

Real Estate Regulatory Authority, Bihar

Bihar State Building Construction Corporation Campus Hospital Road, Shastri Nagar,
Patna - 800023

No.-RERA/Softwareagency/~~Patna~~ ~~Dated~~ 435- PATNA Dated 5-7-2024

NOTICE INVITING PROPOSAL/QUOTATION

Proposals / Quotations are invited from the experienced Company/ LP/Firm/ Proprietorship firm who have earlier experience of developing Portal/Software for RERA of other states to develop complete online portal for RERA.

1. SCOPE OF WORK

1.1. In order to modernize operations and improve the delivery of better services to the stakeholders Authority proposes the complete application movement through the RERA portal, beginning with project application, agent application, and complaint filing, and ending with project completion and case disposal. currently, in RERA Bihar applicants drop their application registration etc. along with requisite document at our online web portal (<https://rera.bihar.gov.in>) we at RERA downloads all uploaded document and process it towards registration etc. through another web portal (<https://eoffice.bihar.gov.in>)

RERA Bihar, invites applications/quotations from the eligible bidders to merged the above two software into one platform to facilitate the user as well as RERA officials to complete the process at a single platform.

2. Major activities

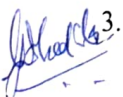
1. Project Registration Services

- Online submission of application along with requisite documents & details for registration of project at web portal (<https://rera.bihar.gov.in>)
- Verification of documents as submitted above by RERA officials at e-office portal.
- Project Approval Process at e-office portal.
- Tracking of registered projects: - we at RERA monitor the through online submission of QPR by the promoters at web portal.

2. Agent Registration Services

- Online submission of application along with requisite documents & details for registration of project at web portal (<https://rera.bihar.gov.in>).
- Verification of documents as submitted above by RERA officials at e-office portal.
- Project Approval Process at e-office portal.
- Renewal of Agent Registration.

3. Complaint Management Services



- Online submission of Complaints by homebuyers, agents, or other stakeholders at <https://rera.bihar.gov.in>
- Process of complaints- Workflow for the review, categorization, and processing of complaints by the authority.
- Complaint Status Tracking: Feature for complainants to track the status of their submitted complaints.
- Complaint Resolution and Feedback: Mechanism for resolving complaints and collecting feedback from complainants.

4. Reporting and Analytics Services

Dashboard: Interactive dashboards for administrators to monitor applications, complaints, writing their notes comments and other activities.

Custom Reports: Generate custom reports on various parameters like project status, agent registrations, complaint resolutions, etc.

5. Notification Services

Email and SMS Notifications: Automated notifications to users for status updates, reminders, and important announcements.

Alert System: Alert system for administrators to receive notifications on pending approvals, complaints, and other critical actions.

3. **Technology preferred** for frontend: Asp.net c#, JavaScript, CSS etc.

Backend: MS.SqlServer 2012,2017,2019,2021,2022

4. **ELIGIBILITY CRITERIA**

- 4.1. The Applicant should be a Company/ LLP/Firm/ Proprietorship firm/ Consultants and should be at least three years' experience in the similar work and having experience of developing similar Portal/Software of any RERA of other states. For that they will have to submit the relevant certificate.
- 4.2. Must be registered with Income Tax and GST.

5. **BASIS OF OFFER / SELECTION PROCEDURE**

- 5.1. Bidder needs to give best offer at a given price of Rs. 5.00 Lacs for overall development of software and should not exceed Rs. 5,00,000/-
- 5.2. All the shortlisted bidder will be invited for presentation on the work, for that Agency will be given up to Rs 50,000 of on account of travelling expenses etc. of the bidder team.
- 5.3 Bidder with best offer in terms of scope of works and other terms will be decided as lowest responded evaluated Bidder.
- 5.4. Lowest responsive evaluated bidder will be awarded the work,
- 5.5 Except the quoted price supplier will not be entitled to claim anymore

6. **OTHER TERMS AND CONDITIONS**

Shukla

- 6.1. Selected Agency would be paid aftersatisfactorilycompletion of work.
- 6.2. Statutory deduction, will be made as per prevailing rules.
- 6.3. It is advisable to quote the prices after taking into consideration the complete scope of work
- 6.4. The contract may be terminated RERA Bihar giving one month advance notice from either side.
- 6.5. Applicant must submit all the desired testimonials, experience certificate and documents required.
- 6.6. On final delivery source on delivery of code and database would be handed over to RERA, Bihar.

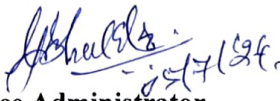
7. Period of implementation of project

Above work i.e. customization and implementation of software etc. within period of three months from the date of awarding work order.

8. SUBMISSION OF PROPOSAL/QUOTATION

Interested Bidders may submit their proposal either by Registered/Speed Post 6th Floor,Bihar State Building Construction Corporation Campus, Hospital Road, Shastri Nagar, Patna – 800023, Phone Number: 0612-2291015,2291014addressed to office administrator, Within the period of 15 days from the date of issuance of this Notice.

For any clarification may be contacted to the authorized officer of RERA Bihar, at Mob No 9334139040, e mail id rerabihar@gmail.com.


Office Administrator
RERA, Bihar