clusters, BSCB reserves the right to allot work to Bidder will be allotted maximum one cluster only.

Cluster -1:

1. The Bihar State Cooperative Bank Ltd., Patna
2. The Sasaram-Bhabua Central Co-Operative Bank Ltd., Sasaram
3. The Pataliputra Central Co- Operative Bank Ltd., Patna
4. Central Co-Operative Bank Ltd., Ara
5. The Aurangabad District Central Co-Operative Bank Ltd., Aurangabad
6. The Magadh Central Co-Operative Bank Ltd., Gaya
7. The Nalanda Central Co-Operative Bank Ltd., Nalanda
8. The Nawadah Central Co-Operative Bank Ltd., Nawadah

Cluster -2:

1. The Motihari Central Co-Operative Bank Ltd., Motihari
2. The Gopalganj Central Co-Operative Bank Ltd., Gopalganj
3. The Muzaffarpur Central Co-Operative Bank Ltd., Muzaffarpur
4. The Siwan Central Co-Operative Bank Ltd., Siwan
5. The Begusarai Central Co-Operative Bank Ltd., Begusarai
6. The National Central Co-Operative Bank Ltd., Bettiah
7. The Vaishali District Central Co-Operative Bank Ltd., Vaishali
8. The Sitamarhi Central Co-Operative Bank Ltd., Sitamarhi

Cluster - 3:

1. Samastipur District Central Co-Operative Bank Ltd, Samstipur
2. The Bhagalpur Central Co-Operative Bank Ltd., Bhagalpur
3. The Purnea District Central Co-Operative Bank Ltd., Purnea
4. The Katihar District Central Co-Operative Bank Ltd., Katihar
5. The Monghyr-Jamui Central Co-Operative Bank Ltd., Munger
6. The Rohika Central Co-Operative Bank Ltd., Madhubani
7. District Central Cooperative Bank Limited, Supaul
8. The Khagaria District Central Co-Operative Bank Ltd., Khagaria

Note : Allocation/restructuring of Clusters to the bidders will be sole discretion of the BSCB (purchaser). BSCB may change cluster formation as and when required at its own.

Manpower to be provided (as per UIDAI guidelines)



Designation	Minimum Qualification	Experience (Similar Project)	Remarks
Cluster Coordinator	MBA /MCA / M.Tech. / MSc IT/ Post Graduate with relevant experience	10 years (Min)	Min. one in each Cluster.
Deputy Coordinator–cum technical assistant	BCA/diploma in Engg-IT or comp Sci/B.Sc IT/Graduate with diploma in computers	5 years (Min)	One resource per 30 centres.
Supervisory Level Operator (Aadhaar enrolment and update Operator/ Supervisor)	Minimum 10+2 (Intermediate) level		One per PEC.

Note : The manpower will be as per prevailing norms/rules of UIDAI.

- i. It is mandatory for all the employees of service provider to wear ID card (given by respective company/agency) during working hours.
- ii. Service Provider shall issue an appointment letter providing the details of their personnel, as required by the BSCB within 15 days of the LOI /order placement. Only Indian Nationals should be appointed. Service provider should share the copy of appointment letter along with the consent letter duly signed by the hired manpower.
- iii. The Service Provider shall submit details of all State/District Coordinator & Technical Manpower (including Educational/experience certificate, offer letter/salary slip), before commencement of work. Any change/replacement in the same will be reported to BSCB Bihar, with due reason and artefacts and the replacement will only be allowed with the persons having similar or higher qualification/experience.
- iv. The Service Provider shall deploy supervisory level operator for Aadhaar enrollment only after certification from the UIDAI's certified agency. The Service Provider shall submit details (including Educational/ experience certificate) of all the Manpower before commencement of work.
- v. The Permanent Center shall be set-up by BSCB at the respective locations - branches/location of DCCB/space provided by affiliated societies/DCCB/ BSCB/any other suitable location as identified by BSCB.
- vi. Service Provider shall ensure that Center operates during government working hours on all working days. Holidays will be observed as per Holidays Calendar as per BSCB.
- vii. The Service Provider shall ensure that Biometric exceptions captured are genuine and not resort to any malpractices such as fake Biometric exception. Any Biometric exceptions to be reported to UIDAI/ BSCB for further verification on a daily basis.



- viii. If any of the employee/representative of Service Provider is/are found to be demanding / collecting undue money or indulging in any other illegal activity for enrollment, appropriate disciplinary/legal action will be taken by BSCB / UIDAI, that includes blacklisting / termination / fine / penal action.
- ix. Individuals involved in the operations of Aadhaar centre shall support the State / District Administration in improving the publicity to get the people to the Enrollment Centers.
- x. Daily biometric based online attendance of the supervisory level Operator/Supervisor, Technical Personnel and State Coordinator should be maintained and service provider should provide administrative access to the attendance dashboard / website for monitoring the online attendance to the BSCB, Bihar.
- xi. The job awarded cannot be sublet/subcontracted to any other third party in any kind of arrangement. If any Service Provider is found to be sub-contracting / sub-letting the awarded work, appropriate legal action or any appropriate action whatever it may be to any extent will be taken against the service provider that may include recommendation for blacklisting of agency/company.
- xii. The maximum amount of fee to be charged by Registrars/EAs/ASKs/ Aadhaar Kendras for various Aadhaar related services from residents, as per UIDAI current rates.
- xiii. The penalties/disincentives imposed by UIDAI, will be recovered from respective Service Provider as per actual.

4. ELIGIBILITY CRITERIA

(The bidder has to submit all relevant documents/ Copies as proof for qualifying the eligibility criteria)

- 4.01 The bidder company must be older than 05 years. The bidder should have experience of supplying technical manpower in State/Central/Semi-Govt Department/PSU/Government Banks.
- 4.02 It shall have an average turnover of minimum Rs. 04 (four) Crore for the last three financial years (2022-23, 2023-24 & 2024-25) i.e. sum of turnover for the last three years divided by three shall be minimum Rs. 04 (four) Crore. Copies of audited financial statements or balance sheet certified by their appointed statutory auditor must be provided. The bidder must also have positive net worth.
- 4.03 The bidders shall have experience of working in minimum 01 Aadhaar project/providing Aadhaar operators during last five financial years.
- 4.04 The bidder must submit an EMD in the form as desired in the RFE.



- 4.05 With an intention to ensure fair and wider base of participation & execution by the bidders across the country:
- There shall be bid only from registered Pvt Ltd Company/Public Ltd Company/ Partnership LLP Firm. **Proprietary firm, SPV and Society are strictly not allowed to participate.**
 - Government recognised Startups with relevant experience can be preferred.
 - All bidders are required to furnish the *information sought* as per *Annexure D*.
- 4.06 The Bidder shall attach self-attested copies of GST Registration no., Income Tax Return, Permanent Account No. (PAN), TAN, EPF and ESI registration with relevant certificates as applicable.
- 4.07 The authorization for signing the Bid document shall be indicated by a duly notarized written power of attorney (in a legally valid stamp paper of minimum Rs. 1000/- (One thousand) denomination) from the competent authority accompanying the bid.
- 4.08 The Bidder shall not be blacklisted / suspended or pending criminal case relating to the service in question by any Ministry or Department of the Central Government including UIDAI, or by any of the State Governments/UT or any of the Public sector companies as on last date of bid submission / before placement of Purchase Order. Declaration in this regard shall be submitted by the duly authorized signatory failing which the purchaser (BSCB) shall be free to take any appropriate action even found after executing contract agreement.
- 4.09 The bidder shall submit aforesaid undertaking for non-blacklisting on a legally valid stamp paper of minimum Rs. 1000 (One thousand) denomination as per **Annexure - C**.
- 4.10 Submission of Performance Bank Guarantee (PBG) to the BSCB within 10 (Ten) working days after notification of the award (LoI) to the empanelled agencies. Contract will be signed with the successful bidder within a week after submission of Performance Bank Guarantee (PBG).
- 4.11 Validity of the bid shall be minimum 180 (One hundred eighty) days from the date of bid opening.
- 4.12 The Bidder shall submit duly filled eligibility / document check list as per Annexure A.
- 4.13 Company ITR copy of last three years concluding 2024-25 financial year. GSTIN return filing proof of last three years concluding 2024-25 shall be required.
- 4.14 Documentary evidences for all the Eligibility Criteria are required to be submitted as part of the Eligibility Bid. Non-compliance with one or more of the requirements covered under Eligibility Criteria, will lead to summarily rejection of the bid.
- 4.15 The bidder shall mandatorily submit valid CMMi Level 3, ISO 9001:2015 and ISO 27001:2022 certificates along with above mentioned documents failing which bid shall be rejected.

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4.16 Marking Scheme for Technical Bid evaluation in QCBS:

S. No.	Particulars	Maximum Marks	Required Document
1.	The bidder/firm/company must be older than 5 Years. The bidder should have experience of supplying at least 100 manpower in Central/State/ Semi-Govt Department /PSU/Government Banks. <ul style="list-style-type: none"> • 100 – 150 manpower - 08 Marks • More than 150 manpower – 10 Marks 	10	EPF challan of last quarter must be submitted.
2.	Minimum Average Annual Turnover (MAAT) of bidder (2022-23 , 2023-24 & 2024-25) <ul style="list-style-type: none"> • Up to 4 Cr to 5 Cr – 08 Marks • More than 5 Crore – 10 Marks 	10	Audited & Certified balance sheet and P/L account by CA is required with UDIN.
3.	Number of technical manpower (as defined in below) on company's payroll : <ul style="list-style-type: none"> • At least 50 Technical Manpower – 5 Marks • 50 to 100 Technical Manpower – 10 Marks • More than 100 Technical Manpower – 15 Marks 	15	A certificate from HR head regarding number of employees on agency's payroll. BSCB may ask for additional proof, if required.
4.	Certification : <ul style="list-style-type: none"> • CMMi Level 3 or above – 5 Marks • ISO 9001:2015 – 2.5 Marks • ISO 27001:2022 – 2.5 Marks 	10	Valid Certificate to be produced.
5.	Bidders having experience of at least 01 Aadhaar related project /aadhaar manpower during any last 5 years at time in Central/State/ Semi-Govt Department /PSU/Government Banks	05	Valid document to be produced.
6.	Experience of working with Central/State/Semi-Govt Department /PSU/Government Banks in the last 05 financial years with minimum project value of atleast INR 02 Crores or above : <ul style="list-style-type: none"> • 1 Project – 5 Marks • 2 Projects – 8 Marks • More than 2 Projects – 10 Marks 	10	Valid document to be produced.
7.	Presentation : <ul style="list-style-type: none"> I. Overall understanding of the Project - 15 	40	To be presented through PPT.

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S. No.	Particulars	Maximum Marks	Required Document
	II. Approach & Methodology - 15 marks		
	III. Subject Knowledge and way forward - 10 Marks (A hard copy of PPT must submitted with the technical bid)		
<p>Note : Bidders must score atleast 70% marks i.e., 70 marks for qualifying in technical evaluation. Also, bidders must score atleast 70% marks in presentation i.e., 28 marks to qualify in presentation. Scoring passing marks in presentation is mandatory.</p>			

Note : Technical manpower/resources will be defined as – Technical Support Executives, Programmers, IT Head, Technical Support Associates possessing technical degrees like M.Tech/B.Tech/MCA/BCA/ DCA/ADCA.

5. Quality Check

- 5.01 The service provider has to carry out syncing of machines as per UIDAI norms regularly.
- 5.02 The service provider will regularly provide the sync report and Aadhaar enrollment report in the UIDAI MIS designed for monitoring purpose.

6. PAYMENT TERMS

- 6.01 Service Providers will be paid based on Biometric online attendance and reports. Service Providers are required to submit their attendance at the end of every month to BSCB.
- 6.02 BSCB will appoint a dedicated Nodal Officer to execute and monitor the project. A dedicated Project Management Unit/Consultant may assist the Nodal Officer in execution and monitoring of project, including public grievance redressal. The Project Management Unit/Consultant may visit PECs for random quality checks and penalty maybe levied for any gap observed in standard practices.
- 6.03 The following documents / records / Packets shall be submitted with the bill:
- Online Biometric Attendance Report – Service providers shall provide BSCB with attendance monitoring platform for tracking attendance of all deployed resources.
 - Online MIS report.
 - Documentary Evidence regarding the payment to the supervisory level operators and other manpower shall be made through their Bank accounts only.

BSCB reserves the right to ask for all documentary evidences/proof from the service provider concerning the timely payment to manpower deployed, UIDAI/Govt compliances (ESI, EPF etc.) at any point of time. Failing to provide these documents may attract penalty and eventually termination.

The selected bidder's request for monthly payment shall be made to the BSCB in writing, accompanied by invoices describing, as appropriate, the number of counts of services rendered under each head along with the deduction of penalty if any as imposed by UIDAI as supporting documents for which required documents are submitted pursuant to the terms stipulated in the Contract.

The operator should be paid for their remuneration in compliance with the labour laws.

- 6.04 Payment will be calculated on the basis of all the enrolment/update services rendered by the empaneled agencies after adjusting penalties, if any levied by UIDAI/Registrar (BSCB). The payment to the empaneled agency would be reconciled and released to empaneled agencies only after receipt of the report and payment from UIDAI as per the terms and conditions. Final amount for each month will be settled within 10 days of the next month in both the case where empaneled agencies are **liable to deposit (including for services and penalties, if any)** or receive any amount for their rendered services.

7. TERMS AND CONDITIONS

- 7.01 **Availability of Manpower:** The project is highly manpower intensive and availability of UIDAI certified manpower at the permanent enrollment centers are of utmost importance. MIS mechanism should be devised and system should be in place to ensure availability of the enrollment personnel in the PEC centers during the designated hours for the general public. The total time period of this project is 5 Years/60 months from the date of agreement, extendable by 2 Years/24 months or more with minimum increment of 10% on the basis of performance and meeting service level compliance and on mutually agreed terms and conditions. The centers should start functioning within 25 (twenty five) working days from the date of issue of LoI and space allocation.
- 7.02 Minimum one UIDAI certified supervisory level operator is required to be deployed on each Permanent Enrollment Center. In case the operator is absent due to unavoidable circumstance, service provider has to deploy replacement manpower to the enrollment center without fail.
- 7.03 The price quoted in Financial Bid Format (Annexure - B), will be valid for all 03 Clusters.
- 7.04 The service provider, at any point of time during implementation of the assignment, shall not sublet/outsourced their work to any third party.
- 7.05 Decision of BSCB will be final in cluster finalisation, allocation of branch/centers/locations. Each branch/center must have at least one number of PEC as per guidelines of BSCB.
- 7.06 Bidder shall be solely responsible for payment of salary or any other remuneration or compensation or claims or expenses of whatsoever nature of its employees on regular basis. If

   

any dues are reported to BSCB, the BSCB may at its sole discretion withhold from the bills of the Bidder such amount, which will be released only after such disputes are settled amicably. It is clearly understood that BSCB shall not have any responsibility or liability whatsoever towards the employees of the Bidder.

Service provider shall indemnify the BSCB in respect of any costs, claims or liabilities whatsoever arising from death or injuries to employees of service provider and all damage to property, death or personal injuries whatsoever, caused by negligent acts or omissions of such employees during their presence in the project premises in connection with this Agreement.

- 7.07 The salary / payments to the supervisory level operators and other manpower deployed in the project shall be disbursed only through bank account. Relevant monthly statements / EPF/ESI/ other relevant records shall be forwarded to BSCB as and when asked for.
- 7.08 The BSCB reserves the right to direct replacement of the personnel if the quality of the work is not satisfactory. Bidder is responsible for replacement of such personnel.
- 7.09 No price escalation will be entertained during entire project duration except GST taxes.
- 7.10 The Bidder shall not assign, in whole or in parts, its obligations to perform under the contract to third party.
- 7.11 The Managing Director, The Bihar State Cooperative Bank reserves the right to accept or reject any or all bids without assigning any reasons. Bids may be accepted or rejected in total or in any part thereof. Any bids not containing sufficient information in view of BSCB, to permit a thorough analysis may be rejected.
- 7.12 The Managing Director, The Bihar State Cooperative Bank reserve the right to verify the validity of bid information, and to reject any bids where the contents appear to be incorrect, inaccurate or inappropriate in the BSCB estimation.
- 7.13 The Managing Director, Bihar State Cooperative Bank (BSCB) shall have the right to cancel the RFE process at any time prior to signing of contract without thereby incurring any liability to the affected bidder or bidders.
- 7.14 The Managing Director, Bihar State Cooperative Bank (BSCB) **shall have right to cancel the agreement** if the progress is not satisfactory in terms of quality, quantity, time **or any breach of terms** and in such cases, The Managing Director, Bihar State Cooperative Bank (BSCB), reserves the right to award the contract to any other Bidder to complete the work in time.
- 7.15 Data storing/keeping a copy in an unauthorized way and utilizing the data/hardware for any other purpose will attract serious legal/criminal proceedings. Such act will lead to cancellation of contract with penalties and such bidders will be blacklisted by BSCB and legal action will be taken as per the AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016 and required confidentiality.



- 7.16 Along with notification of the award (LoA) acceptance by the empaneled agencies, Bidder should submit detailed schedule of setting up of the centers. BSCB / UIDAI can conduct surprise audit to ensure compliance to the process with reference to schedule and quality plan.
- 7.17 A complaint Register shall be kept at every center to register the complaints, if any, by the Enrollee or any other authority. The register will be verified by designated authority deployed by BSCB/ UIDAI.
- 7.18 At the Enrollment Center the Service Provider has to display the RATE CHART as per latest UIDAI guidelines, Contact information and any other information as instructed by BSCB from time to time.

8. SIGNING OF CONTRACT

Submission of Performance Bank Guarantee (PBG) to the BSCB shall be done by the bidder within 10 (ten) working days after notification of the award (LoI). Contract will be signed with the successful bidder within a week after submission of Performance Bank Guarantee. The Performance Bank Guarantee (PBG) may be verified from the issuing Bank.

Non submission of Performance Bank Guarantee within time shall lead to cancellation of LoI and blacklisting order may be passed with consequence action. Further, if the bidder fails to perform the contract agreement/terms even after submission of PBG, the said PBG will be forfeited and agreement shall be cancelled. **Further, if the bidder fails to sign the agreement for any purpose after deposit of PBG in that case, the PBG shall be forfeited and the bidder shall be black listed for reasonable period.**

9. CONTRACT AMENDMENTS

Subject to condition of contract no variation in or modification of the terms of the contract shall be made except by amendment signed by both the parties **but not at matter of right.**

10. TERMINATION

The BSCB may, without prejudice to any other remedy, by written notice of termination sent to the Service provider, terminate the contract, in whole or part, without any liability to the BSCB whatsoever, if: -

- i. There is misappropriation of data, duplication of records partly or fully, repetition of same data with special motives;
- ii. The progress is not satisfactory in terms of quality, quantity and adherence to time schedule;
- iii. The Bidder fails to deliver or perform any or all of the services within the periods or any kind of variation or breach of contract specified in the contract, or within any extension thereof



granted by the BSCB pursuant to conditions of contract or if the Bidder fails to perform any other obligations under the contract;

- iv. The Bidder becomes bankrupt or otherwise insolvent.
- v. In any of the above event termination will be without compensation to the Bidder, and that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the BSCB.
- vi. For termination of the contract, either party should give minimum three months' prior written notice.

NON DISCLOSURE AGREEMENT

- The bidder (and his employees) shall not disclose any part or whole of this RFE document, of the proposal and/or any specification, plan, drawing, pattern, sample or information furnished by BSCB (including the users) in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third party such as security personnel, etc. engaged by the bidder will maintain strict confidentiality.
- The bidder, his / her employees and agents shall not make any use of any document or information given by user except for the purposes of performing the contract award.
- In case of any breach, the BSCB shall take such legal or appropriate action as may be required.

11. FORCE MAJEURE

- 11.01 For purpose of this clause, Force majeure means an event beyond the control of the service provider not involving the service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 11.02 If a Force majeure situation arises, the service provider shall promptly notify the BSCB in writing of such conditions and the cause thereof. Unless otherwise directed by the BSCB in writing, the supplier/Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force majeure event.

12. TERMINATION FOR INSOLVENCY

The BSCB may at any time terminate the Contract by giving written notice to the Service provider, if the Service provider becomes bankrupt or otherwise insolvent. In this event termination will be



without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the BSCB.

13. NO LEGAL RELATIONSHIP

No binding legal relationship will exist between any of the Respondents/**Service provider** and BSCB until execution of a contractual agreement. Further no master – servant relation between / amongst Manpower supplied with the BSCB for any purposes.

14. APPLICABLE LAW AND JURISDICTION OF COURTS

The Contract with Bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts in Patna / Honorable High Court at Patna (with the exclusion of all other Courts).

15. INDEMNITY

The bidder shall, at its own cost and expenses, defend and indemnify the bank against all third-party claims including those of the infringement of intellectual property rights, including patent, trademark, logo, copyright, trade secret or industrial design rights, arising from the performance of the contract. The bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If the bank is required to pay compensation to a third party resulting from such infringement etc., the bidder will bear all expenses including legal fees.

Bank will give notice to the bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.

The bidder shall also be liable to indemnify the bank, at its own cost and expenses, against all losses/damages, which bank may suffer on account of violation by the bidder of any or all applicable national/ international trade laws. This liability shall not ensue if such losses/ damages are caused due to gross negligence or willful misconduct by the bank or its employees.

16. SINGLE POINT OF CONTACT

The bidder has to provide details of single point of contact along with the service wise escalation matrix viz. name, designation, address, e-mail address, telephone/mobile no., fax no. etc.

17. INFORMATION OWNERSHIP

All information processed, stored, or transmitted by Bidder system belongs to BSCB & its DCCBs By having the responsibility to maintain the system, the Bidder does not acquire implicit access rights to the information or rights to distribute the information. The Bidder understands the civil, criminal, or administrative penalties may be imposed for failure in protecting information appropriately.

18. TERMINATION FOR CONVENIENCE

BSCB by written notice sent to bidder, may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for BSCB & its DCCB's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.



19. RENEWAL OF CONTRACT

In case Bank wants to continue with the bidder's services after the completion of this contract, The Bidder shall offer the same services or enhanced services to Bank. Unless mutually agreed, the same rates shall apply. However, the same not as a matter of right for renewal.

20. CONFLICT OF INTEREST

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

21. PRICE COMPOSITION

The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components (hardware, software etc.) and services on a fixed price basis as part of the commercial Bid inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance (if any), delivery, etc. but exclusive of only applicable GST, which shall be paid/reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the bank or any new tax introduced by the government will also be paid by the bank The entire benefits/advantages, arising out of a fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the Bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in customs duty. The bank will not pay any out-of-pocket expenses.

22. SUB-CONTRACTING

Bidder shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the Bidder under the contract without the prior written consent of the BSCB & its DCCBs and if, it is done without written consent, the agreement with the bidder for the work in question will be cancelled forfeiting the PBG also and liable for it's termination with consequences legal action, if any.

23. DOCUMENTARY PROOF SUBMISSION

The Bidder shall be required to submit documentary proof concerning any claim of fulfillment of any criteria or any such requirement under this RFE. The bidder must also submit proof of incorporation, proof of turnover and profit, PAN Card, GST registration etc. as per the Technical Bid format.

24. BID VALIDITY

Bid shall remain valid for 180 days from the date of opening of Technical Bid.

25. CANCELLATION OF RFE PROCEDURE

BSCB reserves its right to cancel the entire/unexecuted part of the RFE at any time before signing the contract. In the event of annulment of the RFE.

26. RESOLUTION OF DISPUTES AND ARBITRATION

- a) The Purchaser and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.



If, after ninety (90) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Service Provider may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. For any such arbitration, a single arbitrator may be appointed with mutual consent of both the parties. The decision of sole arbitrator shall be acceptable to both the parties.

If any of the party is unsatisfied with the decision of sole arbitrator, they may give notice to the other party of its intention to commence arbitration as per Indian Arbitration and Conciliation Act, 1996. The arbitration proceedings shall take place in Patna, Bihar and English/Hindi shall be the language for Arbitration Proceedings.

b) Any kind of legal issues will be dealt in Patna jurisdiction only.

27. SERVICE LEVEL AGREEMENT

Sl. No.	Activity	Required Service level
01	Commencement of Service	Operationalization of 75% PECs within 25 (twenty five) working days from the date of space allocation and 100% within 1 (One) month.
02	Availability of operator at the center during scheduled working time	100%
03	Operation of the center with availability/functioning of all equipments meant for successful running of the centers	100%

28. SUMMARY OF ALLOCATION OF PERMANENT CENTERS FOR UIDAI ENROLLMENT

Sl. No.	State	Number of Banks (BSCB & DCCBs)	Number of Branches	Number of Centers	Allocation
01	Bihar	24	319	319	One at each Branch/centre

Note : PECs maybe increased as per need of the BSCB.

29. ANNEXURE (ALL ANNEXURE FORMING PART OF THIS RFE)

ANNEXURE A : ELIGIBILITY / DOCUMENT CHECKLIST- EVALUATION SHEET

(To be filled by the bidder)

SI No.	Eligibility Criteria		Response along with documentary evidence	Remarks						
1	Name and address of the Bidder	:								
2	Name, address, email id and mobile number of authorized contact person	:								
3	Total experience of the company (In UIDAI and similar nature project)	:								
4	Turnover Details (In Rs. Crore)	:	<table border="1"> <tr> <td>2024-25</td> <td>2023-24</td> <td>2022-23</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table>	2024-25	2023-24	2022-23				
2024-25	2023-24	2022-23								
5	Net Worth of the bidder company	:								
6	Registered and active manpower of the company	:								
7	Location of Head Office of company	:								
8	Experience in Manpower project	:	Yes/No							
9	Required Bid Security (EMD/valid exemption document) attached (Give transaction details)	:	Yes/No. Details							
10	Duly filled Annexures (all)	:	Yes/No							
11	Copies of GST Registration/PAN/PF/ESI attached	:	Yes/No							
12	Power of Attorney duly authorizing the signatory attached	:	Yes/No							

G. [Signature]

SI No.	Eligibility Criteria	Response along with documentary evidence	Remarks
13	Whether Clause-wise compliance submitted as required in the Eligibility Criteria	Yes/No	
14	Whether Price bid/Financial bid format duly filled as per Annexure B	Yes/No	
15	Certification a.) CMMi Level 3 b.) ISO 9001:2015 c.) ISO 27001:2022	Yes/ No	

We undertake that we fulfill the Eligibility Criteria, as per Clause 4. We agree to abide by the terms and conditions of this bid, for the bid validity period and it shall remain binding upon us and may be enforced at any time before the expiry of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of the award shall constitute a binding contract between us.

Dated this.....day of.....2026.....

(Signature of person duly in format as given authorized to sign on behalf of the Bidder)

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ANNEXURE B : COMMERCIAL BID/ FINANCIAL BID FORMAT

S. No.	Description	Services charge for providing manpower services as per RFE (between 80% to 85%) (to be quoted in % only)
1.	Service charge (to be filled in % only) quoted by service provider/bidder for providing UIDAI certified manpower at PECs.	

Note:

1. The service charge % quoted by bidder will be applicable for all 03 Clusters as defined above.
2. The bidder shall quote exactly as per the above format. Any change in format may lead to rejection of the price bid.
3. Amount equivalent to the quoted sharing % will be inclusive of service charge and GST as applicable.
4. The service charges will be given as per % quoted above of the assistance and fee collected for providing UIDAI services after deducting penalty and any other applicable deduction.
5. Price Bid of all technically qualified agencies will be opened.

For the Bidder's Firm
(Authorized Signatory with Name and Stamp)



ANNEXURE C : UNDERTAKING REGARDING NON-BLACKLISTING

(To be submitted along with Eligibility Bid on a legally valid stamp paper of minimum Rs. 1000/- (one thousand) denomination)

We, _____ (name of the company), hereby declare that we are not be blacklisted / suspended or pending criminal case relating to the service in question by any Ministry or Department of the Central Government including UIDAI, or by any of the State Governments/UT or any of the Public sector companies as on last date of bid submission and we acknowledge our unconditional acceptance to all the Clauses of Request for Empanelment invite vide RFE no. _____ dated _____.

We unconditionally agree that BSCB has all the rights to evaluate the bids and the decision taken by the BSCB will be final and binding on us.

We agree that BSCB reserves the right to cancel the order without any liability to the BSCB if the progress is not satisfactory in terms of quality, quantity and time. In such a case, the BSCB reserves the right to award the contract to any other Bidder to complete the work.

Further, we unconditionally agree that in the event of our deviation from the tender conditions during the execution of the project which results in project delays or affects the quality of the output, BSCB can terminate the contract without assigning any reasons and we will not lodge any claims on BSCB for any liabilities.

For the Bidder's Firm

(Authorized Signatory with Name and Stamp)

   

ANNEXURE D : INFORMATION SOUGHT AS PER CLAUSE 4.05

Sl. No	Information required	To be filled by the bidder
1	Name of all the directors (direct or indirect) of the bidding company/ Details of Partnership (if applicable)	
2	Indicate if there are any related directors as per section 6 of the Companies Act and nature of the relationship	
3	List all the private companies (with full postal address and contact details) in which any director/relatives of directors of the bidding company is a director/member.	
4	List all the firms (with full postal address and contact details) in which any of the directors / proprietors of the company is a partner.	

Note: Suppression of information, if any, will result in Termination of the order.

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ANNEXURE E : FORMAT OF PERFORMANCE BANK GUARANTEE (PBG)

In consideration of M/s _____
_____ having its registered office at
_____ (herein after called the Principal), on the first
part and M/s. _____ of _____ (herein after referred to as
Bidder) on the second part, having agreed to accept a sum of Rs _____ (Rupees
_____) in the form of Performance Bank Guarantee towards Agreement for the
Request for Empanelment invite vide RFE no. _____ dated _____ with title
_____ we _____ (Name of The Bank), hereinafter referred to as
the Bank), do hereby undertake to pay to the Principal on demand within 3 (three) working
days without any demur and without seeking any reasons whatsoever, an amount not exceeding
_____ (Rupees _____) and the guarantee will remain valid
up to (61 months after the signing of the contract, i.e., _____ (date). The
Performance Bank Guarantee shall be extended from time to time as required by the Principal.
We undertake not to revoke this guarantee during this period expect with the previous consent
of the Principal in writing and we further agree that our liability under the Guarantee shall not
be discharged by any variation in the term of the commercial offer.
No interest shall be payable by the Principal to the Bidder(s) on the guarantee for the period of
its currency.

Dated this _____ day of _____ 2026

For the bank of _____ (Agent/Manager)

For Bidder's firm

(Authorized Signatory with name and stamp)

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ANNEXURE F : CONTRACT AGREEMENT

This CONTRACT named “.....” (hereinafter called the “Contract”) is made on theday of the month of, 2026, between, on the one hand, The Bihar State Cooperative Bank (BSCB), Government of Bihar (hereinafter called the “Purchaser”) and, on the other hand,..... (here-in-after called the “Service providers”).

WHEREAS

- (a) The Purchaser has requested the Service Provider to provide “.....”(herein called the Services);
- (b) the Service provider, having represented to the Purchaser that it has the required professional skills, and personnel and technical resources, has agreed to provide the Services on the terms and conditions set forth in this contract at a contract price of Rs.....;
- (d) from Purchaser side Mr./Ms.,has been assigned to administer the assignment and to provide the Service Provider with all relevant information needed to carry out the assignment;
- (e) from Service provider side Mr./Ms. has been assigned to administer the assignment and to provide all relevant information regarding the assignment to the Purchaser.

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:
 - (a) Letter of Intent
 - (b) RFE/NIT no.datedand corrigendum/addendum issued from time to time
 - (c) Financial Bid submitted by Service Provider
 - (d) Queries and Clarifications
2. The mutual rights and obligations of the Purchaser and the Service Provider shall be as set forth in the Contract, in particular:
 - (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and



- (b) the Purchaser shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day of month of 2026 first above written.

For and on behalf of
Service Provider

For and on behalf of
The Bihar State Cooperative Bank (BSCB)

Name:
Designation:

Name:
Designation:

Witness 1:

Witness 1:

Witness 2:

Witness 2:

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ANNEXURE G : CLUSTER WISE SCHEDULE

The BSCB and all the 23 DCCBs may be classified and grouped in cluster as defined below:

S. No.	Bank Name	No of Branches including HO	Cluster
1.	The Bihar State Cooperative Bank Ltd., Patna	14	Cluster - I
2.	The Sasaram-Bhabua Central Co-Operative Bank Ltd., Sasaram	19	Cluster - I
3.	The Pataliputra Central Co-Operative Bank Ltd., Patna	21	Cluster - I
4.	Central Co-Operative Bank Ltd., Ara	24	Cluster - I
5.	The Aurangabad District Central Co-Operative Bank Ltd., Aurangabad	12	Cluster - I
6.	The Magadh Central Co-Operative Bank Ltd., Gaya	10	Cluster - I
7.	The Nalanda Central Co-Operative Bank Ltd., Nalanda	13	Cluster - I
8.	The Nawadah Central Co-Operative Bank Ltd., Nawadah	14	Cluster - I
9.	The Motihari Central Co-Operative Bank Ltd., Motihari	10	Cluster - II
10.	The Gopalganj Central Co-Operative Bank Ltd., Gopalganj	18	Cluster - II
11.	The Muzaffarpur Central Co-Operative Bank Ltd., Muzaffarpur	10	Cluster - II
12.	The Siwan Central Co-Operative Bank Ltd., Siwan	16	Cluster - II

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S. No.	Bank Name	No of Branches including HO	Cluster
13.	The Begusarai Central Co-Operative Bank Ltd., Begusarai	10	Cluster - II
14.	The National Central Co-Operative Bank Ltd., Bettiah	10	Cluster - II
15.	The Vaishali District Central Co-Operative Bank Ltd., Vaishali	6	Cluster - II
16.	The Sitamarhi Central Co-Operative Bank Ltd., Sitamarhi	14	Cluster - II
17.	Samastipur District Central Co-Operative Bank Ltd, Samstipur	8	Cluster - III
18.	The Bhagalpur Central Co-Operative Bank Ltd., Bhagalpur	17	Cluster - III
19.	The Purnea District Central Co-Operative Bank Ltd., Purnea	20	Cluster - III
20.	The Katihar District Central Co-Operative Bank Ltd., Katihar	9	Cluster - III
21.	The Monghyr-Jamui Central Co-Operative Bank Ltd., Munger	19	Cluster - III
22.	The Rohika Central Co-Operative Bank Ltd., Madhubani	15	Cluster - III
23.	District Central Cooperative Bank Limited, Supaul	2	Cluster - III
24.	The Khagaria District Central Co-Operative Bank Ltd., Khagaria	8	Cluster - III

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ANNEXURE H : FORMAT FOR PRE-BID QUERY -

If, the bidder, intends to respond to the RFE - *Request for Empanelment of Service Provider for providing UIDAI Certified Manpower for Operation of Permanent Enrollment Centers (PECs) established by The Bihar State Cooperative Bank (BSCB)* and requires any clarifications on the points mentioned in the RFE, it may communicate with Bihar State Co-Operative Bank Ltd. using the following format (in a Microsoft Excel (.xls/.xlsx) format).

All questions received within the last date of receiving Pre-bid queries mentioned in the RFE will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidders if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, BSCB Bank may at its discretion, may or may not answer all queries in the Pre-bid meeting.

Section Number	Page Number	Point Number	Original Clause	Query	BSCB Bank Response

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Annexure : I

(Note: To be executed on a non-judicial stamp paper of Rs. 1000/-)

Power of Attorney for Signing of Application

Know all men by these presents that We.....
(Name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms (name)..... son/daughter/wife ofand presently residing atwho is presently employed with us and holding the position of..... as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things including to enter into negotiation, as are necessary or required in connection with or incidental to submission of our proposal for the "RFE No. – BSCB/RFE/Aadhar/....., dated - 26.03.2026 with title "*Request for Empanelment of Service Provider for providing Manpower for Operation of Permanent Enrollment Centers (PECs) established by The Bihar State Cooperative Bank (BSCB)*".

The attorney is fully authorized for providing information/responses to the BSCB, representing us in all matters before the BSCB including negotiations with the BSCB, signing and execution of all agreements including the Memorandum of Understanding and undertakings consequent to acceptance of our proposal, and generally dealing with the BSCB in all matters in connection with or relating to or arising out of our proposal for the said Empanelment.

AND we do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,
THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THISDAY OF

For

{Signature, name, designation and address (of all the partners in case of consortium)}

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Witnesses:

1. _____ 2. _____

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