

STANDARD PROCUREMENT DOCUMENT

Request for Bids Non-Consulting Services

**Standard Procurement Document
Summary**

Specific Procurement Notice

Specific Procurement Notice - Request for Bids (RFB)

The template attached is the Specific Procurement Notice for Request for Bids. This is the template to be used by the Borrower.

Bidding Document: Request for Bids - Non-Consulting Services

PART 1 - BIDDING PROCEDURES

Section I - Instructions to Bidders (ITB)

This Section provides information to help Bidders prepare their Bids. Information is also provided on the submission, opening, and evaluation of Bids and on the award of Contracts. **Section I contains provisions that are to be used without modification.**

Section II - Bid Data Sheet (BDS)

This Section includes provisions that are specific to each procurement and that supplement Section I, Instructions to Bidders.

Section III - Evaluation and Qualification Criteria

This Section specifies the criteria to determine the Most Advantageous Bid. The Most Advantageous Bid is the Bid of the Bidder that meets the qualification criteria and whose Bid has been determined to be:

- (a) substantially responsive to the bidding document, and
- (b) the lowest evaluated cost.

Section IV - Bidding Forms

This Section includes the forms for the Bid Submission, Price Schedules, and Bid Security to be completed and submitted by the Bidder as part of its Bid.

Section V - Eligible Countries

This Section contains information regarding eligible countries.

Section VI - Fraud and Corruption

This Section includes the Fraud and Corruption provisions which apply to this Bidding process.

PART 2 - EMPLOYER'S REQUIREMENTS

Section VII - Activity Schedule

This Section includes the List of Non-Consulting Services and Completion Schedules that describe the Services to be procured.

PART 3 - CONDITIONS OF CONTRACT AND CONTRACT FORMS

Section VIII - General Conditions of Contract (GCC)

This Section includes the general clauses to be applied in all contracts. **The text of the clauses in this Section shall not be modified.**

Section IX - Special Conditions of Contract (SCC)

This Section consists of Contract Data and Specific Provisions which contains clauses specific to each contract. The contents of this Section modify or supplement, but not overwrite, the General Conditions and shall be prepared by the Employer.

Section X - Contract Forms

This Section contains forms which, once completed, will form part of the Contract. The forms for **Performance Security** and **Advance Payment Security**, when required, shall only be completed by the successful Bidder after contract award.

Specific Procurement Notice

Request for Bids

Non-Consulting Services

(Two-envelope bidding process with e-procurement)

INVITATION FOR BIDS (IFB)

E-Procurement Notice

Bihar Rural Livelihoods Promotion Society

Bihar Transformative Development Project

Hiring of Agency to Establish Call Centre for JEEViKA

India

Credit No.:5867-IN

RFB No: IN-BRLPS-122483-NC-RFB

Issued on: 31/07/2019

1. The **Bihar Rural Livelihoods Promotion Society** has received financing from the World Bank toward the cost of the Bihar Transformative Development Project, and intends to apply part of the proceeds toward payments under the contract named **Hiring of Agency to Establish Call Centre for JEEViKA**.
2. The Bihar Rural Livelihoods Promotion Society now invites sealed Bids from eligible Bidders for **Hiring of Agency to Establish Call Centre for JEEViKA** initially for a period of Three (03) Years.

SN.	Type of Manpower	Numbers of required manpower
1.	Technical Supervisor	01
2.	Call center Executives	10

3. Bidding will be conducted through the National Competitive Bidding procedures as specified in the World Bank's Guidelines: Procurement of Goods, Works and Non-Consulting Services under IBRD Loans and IDA Credits & Grants by World Bank Borrowers, January 2011 (Revised in July 2014) ("Procurement Guidelines"), and is open to all eligible bidders as defined in the Procurement Guidelines. In addition, please refer to paragraphs 1.6 and 1.7 setting forth the World Bank's policy on conflict of interest.
4. Online bids will be called in a two stage bidding system as follows:
 - (i) **Technical Bid**
 - (ii) **Financial Bid**
 Bidder has to submit both bids (Technical + Financial) till the last. Technical bid will be opened first and financial bids will be opened of only those firms who have qualified in the technical evaluation of bid as mentioned in "Qualification" of Section III - Evaluation and Qualification Criteria of this bidding document.
5. Bidding documents are available online on <https://www.eproc.bihar.gov.in> for a non-refundable fee. Bidders will be required to register in the website. The bidder would be responsible for ensuring that any addenda available on the website is also downloaded and incorporated.

a) Price of Bidding Documents	Rs. 5,000.00 to be paid through e-Payment mode (i.e. NEFT/RTGS, Credit/ Debit Card & Net Banking) only. (non-refundable)
b) Bid Security	INR – 6,00,000 (Six Lakhs Only) (to be paid through e-payment mode (i.e. NEFT/ RTGS/, Credit Card/Debit card/Internet Banking) (refundable) (Exemption of Bid Security is not allowed)
c) Date of commencement of download of bidding document	31/07/2019 through https://www.eproc.bihar.gov.in
d) Last date for download of bidding document	30/08/2019 till 15:30 hrs. through https://www.eproc.bihar.gov.in
e) Pre bid meeting	Pre bid meeting will be held on 16/08/2019 at 03.00 PM at BRLPS Office, Vidyut Bhawan, Bailey Road, Patna. Requests for clarification should be received by the purchaser till 15/08/2019 on email ID: proc.sp@brlps
f) Last Date/Time for uploading the Tender	30/08/2019 till 16:00 hrs. through https://www.eproc.bihar.gov.in
g) Time and date of opening of bids - Technical Part	30/08/2019 till 16:00 hrs. through https://www.eproc.bihar.gov.in
h) Time and date of opening of bids – Financial Part	Date and time will be communicated later on

6. For submission of the bids, the bidder is required to have Digital Signature Certificate (DSC) from one of the authorized Certifying Authorities, authorised by Government of India for issuing DSC. Aspiring

bidders who have not obtained the user ID and password for participating in e-procurement in this Project, may obtain the same from e-Procurement Help Desk, 1st floor, M/22, Bank of India Building, Road No.25, Sri Krishna Nagar, Patna-800001 (Phone: 0612-2523006/Mobile – 7542028164).

7. Bids security of the amount specified in the bidding document must be deposited online. Bids must be submitted online on <https://www.eproc.bihar.gov.in> on or before the date and time for receipt of bids. The ‘Technical Part’ of bids will be opened online on the specified time and date for opening of bids, as given above. The “Financial Part” shall remain unopened in the e-procurement system until the second public Bid opening for the financial part. Any bid or modifications to bid (including discount) received outside e-procurement system will not be considered. If the office happens to be closed on the date of opening of the bids as specified, the bids will be opened on the next working day at the same time. The electronic bidding system would not allow any late submission of bids.
8. The bidders are required to **submit original affidavit regarding correctness of information furnished with bid document** with Bihar Rural Livelihoods Promotion Society, Annexe-II, Vidyut Bhawan, Bailey Road, Patna after opening of bid. **The same should be submitted in hard copy within Seven (07) days from the date of opening, failing which the bids will be declared non-responsive and will not be considered for evaluation.**
9. Other details can be seen in the bidding document. The Purchaser shall not be held liable for any delays due to system failure beyond its control. Even though the system will attempt to notify the bidders of any bid updates, the Purchaser shall not be liable for any information not received by the bidder. It is the bidders’ responsibility to verify the website for the latest information related to this bid.
10. Interested eligible Bidders may obtain further information from Bihar Rural Livelihoods Promotion Society (Dr. Santosh, Procurement Specialist, Email: proc.sp@brlps.in) and inspect the bidding document available at official website of BRLPS at www.brlp.in
11. The bidding document in English may be downloaded by interested eligible Bidders from <https://www.eproc.bihar.gov.in> upon registration at the portal (<https://www.eproc.bihar.gov.in>) and online payment of a non-refundable fee of **Rs. 1180.00** (Inclusive of GST @ 18.00%) to be paid through e-Payment mode (i.e. NEFT/RTGS, Credit/Debit Card & Net Banking) only at <https://www.eproc.bihar.gov.in>.
12. Bids must be uploaded on <https://www.eproc.bihar.gov.in> on or before the date mentioned above. Bids will be opened online in the presence of the Bidders’ designated representatives.

Chief Executive Officer cum Mission Director
Bihar Rural Livelihoods Promotion Society
Annexe-II, Vidyut Bhawan, Bailey Road,
Patna - 800021

Request for Bids

Non-Consulting Services

Procurement of:

Hiring of Agency to Establish Call Centre for JEEViKA

RFB No: IN-BRLPS-122483-NC-RFB

Project: Bihar Transformative Development Project

Employer: Bihar Rural Livelihoods Promotion Society

Country: India

Issued on: 31/07/2019

Table of Contents

Part I - Bidding Procedures	8
Section I - Instructions to Bidders	9
Section II - Bid Data Sheet (BDS)	25
Section III - Evaluation and Qualification Criteria.....	27
Section IV- Bidding Forms	31
Section V - Eligible Countries	45
Section VI - Fraud and Corruption	47
Part II - Employer's Requirement	49
Section VII - Activity Schedule	50
Part III - Conditions of Contract and Contract Forms	56
Section VIII - General Conditions of Contract	57
Section IX - Special Conditions of Contract	69
Section X - Contract Forms	73

Part I - Bidding Procedures

Section I - Instructions to Bidders
Contents

A. General	10
1. Scope of Bid	10
2. Source of Funds.....	10
3. Fraud and Corruption.....	10
4. Eligible Bidders	10
5. Qualification of the Bidder	12
B. Contents of Bidding Document.....	12
6. Sections of Bidding Document.....	12
7. Site Visit	13
8. Clarification of Bidding Document	13
9. Amendment of Bidding Document.....	13
C. Preparation of Bids	13
10. Cost of Bidding	13
11. Language of Bid	13
12. Documents Comprising the Bid	14
13. Letter of Bid and Activity Schedule	14
14. Alternative Bids	14
15. Bid Prices and Discounts	14
16. Currencies of Bid and Payment	15
17. Documents Establishing Conformity of Services	15
18. Documents Establishing the Eligibility and Qualifications of the Bidder	15
19. Period of Validity of Bids.....	16
20. Bid Security.....	16
21. Format and Signing of Bid.....	17
D. Submission and Opening of Bids	18
22. Sealing and Marking of Bids	18
23. Deadline for Submission of Bids.....	18
24. Late Bids.....	18
25. Withdrawal, Substitution and Modification of Bids	18
26. Bid Opening.....	19
E. Evaluation and Comparison of Bids	19
27. Confidentiality	19
28. Clarification of Bids	20
29. Deviations, Reservations, and Omissions	20
30. Determination of Responsiveness	20
31. Nonconformities, Errors and Omissions	20
32. Correction of Arithmetical Errors.....	21
33. Conversion to Single Currency	21
34. Margin of Preference	21
35. Evaluation of Bids.....	21
36. Comparison of Bids	22
37. Abnormally Low Bids	22
38. Qualification of the Bidder	22
39. Employer's Right to Accept Any Bid, and to Reject Any or All Bids	22
40. Standstill Period	22
41. Notice On Intention to Award	22
F. Award of Contract	23
42. Award Criteria	23
43. Notification of Award	23
44. Debriefing by the Employer	23
45. Signing of Contract	24
46. Performance Security	24
47. Adjudicator.....	24

Section I - Instructions to Bidders

A. General

<p>1. Scope of Bid</p>	<p>1.1 In connection with the Specific Procurement Notice - Request for Bids (RFB), specified in the Bid Data Sheet (BDS), the Employer, as specified in the BDS, issues this bidding document for the delivery of Non-Consulting Services, as specified in Section VII, Employer’s Requirements. The name, identification and number of lots (contracts) of this RFB procurement are specified in the BDS.</p> <p>1.2 Throughout this bidding document:</p> <p>a) the term “in writing” means communicated in written form (e.g. by mail, e-mail, fax, including if specified in the BDS, distributed or received through the electronic-procurement system used by the Employer) with proof of receipt;</p> <p>b) if the context so requires, “singular” means “plural” and vice versa; and</p> <p>c) “Day” means calendar day, unless otherwise specified as “Business Day”. A Business Day is any day that is an official working day of the Borrower. It excludes the Borrower’s official public holidays.</p> <p>1.3 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date provided in the BDS.</p>
<p>2. Source of Funds</p>	<p>2.1 The Borrower or Recipient (hereinafter called “Borrower”) specified in the BDS has applied for or received financing (hereinafter called “funds”) from the International Bank for Reconstruction and Development or the International Development Association (hereinafter called “the Bank”) in an amount specified in the BDS, toward the project named in the BDS. The Borrower intends to apply a portion of the funds to eligible payments under the contract for which this bidding document is issued.</p> <p>2.2 Payment by the Bank will be made only at the request of the Borrower and upon approval by the Bank in accordance with the terms and conditions of the Loan (or other financing) Agreement. The Loan (or other financing) Agreement prohibits a withdrawal from the loan account for the purpose of any payment to persons or entities, or for any import of goods, equipment or materials if such payment or import is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than the Borrower shall derive any rights from the Loan (or other financing) Agreement or have any claim to the proceeds of the Loan (or other financing).</p>
<p>3. Fraud and Corruption</p>	<p>3.1 The Bank requires compliance with the Bank’s Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG’s Sanctions Framework, as set forth in Section VI.</p> <p>3.2 In further pursuance of this policy, Bidders shall permit and shall cause its agents (where declared or not), subcontractors, sub consultants, service providers, suppliers, and their personnel, to permit the Bank to inspect all accounts, records and other documents relating to any initial selection process, prequalification process, bid submission, proposal submission and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.</p>
<p>4. Eligible Bidders</p>	<p>4.1 A Bidder may be a firm that is a private entity, a state-owned entity or institution subject to ITB 4.6, or any combination of such entities in the form of a Joint Venture (JV) under an existing agreement or with the intent to enter</p>

into such an agreement supported by a letter of intent. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the entire Contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the Bidding process and, in the event the JV is awarded the Contract, during contract execution. Unless specified in the BDS, there is no limit on the number of members in a JV.

- 4.2 A Bidder shall not have a conflict of interest. Any Bidder found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest for the purpose of this Bidding process, if the Bidder:
- (a) directly or indirectly controls, is controlled by or is under common control with another Bidder; or
 - (b) receives or has received any direct or indirect subsidy from another Bidder; or
 - (c) has the same legal representative as another Bidder; or
 - (d) has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the Bid of another Bidder, or influence the decisions of the Employer regarding this Bidding process; or
 - (e) or any of its affiliates participated as a consultant in the preparation of the Employer's Requirements (including Activities Schedules, Performance Specifications and Drawings) for the Non-Consulting Services that are the subject of the Bid; or
 - (f) or any of its affiliates has been hired (or is proposed to be hired) by the Employer or Borrower for the Contract implementation; or
 - (g) would be providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of the project specified in the BDS ITB 2.1 that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or
 - (h) has a close business or family relationship with a professional staff of the Borrower (or of the project implementing agency, or of a recipient of a part of the loan) who: (i) are directly or indirectly involved in the preparation of the bidding document or specifications of the contract, and/or the Bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Bank throughout the procurement process and execution of the Contract.
- 4.3 A firm that is a Bidder (either individually or as a JV member) shall not participate in more than one Bid, except for permitted alternative Bids. This includes participation as a subcontractor. Such participation shall result in the disqualification of all Bids in which the firm is involved. A firm that is not a Bidder or a JV member may participate as a sub-contractor in more than one Bid.
- 4.4 A Bidder may have the nationality of any country, subject to the restrictions pursuant to ITB 4.8. A Bidder shall be deemed to have the nationality of a country if the Bidder is constituted, incorporated or registered in and operates in conformity with the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case may be. This criterion also shall apply to the determination of the nationality of proposed subcontractors or sub

	<p>consultants for any part of the Contract including related Services.</p> <p>4.5 A Bidder that has been sanctioned by the Bank, pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework as described in Section VI paragraph 2.2 d., shall be ineligible to be initially selected for, prequalified for, bid for, submit proposal for, or be awarded a Bank-financed contract or benefit from a Bank-financed contract, financially or otherwise, during such period of time as the Bank shall have determined. The list of debarred firms and individuals is available at the electronic address specified in the BDS.</p> <p>4.6 Bidders that are state-owned enterprises or institutions in the Employer's Country may be eligible to compete and be awarded a Contract(s) only if they can establish, in a manner acceptable to the Bank, that they: (i) are legally and financially autonomous; (ii) operate under commercial law; and (iii) are not under supervision of the Employer.</p> <p>4.7 A Bidder shall not be under suspension from Bidding by the Employer as the result of the operation of a Bid-Securing Declaration.</p> <p>4.8 Firms and individuals may be ineligible if so indicated in Section V and (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the supply of goods or the contracting of works or services required; or (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's country prohibits any import of goods or contracting of works or services from that country, or any payments to any country, person, or entity in that country.</p> <p>4.9 This Bidding is open for all eligible Bidders, unless otherwise specified in ITB 18.4.</p> <p>4.10 A Bidder shall provide such documentary evidence of eligibility satisfactory to the Employer, as the Employer shall reasonably request.</p> <p>4.11 A firm that is under a sanction of debarment by the Borrower from being awarded a contract is eligible to participate in this procurement, unless the Bank, at the Borrower's request, is satisfied that the debarment; (a) relates to fraud or corruption, and (b) followed a judicial or administrative proceeding that afforded the firm adequate due process.</p>
<p>5. Qualification of the Bidder</p>	<p>5.1 All Bidders shall provide in Section IV, Bidding Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.</p> <p>5.2 In the event that prequalification of Bidders has been undertaken as stated in ITB 18.4, the provisions on qualifications of the Section III, Evaluation and Qualification Criteria shall not apply.</p>
<p>B. Contents of Bidding Document</p>	
<p>6. Sections of Bidding Document</p>	<p>6.1 The bidding document consists of Parts 1, 2, and 3, which include all the sections indicated below, and should be read in conjunction with any Addenda issued in accordance with ITB 9.</p> <p>PART 1: Bidding Procedures</p> <ul style="list-style-type: none"> ▪ Section I - Instructions to Bidders (ITB) ▪ Section II - Bid Data Sheet (BDS) ▪ Section III - Evaluation and Qualification Criteria ▪ Section IV - Bidding Forms ▪ Section V - Eligible Countries ▪ Section VI - Fraud and Corruption

	<p>PART 2: Employer's Requirements</p> <ul style="list-style-type: none"> ▪ Section VII - Employer's Requirements <p>PART 3: Contract</p> <ul style="list-style-type: none"> ▪ Section VIII - General Conditions of Contract (GCC) ▪ Section IX - Special Conditions of Contract (SCC) ▪ Section X - Contract Forms <p>6.2 The Specific Procurement Notice - Request for Bids (RFB) or the notice to prequalified Bidders, as the case may be issued by the Employer is not part of this bidding document.</p> <p>6.3 Unless obtained directly from the Employer, the Employer is not responsible for the completeness of the document, responses to requests for clarification, the Minutes of the pre-Bid meeting (if any), or Addenda to the bidding document in accordance with ITB 9. In case of any contradiction, documents obtained directly from the Employer shall prevail.</p> <p>6.4 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding document and to furnish with its Bid all information or documentation as is required by the bidding document.</p>
7. Site Visit	7.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense.
8. Clarification of Bidding Document	8.1 A Bidder requiring any clarification of the bidding document shall contact the Employer in writing at the Employer's address specified in the BDS . The Employer will respond in writing to any request for clarification, provided that such request is received prior to the deadline for submission of Bids within a period specified in the BDS . The Employer shall forward copies of its response to all Bidders who have acquired the bidding document in accordance with ITB 6.3, including a description of the inquiry but without identifying its source. If so specified in the BDS , the Employer shall also promptly publish its response at the web page identified in the BDS . Should the clarification result in changes to the essential elements of the bidding document, the Employer shall amend the bidding document following the procedure under ITB 9 and ITB 23.2.
9. Amendment of Bidding Document	<p>9.1 At any time prior to the deadline for submission of Bids, the Employer may amend the Bidding document by issuing addenda.</p> <p>9.2 Any addendum issued shall be part of the bidding document and shall be communicated in writing to all who have obtained the bidding document from the Employer in accordance with ITB 6.3. The Employer shall also promptly publish the addendum on the Employer's web page in accordance with ITB 8.1.</p> <p>9.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their Bids, the Employer shall extend, as necessary, the deadline for submission of Bids, in accordance with ITB 23.2 below.</p>
C. Preparation of Bids	
10. Cost of Bidding	10.1 The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Employer shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.
11. Language of Bid	11.1 The Bid as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Employer shall be written in the language specified in the BDS . Supporting documents and printed literature that are

	<p>part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages into the language specified in the BDS, in which case, for purposes of interpretation of the Bid, such translation shall govern.</p>
<p>12. Documents Comprising the Bid</p>	<p>12.1 The Bid shall comprise the following:</p> <ul style="list-style-type: none"> (a) Letter of Bid prepared in accordance with ITB 13; (b) Schedules: priced Activity Schedule completed in accordance with ITB 13 and ITB 15; (c) Bid Security or Bid-Securing Declaration in accordance with ITB 20.1; (d) Alternative Bid: if permissible in accordance with ITB 14; (e) Authorization: written confirmation authorizing the signatory of the Bid to commit the Bidder, in accordance with ITB 21.3; (f) Qualifications: documentary evidence in accordance with ITB 18 establishing the Bidder's qualifications to perform the Contract if its Bid is accepted; (g) Bidder's Eligibility: documentary evidence in accordance with ITB 18 establishing the Bidder's eligibility to Bid; (h) Conformity: documentary evidence in accordance with ITB 17, that the Services conform to the bidding document; and (i) any other document required in the BDS. <p>12.2 In addition to the requirements under ITB 12.1, Bids submitted by a JV shall include a copy of the Joint Venture Agreement entered into by all members. Alternatively, a letter of intent to execute a Joint Venture Agreement in the event of a successful Bid shall be signed by all members and submitted with the Bid, together with a copy of the proposed Agreement.</p> <p>12.3 The Bidder shall furnish in the Letter of Bid information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Bid.</p>
<p>13. Letter of Bid and Activity Schedule</p>	<p>13.1 The Letter of Bid and priced Activity Schedule shall be prepared using the relevant forms furnished in Section IV, Bidding Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITB 21.3. All blank spaces shall be filled in with the information requested.</p>
<p>14. Alternative Bids</p>	<p>14.1 Unless otherwise indicated in the BDS, alternative Bids shall not be considered. If alternatives are permitted, only the technical alternatives, if any, of the Most Advantageous Bidder shall be considered by the Employer.</p> <p>14.2 When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Section III, Evaluation and Qualification Criteria.</p> <p>14.3 When specified in the BDS, Bidders are permitted to submit alternative technical solutions for specified parts of the Services, and such parts will be identified in the BDS, as will the method for their evaluating, and described in Section VII, Employer's Requirements.</p>
<p>15. Bid Prices and Discounts</p>	<p>15.1 The prices and discounts (including any price reduction) quoted by the Bidder in the Letter of Bid and in the Activity Schedule(s) shall conform to the requirements specified below.</p> <p>15.2 All lots (contracts) and items must be listed and priced separately in the Activity Schedule(s).</p> <p>15.3 The Contract shall be for the Services, as described in Appendix A to the Contract and in the Specifications (or Terms of Reference), based on the priced</p>

	<p>Activity Schedule, submitted by the Bidder.</p> <p>15.4 The Bidder shall quote any discounts and indicate the methodology for their application in the Letter of Bid in accordance with ITB 13.1.</p> <p>15.5 The Bidder shall fill in rates and prices for all items of the Services described in the in Specifications (or Terms of Reference), and listed in the Activity Schedule in Section VII, Employer’s Requirements. Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.</p> <p>15.6 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of Bids, shall be included in the total Bid price submitted by the Bidder.</p> <p>15.7 If provided for in the BDS, the rates and prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract in accordance with and the provisions of Clause 6.6 of the General Conditions of Contract and/or Special Conditions of Contract. The Bidder shall submit with the Bid all the information required under the Special Conditions of Contract and of the General Conditions of Contract.</p> <p>15.8 For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided by the Bidder in the form of Appendices D and E to the Contract.</p>
<p>16. Currencies of Bid and Payment</p>	<p>16.1 The currency(ies) of the Bid and the currency(ies) of payments shall be the same. The Bidder shall quote in the currency of the Employer’s Country the portion of the Bid price that corresponds to expenditures incurred in the currency of the Employer’s Country, unless otherwise specified in the BDS.</p> <p>16.2 The Bidder may express the Bid price in any currency. If the Bidder wishes to be paid in a combination of amounts in different currencies, it may quote its price accordingly but shall use no more than three foreign currencies in addition to the currency of the Employer’s Country.</p> <p>16.3 Bidders may be required by the Employer to justify their foreign currency requirements and to substantiate that the amounts included in the Lump-sum are reasonable and responsive to ITB 16.1 and 16.2.</p>
<p>17. Documents Establishing Conformity of Services</p>	<p>17.1 To establish the conformity of the Non-Consulting Services to the bidding document, the Bidder shall furnish as part of its Bid the documentary evidence that Services provided conform to the technical specifications and standards specified in Section VII, Employer’s Requirements.</p> <p>17.2 Standards for provision of the Non-Consulting Services are intended to be descriptive only and not restrictive. The Bidder may offer other standards of quality provided that it demonstrates, to the Employer’s satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified in the Section VII, Employer’s Requirements.</p>
<p>18. Documents Establishing the Eligibility and Qualifications of the Bidder</p>	<p>18.1 To establish Bidder’s their eligibility in accordance with ITB 4, Bidders shall complete the Letter of Bid, included in Section IV, Bidding Forms.</p> <p>18.2 The documentary evidence of the Bidder’s qualifications to perform the Contract if its Bid is accepted shall establish to the Employer’s satisfaction that the Bidder meets each of the qualification criterion specified in Section III, Evaluation and Qualification Criteria.</p> <p>18.3 All Bidders shall provide in Section IV, Bidding Forms, a preliminary description of the proposed methodology, work plan and schedule.</p> <p>18.4 In the event that prequalification of Bidders has been undertaken as stated in</p>

	<p>the BDS, only Bids from prequalified Bidders shall be considered for award of Contract. These qualified Bidders should submit with their Bids any information updating their original prequalification applications or, alternatively, confirm in their Bids that the originally submitted prequalification information remains essentially correct as of the date of Bid submission.</p> <p>18.5 If prequalification has not taken place before Bidding, the qualification criteria for the Bidders are specified in Section III, Evaluation and Qualification Criteria.</p>
<p>19. Period of Validity of Bids</p>	<p>19.1 Bids shall remain valid for the Bid Validity period specified in the BDS. The Bid Validity period starts from the date fixed for the Bid submission deadline date (as prescribed by the Employer in accordance with ITB 23.1). A Bid valid for a shorter period shall be rejected by the Employer as nonresponsive.</p> <p>19.2 In exceptional circumstances, prior to the expiration of the Bid validity period, the Employer may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing. If a Bid Security is requested in accordance with ITB 20, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its Bid, except as provided in ITB 19.3.</p> <p>19.3 If the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial bid validity period, the Contract price shall be determined as follows:</p> <ul style="list-style-type: none"> (a) in the case of fixed price contracts, the Contract price shall be the Bid price adjusted by the factor specified in the BDS; (b) in the case of adjustable price contracts, no adjustment shall be made; or (c) in any case, Bid evaluation shall be based on the Bid price without taking into consideration the applicable correction from those indicated above.
<p>20. Bid Security</p>	<p>20.1 The Bidder shall furnish as part of its Bid, either a Bid-Securing Declaration or a Bid security, as specified in the BDS, in original form and, in the case of a Bid Security, in the amount and currency specified in the BDS.</p> <p>20.2 A Bid Securing Declaration shall use the form included in Section IV, Bidding Forms.</p> <p>20.3 If a Bid Security is specified pursuant to ITB 20.1, the Bid Security shall be a demand guarantee, and in any of the following forms at the Bidder's option:</p> <ul style="list-style-type: none"> (a) an unconditional guarantee issued by a bank or non-bank financial institution (such as an insurance, bonding or surety company); (b) an irrevocable letter of credit; (c) a cashier's or certified check; or (d) another security specified in the BDS, <p>from a reputable source and an eligible country. If the unconditional guarantee is issued by a non-bank financial institution located outside the Employer's Country, the issuing non-bank financial institution shall have a correspondent financial institution located in the Employer's Country to make it enforceable, unless the Employer has agreed in writing, prior to Bid submission, that a correspondent financial institution is not required. In the case of a bank guarantee, the Bid security shall be submitted either using the Bid Security Form included in Section IV, Bidding Forms, or in another substantially similar format approved by the Employer prior to Bid submission. The Bid Security shall be valid for twenty-eight (28) days beyond the original validity period of the Bid, or beyond any period of extension if requested under ITB 19.2.</p>

	<p>20.4 If a Bid Security is specified pursuant to ITB 20.1, any Bid not accompanied by a substantially responsive Bid Security shall be rejected by the Employer as non-responsive.</p> <p>20.5 If a Bid Security is specified pursuant to ITB 20.1, the Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's signing the contract and furnishing the Performance Security pursuant to ITB 46.</p> <p>20.6 The Bid Security of the successful Bidder shall be returned as promptly as possible once the successful Bidder has signed the Contract and furnished the required Performance Security.</p> <p>20.7 The Bid Security may be forfeited or the Bid-Securing Declaration executed:</p> <ul style="list-style-type: none"> (a) if a Bidder withdraws its Bid during the period of Bid validity specified by the Bidder in the Letter of Bid, or any extension thereto provided by the Bidder; or (b) if the successful Bidder fails to: <ul style="list-style-type: none"> (i) sign the Contract in accordance with ITB 45; or (ii) furnish a performance security in accordance with ITB 46. <p>20.8 The Bid Security or Bid-Securing Declaration of a JV must be in the name of the JV that submits the Bid. If the JV has not been legally constituted into a legally enforceable JV at the time of Bidding, the Bid security or Bid-Securing Declaration shall be in the names of all future members as named in the letter of intent referred to in ITB 4.1 and ITB 12.2.</p> <p>20.9 If a Bid Security is not required in the BDS, pursuant to ITB 20.1, and</p> <ul style="list-style-type: none"> (a) if a Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Letter of Bid; or (b) if the successful Bidder fails to: <ul style="list-style-type: none"> (i) sign the Contract in accordance with ITB 45; or (ii) furnish a performance security in accordance with ITB 46; the Borrower may, if provided for in the BDS, declare the Bidder ineligible to be awarded a contract by the Employer for a period of time as stated in the BDS.
<p>21. Format and Signing of Bid</p>	<p>21.1 The Bidder shall prepare one original of the documents comprising the Bid as described in ITB 12, bound with the volume containing the Form of Bid, and clearly marked "Original." In addition, the Bidder shall submit copies of the Bid, in the number specified in the BDS, and clearly marked as "Copies." In the event of discrepancy between them, the original shall prevail.</p> <p>21.2 Bidders shall mark as "CONFIDENTIAL" information in their Bids which is confidential to their business. This may include proprietary information, trade secrets, or commercial or financially sensitive information.</p> <p>21.3 The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation as specified in the BDS and shall be attached to the Bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Bid where entries or amendments have been made shall be signed or initialed by the person signing the Bid.</p> <p>21.4 In case the Bidder is a JV, the Bid shall be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.</p> <p>21.5 Any inter-lineation, erasures, or overwriting shall be valid only if they are</p>

	signed or initialed by the person signing the Bid.
D. Submission and Opening of Bids	
22. Sealing and Marking of Bids	<p>22.1 The Bidder shall deliver the Bid in a single, sealed envelope. Within the single envelope the Bidder shall place the following separate, sealed envelopes:</p> <ul style="list-style-type: none"> (a) in an envelope marked "ORIGINAL", all documents comprising the Bid, as described in ITB 12; and (b) in an envelope marked "COPIES", all required copies of the Bid; and (c) if alternative Bids are permitted in accordance with ITB 14, and if relevant: <ul style="list-style-type: none"> (i) in an envelope marked " ORIGINAL - ALTERNATIVE BID", the alternative Bid; and (ii) in the envelope marked "COPIES - ALTERNATIVE BID" all required copies of the alternative Bid. <p>22.2 The inner and outer envelopes shall:</p> <ul style="list-style-type: none"> (a) bear the name and address of the Bidder; (b) be addressed to the Employer in accordance with ITB 23.1; (c) bear the specific identification of this Bidding process specified in accordance with BDS 1.1; and (d) bear a warning not to open before the time and date for Bid opening. <p>22.3 If all envelopes are not sealed and marked as required, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.</p>
23. Deadline for Submission of Bids	<p>23.1 Bids must be received by the Employer at the address and no later than the date and time specified in the BDS. When so specified in the BDS, Bidders shall have the option of submitting their Bids electronically. Bidders submitting Bids electronically shall follow the electronic Bid submission procedures specified in the BDS.</p> <p>23.2 The Employer may, at its discretion, extend the deadline for the submission of Bids by amending the bidding document in accordance with ITB 9, in which case all rights and obligations of the Employer and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.</p>
24. Late Bids	<p>24.1 The Employer shall not consider any Bid that arrives after the deadline for submission of Bids, in accordance with ITB 23. Any Bid received by the Employer after the deadline for submission of Bids shall be declared late, rejected, and returned unopened to the Bidder.</p>
25. Withdrawal, Substitution and Modification of Bids	<p>25.1 A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization (the power of attorney) in accordance with ITB 21.3, (except that withdrawal notices do not require copies). The corresponding substitution or modification of the Bid must accompany the respective written notice. All notices must be:</p> <ul style="list-style-type: none"> (a) prepared and submitted in accordance with ITB 21 and ITB 22 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION;" and (b) received by the Employer prior to the deadline prescribed for submission of Bids, in accordance with ITB 23. <p>25.2 Bids requested to be withdrawn in accordance with ITB 25.1 shall be returned unopened to the Bidders.</p> <p>25.3 No Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Letter of Bid or any extension thereof.</p>

<p>26. Bid Opening</p>	<p>26.1 Except as in the cases specified in ITB 23 and ITB 25.2, the Employer shall, at the Bid opening, publicly open and read out all Bids received by the deadline at the date, time and place specified in the BDS in the presence of Bidders' designated representatives and anyone who choose to attend. Any specific electronic Bid opening procedures required if electronic bidding is permitted in accordance with ITB 23.1, shall be as specified in the BDS.</p> <p>26.2 First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding Bid shall not be opened, but returned to the Bidder. If the withdrawal envelope does not contain a copy of the "power of attorney" confirming the signature as a person duly authorized to sign on behalf of the Bidder, the corresponding Bid will be opened. No Bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at Bid opening.</p> <p>26.3 Next, envelopes marked "SUBSTITUTION" shall be opened and read out and exchanged with the corresponding Bid being substituted, and the substituted Bid shall not be opened, but returned to the Bidder. No Bid substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at Bid opening.</p> <p>26.4 Next, envelopes marked "MODIFICATION" shall be opened and read out with the corresponding Bid. No Bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Bid opening.</p> <p>26.5 Next, all remaining envelopes shall be opened one at a time, reading out: the name of the Bidder and whether there is a modification; the total Bid Prices, per lot (contract) if applicable, including any discounts and alternative Bids; the presence or absence of a Bid Security or Bid-Securing Declaration, if required; and any other details as the Employer may consider appropriate.</p> <p>26.6 Only Bids, alternative Bids and discounts that are opened and read out at Bid opening shall be considered further. The Letter of Bid and the priced Activity Schedule are to be initialed by representatives of the Employer attending Bid opening in the manner specified in the BDS.</p> <p>26.7 The Employer shall neither discuss the merits of any Bid nor reject any Bid (except for late Bids, in accordance with ITB 24.1).</p> <p>26.8 The Employer shall prepare a record of the Bid opening that shall include, as a minimum:</p> <ul style="list-style-type: none"> (a) the name of the Bidder and whether there is a withdrawal, substitution, or modification; (b) the Bid Price, per lot (contract) if applicable, including any discounts; and (c) any alternative Bids; (d) the presence or absence of a Bid Security or Bid-Securing Declaration, if one was required. <p>26.9 The Bidders' representatives who are present shall be requested to sign the record. The omission of a Bidder's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Bidders.</p>
<p>E. Evaluation and Comparison of Bids</p>	
<p>27. Confidentiality</p>	<p>27.1 Information relating to the evaluation of Bids and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with the Bidding process until information on the Intention to Award the Contract is transmitted to all Bidders in accordance with ITB 41.</p> <p>27.2 Any effort by a Bidder to influence the Employer in the evaluation or contract</p>

	<p>award decisions may result in the rejection of its Bid.</p> <p>27.3 Notwithstanding ITB 27.2, from the time of Bid opening to the time of Contract Award, if any Bidder wishes to contact the Employer on any matter related to the Bidding process, it should do so in writing.</p>
28. Clarification of Bids	<p>28.1 To assist in the examination, evaluation, and comparison of Bids, and qualification of the Bidders, the Employer may, at the Employer's discretion, ask any Bidder for clarification of its Bid including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by the Employer shall not be considered. The Employer's request for clarification and the response shall be in writing. No change, including any voluntary increase or decrease, in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the Bids, in accordance with ITB 32.</p> <p>28.2 If a Bidder does not provide clarifications of its Bid by the date and time set in the Employer's request for clarification, its Bid may be rejected.</p>
29. Deviations, Reservations, and Omissions	<p>29.1 During the evaluation of Bids, the following definitions apply:</p> <p>(a) "Deviation" is a departure from the requirements specified in the bidding document;</p> <p>(b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and</p> <p>(c) "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.</p>
30. Determination of Responsiveness	<p>30.1 The Employer's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, as defined in ITB 12.</p> <p>30.2 A substantially responsive Bid is one that meets the requirements of the bidding document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:</p> <p>(a) if accepted, would:</p> <p>(i) affect in any substantial way the scope, quality, or performance of the Non-Consulting Services specified in the Contract; or</p> <p>(ii) limit in any substantial way, inconsistent with the bidding document, the Employer's rights or the Bidder's obligations under the Contract; or</p> <p>(b) if rectified, would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.</p> <p>30.3 The Employer shall examine the technical aspects of the Bid submitted in accordance with ITB 17 and ITB 18, in particular, to confirm that all requirements of Section VII, Employer's Requirements have been met without any material deviation or reservation, or omission.</p> <p>30.4 If a Bid is not substantially responsive to the requirements of bidding document, it shall be rejected by the Employer and may not subsequently be made responsive by correction of the material deviation, reservation, or omission.</p>
31. Nonconformities, Errors and Omissions	<p>31.1 Provided that a Bid is substantially responsive, the Employer may waive any nonconformities in the Bid.</p> <p>31.2 Provided that a Bid is substantially responsive, the Employer may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions</p>

	<p>in the Bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p> <p>31.3 Provided that a Bid is substantially responsive, the Employer shall rectify quantifiable nonmaterial nonconformities related to the Bid Price. To this effect, the Bid Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component in the manner specified in the BDS.</p>
<p>32. Correction of Arithmetical Errors</p>	<p>32.1 Provided that the Bid is substantially responsive, the Employer shall correct arithmetical errors on the following basis:</p> <ul style="list-style-type: none"> (a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Employer there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected; (b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above. <p>32.2 Bidders shall be requested to accept correction of arithmetical errors. Failure to accept the correction in accordance with ITB 32.1, shall result in the rejection of the Bid.</p>
<p>33. Conversion to Single Currency</p>	<p>33.1 For evaluation and comparison purposes, the currency(ies) of the Bid shall be converted in a single currency as specified in the BDS.</p>
<p>34. Margin of Preference</p>	<p>34.1 A margin of preference shall not apply.</p>
<p>35. Evaluation of Bids</p>	<p>35.1 The Employer shall use the criteria and methodologies listed in this ITB and Section III, Evaluation and Qualification Criteria. No other evaluation criteria or methodologies shall be permitted. By applying the criteria and methodologies, the Employer shall determine the Most Advantageous Bid. This is the Bid of the Bidder that meets the qualification criteria and whose Bid has been determined to be:</p> <ul style="list-style-type: none"> (a) substantially responsive to the bidding document; and (b) the lowest evaluated cost. <p>35.2 In evaluating the Bids, the Employer will determine for each Bid the evaluated Bid cost by adjusting the Bid price as follows:</p> <ul style="list-style-type: none"> (a) price adjustment for correction of arithmetic errors in accordance with ITB 32.1; (b) price adjustment due to discounts offered in accordance with ITB 15.4; (c) converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with ITB 33; (d) price adjustment due to quantifiable nonmaterial nonconformities in accordance with ITB 31.3; (e) excluding provisional sums and the provision, if any, for contingencies in the Activity Schedule but including Day work, when requested in the Specifications (or Terms of Reference); and (f) the additional evaluation factors are specified in Section III, Evaluation and

	<p>Qualification Criteria.</p> <p>35.3 The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in Bid evaluation.</p> <p>35.4 If this bidding document allows Bidders to quote separate prices for different lots (contracts), the methodology to determine the lowest evaluated cost of the lot (contract) combinations, including any discounts offered in the Letter of Bid, is specified in Section III, Evaluation and Qualification Criteria.</p>
36. Comparison of Bids	36.1 The Employer shall compare the evaluated costs of all substantially responsive Bids established in accordance with ITB 35.2 to determine the Bid that has the lowest evaluated cost.
37. Abnormally Low Bids	<p>37.1 An Abnormally Low Bid is one where the Bid price, in combination with other constituent elements of the Bid, appears unreasonably low to the extent that the Bid price raises material concerns as to the capability of the Bidder to perform the Contract for the offered Bid price.</p> <p>37.2 In the event of identification of a potentially Abnormally Low Bid, the Employer shall seek written clarifications from the Bidder, including detailed price analyses of its Bid price in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document.</p> <p>37.3 After evaluation of the price analyses, in the event that the Employer determines that the Bidder has failed to demonstrate its capability to perform the Contract for the offered Bid Price, the Employer shall reject the Bid.</p>
38. Qualification of the Bidder	<p>38.1 The Employer shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated cost and substantially responsive Bid is eligible and meets the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.</p> <p>38.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB 18. The determination shall not take into consideration the qualifications of other firms such as the Bidder's subsidiaries, parent entities, affiliates, subcontractors or any other firm(s) different from the Bidder that submitted the Bid.</p> <p>38.3 An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the Bid, in which event the Employer shall proceed to the Bidder who offers a substantially responsive Bid with the next lowest evaluated cost to make a similar determination of that Bidder's qualifications to perform satisfactorily.</p>
39. Employer's Right to Accept Any Bid, and to Reject Any or All Bids	39.1 The Employer reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids at any time prior to Contract Award, without thereby incurring any liability to Bidders. In case of annulment, all Bids submitted and specifically, Bid securities, shall be promptly returned to the Bidders.
40. Standstill Period	40.1 The Contract shall be awarded not earlier than the expiry of the Standstill Period. The duration of the Standstill Period is specified in the BDS . Where only one Bid is submitted, the Standstill Period shall not apply.
41. Notice On Intention to Award	41.1 When a Standstill Period applies, it shall commence when the Employer has transmitted to each Bidder (that has not already been notified that it has been unsuccessful) Notification of Intention to Award the Contract to the successful Bidder. The Notification of Intention to Award shall contain, at a minimum, the following information:

	<p>(a) the name and address of the Bidder submitting the successful Bid;</p> <p>(b) the Contract price of the successful Bid;</p> <p>(c) the names of all Bidders who submitted Bids, and their Bid prices as readout and as evaluated prices;</p> <p>(d) a statement of the reason(s) the Bid (of the unsuccessful Bidder to whom the notice is addressed) was unsuccessful;</p> <p>(e) the expiry date of the Standstill Period; and</p> <p>(f) instructions on how to request a debriefing or submit a complaint during the standstill period.</p>
F. Award of Contract	
42. Award Criteria	<p>42.1 Subject to ITB 39, the Employer shall award the Contract to the successful Bidder. This is the Bidder whose Bid has been determined to be the Most Advantageous Bid. This is the Bid of the Bidder that meets the qualification criteria and whose Bid has been determined to be:</p> <p>(a) substantially responsive to the bidding document; and</p> <p>(b) the lowest evaluated cost.</p>
43. Notification of Award	<p>43.1 Prior to the expiration of the Bid Validity Period and upon expiry of the Standstill Period, specified in BDS ITB 40.1, or any extension thereof, or upon satisfactorily addressing a complaint that has been filed within the Standstill Period, the Employer shall notify the successful Bidder, in writing, that its Bid has been accepted. The notification letter (hereinafter and in the Conditions of Contract and Contract Forms called the "Letter of Acceptance") shall specify the sum that the Employer will pay the Supplier in consideration of the execution of the Contract (hereinafter and in the Conditions of Contract and Contract Forms called "the Contract Price").</p> <p>43.2 At the same time, the Employer shall publish the Contract Award Notice which shall contain, at a minimum, the following information:</p> <p>(a) name and address of the Employer;</p> <p>(b) name and reference number of the contract being awarded, and the selection method used;</p> <p>(c) names of all Bidders that submitted Bids, and their Bid prices as read out at Bid opening, and as evaluated;</p> <p>(d) name of Bidders whose Bids were rejected and the reasons for their rejection; and</p> <p>(e) the name of the successful Bidder, the final total contract price, the contract duration and a summary of its scope.</p> <p>43.3 The Contract Award Notice shall be published on the Employer's website with free access if available, or in at least one newspaper of national circulation in the Employer's Country, or in the official gazette. The Employer shall also publish the contract award notice in UNDB online.</p> <p>43.4 Until a formal Contract is prepared and executed, the Letter of Acceptance shall constitute a binding Contract.</p>
44. Debriefing by the Employer	<p>44.1 On receipt of the Borrower's Notification of Intention to Award referred to in ITB41, an unsuccessful Bidder has three (3) Business Days to make a written request to the Employer for a debriefing. The Employer shall provide a debriefing to all unsuccessful Bidders whose request is received within this deadline.</p> <p>44.2 Where a request for debriefing is received within the deadline, the Employer shall provide a debriefing within five (5) Business Days, unless the Employer decides, for justifiable reasons, to provide the debriefing outside this timeframe. In that case, the standstill period shall automatically be extended</p>

	<p>until five (5) Business Days after such debriefing is provided. If more than one debriefing is so delayed, the standstill period shall not end earlier than five (5) Business Days after the last debriefing takes place. The Employer shall promptly inform, by the quickest means available, all Bidders of the extended standstill period.</p> <p>44.3 Where a request for debriefing is received by the Employer later than the three (3)-Business Day deadline, the Employer should provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of Public Notice of Award of contract. Requests for debriefing received outside the three (3)-day deadline shall not lead to extension of the standstill period.</p> <p>44.4 Debriefings of unsuccessful Bidders may be done in writing or verbally. The Bidder shall bear their own costs of attending such a debriefing meeting.</p>
<p>45. Signing of Contract</p>	<p>45.1 Promptly upon Notification of Award, the Employer shall send the successful Bidder the Contract Agreement.</p> <p>45.2 Within twenty-eight (28) days of receipt of the Contract Agreement, the successful Bidder shall sign, date, and return it to the Employer.</p>
<p>46. Performance Security</p>	<p>46.1 Within twenty-eight (28) days of the receipt of the Letter of Acceptance from the Employer, the successful Bidder, if required, shall furnish the Performance Security in accordance with the GCC 3.9, using for that purpose the Performance Security Form included in Section X, Contract Forms, or another Form acceptable to the Employer. If the Performance Security furnished by the successful Bidder is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Bidder to be acceptable to the Employer. A foreign institution providing a bond shall have a correspondent financial institution located in the Employer's Country, unless the Employer has agreed in writing that a correspondent financial institution is not required.</p> <p>46.2 Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security. In that event the Employer may award the Contract to the Bidder offering the next Most Advantageous Bid.</p>
<p>47. Adjudicator</p>	<p>47.1 The Employer proposes the person named in the BDS to be appointed as Adjudicator under the Contract, at an hourly fee specified in the BDS, plus reimbursable expenses. If the Bidder disagrees with this Bid, the Bidder should so state in the Bid. If, in the Letter of Acceptance, the Employer has not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed by the Appointing Authority designated in the Special Conditions of Contract at the request of either party.</p>

Section II -Bid Data Sheet (BDS)

The following specific data for the Non-Consulting Services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

[Where an e-procurement system is used, modify the relevant parts of the BDS accordingly to reflect the e-procurement process]

[Instructions for completing the Bid Data Sheet are provided, as needed, in the notes in italics mentioned for the relevant ITB]

ITB Reference	A. General
ITB 1.1	The reference number of the Request for Bids (RFB) is: IN-BRLPS-122483-NC-RFB The Employer is: Bihar Rural Livelihoods Promotion Society The name of the RFB is: Hiring of Agency to Establish Call Centre for JEEViKA
ITB 1.2(a)	Electronic -Procurement System The Employer shall use the following electronic-procurement system to manage this Bidding process: https://www.eproc.bihar.gov.in The electronic-procurement system shall be used to manage the following aspects of the Bidding process: 1) Issuance of Bids 2) Submission of Bids (Technical + Financial) 3) Opening of Bids
ITB 1.3	The Intended Completion Date is- THREE YEARS FROM THE DATE OF CONTRACT AGREEMENT
ITB 2.1	The Borrower is: Bihar Rural Livelihoods Promotion Society under Department of Rural Development, Government of Bihar, India. Loan or Financing Agreement amount: US\$290 MILLION The name of the Project is: Bihar Transformative Development Project (BTDP)
ITB 4.1	Maximum number of members in the Joint Venture (JV) shall be: Joint Venture Not Allowed
ITB 4.5	A list of debarred firms and individuals is available on the Bank's external website: http://www.worldbank.org/debarr .
	B. Contents of Bidding Document
ITB 8.1	For Clarification of Bid purposes only, the Employer's address is: Date:- 16/08/2019 Time:- 03:00 pm Contract Person: Dr. Santosh, Procurement Specialist Address: C-Wing, 3rd Floor , Bihar Rural Livelihoods Promotion Society (BRLPS) Annexe-II, Vidyut Bhawan, Bailey Road, Patna(800021), Bihar, India Telephone: 91-612-2504980 [Ext. 242] Facsimile number: 91-612-2504960 Email address: proc.sp@brlps.in Requests for clarification should be received by the employer no later than 14 days from the date of issuance of bid documents. i.e. 16/08/2019 Web page: www.brlp.in
ITB 9.1	The addendum will appear on the e-procurement system and simultaneously will be uploaded on https://www.brlp.in
	C. Preparation of Bids
ITB 11.1	The language of the Bid is: English All correspondence exchange shall be English language. Language for translation of supporting documents and printed literature is English.
ITB 12.1 (j)	The Bidder shall upload the following additional documents in its Bid:

Section II - Bid Data Sheet (BDS)

	<ul style="list-style-type: none"> ▪ Certificate of Incorporation. ▪ Registration for GST ▪ EPF Registration with upto date deposit Challan
ITB 14.1	Alternative Bids shall not be considered.
ITB 14.2	Alternative times for completion shall not be permitted.
ITB 14.3	Deleted
ITB 15.7	The prices quoted by the Bidder shall not be subject to adjustment during the performance of the Contract.
ITB 16.1	The Bidder is required to quote in Indian Rupees.
ITB 18.4	Prequalification has not been undertaken.
ITB 19.1	The Bid validity period shall be ninety (90) days from the last date of opening of financial bid.
ITB 19.3 (a)	Deleted
ITB 20.1	A Bid Security shall be required. A Bid-Securing Declaration shall not be required. If a Bid Security shall be required, the amount and currency of the Bid Security shall be INR 06.00 Lakh
ITB 20.3 (d)	Other types of acceptable securities: Bid security is to be deposited through online at https://www.eproc.bihar.gov.in.
ITB 20.9	Deleted
ITB 21.1	Deleted
ITB 21.3	Not required
ITB 22.1	Bidding shall be through e-Procurement process only
D. Submission and Opening of Bids	
ITB 23.1	Bid is to be submitted online and must be uploaded on https://www.eproc.bihar.gov.in
ITB 23.1	The Online submission of bid: Date:- 30/08/2019 Time:- 04:00 pm The electronic Bid submission procedures shall be: Bids must be uploaded on https://www.eproc.bihar.gov.in
ITB 26.1	The online opening of bid is: Date:- 30/08/2019 Time:- 04:30 pm The electronic Bid opening procedures shall be: At BRLPS Office through https://www.eproc.bihar.gov.in
ITB 26.6	The Letter of Bid and priced Activity Schedule shall be initialed by at least representative of the agency conducting Bid opening.
E. Evaluation and Comparison of Bids	
ITB 31.3	The adjustment shall be based on the “highest” price of the item or component as quoted in other substantially responsive Bids. If the price of the item or component cannot be derived from the price of other substantially responsive Bids, the Employer shall use its best estimate.
ITB 33.1	Not Applicable
ITB 40 Standstill Period	The Standstill Period is 10 Business Days from the date the Employer has transmitted to all Bidders that submitted Bids, the Notification of its Intention to Award the Contract to the successful Bidder.
F. Award of Contract	
ITB 47	The Adjudicator proposed by the Employer is- Will be finalized at the time of contract.

Section III - Evaluation and Qualification Criteria

This section contains the criteria that the Employer shall use to evaluate Bids and qualify Bidders through post-qualification. No other factor methods or criteria shall be used other than specified in this bidding document. The Bidder shall provide all the information requested in the forms included in Section IV, Bidding Forms.

[The Employer shall select the criteria deemed appropriate for the procurement process, insert the appropriate wording using the samples below or other acceptable wording, and delete the text in italics]

Contents

1. Evaluation (ITB 35.2(f))	29
1.1 Adequacy of Technical Proposal	29
1.2 Multiple Contracts	29
1.3 Alternative Times for Completion.....	29
1.4 Alternative Technical Solutions for specified parts of the Services	29
1.5 Sustainable procurement	29
2. Qualification	29

Section III – Evaluation and Qualification Criteria

The client (BRLPS) shall use the criteria and methodologies listed in this Section to evaluate Bids. By applying these criteria and methodologies, the client shall determine the Most Advantageous Bid.

This is the Bid that has been determined to be:

- a) substantially responsive to the bidding document, and
- b) the lowest evaluated cost.

1. Evaluation (ITB 35.2(f))

In addition to the criteria listed in ITB 35.2 (a) to (e) the following criteria shall apply: **Not Applicable**

1.1 Adequacy of Technical Proposal: Not Applicable

1.2 Multiple Contracts: Not Applicable

1.3 Alternative Times for Completion: Not Applicable

1.4 Alternative Technical Solutions for specified parts of the Services :Not Applicable

1.5 Sustainable procurement :Not Applicable

2. Qualification

If the Employer has not undertaken prequalification of potential Bidders, all Bidders shall include the following information and supporting documents with their Bids:

S.N.	Requirement	Documents required/ to be uploaded	Maximum Marks						
1.	The bidder should be an establishment IT service company and should have been in operation for a period of atleast 5 years as on 31 st March 2019.	<ul style="list-style-type: none"> ▪ Certificate of Incorporation. ▪ Registration for GST ▪ EPF Registration with upto date deposit Challan 	NA						
2.	Bidder must not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India/State Government	A self-declaration in this regard.	NA						
3.	Agency should have minimum Annual Average Turnover of Rs. 5 Cr. from System Integration/ ICT systems development and Implementation Work in the last three financial years i.e. 2015-16, 2016-17 & 2017-18	Photocopy of audited financial statements of accounts (P/L Account & Balance Sheet/ Certificate from Chartered Accountant <table border="1" style="margin-left: 20px;"> <tr> <td>Rs. 5 Crs. to 10 Crs.</td> <td>05 Marks</td> </tr> <tr> <td>Above 10 Crs. to 15 Crs.</td> <td>10 Marks</td> </tr> <tr> <td>Above 15 Crs</td> <td>15 Marks</td> </tr> </table>	Rs. 5 Crs. to 10 Crs.	05 Marks	Above 10 Crs. to 15 Crs.	10 Marks	Above 15 Crs	15 Marks	15 Marks
Rs. 5 Crs. to 10 Crs.	05 Marks								
Above 10 Crs. to 15 Crs.	10 Marks								
Above 15 Crs	15 Marks								
4.	The bidder should have experience of operationalizing call center/CGRC	Work order + relevant certificate from the client (each project awarded 03 marks upto maximum 15 marks)	15 Marks						
5.	The bidder should have successfully developed at least two software applications for Help desk Management/Grievance Management/Call Centre	Work order + relevant certificate from the client (each project awarded 03 marks upto maximum 15 marks)	15 Marks						
6.	The bidder should have experience of software Web Based MIS with Call Center (24x7) Project implementation in Government/PSUs (at least one project)	Work Order + Completion Certificate/ Ongoing project certificate issued by the client <table border="1" style="margin-left: 20px;"> <tr> <td>Above 50 Lakhs to 01 Cr</td> <td>05 Marks</td> </tr> <tr> <td>above 01 Cr to 2 Crs.</td> <td>10 Marks</td> </tr> <tr> <td>above 2 Crs to</td> <td>20 Marks</td> </tr> </table>	Above 50 Lakhs to 01 Cr	05 Marks	above 01 Cr to 2 Crs.	10 Marks	above 2 Crs to	20 Marks	20 Marks
Above 50 Lakhs to 01 Cr	05 Marks								
above 01 Cr to 2 Crs.	10 Marks								
above 2 Crs to	20 Marks								
7.	Bidder has to demonstrate understanding of BRLPS requirements – Approach and Methodology to perform the work in this assignment;	Submission of technical proposal and its presentation. <i>[Date of presentation will be communicated through Email]</i>	20 Marks						

Section III – Evaluation and Qualification Criteria

	Project work break down structure		
8.	Bidder must have the following quality parameters	Photocopy of valid documents CMMi Level 5: 15 Marks CMMi Level 3: 7 marks	15 Marks

Note: - Submission of all the valid/legal documents in context to above table.

Total Marks: 100

Minimum Qualifying marks will be 75%.

NOTE: Financial bids of bidder scoring 75 or more marks shall only be opened.

**Section IV- Bidding Forms
Table of Forms**

Letter of Bid32
Schedule Forms37
Price Schedule38
Form of Contract40

Letter of Bid

Date of this Bid submission: [insert date (as day, month and year) of Bid submission]

RFB No.: [insert number of RFB process]

Alternative No.: [insert identification No if this is a Bid for an alternative]

To: [insert complete name of Employer]

- (a) **No reservations:** We have examined and have no reservations to the bidding document, including Addenda issued in accordance with ITB 9;
- (b) **Eligibility:** We meet the eligibility requirements and have no conflict of interest in accordance with ITB 4;
- (c) **Bid-Securing Declaration:** We have not been suspended nor declared ineligible by the Employer based on execution of a Bid-Securing Declaration in the Employer's Country in accordance with ITB 4.7;
- (d) **Conformity:** We offer to provide the Non-Consulting Services in conformity with the bidding document of the following: [insert a brief description of the Non-Consulting Services];
- (e) **Bid Price:** The total price of our Bid, excluding any discounts offered in item (f) below is: [Insert one of the options below as appropriate]

Option 1, in case of one lot: Total price is: [insert the total price of the Bid in words and figures, indicating the various amounts and the respective currencies];

Or

Option 2, in case of multiple lots: (a) Total price of each lot [insert the total price of each lot in words and figures, indicating the various amounts and the respective currencies]; and (b) Total price of all lots (sum of all lots) [insert the total price of all lots in words and figures, indicating the various amounts and the respective currencies];

- (f) **Discounts:** The discounts offered and the methodology for their application are:
 - (i) The discounts offered are: [Specify in detail each discount offered.]
 - (ii) The exact method of calculations to determine the net price after application of discounts is shown below: [Specify in detail the method that shall be used to apply the discounts];
- (g) **Bid Validity Period:** Our Bid shall be valid for the period specified in BDS 19.1 (as amended if applicable) from the date fixed for the Bid submission deadline (specified in BDS 23.1 (as amended if applicable), and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (h) **Performance Security:** If our Bid is accepted, we commit to obtain a Performance Security in accordance with the bidding document;
- (i) **One Bid Per Bidder:** We are not submitting any other Bid(s) as an individual Bidder, and we are not participating in any other Bid(s) as a Joint Venture member or as a subcontractor, and meet the requirements of ITB 4.3, other than alternative Bids submitted in accordance with ITB 14;
- (j) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the World Bank Group or a debarment imposed by the World Bank Group in accordance with the Agreement for Mutual Enforcement of Debarment Decisions between the World Bank and other development banks. Further, we are not ineligible under the Employer's Country laws or official regulations or pursuant to a decision of the United Nations Security Council;

Section IV - Bidding Forms

- (k) **State-owned enterprise or institution:** [select the appropriate option and delete the other] [We are not a state-owned enterprise or institution] / [We are a state-owned enterprise or institution but meet the requirements of ITB 4.6];
- (l) **Commissions, gratuities and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the Bidding process or execution of the Contract: [insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity]

Name of Recipient	Address	Reason	Amount

(If none has been paid or is to be paid, indicate "none.")

- (m) [Delete if not appropriate, or amend to suit] We confirm that we understand the provisions relating to Standstill Period as described in this bidding document and the Procurement Regulations.
- (n) **Binding Contract:** We understand that this Bid, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- (o) **Not Bound to Accept:** We understand that you are not bound to accept the lowest evaluated cost Bid, the Most Advantageous Bid or any other Bid that you may receive; and
- (p) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf engages in any type of Fraud and Corruption.

Name of the Bidder: *[insert complete name of person signing the Bid]

Name of the person duly authorized to sign the Bid on behalf of the Bidder: ** [insert complete name of person duly authorized to sign the Bid]

Title of the person signing the Bid: [insert complete title of the person signing the Bid]

Signature of the person named above: [insert signature of person whose name and capacity are shown above]

Date signed [insert date of signing] **day of** [insert month], [insert year]

Bidder Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: [insert date (as day, month and year) of Bid submission]

RFB No.: [insert number of bidding process]

Alternative No.: [insert identification No if this is a Bid for an alternative]

Page _____ of _____ pages

1. Bidder's Name [insert Bidder's legal name]
2. In case of JV, legal name of each member : [insert legal name of each member in JV]
3. Bidder's actual or intended country of registration: [insert actual or intended country of registration]
4. Bidder's year of registration: [insert Bidder's year of registration]
5. Bidder's Address in country of registration: [insert Bidder's legal address in country of registration]
6. Bidder's Authorized Representative Information Name: [insert Authorized Representative's name] Address: [insert Authorized Representative's Address] Telephone/Fax numbers: [insert Authorized Representative's telephone/fax numbers] Email Address: [insert Authorized Representative's email address]
7. Attached are copies of original documents of [check the box(es) of the attached original documents] <ul style="list-style-type: none"> ▪ Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITB 4.4. ▪ In case of JV, letter of intent to form JV or JV agreement, in accordance with ITB 4.1. ▪ In case of state-owned enterprise or institution, in accordance with ITB 4.6 documents establishing: <ul style="list-style-type: none"> ○ Legal and financial autonomy ○ Operation under commercial law ○ Establishing that the Bidder is not under the supervision of the agency of the Employer
2. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

Bidder's JV Members Information Form

"Not Used"

[The Bidder shall fill in this Form in accordance with the instructions indicated below. The following table shall be filled in for the Bidder and for each member of a Joint Venture]].

Date: [insert date (as day, month and year) of Bid submission]

RFB No.: [insert number of Bidding process]

Alternative No.: [insert identification No if this is a Bid for an alternative]

Page _____ of _____ pages

1. Bidder's Name: [insert Bidder's legal name]
2. Bidder's JV Member's name: [insert JV's Member legal name]
3. Bidder's JV Member's country of registration: [insert JV's Member country of registration]
4. Bidder's JV Member's year of registration: [insert JV's Member year of registration]
5. Bidder's JV Member's legal address in country of registration: [insert JV's Member legal address in country of registration]
6. Bidder's JV Member's authorized representative information Name: [insert name of JV's Member authorized representative] Address: [insert address of JV's Member authorized representative] Telephone/Fax numbers: [insert telephone/fax numbers of JV's Member authorized representative] Email Address: [insert email address of JV's Member authorized representative]
7. Attached are copies of original documents of [check the box(es) of the attached original documents] <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or registration documents of the legal entity named above, in accordance with ITB 4.4. <input type="checkbox"/> In case of a state-owned enterprise or institution, documents establishing legal and financial autonomy, operation in accordance with commercial law, and that they are not under the supervision of the Employer, in accordance with ITB 4.6.
2. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

Qualification Information

<p>1. Individual Bidders</p>	<p>1.1. Constitution or legal status of Bidder: [attach copy] Place of registration: [insert] Principal place of business: [insert] Power of attorney of signatory of Bid: [attach]</p>												
	<p>1.2. Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer to GCC Clause 4.1.</p> <table border="1" data-bbox="427 495 1445 669"> <thead> <tr> <th>Position</th> <th>Name</th> <th>Years of experience (general)</th> <th>Years of experience in proposed position</th> </tr> </thead> <tbody> <tr> <td>(a)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>(b)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Position	Name	Years of experience (general)	Years of experience in proposed position	(a)				(b)			
Position	Name	Years of experience (general)	Years of experience in proposed position										
(a)													
(b)													
	<p>1.3. Proposed subcontracts and firms involved. Refer to GCC Clause 3.5.</p> <table border="1" data-bbox="427 723 1445 898"> <thead> <tr> <th>Sections of the Services</th> <th>Value of subcontract</th> <th>Subcontractor (name and address)</th> <th>Experience in providing similar Services</th> </tr> </thead> <tbody> <tr> <td>(a)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>(b)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sections of the Services	Value of subcontract	Subcontractor (name and address)	Experience in providing similar Services	(a)				(b)			
Sections of the Services	Value of subcontract	Subcontractor (name and address)	Experience in providing similar Services										
(a)													
(b)													
	<p>1.4. Financial reports for the last three years: balance sheets, profit and loss statements, auditors' reports, etc. List below and attach copies.</p> <p>1.5. Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of support documents. We certify/confirm that we comply with eligibility requirements as per ITB 4.</p> <p>1.6. Name, address, and telephone, telex, and facsimile numbers of banks that may provide references if contacted by the Employer.</p> <p>1.7. Information regarding any litigation, current or within the last five years, in which the Bidder is or has been involved.</p> <table border="1" data-bbox="427 1308 1445 1480"> <thead> <tr> <th>Other party(ies)</th> <th>Cause of dispute</th> <th>Details of litigation award</th> <th>Amount involved</th> </tr> </thead> <tbody> <tr> <td>(a)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>(b)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Other party(ies)	Cause of dispute	Details of litigation award	Amount involved	(a)				(b)			
Other party(ies)	Cause of dispute	Details of litigation award	Amount involved										
(a)													
(b)													
	<p>1.8. Statement of compliance with the requirements of ITB 4.2.</p> <p>1.9. Proposed Program (service work method and schedule). Descriptions, drawings, and charts, as necessary, to comply with the requirements of the bidding document.</p>												
<p>2. Joint Ventures</p>	<p>Deleted</p>												
<p>3. Additional Requirements</p>	<p>5.1. Bidders should provide any additional information required in the BDS.</p>												

Schedule Forms

[The Bidder shall fill in these Forms in accordance with the instructions indicated. The list of line items in column 1 of the **Activity Schedules** shall coincide with the List of Non-Consulting Services specified in the Employer's Requirements.]

Section IV Bidding Forms

Price Schedule						
Currencies in accordance with ITB 16					Date: _____	
					RFB No: _____	
					Alternative No: _____	
					Page N° _____ of _____	
1	2	3	4	5	6	7
Service N°	Description of Services	Unit	Delivery Date	Quantity and physical unit	Unit price	Total Price per Service (Col. 5*6)
[insert number of the Service]	[insert name of Services]		[insert delivery date at place of final destination per Service]	[insert number of units]	[insert unit price per unit]	[insert total price per unit]
<p>PLEASE DO NOT FILL RATES HERE. A SEPARATE EXCEL SHEET HAS BEEN PROVIDED ON https://www.eproc.bihar.gov.in</p>						
					Total Bid Price	
Name of Bidder [insert complete name of Bidder]			Signature of Bidder [signature of person signing the Bid]		Date [insert date]	

Notification of Award - Letter of Acceptance

[letterhead paper of the Employer]

[date]

To: [name and address of the Service Provider]

This is to notify you that your Bid dated [date] for execution of the [name of the Contract and identification number, as given in the Special Conditions of Contract] for the Contract Price of the equivalent of [amount in numbers and words] [name of currency], as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our Agency.

Note: Insert one of the 3 options for the second paragraph. The first option should be used if the Bidder has not objected the name proposed for Adjudicator. The second option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was accepted by the Employer. And the third option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was not accepted by the Employer.

We confirm that [insert name proposed by Employer in the Bid Data Sheet],

or

We accept that [name proposed by Bidder] be appointed as the Adjudicator

or

We do not accept that [name proposed by Bidder] be appointed as Adjudicator, and by sending a copy of this letter of acceptance to [insert the name of the Appointing Authority], we are hereby requesting [name], the Appointing Authority, to appoint the Adjudicator in accordance with ITB 47.1

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

Please return the attached Contract dully signed

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Agency: _____

Attachment: Contract

Form of Contract

[letterhead paper of the Employer]

LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the “Contract”) is made the [day] day of the month of [month], [year], between, on the one hand, [name of Employer] (hereinafter called the “Employer”) and, on the other hand, [name of Service Provider] (hereinafter called the “Service Provider”).

[**Note:** In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Employer”) and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider’s obligations under this Contract, namely, [name of Service Provider] and [name of Service Provider] (hereinafter called the “Service Provider”).]

WHEREAS

- a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);
- b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;
- c) the Employer has received [or has applied for] a loan from the International Bank for Reconstruction and Development (hereinafter called the “Bank”) [or a credit from the International Development Association (hereinafter called the “Association”)] towards the cost of the Services and intends to apply a portion of the proceeds of this loan [or credit] to eligible payments under this Contract, it being understood (i) that payments by the Bank [or Association] will be made only at the request of the Employer and upon approval by the Bank [or Association], (ii) that such payments will be subject, in all respects, to the terms and conditions of the agreement providing for the loan [or credit], and (iii) that no party other than the Employer shall derive any rights from the agreement providing for the loan [or credit] or have any claim to the loan [or credit] proceeds;

NOW THEREFORE the parties hereto hereby agree as follows:

- 1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:
 - a) the Letter of Acceptance;
 - b) the Service Provider’s Bid
 - c) the Special Conditions of Contract;
 - d) the General Conditions of Contract;
 - e) the Specifications;
 - f) the Priced Activity Schedule; and
 - g) The following Appendices: [**Note:** If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.]
 - Appendix A: Description of the Services
 - Appendix B: Schedule of Payments
 - Appendix C: Key Personnel and Subcontractors
 - Appendix D: Breakdown of Contract Price in Foreign Currency
 - Appendix E: Breakdown of Contract Price in Local Currency

Section IV – Bidding Forms

Appendix F: Services and Facilities Provided by the Employer

Appendix G: Performance Incentive Compensation

2. The mutual rights and obligations of the Employer 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 Employer 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 and year first above written.

For and on behalf of [name of Employer]

[Authorized Representative]
Name & Designation

For and on behalf of [name of Service Provider]

[Authorized Representative]
Name & Designation

Form of Bid Security

(Bank Guarantee)

“Not Used”

[The bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: [Employer to insert its name and address]

RFB No.: [Employer to insert reference number for the Request for Bids]

Alternative No.: [Insert identification No if this is a Bid for an alternative]

Date:[Insert date of issue]

BID GUARANTEE No.:[Insert guarantee reference number]

Guarantor: [Insert name and address of place of issue, unless indicated in the letterhead]

We have been informed that _____ [insert name of the Bidder, which in the case of a joint venture shall be the name of the joint venture (whether legally constituted or prospective) or the names of all members thereof] (hereinafter called "the Applicant") has submitted or will submit to the Beneficiary its Bid (hereinafter called "the Bid") for the execution of _____ under Request for Bids No. _____ ("the RFB").

Furthermore, we understand that, according to the Beneficiary's conditions, Bids must be supported by a Bid guarantee.

At the request of the Applicant, we, as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of _____ (_____) upon receipt by us of the Beneficiary's complying demand, supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying or identifying the demand, stating that either the Applicant:

- (a) has withdrawn its Bid during the period of Bid validity set forth in the Applicant's Letter of Bid ("the Bid Validity Period"), or any extension thereto provided by the Applicant; or
- (b) having been notified of the acceptance of its Bid by the Beneficiary during the Bid Validity Period or any extension thereto provided by the Applicant, (i) has failed to sign the contract agreement, or (ii) has failed to furnish the performance security, in accordance with the Instructions to Bidders ("ITB") of the Beneficiary's bidding document.

This guarantee will expire: (a) if the Applicant is the successful Bidder, upon our receipt of copies of the Contract agreement signed by the Applicant and the performance security issued to the Beneficiary in relation to such Contract agreement; or (b) if the Applicant is not the successful Bidder, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the Bidding process; or (ii) twenty-eight days after the end of the Bid Validity Period.

Consequently, any demand for payment under this guarantee must be received by us at the office indicated above on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758.

[Signature(s)]

Note: All italicized text is for use in preparing this form and shall be deleted from the final product.

Form of Bid Security (Bid Bond)

“Not Used”

[The Surety shall fill in this Bid Bond Form in accordance with the instructions indicated.]

BOND NO. _____

BY THIS BOND [name of Bidder] as Principal (hereinafter called “the Principal”), and [name, legal title, and address of surety], **authorized to transact business in** [name of country of Employer], as Surety (hereinafter called “the Surety”), are held and firmly bound unto [name of Employer] as Obligee (hereinafter called “the Employer”) in the sum of [amount of Bond]¹ [amount in words], for the payment of which sum, well and truly to be made, we, the said Principal and Surety, bind ourselves, our successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Principal has submitted or will submit a written Bid to the Employer dated the ___ day of _____, 20___, for the supply of [name of Contract] (hereinafter called the “Bid”).

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that if the Principal:

- (a) has withdrawn its Bid during the period of Bid validity set forth in the Principal’s Letter of Bid (“the Bid Validity Period”), or any extension thereto provided by the Principal; or
- (b) having been notified of the acceptance of its Bid by the Employer during the Bid Validity Period or any extension thereto provided by the Principal; (i) failed to execute the Contract agreement; or (ii) has failed to furnish the Performance Security, in accordance with the Instructions to Bidders (“ITB”) of the Employer’s bidding document.

then the Surety undertakes to immediately pay to the Employer up to the above amount upon receipt of the Employer’s first written demand, without the Employer having to substantiate its demand, provided that in its demand the Employer shall state that the demand arises from the occurrence of any of the above events, specifying which event(s) has occurred.

The Surety hereby agrees that its obligation will remain in full force and effect up to and including the date 28 days after the date of expiration of the Bid Validity Period set forth in the Principal’s Letter of Bid or any extension thereto provided by the Principal.

IN TESTIMONY WHEREOF, the Principal and the Surety have caused these presents to be executed in their respective names this ___ day of _____ 20___.

Principal: _____ Surety: _____
Corporate Seal (where appropriate)

(Signature)
(Printed name and title)

(Signature)
(Printed name and title)

¹ The amount of the Bond shall be denominated in the currency of the Employer’s Country or the equivalent amount in a freely convertible currency.

Form of Bid-Securing Declaration

“Not Used”

[The Bidder shall fill in this Form in accordance with the instructions indicated.]

Date: [date (as day, month and year)]

RFB No.: [number of Bidding process]

Alternative No.: [insert identification No if this is a Bid for an alternative]

To: [complete name of Employer]

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid-Securing Declaration.

We accept that we will automatically be suspended from being eligible for Bidding in any contract with the Employer for the period of time of [number of months or years] starting on [date], if we are in breach of our obligation(s) under the Bid conditions, because we:

- (a) have withdrawn our Bid during the period of Bid validity specified in the Letter of Bid; or
- (b) having been notified of the acceptance of our Bid by the Employer during the period of Bid validity,
 - (i) fail to sign the Contract agreement; or
 - (ii) fail or refuse to furnish the Performance Security, if required, in accordance with the ITB.

We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of our Bid.

Name of the Bidder* _____

Name of the person duly authorized to sign the Bid on behalf of the Bidder** _____

Title of the person signing the Bid _____

Signature of the person named above _____

Date signed _____ day of _____, _____

*: In the case of the Bid submitted by joint venture specify the name of the Joint Venture as Bidder

** : Person signing the Bid shall have the power of attorney given by the Bidder attached to the Bid

[Note: In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all members to the Joint Venture that submits the Bid.]

Section V - Eligible Countries

Eligibility for the Provision of Goods, Works and Services in Bank-Financed Procurement

1. In reference to ITB 4.8, for the information of the Bidders, at the present time firms, goods and services from the following countries are excluded from this Bidding process:

Under ITB 4.8 (a) "none"

Under ITB 4.8 (b) "none"

(Section VI shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders, consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

a. Defines, for the purposes of this provision, the terms set forth below as follows:

(i) "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

(ii) "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;

(iii) "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

(iv) "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

(v) "obstructive practice" is:

(a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or

(b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;

d. Pursuant to the Bank's Anti- Corruption Guidelines and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be

Section VI – Fraud and Corruption

- awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;¹(ii) to be a nominated² sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;
- e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders, consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents personnel, permit the Bank to inspect³ all accounts, records and other documents relating to the submission of bids and contract performance, and to have them audited by auditors appointed by the Bank.

¹ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

² A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

³ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

Part II – Employer’s Requirement

Section VII - Activity Schedule

Terms of Reference

Project Objective

Program Overview:

Bihar Rural Livelihoods Promotion Society, popularly known as JEEViKA, a registered society under the aegis of Rural Development Department, Government of Bihar marks a key chapter in rural development in Bihar. JEEViKA's journey of the last 12 years has been a period of changing face of Bihar. Bihar Rural Livelihoods Promotion Society (BRLPS) was constituted by Govt. of Bihar as a special purpose vehicle to expedite the poverty alleviation interventions in the state. To sustain the project delivery mechanisms, Government of Bihar supported the initiative by leveraging financial resources from various multilateral agencies like World Bank and other national & state agencies. Over the years, JEEViKA has mobilized women from more than one Crore HHs into strong, sustainable and self-managed 8.52 Lakh Self-Help Groups (SHGs).

BRLPS Helpline is planned to be setup by BRLPS as a one stop information/facilitation center for community and stakeholders as well as BRLPS officials who have some queries regarding services/schemes being implemented by BRLPS. The Helpline would document all Grievances; Project Intervention details and feedbacks BRLPS Helpline will have a toll-free number with a capacity to connect more than 10 calls at the same time for implementation of which, hiring of an agency is required.

Scope of work

(a) Information Helpdesk application

The implementing agency should provide a web based Information management services for online registration of queries of the community with 10 Call Centre Executives and one Technical Supervisor for its management. If required, BRLPS may require more number of Call Centre representatives, which vendor would be required to provide on the same rate quoted in the Financial Bid.

The software should have the following modules:

User Management: *The System should be Dynamic and the Super Administrator must be enabled to create users and provide access to the created user of certain modules based on their authority and hierarchy.*

Feedback mechanism: The system should allow users to give their feedback/opinion regarding service or any relevant issue.

- **FAQ Console:** The software should have an inbuilt dynamic FAQ console webpage for call centre executives. Call centre executives should have provision to update questions and answers by themselves into the system. Concerned authority will verify and approve the same.
- **MIS Reports:** The software should have facility to generate various MIS reports in pre-defined format.

SMS gateway integration:

- The system should have a feature to send auto-generated SMS to concerned authority/users.
- The software should have an inbuilt FAQ console webpage for call centre executives. The module will help in building centralized repository of generally asked questions and thus facilitating executives in quick reference.
- The implementing agency should arrange for hosting of the services, initially for a period of 12 months which may be extended to 36 months based on performance from Go-Live.
- The implementing agency should provide a Ready to Use Call Centre.
- The Call Centre should be operational on all working days of BRLPS.
- Implementing agency should provide 10 Call Centre Executives equipped with Computer System and 1(One) Technical Supervisor of the call centre with adequate knowledge of the processes.
- The implementing agency will maintain the telephony equipment of the call centre.
- Implementing agency will provide auto system for recording of the complaint. The call logger software should be capable enough to generate the call log reports as per the need of the organization.
- The system should also record the call of the callers and save the voice log for the future purpose (For Grievance at least 6 months and for other, 3 months)

- The successful implementing agency will make available a 10 seats computerized Helpline/Call Centre with adequate number of dedicated telephone channels.
 - The implementing agency will also provide the performance reports on monthly basis to the BRLPS.
 - Successful Implementing agency would have to sign an SLA agreement.
 - The implementing agency should be able to provide the backup of the Voice logs and the call reports to the BRLPS in every month.
 - The set up should have automatic call distribution facility.
 - The call centre will also be utilized for incoming and outgoing calls for collecting data related to Insurance, Alternate Banking and skills. (The details of data collection format and related FAQs will be shared with the agency by the BRLPS)
- **Media Gateway and Primary Rate Interface (PRI) System:** PRI system, as per requirement will be installed to run the proposed application. There will be a Media Gateway appliance installed to connect the PRI and LAN. The IVR Server and Agents will also be connected with the network. The Media Gateway will be connected to the IVR server for call distribution.

All the necessary hardware required for connecting PRI Line to PRI server shall be the responsibility of the bidder.

High Speed Internet facility required will also be provided by the successful Bidder.

Rental charges for PRI and Internet Lease Line will also be borne by the successful Bidder.

(b) Interactive Voice Response (IVRS) System

- Receive all inbound calls on the telephone number specified by the society.
- Identify customer through command line interface (CLI) and support intelligent call routing.
- Calling on identified community numbers specified by the society.
- Include speech recognition engine in order to support and interpret multiple languages, especially English
- Text-to-speech capability must be supported for English and Hindi.
- Provide an easy to configure system that enables the users to change the IVR tree with no hard coding.
- Support messages scheduling
- The IVR solution must be capable to capture usage details of each customer as the customer traverses through a call. The IVR solution will have an interface through which usage details can be shared with other solutions.
- The IVR must integrate with the rest of the proposed solution to provide seamless call center performance.

(c) Automatic call distribution (ACD)

- Handle high call volumes efficiently
- Support multiple groups for all call types
- Provide the capability of combining data with the Interactive Voice Response (IVR) menu system that can intelligently route calls requesting further assistance to a smart Automatic Call Distributor (ACD)
- Provide highly configurable system for adding/removing users, assigning users to different queues and defining skill sets
- Support skill-based routing
- Allow calls to be transferred within the call centre

(d) Computer Telephone Integration (CTI)

- Will be able to integrate with hybrid setup of a call center solution
- It will be interfaced with the Core system and the other third party applications of the skill/Job so send/receive data which needs to be populated.
- Ability to generate and service requests.
- On transferring the call to another agent the screen too will be transferred to the screen of that agent.
- The CTI must be capable of activating the fast dialing feature of the ACD.
- Call events such as hold, retrieve hold, conference, transfer etc.
- CTI will be integrated with core call center system and update the IVR

(e) Recording

- 100% recording of calls is to be provided. The recording will contain detailed call information and the solution providing advanced searching capabilities.
- The system should also record the call of the callers and save the voice log for the future purpose (For Grievance at least 6 months and for other, 3 months). During this period data will be made available when required. The media for archival (tapes) will be provided by the Agency.

(f) Language Requirements

- *The call center must initially support English, Hindi, Bhojpuri, and Maithili languages.*
- *The proposed call center solution must be capable to handle other dialects of the state.*

(g) Civil Infrastructure

- Space and other required infrastructure will be provided by the agency.

Process Flow

- The Call centre should have a toll free number on which the community members /officials will call. The toll free number should be a landline number. The number should be capable enough to entertain 10 calls at a time. If a community member wants to get any help, or any information, he/she can call on that particular number and do the action as per necessity.
- The toll free numbers should be installed by concern agency and monthly call rate charge would be reimbursed by the BRLPS upon submission of invoice.
- When a person calls up on the number, he/she will be asked to tell his name, address and information he/she wants.
- This conversation should be voice recorded and also entered into the information management application simultaneously by the call centre executive receiving the call.
- There may be people who may not be aware what type of information to ask for problem. Call Centre staff should be trained to get acquainted which their problem and appropriate deal with such cases. A good amount of handholding should be required to help such people.
- Once the detail is filled in the software application, the concerned information seeker should receive SMS on his/her registered mobile number for the feedback.
- If applicant is not satisfied with the information received, he/she can call up the Call Centre again and express his dissatisfaction after telling his reference number. This will be recorded into the system.
- His/her dissatisfaction should be voice-recorded and typed. The application received earlier should be reopened and moved automatically to the next level of escalating authority through the software application.
- In addition to the above, the agency also needs to formulate and implement the information management tool through which the system should be able to store the different types of information and classify the same.

Contract Period

Initial Contract period would be 1 year. The vendor is expected to provide 10 Call center Executives and one Technical Supervisor at call center during the operation period in one shift for a year and if required, contract may be extended up to 3 years on the same monthly rate.

Maintenance & Handholding

The vendor shall take the responsibility of operating the call Centre. The vendor is expected to provide 10 Call center Executives and one Technical Supervisor at call center during the operation period in one shift. Working hours will be 9:30 AM to 7:30 PM (On all working day of BRLPS). All operational and maintenance cost will be borne by the selected vendor.

Payment Terms

- The payment to the respondent shall be made by the BRLPS based on the services provided by the respondent on basis of invoice submitted to the CEO, BRLPS as per the Scope of Work under this Tender and the Contract signed between the respondent and the BRLPS.
- All payments will be made in Indian Rupee Only.
- The payment would be made as per the following table on submission of invoice by the respondent to BRLPS. Payment would be released within 21 days of receipt of invoice.

Component	Payment Terms
Call Centre Establishment	<ul style="list-style-type: none"> ▪ 75% of the establishment cost will be paid after successful establishment of the call center as CapEx Expenditure upon submission of invoice by the vendor. ▪ 25% of the balance amount of the establishment cost will be paid after 6 months of successful Operationalization of the call center upon submission of invoice by the vendor.
Call Centre Running Cost	<ul style="list-style-type: none"> ▪ Call Centre Running Cost will be made on monthly basis upon submission of invoices after completion of a calendar month.

- The agency shall submit the requisite deliverables and satisfactorily perform work as specified under this tender to the CEO, BRLPS. The requisite payment will be released by BRLPS upon acceptance of the deliverables and satisfaction with work performed by the Respondent.

Timeline

The following outer dateline on major head has been fixed for the project delivery. The detailed component wise date will be worked out before signing the contract within the outer dateline indicated below.

T0 = Date of Signing of the agreement

SN.	Items		Timeline (from the date of signing of contract T0)
1	System Requirement Study document signoff	T1	T0+2 Weeks
2	Customization and Implementation of Software	T2	T1 + 2 weeks
3	Operationalizing of the call Centre	T3	T2 + 2 Weeks

Technical Evaluation

The minimum qualifying marks in Technical Evaluation is 75. Agencies that score the minimum qualifying marks would only be considered as qualified to move on to the next stage of financial evaluations. However, in case less than 3 bidders get qualified after technical evaluation securing 75% or more marks, Bid Evaluation Committee may reduce the qualifying criteria up to 60%, so that minimum 3 Bidders could qualify in the technical evaluation.

Scoring Model & Technical Evaluation of Bids

S.N.	Requirement	Documents required/to be uploaded	Maximum Marks
1.	The bidder should be an establishment IT service company and should have been in operation for a period of atleast 5 years as on 31 st March 2019.	Certificate of Incorporation. Registration for GST EPF Registration with upto date deposit challan	NA
2.	Bidder must not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India/State Government	A self-declaration in this regard.	NA
3.	Annual Average Turnover from System Integration/ICT systems development and Implementation Work in the last three financial years i.e. 2015-16, 2016-17 & 2017-18	Photocopy of audited statements of accounts (P/L Account & Balance Sheet / Certificate from Chartered Accountant	>= Rs. 10 crores = 15 marks > Rs. 05 crores - < Rs. 10 crores = 10 marks < Rs, 05 crores = 05 marks
4.	The bidder should have experience of operationalizing call center/CGRC	Work order + relevant certificate from the client	>= 5 projects = 15 marks >3 projects = 10 marks < 3 project = 05 marks
5.	The bidder should have successfully developed at least two software applications for Help desk Management / Grievance Management / Call Centre	Work order + relevant certificate from the client	>=5 projects = 15 marks <5 projects = 10 marks <3 projects = 05 marks

Section VII – Activity Schedule

6.	The bidder should have experience of software Web Based MIS with Call Center (24x7) Project implementation in Government/PSUs (at least one project)	Work Order + Completion Certificate / Ongoing project certificate issued by the client	Project Value >2.0 crore = 20 marks Project Value >1.0 crore - <= 2.0 crore = 10 marks Project value <= 1.0 crore = 05 marks
7.	Bidder has to demonstrate understanding of BRLPS requirements – Approach and Methodology to perform the work in this assignment; Project work break down structure	Submission of technical proposal and its presentation. Date of presentation will be communicated through Email	Maximum 20 Marks
8.	Bidder must have the following quality parameters	Photocopy of valid documents	CMMi Level 5: 15 Marks CMMi Level 3: 7 marks

The evaluation of technical bids will be done on the basis of technical evaluation criteria and scoring pattern.

Financial bid of only those bidders will be opened who will score a minimum qualifying marks is 75 in the technical evaluation.

All other commercial bids will be ignored. Final selection will be based upon Lowest Evaluated Cost Basis.

The technical qualified vendor with the lowest evaluated quote will be awarded the contract at the quoted price.

Review Committee to Monitor the Agency’s services

A Review Committee may be constituted by BRLP to Co-monitor the quality of assignment/task completed. The PC-GKM & SPM-MIS will be the Chairpersons of the committee. The committee may also seek comments and inputs on the agency’s work from other stake holders if required in case of any service delay or other discrepancies.

Penalty

Service provider is expected to meet the timelines in the normal course of carrying out the activities as per the detailed scope of work. In case of unjustified delay, the CEO, BRLPS will reserve the rights to levy penalties on the service provider i.e. 0.5% penalty on every one-week delay on the Project component. Overall penalty will not exceed 5 % of total cost of the project component. The Down time should not exceed by 24 hrs. The deductions of every 12 hrs for down time would be @ 0.5 %.

The BRLPS may also terminate the agreement either in case of non compliance of the service declaration or on non-fulfillment of the assigned objective.

Performance Specifications

As per above ACTIVITY SCHEDULE

Part III - Conditions of Contract and Contract Forms

**Section VIII -General Conditions of Contract
Table of Clauses**

A. General Provisions	58
1.1 Definitions	58
1.2 Applicable Law	58
1.3 Language.....	59
1.4 Notices.....	59
1.5 Location.....	59
1.6 Authorized Representatives.....	59
1.7 Inspection and Audit by the Bank.....	59
1.8 Taxes and Duties.....	59
2. Commencement, Completion, Modification, and Termination of Contract	59
2.1 Effectiveness of Contract	59
2.3 Intended Completion Date.....	59
2.4 Modification	59
2.4.1 Value Engineering.....	59
2.5 Force Majeure	60
2.6 Termination	60
3. Obligations of the Service Provider	61
3.1 General.....	61
3.2 Conflict of Interests.....	61
3.3 Confidentiality	62
3.4 Insurance to be Taken Out by the Service Provider.....	62
3.5 Service Provider’s Actions Requiring Employer’s Prior Approval	62
3.6 Reporting Obligations.....	62
3.7 Documents Prepared by the Service Provider to Be the Property of the Employer.....	62
3.8 Liquidated Damages	62
3.9 Performance Security	62
3.10 Fraud and Corruption.....	63
3.11 Sustainable Procurement.....	63
4. Service Provider’s Personnel	63
4.1 Description of Personnel.....	63
4.2 Removal and/or Replacement of Personnel	63
5. Obligations of the Employer	63
5.1 Assistance and Exemptions	63
5.2 Change in the Applicable Law.....	63
5.3 Services and Facilities.....	63
6. Payments to the Service Provider	63
6.1 Lump-Sum Remuneration.....	63
6.2 Contract Price	63
6.3 Payment for Additional Services, and Performance Incentive Compensation	63
6.4 Terms and Conditions of Payment.....	64
6.5 Interest on Delayed Payments	64
6.6 Price Adjustment	64
6.7 Dayworks.....	Error! Bookmark not defined.
7. Quality Control	65
7.1 Identifying Defects	65
7.2 Correction of Defects, and	65
8. Settlement of Disputes	65
8.1 Amicable Settlement.....	65
8.2 Dispute Settlement	65

Section VIII - General Conditions of Contract

1. General Provisions

1.1. Definitions	<p>Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <ul style="list-style-type: none">(a) The Adjudicator is the person appointed jointly by the Employer and the Service Provider to resolve disputes in the first instance, as provided for in Sub-Clause 8.2 hereunder.(b) "Activity Schedule" is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;(c) "Bank" means the International Bank for Reconstruction and Development, Washington, D.C., U.S.A.;(d) "Association" means the International Development Association, Washington, D.C., U.S.A.;(e) "Completion Date" means the date of completion of the Services by the Service Provider as certified by the Employer(f) "Contract" means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract;(g) "Contract Price" means the price to be paid for the performance of the Services, in accordance with Clause 6;(h) "Dayworks" means varied work inputs subject to payment on a time basis for the Service Provider's employees and equipment, in addition to payments for associated materials and administration.(i) "Employer" means the party who employs the Service Provider(j) "Foreign Currency" means any currency other than the currency of the country of the Employer;(k) "GCC" means these General Conditions of Contract;(l) "Government" means the Government of the Employer's Country;(m) "Local Currency" means the currency of the country of the Employer;(n) "Member," in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; "Members" means all these entities, and "Member in Charge" means the entity specified in the SC to act on their behalf in exercising all the Service Provider' rights and obligations towards the Employer under this Contract;(o) "Party" means the Employer or the Service Provider, as the case may be, and "Parties" means both of them;(p) "Personnel" means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;(q) "Service Provider" is a person or corporate body whose Bid to provide the Services has been accepted by the Employer;(r) "Service Provider's Bid" means the completed Bidding Document submitted by the Service Provider to the Employer(s) "SCC" means the Special Conditions of Contract by which the GCC may be amended or supplemented;(t) "Specifications" means the specifications of the service included in the Bidding Document submitted by the Service Provider to the Employer(u) "Services" means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider's Bid.(v) "Subcontractor" means any entity to which the Service Provider subcontracts any part of the Services in accordance with the provisions of Sub-Clauses 3.5 and 4.
1.2. Applicable Law	The Contract shall be interpreted in accordance with the laws of the Employer's Country, unless otherwise specified in the Special Conditions of Contract (SCC).

1.3. Language	This Contract has been executed in the language specified in the SCC , which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
1.4. Notices	Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the SCC .
1.5. Location	The Services shall be performed at such locations as are specified in Appendix A, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the Employer may approve.
1.6. Authorized Representatives	Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials specified in the SCC .
1.7. Inspection and Audit by the Bank	Pursuant to paragraph 2.2 e. of Appendix A to the General Conditions, the Supplier shall permit and shall cause its subcontractors and subconsultants to permit, the Bank and/or persons appointed by the Bank to inspect the Site and/or the accounts and records relating to the performance of the Contract and the submission of the Bid, and to have such accounts and records audited by auditors appointed by the Bank if requested by the Bank. The Supplier's and its Subcontractors' and subconsultants' attention is drawn to Sub-Clause 3.10 which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank's prevailing sanctions procedures).
1.8. Taxes and Duties	The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

2. Commencement, Completion, Modification, and Termination of Contract

2.1. Effectiveness of Contract	This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be stated in the SCC .
2.2. Commencement of Services	
2.2.1. Program	Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.
2.2.2. Starting Date	The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC .
2.3. Intended Completion Date	Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is specified in the SCC . If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
2.4. Modification	Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties and shall not be effective until the consent of the Bank or of the Association, as the case may be, has been obtained.
2.4.1. Value Engineering	The Service Provider may prepare, at its own cost, a value engineering proposal at any time during the performance of the contract. The value engineering proposal shall, at a minimum, include the following; (a) the proposed change(s), and a description of the difference to the existing

Section VIII – General Conditions of Contract

	<p>contract requirements;</p> <p>(b) a full cost/benefit analysis of the proposed change(s) including a description and estimate of costs (including life cycle costs, if applicable) the Employer may incur in implementing the value engineering proposal; and</p> <p>(c) a description of any effect(s) of the change on performance/functionality. The Employer may accept the value engineering proposal if the proposal demonstrates benefits that:</p> <p>(a) accelerates the delivery period; or</p> <p>(b) reduces the Contract Price or the life cycle costs to the Employer; or</p> <p>(c) improves the quality, efficiency, safety or sustainability of the services; or</p> <p>(d) yields any other benefits to the Employer,</p> <p>without compromising the necessary functions of the Facilities.</p> <p>If the value engineering proposal is approved by the Employer and results in:</p> <p>(a) a reduction of the Contract Price; the amount to be paid to the Service Provider shall be the percentage specified in the SCC of the reduction in the Contract Price; or</p> <p>(b) an increase in the Contract Price; but results in a reduction in life cycle costs due to any benefit described in (a) to (d) above, the amount to be paid to the Service Provider shall be the full increase in the Contract Price.</p>
2.5. Force Majeure	
2.5.1. Definition	For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
2.5.2. No Breach of Contract	The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
2.5.3. Extension of Time	Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
2.5.4. Payments	During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.
2.6. Termination	
2.6.1. By the Employer	<p>The Employer may terminate this Contract, by not less than thirty (30) days’ written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:</p> <p>(a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;</p> <p>(b) if the Service Provider become insolvent or bankrupt;</p> <p>(c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or</p> <p>(d) if the Service Provider, in the judgment of the Employer has engaged in Fraud and Corruption, as defined in paragraph 2.2 a. of the Appendix A to the GCC, in competing for or in executing the Contract</p>
2.6.2. By the Service	The Service Provider may terminate this Contract, by not less than thirty (30)

Provider	<p>days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:</p> <p>(a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or</p> <p>(b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p>
2.6.3. Suspension of Loan or Credit	<p>In the event that the World Bank suspends the loan or Credit to the Employer, from which part of the payments to the Service Provider are being made:</p> <p>(a) The Employer is obligated to notify the Service Provider of such suspension within 7 days of having received the World Bank's suspension notice.</p> <p>(b) If the Service Provider has not received sums due to by the due date stated in the SCC in accordance with Sub-Clause 6.5 the Service Provider may immediately issue a 14 day termination notice.</p>
2.6.4. Payment upon Termination	<p>Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider:</p> <p>(a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;</p> <p>(b) except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel.</p>

3. Obligations of the Service Provider

3.1. General	<p>The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with Subcontractors or third parties.</p>
3.2. Conflict of Interests	
3.2.1. Service Provider Not to Benefit from Commissions and Discounts.	<p>The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.</p>
3.2.2. Service Provider and Affiliates Not to be Otherwise Interested in Project	<p>The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.</p>
3.2.3. Prohibition of Conflicting Activities	<p>Neither the Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:</p> <p>(a) during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;</p> <p>(b) during the term of this Contract, neither the Service Provider nor their</p>

Section VIII – General Conditions of Contract

	<p>Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;</p> <p>(c) after the termination of this Contract, such other activities as may be specified in the SCC.</p>
3.3. Confidentiality	<p>The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer’s business or operations without the prior written consent of the Employer.</p>
3.4. Insurance to be Taken Out by the Service Provider	<p>The Service Provider (a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Subcontractors’, as the case may be) own cost but on terms and conditions approved by the Employer, insurance against the risks, and for the coverage, as shall be specified in the SCC; and (b) at the Employer’s request, shall provide evidence to the Employer showing that such insurance has been taken out and maintained and that the current premiums have been paid.</p>
3.5. Service Provider’s Actions Requiring Employer’s Prior Approval	<p>The Service Provider shall obtain the Employer’s prior approval in writing before taking any of the following actions:</p> <ul style="list-style-type: none"> (a) entering into a subcontract for the performance of any part of the Services, (b) appointing such members of the Personnel not listed by name in Appendix C (“Key Personnel and Subcontractors”), (c) changing the Program of activities; and (d) any other action that may be specified in the SCC.
3.6. Reporting Obligations	<p>The Service Provider shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.</p>
3.7. Documents Prepared by the Service Provider to Be the Property of the Employer	<p>All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.6 shall become and remain the property of the Employer, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the SCC.</p>
3.8. Liquidated Damages	
3.8.1. Payments of Liquidated Damages	<p>The Service Provider shall pay liquidated damages to the Employer at the rate per day stated in the SCC for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the SCC. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider’s liabilities.</p>
3.8.2. Correction for Over-payment	<p>If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Sub-Clause 6.5.</p>
3.8.3. Lack of performance penalty	<p>If the Service Provider has not corrected a Defect within the time specified in the Employer’s notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Sub-Clause 7.2 and specified in the SCC.</p>
3.9. Performance Security	<p>The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank or surety acceptable to the Employer, and denominated in the types and proportions of the currencies in which the Contract Price is payable. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract in</p>

	case of a bank guarantee, and until one year from the Completion Date of the Contract in the case of a Performance Bond.
3.10. Fraud and Corruption	The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in the Appendix to the GCC. The Employer requires the Supplier to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the bidding process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.
3.11. Sustainable Procurement	The Service Provider shall conform to the sustainable procurement contractual provisions, if and as specified in the SCC.

4. Service Provider's Personnel

4.1. Description of Personnel	The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.
4.2. Removal and/or Replacement of Personnel	<p>(a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.</p> <p>(b) If the Employer finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.</p> <p>(c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.</p>

5. Obligations of the Employer

5.1. Assistance and Exemptions	The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as specified in the SCC .
5.2. Change in the Applicable Law	If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses 6.2 (a) or (b), as the case may be.
5.3. Services and Facilities	The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

6. Payments to the Service Provider

6.1. Lump-Sum Remuneration	The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.
6.2. Contract Price	<p>(a) The price payable in local currency is set forth in the SCC.</p> <p>(b) The price payable in foreign currency is set forth in the SCC.</p>
6.3. Payment for Additional	6.3.1 For the purpose of determining the remuneration due for additional

Section VIII – General Conditions of Contract

<p>Services, and Performance Incentive Compensation</p>	<p>Services as may be agreed under Sub-Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E. 6.3.2 If the SCC so specify, the service provider shall be paid performance incentive compensation as set out in the Performance Incentive Compensation appendix.</p>
<p>6.4. Terms and Conditions of Payment</p>	<p>Payments will be made to the Service Provider according to the payment schedule stated in the SCC. Unless otherwise stated in the SCC, the advance payment (Advance for Mobilization, Materials and Supplies) shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period stated in the SCC. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.</p>
<p>6.5. Interest on Delayed Payments</p>	<p>If the Employer has delayed payments beyond fifteen (15) days after the due date stated in the SCC, interest shall be paid to the Service Provider for each day of delay at the rate stated in the SCC.</p>
<p>6.6. Price Adjustment</p>	<p>6.6.1. Prices shall be adjusted for fluctuations in the cost of inputs only if provided for in the SCC. If so provided, the amounts certified in each payment certificate, after deducting for Advance Payment, shall be adjusted by applying the respective price adjustment factor to the payment amounts due in each currency. A separate formula of the type indicated below applies to each Contract currency: $P_c = A_c + B_c \text{ Lmc/Loc} + C_c \text{ Imc/Ioc}$ Where: P_c is the adjustment factor for the portion of the Contract Price payable in a specific currency “c”. A_c, B_c and C_c are coefficients specified in the SCC, representing: A_c the nonadjustable portion; B_c the adjustable portion relative to labor costs and C_c the adjustable portion for other inputs, of the Contract Price payable in that specific currency “c”; and Lmc is the index prevailing at the first day of the month of the corresponding invoice date and Loc is the index prevailing 28 days before Bid opening for labor; both in the specific currency “c”. Imc is the index prevailing at the first day of the month of the corresponding invoice date and Ioc is the index prevailing 28 days before Bid opening for other inputs payable; both in the specific currency “c”. If a price adjustment factor is applied to payments made in a currency other than the currency of the source of the index for a particular indexed input, a correction factor Zo/Zn will be applied to the respective component factor of pn for the formula of the relevant currency. Zo is the number of units of currency of the country of the index, equivalent to one unit of the currency payment on the date of the base index, and Zn is the corresponding number of such currency units on the date of the current index.</p> <p>6.6.2. If the value of the index is changed after it has been used in a calculation, the calculation shall be corrected and an adjustment made in the next payment certificate. The index value shall be deemed to take account of all changes in cost due to fluctuations in costs.</p>
<p>6.7. Day works</p>	<p>6.7.1. If applicable, the Day work rates in the Service Provider’s Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.</p> <p>6.7.2. All work to be paid for as Dayworks shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.</p> <p>6.7.3. The Service Provider shall be paid for Dayworks subject to obtaining signed Dayworks forms as indicated in Sub-Clause 6.7.2</p>

7. Quality Control

7.1. Identifying Defects	The principle and modalities of Inspection of the Services by the Employer shall be as indicated in the SCC . The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as defined in the SCC .
7.2. Correction of Defects, and Lack of Performance Penalty	<ul style="list-style-type: none"> (a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected. (b) Every time notice a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice. (c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in Sub-Clause 3.8.

8. Settlement of Disputes

8.1. Amicable Settlement	The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.
8.2. Dispute Settlement	<p>8.2.1. If any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Adjudicator within 14 days of the notification of disagreement of one party to the other.</p> <p>8.2.2. The Adjudicator shall give a decision in writing within 28 days of receipt of a notification of a dispute.</p> <p>8.2.3. The Adjudicator shall be paid by the hour at the rate specified in the BDS and SCC, together with reimbursable expenses of the types specified in the SCC, and the cost shall be divided equally between the Employer and the Service Provider, whatever decision is reached by the Adjudicator. Either party may refer a decision of the Adjudicator to an Arbitrator within 28 days of the Adjudicator's written decision. If neither party refers the dispute to arbitration within the above 28 days, the Adjudicator's decision will be final and binding.</p> <p>8.2.4. The arbitration shall be conducted in accordance with the arbitration procedure published by the institution named and in the place shown in the SCC.</p> <p>8.2.5. Should the Adjudicator resign or die, or should the Employer and the Service Provider agree that the Adjudicator is not functioning in accordance with the provisions of the Contract; a new Adjudicator will be jointly appointed by the Employer and the Service Provider. In case of disagreement between the Employer and the Service Provider, within 30 days, the Adjudicator shall be designated by the Appointing Authority designated in the SCC at the request of either party, within 14 days of receipt of such request.</p>

APPENDIX A

Fraud and Corruption

(Text in this Appendix shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders, consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

- a. Defines, for the purposes of this provision, the terms set forth below as follows:
 - (i) "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - (ii) "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - (iii) "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - (iv) "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - (v) "obstructive practice" is:
 - (a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - (b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.
- b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;
- d. Pursuant to the Bank's Anti- Corruption Guidelines and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract,

financially or in any other manner;¹ (ii) to be a nominated² sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;

- e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders, consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents personnel, permit the Bank to inspect³ all accounts, records and other documents relating to the submission of bids and contract performance, and to have them audited by auditors appointed by the Bank.

¹ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

² A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

³ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

Section IX - Special Conditions of Contract

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1	India
1.1(a)	The Adjudicator is- Will be finalized at the time of contract
1.1(e)	The contract name is “ Hiring of Agency to Establish Call Centre for JEEViKA ”
1.1(h)	The Employer is Bihar Rural Livelihoods Promotion Society (BRLPS)
1.1(m)	The Member in Charge is Chief Executive Officer cum Mission Director
1.1(p)	The Service Provider is _____
1.2	The Applicable Law is: Laws of India
1.3	The language is ENGLISH
1.4	<p>The addresses are:</p> <p>Employer: Bihar Rural Livelihoods Promotion Society Attention: Chief Executive Officer cum Mission Director Telephone: 91-612-2504980 Facsimile: 91-612-2504960</p> <p>Service Provider: _____ Attention: _____ Telex: _____ Facsimile: _____</p>
1.6	<p>The Authorized Representatives are:</p> <p>For the Employer: Chief Executive Officer cum Mission Director For the Service Provider: _____</p>
2.1	The date on which this Contract shall come into effect: from the date of signing of contract.
2.2.2	The Starting Date for the commencement of Services is.....
2.3	The Intended Completion Date is three years from the date of signing of contract
2.4.1	Deleted
3.2.3	<p>Activities prohibited after termination of this Contract are:</p> <p>The Consultant will have no right of claim whatsoever to the assignment or its outputs once completed.</p>
3.4	<p>The risks and coverage by insurance shall be:</p> <p>(i) Employer’s liability and workers’ compensation (ii) Professional liability (iii) Loss or damage to equipment and property</p>
3.5(d)	Not Any
3.7	<p>Restrictions on the use of documents prepared by the Service Provider are:</p> <p>The Service Provider will not use the outputs without written permission from BRLPS.</p>
3.8.1	<p>The liquidated damages:</p> <p>In case of unjustified delay, the CEO, BRLPS will reserve the rights to levy penalties on the service provider:</p> <ul style="list-style-type: none"> ▪ 0.5% penalty on every one-week delay on the Project component. ▪ Overall penalty will not exceed 5 % of total cost of the project component. ▪ The Down time should not exceed by 24 hrs. The deductions of every 12 hrs for down time would be @ 0.5 %.

Section X – Contract Forms

3.8.3	Deleted						
3.9	Successful service provider has to submit performance security @ 5% of the contract value in the form of Demand Draft/Bank Guarantee. The Bank Guarantee should be valid 60 days beyond the contract period.						
3.11	As per attached activity schedule.						
5.1	Not Any						
6.2(a)	The amount in local currency is _____.						
6.2(b)	Deleted						
6.3.2	Not Any						
6.4	<p>Payments shall be made according to the following schedule:</p> <table border="1"> <thead> <tr> <th>Component</th> <th>Payment Terms</th> </tr> </thead> <tbody> <tr> <td>Call Centre Establishment</td> <td> <ul style="list-style-type: none"> ▪ 75% of the establishment cost will be paid after successful establishment of the call center as CapEx Expenditure upon submission of invoice by the vendor. ▪ 25% of the balance amount of the establishment cost will be paid after 6 months of successful Operationalization of the call center upon submission of invoice by the vendor. </td> </tr> <tr> <td>Call Centre Running Cost</td> <td> <ul style="list-style-type: none"> ▪ Call Centre Running Cost will be made on monthly basis upon submission of invoices after completion of a calendar month. </td> </tr> </tbody> </table>	Component	Payment Terms	Call Centre Establishment	<ul style="list-style-type: none"> ▪ 75% of the establishment cost will be paid after successful establishment of the call center as CapEx Expenditure upon submission of invoice by the vendor. ▪ 25% of the balance amount of the establishment cost will be paid after 6 months of successful Operationalization of the call center upon submission of invoice by the vendor. 	Call Centre Running Cost	<ul style="list-style-type: none"> ▪ Call Centre Running Cost will be made on monthly basis upon submission of invoices after completion of a calendar month.
Component	Payment Terms						
Call Centre Establishment	<ul style="list-style-type: none"> ▪ 75% of the establishment cost will be paid after successful establishment of the call center as CapEx Expenditure upon submission of invoice by the vendor. ▪ 25% of the balance amount of the establishment cost will be paid after 6 months of successful Operationalization of the call center upon submission of invoice by the vendor. 						
Call Centre Running Cost	<ul style="list-style-type: none"> ▪ Call Centre Running Cost will be made on monthly basis upon submission of invoices after completion of a calendar month. 						
6.5	<p>Payment shall be made within 21 days of receipt of the invoice and the relevant documents specified in Sub-Clause 6.4.</p> <p>The interest rate is NIL.</p>						
6.6.1	Price adjustment will be made upon revision of Minimum Wages by Government of Bihar from time to time.						
7.1	<p>The principle and modalities of inspection of the Services by the Employer are as follows:</p> <p><i>A Review Committee may be constituted by BRLP to Co-monitor the quality of assignment/task completed. The PC-GKM & SPM-MIS will be the Chairpersons of the committee. The committee may also seek comments and inputs on the agency's work from other stake holders if required in case of any service delay or other discrepancies.</i></p>						
8.2.3	The Adjudicator is – will be finalized at the time of contract						
8.2.4	<p>The rules of procedure for arbitration proceedings pursuant to GCC Clause 8.2.4 shall be as follows:</p> <p style="padding-left: 40px;">In the case of a dispute between the Purchaser and Service Provider, the dispute shall be referred to adjudication or arbitration in accordance with the laws of India. The arbitration shall be held in Patna and the language will be ENGLISH.</p>						
8.2.5	The designated Appointing Authority for a new Adjudicator is – will be jointly decided between the purchaser and service provider.						

Appendices

Appendix A - Description of the Services

As per attached Activity Schedule

Appendix B - Schedule of Payments and Reporting Requirements

As per attached Activity Schedule

Appendix C - Key Personnel and Subcontractors

As per attached Activity Schedule

Appendix D – Breakdown of Contract Price in Foreign Currency (ies)

Not Used

Appendix E - Breakdown of Contract Price in Local Currency

As per attached Activity Schedule

Appendix F - Services and Facilities Provided by the Employer

As per attached Activity Schedule

Appendix G - Performance Incentive Compensation Appendix

Not Used

Section X -Contract Forms

Table of Forms

Performance Security.....66
Advance Payment Security.....68

Performance Security

Option 1: (Bank Guarantee)

[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: [insert name and Address of Employer]

Date: _ [Insert date of issue]

PERFORMANCE GUARANTEE No.: [Insert guarantee reference number]

Guarantor: [Insert name and address of place of issue, unless indicated in the letterhead]

We have been informed that _ [insert name of Service Provider which in the case of a joint venture shall be the name of the joint venture] (hereinafter called "the Applicant") has entered into Contract No. [insert reference number of the contract] dated [insert date] with the Beneficiary, for the Non-Consulting Services of _ [insert name of contract and brief description of the Non-Consulting Services] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of [insert amount in figures] () [insert amount in words],¹ such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the Contract, without the Beneficiary needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the Day of, 2...², and any demand for payment under it must be received by us at this office indicated above on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under Article 15(a) is hereby excluded.

[signature(s)]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.

¹ The Guarantor shall insert an amount representing the percentage of the Accepted Contract Amount specified in the Letter of Acceptance, and denominated either in the currency (ies) of the Contract or a freely convertible currency acceptable to the Beneficiary.

² Insert the date twenty-eight days after the expected completion dates described in GCC. The Service Provider should note that in the event of an extension of this date for completion of the Contract, the Service Provider would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, the Service Provider might consider adding the following text to the form, at the end of the penultimate paragraph: "The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months] [one year], in response to the Beneficiary's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee."

Option 2: Performance Bond

Not Used

By this Bond [insert name of Principal] as Principal (hereinafter called "the Service Provider") and [insert name of Surety] as Surety (hereinafter called "the Surety"), are held and firmly bound unto [insert name of Employer] as Obligee (hereinafter called "the Service Provider") in the amount of [insert amount in words and figures], for the payment of which sum well and truly to be made in the types and proportions of currencies in which the Contract Price is payable, the Service Provider and the Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Service Provider has entered into a written Agreement with the Employer dated the ____ day of _____, 20 _____, for [name of contract and brief description of Non-Consulting Services] in accordance with the documents, plans, specifications, and amendments thereto, which to the extent herein provided for, are by reference made part hereof and are hereinafter referred to as the Contract.

NOW, THEREFORE, the Condition of this Obligation is such that, if the Service Provider shall promptly and faithfully perform the said Contract (including any amendments thereto), then this obligation shall be null and void; otherwise, it shall remain in full force and effect. Whenever the Service Provider shall be, and declared by the Employer to be, in default under the Contract, the Employer having performed the Employer's obligations thereunder, the Surety may promptly remedy the default, or shall promptly:

- 1) complete the Contract in accordance with its terms and conditions; or
- 2) obtain a Bid or Bids from qualified Bidders for submission to the Employer for completing the Contract in accordance with its terms and conditions, and upon determination by the Employer and the Surety of the lowest responsive Bidder, arrange for a Contract between such Bidder and Employer and make available as work progresses (even though there should be a default or a succession of defaults under the Contract or Contracts of completion arranged under this paragraph) sufficient funds to pay the cost of completion less the Balance of the Contract Price; but not exceeding, including other costs and damages for which the Surety may be liable hereunder, the amount set forth in the first paragraph hereof. The term "Balance of the Contract Price," as used in this paragraph, shall mean the total amount payable by Employer to the Service Provider under the Contract, less the amount properly paid by Employer to the Service Provider; or
- 3) pay the Employer the amount required by Employer to complete the Contract in accordance with its terms and conditions up to a total not exceeding the amount of this Bond.

The Surety shall not be liable for a greater sum than the specified penalty of this Bond.

Any suit under this Bond must be instituted before the expiration of one year from the date of the issuing of the Taking-Over Certificate.

No right of action shall accrue on this Bond to or for the use of any person or corporation other than the Employer named herein or the heirs, executors, administrators, successors, and assigns of the Employer.

In testimony whereof, the Service Provider has hereunto set his hand and affixed his seal, and the Surety has caused these presents to be sealed with his corporate seal duly attested by the signature of his legal representative, this _____ day of _____ 20 ____.

SIGNED ON _____ on behalf of _____

By _____ in the capacity of _____

In the presence of _____

SIGNED ON _____ on behalf of _____

By _____ in the capacity of _____

In the presence of _____

Advance Payment Security

Not Used

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: [Insert name and Address of Employer]

Date: [Insert date of issue]

ADVANCE PAYMENT GUARANTEE No.: [Insert guarantee reference number]

Guarantor: [Insert name and address of place of issue, unless indicated in the letterhead]

We have been informed that [insert name of Service Provider, which in the case of a joint venture shall be the name of the joint venture] (hereinafter called "the Applicant") has entered into Contract No. [insert reference number of the contract] dated [insert date] with the Beneficiary, for the execution of [insert name of contract and brief description of Non-Consulting Services] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum [insert amount in figures] () [insert amount in words] is to be made against an advance payment guarantee.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of [insert amount in figures] () [insert amount in words]¹ upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating either that the Applicant:

- (a) has used the advance payment for purposes other than toward delivery of Services; or
- (b) has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Applicant has failed to repay.

A demand under this guarantee may be presented as from the presentation to the Guarantor of a certificate from the Beneficiary's bank stating that the advance payment referred to above has been credited to the Applicant on its account number [insert number] at [insert name and address of Applicant's bank].

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Applicant as specified in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that ninety (90) percent of the Accepted Contract Amount, has been certified for payment, or on the [insert day] day of [insert month], 2 [insert year], whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No.758, except that the supporting statement under Article 15(a) is hereby excluded.

[signature(s)]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.

¹ *The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Employer.*