GOVERNMENT OF BIHAR

Department of Agriculture

Bihar Horticulture Development Society, Patna

Request for Proposal

Operation, maintenance, quality fruit planting-material production, demonstrations, training, PHM and value-chain handholding

VOLUME I - NOTICE INVITING BID

1. Notice Inviting Bid

Bihar Horticulture Development Society (BHDS), Department of Agriculture, Government of Bihar invites online proposals from competent and experienced organisations for comprehensive operation and maintenance, crop management, quality fruit planting-material production, orchard and protected-cultivation demonstrations, farmer training, exposure visits, post-harvest management, primary processing/value-chain demonstrations and institutional handholding of the Centre of Excellence on Fruits at Desri, Vaishali, Bihar.

The Centre shall function as a production-cum-demonstration-cum-training institution serving farmers, FPOs, women groups, entrepreneurs, students and extension personnel. Core outcomes include supply of traceable, healthy and true-to-type quality fruit planting material; mother-plant and nursery management; demonstration of modern orchard cultivation and rejuvenation of senile orchards; high-value fruit crop modules such as dragon fruit, strawberry, citrus varieties including lime, kinnow and lemon, jackfruit, aonla and apple ber; PHM and primary-processing modules; exposure visits; market linkage and transfer of technologies that are economically replicable under Bihar conditions.

Selection method: Least Cost Based Selection (LCBS). Only bidders satisfying mandatory eligibility, critical-section sub-minimums and an overall technical score of at least 75/100 shall enter financial evaluation.

2. Bid Data Sheet

Particular	Approved entry
Authority	Bihar Horticulture Development Society, Department of Agriculture, Government of Bihar
Procurement	Operation and Maintenance of Centre of Excellence on Fruits, Desri, Vaishali, Bihar
Procurement portal / bid number	GeM
Initial period	36 months
Extension	One year at a time, for upto two additional years only, based on objective performance, continuing requirement, budget availability, competent authority approval and compliance with the then applicable procurement framework. No

Particular	Approved entry
	right to extension.
Selection method	LCBS: Technical qualifying threshold 75/100, subject to portal/category support and approval
EMD	₹5,00,000 or as approved by BHDS/e-procurement rules; online mode only. Exemption, if any, shall be strictly as per applicable Government orders and shall not dilute technical eligibility.
Performance security	3% of initial 36- month contract value or GFR compliant percentage finally approved
Bid Validity	180 days or portal system period
Last date/time	10 days from the date of publication
Technical bid opening	As specified on GeM
Bid to RA	The bid shall be considered for participation in the Reverse Auction (RA) process.
Financial Opening	Only for technically qualified bidders, as per portal process
Contact	Deo Narayan Mahto, Deputy Director Horticulture(Administration & Evaluation); Mob. No. :8210536100

3. Authority reservation

BHDS reserves the right to accept, reject, amend, annul or re-tender the procurement only in accordance with applicable law and for reasons recorded in writing by the competent authority. Issue of this notice does not create a right to award or reimbursement of bid-preparation costs.

VOLUME II - INSTRUCTIONS, ELIGIBILITY AND LCBS EVALUATION

1. Definitions and governing framework

Term	Meaning
Authority / BHDS	Bihar Horticulture Development Society, Department of Agriculture, Government of Bihar.
CoE / Facility	Centre of Excellence on Fruits at Desri, Vaishali, including all land, mother plants, nursery areas, orchard blocks, protected structures, irrigation/fertigation, PHM/processing units, training/campus assets and allied assets handed over.
Bidder	The single legal entity submitting the bid. The bidder may use up to two declared Technical Partners only as permitted.
Service Provider / Agency	The successful bidder after award and execution of the contract/supplementary agreement.
Technical Partner	A named institution/entity supporting specified fruit QPM, orchard management, protected cultivation, PHM/value-chain, training or market-linkage functions under a binding MoU. It is not the contracting party and does not dilute the lead bidder's liability.
Similar Services	Substantive operation/management of horticulture or agriculture production facilities; fruit nurseries/QPM facilities; mother orchards; CoEs; institutional/research farms; orchard development/rejuvenation projects; protected cultivation complexes; PHM/processing demonstration units; or comparable farmer training/extension facilities involving biological production and technical maintenance.
Annualised Estimated Value	The approved estimated value of twelve months of services, excluding clearly identified provisional sums and capital replacements.
Accepted Planting Material	Fruit plants/propagules passing the batch acceptance protocol in the SLA schedule and entered in the accepted production/dispatch register.

The procurement shall be governed by the applicable financial rules, procurement instructions, the Indian Contract Act, labour and safety laws, administrative law principles, the selected procurement portal conditions and all published bid documents/corrigenda. Buyer-added clauses shall be read harmoniously with mandatory portal and statutory provisions.

2. Bid preparation and submission

- All bid documents shall be uploaded through the GeM procurement portal in readable, indexed and page-numbered PDF format. The bidder shall cross-reference every eligibility and scoring claim to the exact page of evidence.
- The technical proposal shall not contain financial price. Financial break-up, cost adequacy and price schedules shall be uploaded only in the designated financial field where permitted by the portal.
- All declarations must be signed by the authorised signatory. Digital signatures and portal authentication shall apply as prescribed.
- A material false statement, forged document, undisclosed conflict, collusive arrangement or intentional suppression may lead to rejection, forfeiture of EMD/security and further action after the procedure required by law.
- Oral discussions, site conversations or private correspondence shall not amend the bid. Only written corrigenda/clarifications issued through the authorised channel shall bind the Authority.

3. Pre-bid clarification and site familiarisation

Site familiarisation is recommended because perennial fruit crops, mother plants, irrigation, nursery infrastructure, training facilities and PHM equipment materially affect the operating plan. It is not a mandatory

eligibility condition. BHDS shall make available an indicative asset list, facility/area schedule, known-defect statement and site-access window. The final baseline shall be established through joint inventory after award.

4. Bid structure and Technical Partners

- The bidder must be a single legal entity and shall remain solely responsible for the entire contract.
- Up to two Technical Partners may be proposed for specialised components such as fruit nursery/QPM, protected cultivation/irrigation, PHM/primary processing, market linkage or training.
- The bidder shall submit a binding MoU with each Technical Partner showing work allocation, named expert support, availability, replacement protocol, liability towards the bidder and confidentiality obligations.
- Financial capacity of a Technical Partner shall not be clubbed for turnover/liquidity unless expressly permitted by the final portal/bid configuration. Technical experience of a declared partner may be used only for the specific technical capability stated in the MoU.
- Substitution of a Technical Partner after bid submission shall not be allowed before award. After award, substitution may be considered only for recorded reasons, equivalent or better capability and prior written approval.

5. Mandatory eligibility criteria

Sl.	Criterion	Minimum requirement	Evidence
1	Legal status	Company, LLP, registered society/trust, cooperative/FPO federation, public institution, university/research institution, or other legally competent entity permitted to contract.	Registration/incorporation certificate; bye-laws/authorisation; PAN; GST where applicable.
2	No blacklisting/debarment	Bidder shall not be under active debarment/blacklisting by any Government/PSU/authorised procurement body for similar services, fraud or corrupt practice.	Notarised affidavit and portal declaration.
3	Turnover	Average annual turnover during last three completed financial years shall be atleast 2 Crores.	Audited accounts, CA certificate with UDIN, ITR/financial statements.
4	Liquidity	Working capital, liquid resources or unutilised bank credit facility of at least 10 percent of the Minimum Turnover.	Bank certificate/CA certificate not older than 60 days.
5	Similar experience value	Either three similar assignments each at least 40 percent of Annualised Estimated Value; or two each at least 50 percent; or one at least 80 percent. At least one cited assignment must include 12 months of sustained operation/management.	Work order/agreement, scope, completion/ongoing satisfactory certificate, invoices/payment proof.
6	Fruit QPM capability	Bidder or declared Technical Partner must demonstrate production/supply of fruit planting material in one year equal to at least 20 percent of the provisional Year-1 target, with floor of 20,000 plants and cap of 1,00,000 plants unless revised by competent authority.	Client certificates, production/dispatch records, nursery registration/accreditation where applicable, invoices or internal institutional production record.
7	Fruit mother plant / orchard capability	At least one assignment/institutional activity involving mother plants, scion/rootstock, fruit nursery, orchard establishment, orchard management or rejuvenation of fruit orchards.	Client/institution certificate, photos, protocols, production record.
8	PHM/value-chain capability	Bidder or Technical Partner must have at least one assignment or demonstrable institutional capability in post-harvest handling, grading, packaging, primary processing, market linkage or value-chain training for horticulture produce.	Work order/certificate/training/processing record.
9	EMD Details		Proof of payment of EMD
10	Training/extension capability	At least 10 farmer/extension trainings or exposure programmes, or at least 500 beneficiaries trained/handled in horticulture/agriculture during any one of the last five years.	Training orders, attendance, certificates, photographs, client confirmation.
11	Local office	Pre-existing office in Bihar is not mandatory. Successful bidder shall establish a functional coordination office in Bihar within 30 days of award.	Undertaking at bid stage; address proof after award.

Construction-only or supply-and-installation contracts without a material operating period shall not independently qualify as similar O&M experience. However, such work may support scored technical capability where accompanied by horticulture production, maintenance or farmer-service responsibilities.

6. Technical proposal

Section	Required content
Bidder profile	Legal identity, ownership, years of operation, core team, comparable assignments and audited capacity.
Understanding of Desri context	Vaishali/North Bihar fruit ecology, litchi belt relevance, humidity/flood/heat risks, farmer demand, market channels and site constraints.
Fruit QPM and nursery plan	Mother plant/source, propagation method, rootstock/scion, crop-wise calendar, hardening, labelling, disease/pest exclusion, batch traceability, dispatch and aftercare.
Orchard and rejuvenation plan	Modern orchard layout, canopy/pruning, HDP/UHDP where relevant, old orchard rejuvenation protocol, plant health, irrigation/fertigation and crop economics.
High-value fruit modules	Dragon fruit, strawberry, citrus, jackfruit, aonla, apple ber and other approved crops with Bihar-relevance, cost, market and training objective.
PHM and value-chain plan	Harvest maturity, sorting/grading, packaging, cold/ambient handling, primary processing, food-safety compliance, buyer linkage and entrepreneur training.
Training/extension	Annual calendar, modules, batch size, practical stations, ToT, exposure visits, farmer field days, feedback and follow-up handholding.
O&M and asset management	Daily/weekly/monthly preventive maintenance, minor repairs, calibration, stores, safety, utilities, baseline defects and escalation.
MIS and KPI governance	Registers, dashboards, reports, complaint system, evidence capture and data ownership.
Manpower and partnerships	Resident team, visiting experts, reliever plan, CVs, Technical Partner MoUs and escalation matrix.
Risk and business continuity	Weather, power, water, pests/disease, crop failure, manpower absence, equipment failure and market off-take risks.

The technical proposal should ordinarily not exceed 40 pages excluding statutory documents, CVs, audited accounts and work-order evidence. Generic brochures will not be scored unless they directly support a marked criterion.

7. Objective Technical Evaluation

The Technical Evaluation Committee shall first verify mandatory eligibility. Only eligible bids shall be scored. Marks shall be awarded on the basis of documentary evidence, the technical proposal and page references. Presentations, if held, shall be only for clarification and shall carry no independent marks.

Section	Evaluation focus	Marks	Sub-minimum
A	Relevant institutional and operating experience	20	16
B	Key personnel and deployment capacity	20	16
C	Site-specific technical methodology	35	25
D	Quality assurance, MIS and SLA management	15	11
E	Institutional support, Technical Partners and innovation/knowledge transfer	10	7
Total	Minimum technical qualification	100	75 overall

7.1 Detailed Score Interpretation References

Score band	Meaning

Score band	Meaning
0 percent of sub-marks	No credible evidence or irrelevant response.
25 percent	Generic assertion; weak relevance; material missing evidence.
50 percent	Partially relevant evidence and partial methodology; usable but incomplete.
75 percent	Relevant evidence, clear method, timeline, responsibility and measurable output.
100 percent	Strong directly relevant evidence; site-specific method; named team; measurable output; risk controls and practical transferability to Bihar.

7.2 Technical Evaluation

Criterion	Sub-criterion	Marks	Evidence/assessment basis
A. Experience	Sustained O&M/management of horticulture/fruit nursery/orchard/CoE/institutional farm	8	Duration, client certificate, scope, accepted performance.
A. Experience	Fruit QPM/mother plant/propagation scale and authenticity systems	5	Production records, nursery accreditation/registration, traceability.
A. Experience	Training/extension and farmer-facing institutional delivery	3	Training records, ToT, field days, beneficiary evidence.
A. Experience	PHM/value-chain/market linkage exposure	3	Assignments, buyer links, processing/training evidence.
A. Experience	Government/ICAR/SAU/CoE/public-institution experience	1	Relevant client evidence; not merely registration.
B. Team	Resident Project/Operations Manager	4	Qualification, horticulture O&M experience, availability.
B. Team	Fruit nursery/QPM manager	4	Propagation, grafting/budding/layering/hardening experience.
B. Team	Fruit crop/orchard and rejuvenation expert	4	Canopy management, orchard health, litchi/mango/citrus/guava or comparable fruits.
B. Team	PHM/value-chain/training coordinator	3	Post-harvest, processing, training, market linkage.
B. Team	Irrigation/fertigation/maintenance technician	3	Drip, fertigation, pump, filter, electrical/field systems.
B. Team	MIS, supervisor, skilled operators and reliever plan	2	Roster, attendance, substitutes, duty matrix.
C. Methodology	QPM/nursery and mother plant protocol	8	Crop-wise calendar, source, hardening, pest exclusion, labelling, dispatch.
C. Methodology	Modern orchard cultivation and rejuvenation plan	7	Block plan, baseline, pruning/canopy, top-working, IPM, economics.
C. Methodology	High-value fruits and protected/precision modules	5	Dragon fruit, strawberry, citrus, jackfruit, aonla, apple ber and local suitability.
C. Methodology	PHM, primary processing and buyer/entrepreneur linkage	5	Harvest, sorting, grading, packaging, processing, food safety, buyer mapping.
C. Methodology	Training, exposure visits and knowledge transfer	4	Modules, ToT, practical stations, follow-up, feedback.
C. Methodology	Asset O&M, utilities, stores and preventive maintenance	4	Daily/weekly/monthly schedules, spares, calibration, safety.
C. Methodology	Revenue, sale counter and transparent pricing support	2	Sale records, stock, rates, farmers' advisory.
D. QA/MIS	SLA/KPI evidence system	4	Dashboards, logs, measurement definitions, audit trail.
D. QA/MIS	Planting-material quality control and complaint closure	4	Sampling, batch acceptance, traceability, replacement protocol.
D. QA/MIS	Biosecurity, plant health and statutory compliance	3	Nursery hygiene, safe chemical use, residue and waste controls.
D. QA/MIS	Risk register and business continuity	2	Weather, disease, utilities, manpower, market and equipment risks.
D. QA/MIS	Reporting discipline and data handover	2	Report formats, data ownership, exit records.
E. Support	Technical Partner strength and binding support	4	MoU, named experts, role clarity, availability.

Criterion	Sub-criterion	Marks	Evidence/assessment basis
E. Support	Innovation and Bihar-replicability	3	Practical, low-risk, farmer-economics backed demonstrations.
E. Support	Institutional capacity transfer	3	SOPs, manuals, ToT, handover and training of BHDS/CoE staff.

8. Financial evaluation and LCBS

The financial proposal shall be evaluated using the lowest financial quotation among technically qualified bidders will be ranked L-1 and considered for award subject to due diligence and approval

9. Abnormally Low or cost-inadequate bids

A materially low bid, omitted mandatory cost component or apparent inability to meet statutory wages, deployment or technical quality shall trigger cost-adequacy examination. No bid shall be rejected merely because it is below a fixed percentage of the estimate.

Step	Action
1	Committee records the apparent cost concern with reference to manpower, statutory dues, inputs, maintenance, insurance, training, travel, minor spares or other mandatory component.
2	Bidder is issued written clarification and given at least three working days, or the portal-prescribed period if higher, to justify cost.
3	Bidder submits component-wise cost sheet, wage/statutory calculations, assumptions, productivity basis, overheads and risk provisions.
4	Committee examines whether the price can support the accepted technical proposal without compromising quality or statutory compliance.
5	Rejection, if any, shall be by reasoned written finding after considering the response. Mere low price is not misconduct.

10. Evaluation Records and Procedural Fairness

- Each evaluator shall sign a conflict-of-interest and confidentiality declaration.
- Individual and consolidated score sheets shall cite proposal/document page references wherever marks are awarded or withheld.
- Reasons for technical rejection shall be recorded before opening the financial bid.
- Any relaxation, modification, rejection, cancellation or annulment shall be exercised only for reasons recorded in writing and in accordance with applicable law.
- Clarifications shall not be used to permit a bidder to materially improve or replace its bid after submission, except as legally permitted.

VOLUME III - SCOPE OF WORK AND TECHNICAL SPECIFICATIONS

1. Contract purpose and outcome statement

- Operate the CoE as an integrated public horticulture production, demonstration, training and innovation facility, not as a mere manpower/caretaking contract.
- Supply traceable, healthy, true-to-type and uniform quality fruit planting material at approved scale and schedule.
- Maintain mother plants, scion/rootstock resources, nursery/hardening areas and crop records in a manner that protects varietal authenticity and plant health.
- Demonstrate modern orchard cultivation, canopy management, precision irrigation/fertigation, mulching, pest/disease management, protected/poly-tunnel modules and economics under Bihar conditions.
- Demonstrate rejuvenation of senile orchards through tree-wise baseline, pruning/top-working/canopy restoration, sanitation, nutrient-water management and farmer-facing protocols.
- Develop practical high-value fruit modules for dragon fruit, strawberry, citrus varieties including lime/kinnow/lemon, jackfruit, aonla, apple ber and other approved fruit crops.
- Demonstrate PHM and primary processing: harvest maturity, sorting, grading, packaging, pre-cooling/cold/ambient handling where available, shelf-life management, primary processing, branding and buyer linkage.
- Conduct structured exposure visits, practical trainings, Training of Trainers and follow-up handholding.
- Preserve government assets through preventive maintenance, documented condition monitoring and timely escalation.
- Transfer SOPs, protocols, data, skills and institutional memory to BHDS/CoE personnel.

2. Indicative facility and area schedule

The following schedule must be reconciled with the approved Desri draft RFP, asset register and joint physical inventory before publication and again during mobilisation. Because the approved area/capacity statement was not available in the accessible source set, area cells are intentionally kept as controlled placeholders.

Sl.	Facility / structure / block	Area / capacity	Intended use
1	Mother plant / germplasm block for Shahi Litchi and approved fruit crops		Scion/propagation source, varietal demonstration, plant health and mother-plant training.
2	Fruit nursery and propagation unit		Rootstock raising, grafting, budding, layering, cuttings, potting, hardening and dispatch of quality planting material.
3	Protected cultivation / poly-tunnel / shade-net structures		Protected modules for strawberry, nursery hardening, young plants, high-value crop demonstrations and weather-risk mitigation.
4	Open orchard demonstration blocks		Modern orchard layouts, spacing, canopy, fertigation, mulching, IPM, crop economics.
5	Old/senile orchard rejuvenation demonstration block		Tree-wise rejuvenation, pruning/top-working, canopy rebuilding, yield and quality recovery protocols.
6	Dragon fruit demonstration unit		Trellis design, planting material, spacing, training/pruning, fertigation, economics and market linkage.
7	Strawberry/berry demonstration unit		Protected/open modules, mulching, fertigation, harvest handling, packaging and local-market validation.
8	Citrus block: lime, lemon, kinnow and approved citrus varieties		Disease-free planting material, rootstock, orchard design, nutrition, pruning and PHM.
9	Jackfruit, aonla, apple ber and other high-value/resilient fruit block		Crop diversification, climate resilience, processing potential and farmer economics.
10	Drip, sprinkler, fertigation, water storage and pump		Precision water and nutrient management across

Sl.	Facility / structure / block	Area / capacity	Intended use
	systems		open/protected/nursery blocks.
11	PHM and primary-processing unit		Washing, sorting, grading, packaging, drying/pulping/processing demonstration and entrepreneur training, subject to available equipment.
12	Training hall, classroom, hostel/kitchen/admin/retail counter/parking/landscape and allied assets		Farmer training, exposure visits, sale records, campus operations and visitor management.

Only assets handed over through the signed baseline register shall be within the Agency's responsibility. Irrigation/fertigation coverage is not additional land area. Pre-existing defects and capital replacement requirements shall be recorded separately.

3. Mobilisation, Baseline and Stabilisation

Timeline	Milestone	Minimum evidence / output
0-10 days	Joint handover and baseline	Asset inventory; photographs; geo-tagged blocks; usable/unusable classification; plant count; mother plant condition; utility readings; pending warranties; safety risks; known defects; keys/access.
0-15 days	Manpower and controls	Deploy core team; attendance system; duty roster; emergency contacts; statutory files; stores and issue controls.
0-30 days	Plans and SOPs	Submit 90-day stabilisation plan, annual crop/QPM plan, training calendar, maintenance calendar, biosecurity plan, PHM/value-chain plan, market map and risk register.
0-45 days	Stabilisation	Calibrate instruments; clean/sanitise nursery and PHM areas; initiate nursery/field cycles; rectify included minor defects; classify capital defects for BHDS decision.
Within 60 days	Mobilisation acceptance	BHDS verifies deployment, baseline, plans, system readiness and first production/demonstration cycle; unresolved items entered in time-bound action register.

The Agency shall not be held liable for defects expressly recorded in the joint baseline or capital replacements allocated to BHDS. The Agency must nevertheless take reasonable crop/asset-protection measures, notify BHDS and propose a workaround. Attribution shall be evidence-based.

4. Annual Operating Plan

By 15 February each year, or within 30 days of mobilisation for Year 1, the Agency shall submit a season-wise Annual Operating Plan for approval. It shall convert contractual outcomes into crop blocks, nursery batches, propagation schedules, input plans, maintenance shutdowns, training events, PHM demonstrations, market-linkage activities and cash-flow milestones.

Plan component	Required Minimum Details
QPM/nursery	Crop/variety/rootstock/scion source, batch size, propagation date, grafting/budding/layering method, hardening period, target district/user, rejection buffer and traceability.
Mother plant / orchard blocks	Block/tree ID, crop/variety, condition, intervention, irrigation/fertigation, plant-health monitoring, expected learning outcome and field-day date.
Rejuvenation	Tree-wise baseline, pruning/top-working/sanitation schedule, wound care, nutrient-water plan, follow-up observations and farmer protocol.
High-value fruit modules	Crop, area, structure, technology, input protocol, expected yield/quality, economics, market channel and training objective.
PHM/primary processing	Harvest maturity, handling flow, equipment, product form, packaging, food-safety need, buyer/entrepreneur linkage and residue/waste management.
Training/extension	Target group, module, batch size, trainer, practical station, materials, assessment and follow-up.

Plan component	Required Minimum Details
Maintenance	Daily/weekly/monthly/seasonal preventive tasks, calibration, expected shutdown, spares and asset renewal request.
Budget/inputs	Authority-supplied inputs, Agency-supplied inputs, provisional sums, capital requests and procurement lead times.

Any target or crop plan may be changed only through a written Change and Relief Register stating reason, impact on quantity/timeline/KPI, responsibility, approval and revised baseline. Informal directions shall be confirmed in writing within two working days.

5. Quality fruit planting material and nursery operations

- Use only approved and traceable mother plants, scion, rootstock, seed, tissue-culture plants or other propagation material. Maintain source, lot, receipt, balance, use and disposal records.
- Maintain crop/variety-wise protocols for rootstock raising, grafting, budding, air-layering, cuttings, potting media, nursery sanitation, water/nutrient regime, hardening, grading and dispatch age.
- Maintain physical labels and, where practicable, digital batch codes showing crop, variety, source, propagation date, batch number and intended dispatch.
- Separate clean and dirty movement; maintain tool disinfection, media storage, pest-exclusion, rouging and residue disposal protocols.
- No batch mixing, variety substitution or sale/dispatch of unapproved planting material shall be permitted without written approval.
- Prepare farmer-care slips for every dispatch, including planting window, spacing, pit preparation, irrigation, immediate care and contact for complaint/technical advice.
- Investigate complaints through traceability records; replace rejected material attributable to Agency failure at no additional cost and document corrective action.

5.1 Provisional annual output schedule

Output	Year 1	Year 2	Year 3	Measurement
Accepted fruit planting material	[YEAR 1 TARGET]	[YEAR 2 TARGET]	[YEAR 3 TARGET]	Accepted under SLA batch protocol; quarterly demand may be adjusted through approved change control.
Crop-wise QPM mix	Litchi, mango, guava, citrus, dragon fruit, jackfruit, aonla, apple ber, papaya/banana/strawberry or approved crops	[INSERT]	[INSERT]	Annual Operating Plan and BHDS approval.
Mother plant health and tagging	100 percent baseline tagging	Updated annually	Updated annually	Tag register, plant-health record and mortality/replacement record.
Farmer-facing planting-material days / dispatch camps	At least 10	At least 15	At least 20	District-linked dispatch and technical guidance.

6. Modern orchard cultivation demonstrations

- Maintain year-round orchard and nursery learning blocks, avoiding prolonged idle structures except for sanitation, rest period or approved maintenance.
- Demonstrations shall identify the farmer decision being tested: variety, rootstock, planting geometry, HDP/UHDP where appropriate, training/pruning, mulching, irrigation/fertigation, IPM, crop load, bagging, harvest maturity, PHM or economics.

- Maintain side-by-side benchmarks wherever feasible and publish simple crop-economics sheets showing assumptions, input, labour, water/energy, yield, grade, market price and risk.
- Adopt integrated pest and disease management, residue-conscious practices, safe chemical handling and crop-wise waiting periods. Banned products shall not be used.
- Use Desri as a practical school: every demonstration must produce a protocol that a district officer, progressive farmer or FPO can understand and replicate.

Crop/module	Minimum demonstration requirement
Shahi Litchi and approved litchi varieties	Mother plant maintenance, propagation, canopy management, nutrition, irrigation, fruit quality, PHM and orchard rejuvenation linkages.
Mango/guava/aonla/jackfruit	Planting material, pruning/canopy, rejuvenation/top-working where relevant, intercropping, IPM, harvest and processing use.
Citrus: lime, lemon, kinnow	Disease-free planting material, rootstock, nursery hygiene, psylla/vector awareness, orchard establishment, pruning and PHM.
Dragon fruit	Support system, planting material, spacing, training/pruning, fertigation, pollination, yield/price data and farmer economics.
Strawberry/berry crops	Seasonal nursery/source, mulching, fertigation, protected/open comparison, packaging, local-market validation and cold-chain sensitivity.
Apple ber and resilient fruit crops	Rootstock/propagation, low-input orchard design, pruning, value addition and smallholder suitability.

7. Senile orchard rejuvenation vertical

Rejuvenation shall be demonstrated as a measured horticultural protocol, not as indiscriminate cutting. Every rejuvenation block shall begin with a tree-wise baseline and end with a practical farmer protocol.

Stage	Minimum requirement
Baseline	Tag trees; record age/variety if known, canopy condition, disease/pest, dead/diseased wood, previous yield estimate, spacing, irrigation and photographs.
Intervention design	Crop-specific pruning/top-working/canopy rebuilding plan; timing; tools; wound care; sanitation; irrigation/nutrient recovery plan; risk note.
Execution	Supervised pruning/top-working; tool disinfection; residue disposal; safety; farmer demonstration day where appropriate.
Aftercare	Shoot selection, training, nutrient-water plan, pest/disease monitoring, gap filling and recovery observations.
Evaluation	Canopy recovery, flowering/fruiting, grade, yield estimate, cost and farmer economics recorded in simple before-after format.

8. PHM, primary processing and end-to-end value chain

- Demonstrate harvest maturity indices and handling protocols for major fruit crops in the centre.
- Operate available washing, sorting, grading, weighing, packaging, storage, drying, pulping, juice/squash/jam/candy/pickle or other primary-processing facilities strictly as per available equipment and applicable law.
- Develop crop-wise PHM cards showing harvest stage, handling, packaging, expected shelf life, avoidable loss points and market route.
- Maintain sale/revenue, buyer enquiry, sample dispatch, processing output, rejection and waste records. Revenue belongs to BHDS unless the final contract expressly provides otherwise.
- Food products shall not be sold unless all necessary food-safety, labelling and statutory approvals are in place. Demonstrations for training may be conducted without commercial sale where approvals are pending.

- Link modules with FPOs/SHGs/JEEViKA/PACS/entrepreneurs and buyers where feasible. The Agency shall not make exclusive private arrangements using Government assets without approval.

9. Training, Exposure Visits and Farmer Handholding

Activity	Year 1 minimum	Year 2 minimum	Year 3 minimum	Evidence
Farmer exposure visits / practical trainings	24 batches	36 batches	48 batches	Attendance, module, photographs, feedback and follow-up.
Training of Trainers / officers / field staff	4 batches	6 batches	8 batches	Pre/post assessment and practical station completion.
Crop/technology field days	8	12	16	Crop economics sheet and farmer learning note.
PHM/processing entrepreneur modules	4	6	8	Processing flow, safety note, market/buyer session.
District-linked follow-up advisories	Quarterly	Quarterly	Quarterly	Advisory notes and complaint/helpdesk record.

BHDS/District Horticulture Offices shall support mobilisation of participants and official communication. The Agency shall prepare training material in Hindi/simple English, keep module-wise records and transfer editable training content to BHDS.

10. Markets, sale counter and revenue records

- The Agency shall operate the retail/sale counter only under BHDS-approved rates, stock and receipt protocols.
- All sale proceeds of planting material, produce or processed demonstration output shall vest in BHDS unless the contract expressly states otherwise.
- The Agency shall maintain crop-wise stock, dispatch, buyer/farmer, rate, receipt, rejected/unsold material and complaint records.
- Market linkage shall focus on transparency and learning: market mapping, buyer contact, grading/packaging demonstration, price discovery and FPO/SHG entrepreneur linkage.
- No private branding, exclusive buyer tie-up, unauthorised use of Government land/assets or off-record sale is permitted.

11. O&M, utilities, stores, safety and asset management

Frequency	Minimum activity
Daily	Nursery irrigation, mother-plant/orchard observation, pump/irrigation check, sanitation, pest/disease alerts, visitor readiness, safety and attendance.
Weekly	Filter cleaning, fertigation check, nursery batch review, tree/block observations, PHM equipment cleaning, stores review and pending-issue register.
Monthly	Preventive maintenance checklist, instrument calibration where applicable, crop/KPI review, sale/stock reconciliation, training report and asset condition note.
Quarterly	System uptime and maintenance review, crop economics, rejuvenation progress, PHM/value-chain review, risk register update and formal review meeting.
Season/crop cycle	Block sanitation, pruning/top-working calendar, nursery re-batching, soil/media treatment, structure repair, input planning and protocol revision.

11.1 Responsibility matrix

Component	Agency responsibility	Authority/BHDS responsibility / approval control
Personnel and routine management	Deploy, pay, supervise and replace approved staff; maintain statutory compliance.	Approve key personnel; inspect attendance and performance.

Component	Agency responsibility	Authority/BHDS responsibility / approval control
Seeds/scion/rootstock/planting material	[DEFINE FINAL: agency-supplied or Authority-supplied]	Approve source, variety, rate, targets and substitutions.
Fertiliser/media/plant protection	[DEFINE FINAL based on price schedule]	Approve protocols and banned/restricted materials.
Utilities	[DEFINE: agency to pay/reimburse or Authority to pay]	Provide connection access and baseline readings.
Minor repairs/consumables	Agency to handle routine tools, minor consumables and minor repairs up to approved cap.	Cap and capital repairs to be approved before publication.
Capital replacements	Identify, protect, propose and coordinate; not liable for pre-existing/capital defects unless caused by negligence.	Approve and fund capital replacement as per rules.
Sale/revenue	Maintain counter and records; deposit/record revenue as instructed.	Set rates, revenue ownership and audit mechanism.

12. Minimum manpower

Position	Minimum qualification	Indicative experience	Deployment
Project / Operations Manager	B.Sc./M.Sc. Horticulture/Agriculture or equivalent; management exposure preferred	5 years horticulture/farm/nursery/CoE operations; 2 years supervisory role	Resident/full-time
Fruit Nursery / QPM Manager	B.Sc. Horticulture/Agriculture; nursery/propagation training preferred	3 years in fruit nursery, grafting, budding, layering, hardening and dispatch	Resident/full-time
Fruit Crop / Orchard Specialist	M.Sc./B.Sc. Horticulture/Agriculture with fruit crop experience	4 years in orchard cultivation, canopy, plant health, fertigation; litchi/mango/citrus/guava desirable	Resident or scheduled expert as approved
Rejuvenation and Canopy Management Expert	Horticulture graduate/post-graduate or retired specialist/research/extension expert	Demonstrated orchard pruning/rejuvenation/top-working experience	Visiting minimum monthly during active season and as required
PHM and Value-Chain Coordinator	Graduate/post-graduate in horticulture, food processing, agribusiness or related field	3 years in PHM, grading, packaging, processing, buyer linkage or training	Full-time/shared as approved
Irrigation/Fertigation/Maintenance Technician	Diploma/ITI/agri-engineering/electrical/mechanical or relevant field	2-4 years in drip, pump, filter, fertigation, electrical/field systems	Resident/full-time
Training, Extension and MIS Coordinator	Graduate in agriculture/horticulture/extension/IT/management	Training records, farmer coordination, MIS/reporting	Full-time
Site Supervisor / skilled operators / field labour / security / housekeeping	As per role and statutory norms	Relevant farm/nursery/maintenance experience	As per approved deployment plan

Named key personnel shall be approved by BHDS. Replacement shall be equal or better and shall not be delayed beyond the period stated in the SLA. Attendance, duty rosters and reliever plans are mandatory deliverables.

13. Reporting and MIS

Report/register	Frequency	Minimum contents
Daily log	Daily	Attendance, nursery/orchard observations, irrigation, pest/disease alerts, visitors, incidents.
QPM batch register	Batch-wise	Source, crop/variety, propagation date, batch ID, quantity, mortality, quality result, dispatch.
Mother plant and orchard register	Monthly/seasonal	Tree/block ID, health, interventions, pruning, irrigation/nutrition, flowering/fruiting, mortality.
Maintenance register	Daily/weekly/monthly	PM tasks, breakdown, response, spares, restoration, pending issues.
Training register	Event-wise	Module, participants, district, trainer, feedback, photos, follow-up.
PHM/value-chain register	Activity-wise	Harvest, sorting/grading, packaging/processing output, buyer/entrepreneur, sale/rejection.
Monthly KPI dashboard	Monthly	100-point scorecard, evidence links, deduction/relief claims, corrective action.
Quarterly review report	Quarterly	Outcomes, constraints, risk, financial/market learning, next-quarter plan.

14. Exclusions and Authority support

- Any exclusion must be expressly stated in the contract, BOQ/responsibility matrix or written approval. No exclusion shall be implied merely because an activity was not listed in repetitive detail.
- BHDS shall provide site access, available records, baseline asset register, official demand aggregation support, approval of rates/sources, and timely decisions on capital repairs/inputs within its control.
- Authority dependency causing delay shall be recorded in the Change and Relief Register and the related KPI target shall be adjusted only to the extent of actual impact.
- The Agency shall not use Authority delay as a general excuse; it must propose mitigation and continue unaffected obligations.

15. Exit and handover

At expiry or termination, the Agency shall hand over the facility in orderly condition with updated registers, asset condition, pending defects, SOPs, crop status, mother plant/orchard records, nursery batches, training content, sale/revenue records, inventory and a continuity plan. Final payment and security release shall be subject to handover, recovery of dues and contract conditions.

VOLUME IV - SLA, KPIs, ASSESSMENT AND DEDUCTIONS

1. Monthly performance score

The monthly performance score shall be measured out of 100. Scores shall be based on verifiable evidence, not subjective impression. Only failures attributable to the Agency shall attract deductions. Relief events approved in the Change and Relief Register shall adjust targets and timelines prospectively or for the affected period.

KPI	Weight	Measurement
Deployment and attendance of key personnel	8	Approved staff present/available; reliever and escalation compliance.
Preventive maintenance completion	8	Scheduled PM tasks completed and logged.
Incident acknowledgement and restoration	6	Response against severity matrix and workaround.
QPM production target achievement	12	Accepted planting material against adjusted monthly/quarterly target.
QPM quality and traceability	12	Batch pass/rejection, varietal/source records, complaint closure.
Mother plant/orchard health and block upkeep	10	Survival, plant health, irrigation, nutrition, pest/disease surveillance.
Rejuvenation and modern orchard demonstration milestones	8	Tree/block baseline, intervention, aftercare, field learning.
High-value fruit modules and innovation deliverables	7	Dragon fruit/strawberry/citrus/jackfruit/aonla/apple ber modules and economics.
PHM, primary processing and value-chain demonstration	8	Harvest, grading, packaging, processing, buyer/entrepreneur sessions.
Training and exposure-visit delivery	8	Events, attendance, modules, feedback and follow-up.
MIS, sale records and reporting compliance	6	Timely and accurate dashboards, registers, revenue/stock reconciliation.
Hygiene, biosecurity, safety and asset condition	7	Cleanliness, safe chemicals, visitor safety, asset condition.
Total	100	Monthly score used for service credits and performance review.

2. Key formulas

Metric	Formula / rule
QPM achievement percent	Accepted planting material / adjusted target x 100. Accepted means passed batch protocol and entered in dispatch/stock register.
Batch quality pass	Sample inspection under Section 3 below. Wrong variety, serious transmissible disease or traceability failure is a critical failure.
Mother plant survival/health	Healthy tagged plants / opening tagged plants after approved relief for unavoidable mortality x 100, plus intervention compliance.
Training achievement	Completed approved training/exposure events / monthly or quarterly approved target x 100, with attendance and module evidence.
PHM/value-chain completion	Approved demonstrations completed with process record, output/sample, safety note, economics and buyer/entrepreneur linkage evidence.
Downtime / incident attribution	Only downtime attributable to Agency delay/negligence shall count. Approved shutdown, force majeure, Authority dependency and capital replacement awaiting approval are excluded to the extent documented.

3. QPM batch acceptance protocol

The inspection sample shall be 1 percent of the batch or 100 plants, whichever is higher, subject to a maximum of 300 plants unless BHDS prescribes a crop-specific higher sample for high-risk batches. The same protocol

may be modified in writing for very small batches, tissue-culture plants or crop-specific quarantine/plant-health requirements.

Result	Acceptance Rule
Pass	Major defects not exceeding 1 percent and total defects not exceeding 5 percent.
Conditional pass	Major defects above 1 percent but not exceeding 2 percent, or total defects above 5 percent but not exceeding 10 percent; defective stock to be segregated/replaced and re-inspected.
Reject	Major defects above 2 percent, total defects above 10 percent, wrong variety, serious transmissible disease, traceability failure, unauthorised substitution or unsafe stock.

Major defects include wrong variety/source, serious pest/disease, dead plant, severe root deformity, damaged graft union, poor hardening, contaminated media, material labelling failure, major mechanical injury or plant unfit for field establishment.

4. Incident severity and restoration

Severity	Illustrative incident	Acknowledgement	Active response	Workaround	Restoration target
P1 Critical	Main irrigation/fertigation failure, fire/safety hazard, major plant-health outbreak, PHM safety event, theft/security incident affecting assets/crops	15 minutes	30 minutes	2 hours	4 hours or approved emergency plan
P2 Major	Partial irrigation failure, nursery misting issue, pump/filter fault, significant pest/disease block alert, training facility breakdown affecting event	30 minutes	1 hour	4 hours	12 hours or next working day where capital part required
P3 Routine	Non-critical defect, minor leakage, minor equipment/cleanliness issue not threatening crop or safety	4 working hours	1 working day	As applicable	3 working days

Restoration time shall be extended where an OEM part/capital replacement is demonstrably required and the Agency has protected crops/assets, notified BHDS, placed the spare/replacement request on time and complied with escalation protocol.

5. Monthly service credits / deductions

Monthly score	Service credit / deduction
90 and above	Nil
80 to below 90	1 percent of monthly base fee
70 to below 80	2.5 percent of monthly base fee
60 to below 70	5 percent of monthly base fee plus corrective action plan
Below 60	8 percent of monthly base fee plus major corrective action plan and special review

Monthly base fee excludes GST, approved reimbursements, provisional sums and capital replacements. The ordinary aggregate monthly cap shall be 8 percent for composite KPI service credits and normally 12 percent for combined non-deployment and performance deductions. Statutory wage recovery, quantified physical loss, fraudulent revenue suppression, rejected output replacement and deliberate damage are outside this ordinary cap.

The same event shall not be deducted twice under two heads. A second deduction is permissible only for a distinct failure such as non-reporting, lack of workaround or failure to escalate.

6. Due process for deductions

Step	Timeline / action
Self-assessment	Agency submits invoice, evidence and KPI self-assessment by third working day of the next month.
Draft score	BHDS issues draft KPI score by seventh working day.
Notice	Where deduction is proposed, written notice with evidence is issued by tenth working day.
Representation	Agency gets five working days to submit representation and supporting evidence.
Verification	Joint verification, where necessary, completed within five working days.
Reasoned order	Competent authority passes reasoned order within ten working days. Undisputed invoice amount should not be withheld pending determination of disputed component.
Review	Review application may be filed within seven working days and decided within fifteen working days by an officer other than the original deciding officer, as far as practicable.

Emergency protective work may be arranged by BHDS without completing the pre-decision process only where immediate action is required to protect human safety, standing crops, government assets, biological material or system integrity. Reasons shall be recorded within 24 hours, the Agency shall be notified within two working days and a post-decisional hearing shall be provided within seven working days before final recovery is ordered.

7. Annual performance review and extension

Component	Weight
Average monthly KPI performance	70
Annual outcomes and asset-condition audit	20
Institutional capacity transfer and statutory compliance	10
Total	100

Extension may be considered only if the Agency scores at least 80/100 in annual review, has no unresolved major default, has not scored below 70 for two consecutive quarters, is current on statutory payments, has maintained assets acceptably and continued need/budget are certified. A draft annual assessment shall be shared with the Agency for seven days' representation before final extension decision.

VOLUME V - ADDITIONAL TERMS AND CONTRACT MANAGEMENT CONDITIONS

1. Order of precedence

The contract set consists of the portal-generated contract/order, final bid/corrigenda, this RFP, scope, SLA/KPI schedule, accepted financial schedule, accepted technical commitments and supplementary agreement. Mandatory statutory or portal terms prevail over buyer-added terms. Internal administrative notes do not create bidder rights or obligations.

2. Performance security and mobilisation

The successful bidder shall furnish performance security in the form and amount stated in the final bid. Mobilisation shall begin immediately after award. Failure to mobilise within prescribed timelines may attract action after notice and opportunity, except where immediate protective measures are required.

3. Payment

- Payment shall ordinarily be monthly against accepted services, monthly KPI score, invoice, statutory compliance evidence and required reports.
- Output-based payments, reimbursables, provisional sums, capital replacement or input reimbursements shall be governed by the final price schedule and responsibility matrix.
- No payment shall be made for rejected planting material, unauthorised sale, unapproved input or work outside the approved scope unless ratified by competent authority under rules.
- Payment does not waive BHDS right to audit, inspect or recover proven excess, loss or statutory liability.

4. Statutory compliance

The Agency shall comply with all applicable laws relating to labour, minimum wages, EPF, ESI, employee compensation, gratuity where applicable, workplace safety, fire safety, electrical safety, pesticides, fertilisers, waste disposal, food safety, taxation, sexual harassment prevention and any other statutory requirement. No employer-employee relationship shall arise between BHDS and Agency personnel.

5. Insurance

The Agency shall maintain insurance as specified in the final bid, including employee compensation, public liability and such asset/equipment/polyhouse/nursery/PHM cover as is reasonably available and approved. Government asset insurance, where taken, shall name BHDS/loss payee as appropriate.

6. Use of facility and improvements

The facility shall be used only for approved CoE activities. No subletting, private commercial use, structural modification, permanent fixture, signage change or major equipment replacement/addition shall be undertaken without prior written approval. Approved permanent additions attached to immovable property shall ordinarily vest in BHDS unless written approval states otherwise.

7. Termination for default

Except for fraud, abandonment, safety emergency, deliberate asset damage or comparable urgent public-interest ground, termination for default shall require notice specifying breach and evidence, ordinarily fifteen days to cure/respond, consideration of reply, hearing where material facts are disputed and a reasoned order by the competent authority.

8. Termination for convenience

BHDS may terminate for convenience only for recorded public-interest or administrative reasons by giving ninety days' notice and paying for accepted services and approved demobilisation obligations. The Agency shall not be entitled to anticipated profits.

9. Debarment / blacklisting

Debarment shall not operate automatically upon termination. Any debarment/blacklisting shall require separate proceeding, specific allegations, relied-upon documents, proposed period and scope, at least fifteen days for response, hearing where requested and material, proportionality assessment and speaking order by competent authority.

10. Dispute resolution and jurisdiction

Dispute resolution shall be as provided in the portal conditions and supplementary agreement. Subject to mandatory portal/statutory provisions, courts at Patna shall have jurisdiction.

VOLUME VI - BID FORMS, DECLARATIONS AND ANNEXURES

Form 1 - Technical bid forwarding letter

Name of bidder	Authorised signatory	Address	Contact details	List of documents attached	Declaration of acceptance of RFP

Form 2 - Power of attorney / authority letter

Name of authorised signatory	Designation	Specimen signature	Scope of authority

Form 3 - Bidder information sheet

Legal name	Entity type	Registered office	PAN	GSTIN	Years of existence	Turnover	Liquidity	Blacklisting declaration

Form 4 - Eligibility checklist

Criterion	Complied Yes/No	Evidence page number	Remarks

Form 5 - Similar experience statement

Client/project	Nature of work	Location	Value	Period	O&M duration	Status	Evidence pages

Form 6 - Fruit QPM capability

Entity	Year	Crop/variety	Propagation method	Accepted quantity	Facility	Client/use	Evidence pages

Entity	Year	Crop/variety	Propagation method	Accepted quantity	Facility	Client/use	Evidence pages

Form 7 - Key personnel and deployment plan

Position	Name	Qualification	Experience	Present employment	Deployment days/month	Evidence pages

Form 8 - Technical Partner summary

Partner	Role	Experience used	Named expert	MoU pages	Substitution condition

Form 9 - Technical approach template

Understanding	QPM plan	Orchard/rejuvenation plan	High-value fruit plan	PHM/value chain	Training	O&M	MIS/KPI	Risk plan

Form 10 - Financial Proposal Format

Financial Proposal shall be submitted only in the Financial Bid/BOQ section of GeM and must not be included in the technical bid. The format below is indicative; final BOQ shall prevail.

Item	Year 1 Amount	Year 2 Amount	Year 3 Amount	Total
Fixed O&M Service Fee excluding GST				
GST and applicable taxes				
Total quoted amount				

Form 11 - Monthly KPI self-assessment

KPI	Target	Achievement	Evidence	Relief claimed	Score claimed

Form 12 - Baseline asset inventory

Asset/block	Location	Quantity/area	Condition	Photo reference	Responsibility	Defect/action

Form 13 - Non-blacklisting Affidavit

The bidder shall submit a notarized affidavit on non-judicial stamp paper as prescribed by BHDS stating that the bidder/consortium members are not blacklisted/debarred by any Central/State Government/PSU/ICAR/SAU during the last five years; have not submitted false documents; shall comply with RFP requirements; and shall disclose material litigation, if any.