



**Department of Personnel & Training (DoPT)**

Block 04, 3rd floor, Old JNU Campus  
New Mehrauli Road  
New Delhi – 110067

**Request for Bids (RFB) for Selection of Firm for  
upgradation and operations of the Karmayogi  
Digital Learning Lab (KDLL 2.0) located in the  
Institute of Secretariat Training & Management  
(ISTM)  
(Non-Consulting Services)**

**National Open Competitive Procurement**  
**(Two-Envelope Bidding Process with e-Procurement & option to use Rated**  
**Criteria)**  
***(For Lump-sum Contracts)***

**RFB no. IN-DoPT-466574-NC-RFB**

**Issued on dated: 15<sup>th</sup> April, 2025**

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**PROJECT: National Public Service Capacity Building Project**

**REQUEST FOR BIDS NO.IN-DoPT-466574-NC-RFB**

**National Open Competitive Procurement  
Procurement of Non-Consulting Services**

**(Two-Envelope Bidding Process with e-Procurement & option to use Rated Criteria)  
(For Lump-sum Contracts)**

NAME OF NON-CONSULTING SERVICE	: Selection of Firm for upgradation and operations of the Karmayogi Digital Learning Lab (KDLL 2.0) located in the ISTM
PERIOD OF SALE / DOWNLOAD OF BIDDING DOCUMENT	: FROM 15 <sup>th</sup> April, 2025 TO 20 <sup>th</sup> May, 2025
TIME AND DATE OF PRE-BID MEETING	: 24 <sup>rd</sup> April, 2025 TIME: 11.30 HOURS
LAST DATE AND TIME FOR SUBMISSION OF BIDS	: 20 <sup>th</sup> May, 2025 TIME: 16.00 HOURS
* TIME AND DATE OF OPENING OF BIDS – Technical Part	: 21 <sup>st</sup> May, 2025 TIME: 16.30 HOURS
PLACE OF OPENING OF BIDS	: Online on Central Public Procurement Portal (CPPP) at DoPT office ( <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> )
OFFICER INVITING BIDS	: Ms. Shampa Ghosh, Under Secretary, Training Division (iGoT II), DoPT
ADDRESS FOR COMMUNICATION	: Department of Personnel & Training (DoPT) Block 04, Room no. 309, 3rd floor, Old JNU Campus, New Mehrauli Road, New Delhi – 110067 Phone- 011- 26706377 Email- <a href="mailto:shampa.ghosh@gov.in">shampa.ghosh@gov.in</a>

*\* The firms that qualify technically shall be notified subsequently for the opening of the financial part of their bids.*

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## Summary of Contents

### Specific Procurement Notice

#### Specific Procurement Notice - Request for Bids (RFB)

The template attached is the Specific Procurement Notice for Request for Bids.

### 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. It applies a two-envelope Bidding process with electronic procurement and optional application of rated criteria. 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.

##### 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)**

The contents of this Section modify or supplement, but not over-write, the General Conditions and shall be prepared by the Employer.

### **Section X - Contract Forms**

This Section contains the Letter of Acceptance, Contract Agreement and other relevant forms. The forms for **Performance Security** and **Advance Payment Security**, when required, shall only be completed by the successful Bidder after contract award.

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**Department of Personnel & Training (DoPT)**

Block 04, 3rd floor, Old JNU Campus  
New Mehrauli Road  
New Delhi – 110067

**Request for Bids (RFB)  
Non-Consulting Services****E-Procurement Notice  
(TWO-ENVELOPE BIDDING PROCESS WITH E-PROCUREMENT)****NATIONAL OPEN COMPETITIVE PROCUREMENT**

**Employer:** Department of Personnel & Training (DoPT)

**Project:** Public Sector Capability Enhancement Project (PSCEP)

**Contract title:** Request for Bids (RFB) for Selection of Firm for upgradation and operations of the Karmayogi Digital Learning Lab (KDLL 2.0) located in the Institute of Secretariat Training & Management (ISTM)

**Loan No. /Credit No. / Grant No.:** 9365-IN

**RFB No:** IN-DoPT-466574-NC-RFB

**Issued on:** 15<sup>th</sup> April, 2025

1. The Government of India has received financing from the World Bank toward the cost of the *Project- Public Sector Capability Enhancement Project (PSCEP)* and intends to apply part of the proceeds toward payments under **the contract for upgradation and operations of the Karmayogi Digital Learning Lab (KDLL 2.0) located in the Institute of Secretariat Training & Management (ISTM)**.
2. The Department of Personnel & Training (DoPT) now invites online Bids from eligible Bidders for Selection of a Firm for upgradation and operations of the Karmayogi Digital Learning Lab (KDLL 2.0) located in the ISTM. RFB is to solicit proposals from the agencies to commission the requisite **infrastructure setup for Immersive Technologies, AR/VR technology** and developing conventional as well as **AI-driven e-Learning Content** within the KDLL 1.0 lab based in ISTM, New Delhi, provide necessary human resources and expertise to manage and operate KDLL.

Bidders are advised to note the clauses on eligibility (Section I Clause 4) and minimum qualification criteria (Section III – Evaluation and Qualification Criteria), to qualify for the award of the contract. In addition, please refer to paragraphs 3.14 and 3.15 of the “Procurement Regulations” setting forth the World Bank’s policy on conflict of interest.

3. Bidding will be conducted through **national open competitive procurement** using a Request for Bids (RFB) as specified in the World Bank’s “Procurement Regulations for IPF Borrowers

- July 2016, Fifth Edition September 2023” (“Procurement Regulations”) and is open to all eligible Bidders as defined in the Procurement Regulations. Bidders from India should, however, be registered as Indian regulations or other State Governments/ Government of India, or State/ Central Government Undertakings.

4. Interested eligible Bidders may obtain **further information from DoPT office at phone no. 011- 26706377/ 26706336 or through clarifications over email- [shampa.ghosh@gov.in](mailto:shampa.ghosh@gov.in)** and inspect the KDLL site at ISTM office during office hours *i.e. 1000 to 1700 hours* at the address given below and download the bidding document from e-procurement system <https://eprocure.gov.in/eprocure/app>.
5. The bidding document in English is available online on e-procurement system from **15<sup>th</sup> April to 20<sup>th</sup> May, 2025** at free of cost. Bidders will be required to register on the website, which is free of cost. The bidders would be responsible for ensuring that any addenda available on the website is also downloaded and incorporated.
6. For submission of the bid, the bidder is required to have Class III Digital Signature Certificate (DSC) in the name of the person duly authorized to sign on behalf of the Bidder from one of the Certifying Authorities authorised by Government of India for issuing DSC (e.g. Verasys/ Sify/ nCode/ eMudhra etc.), with their profile. It is mandatory for the bidder to register their firm with e-procurement system and obtain user ID and password for participating in e-procurement in this Project (<https://eprocure.gov.in/eprocure/app>). A non-refundable fee indicated on CPPP portal is required to be paid directly to the Central Public Procurement Portal (CPPP) before the bid submission deadline, as per payment mode specified on CPPP
7. Bids comprise two Parts, namely the Technical Part and the Financial Part, and both parts must be submitted simultaneously online on the e-procurement system on or before **16.00 hours on 20<sup>th</sup> May, 2025** and the “TECHNICAL PART” of the bids will be publicly opened online on **21<sup>st</sup> May, 2025 at 16.30 hours**, in the presence of the Bidders’ designated representatives and anyone who chooses to attend. 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 and venue. The electronic procurement system would not allow any late submission of bids.
8. All Bids must be accompanied by a **Bid Security of amount Rs. 5,00,000/-**, drawn in favour of the Department of Personnel & Training (DoPT), New Delhi. Bid security will have to be in any one of the forms as specified in the bidding document and shall have to be valid for 45 days beyond the validity of the bid. Procedure for submission of bid security is described in Para 9.
9. The bidders are required to **submit original bid security in approved form; and original affidavit** regarding correctness of information furnished with bid document with *Under Secretary (iGoT II), DoPT, Block 04, 3rd floor, Old JNU Campus, New Mehrauli Road, New Delhi – 110067* **within five (5) days of the closing of submission deadline (i.e. by 26<sup>th</sup> May, 2025)**, either by registered post/speed post/courier or by hand.

10. A pre-bid meeting will be held on **24<sup>rd</sup> April, 2025 at 11.30 HOURS** in the office of DoPT to clarify the issues and to answer questions on any matter that may be raised at that stage as stated in ITB Clause 7.2 of 'Instructions to Bidders' of the bidding document. Bidders are advised to download the bidding document prior to the pre-bid meeting in order for bidders to have a good understanding of the scope of services under the contract(s) for discussion and clarification at the pre-bid meeting.
11. Other details can be seen in the bidding document. The Employer 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 Employer 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.
12. The address(es) referred to above is (are):

**Ms. Shampa Ghosh**  
**Under Secretary- Training Division**  
**Department of Personnel & Training**  
**Room no. 309, Block 04, 3rd floor,**  
**Old JNU Campus, New Mehrauli Road,**  
**New Delhi-110067**  
**Email- [shampa.ghosh@gov.in](mailto:shampa.ghosh@gov.in)**  
**Phone- 011- 26706377/ 26706336**  
**Web- <https://dopt.gov.in/>**  
**e-procurement portal- <https://eprocure.gov.in/eprocure/app>**

# Request for Bids Non-Consulting Services

## Procurement of:

*Selection of Firm for upgradation and operations of the Karmayogi Digital Learning Lab (KDLL 2.0) located in the Institute of Secretariat Training & Management (ISTM)*

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**RFB No:** IN-DoPT-466574-NC-RFB

**Project:** National Public Service Capacity Building Project

**Employer:** Department of Personnel & Training (DoPT)

**Country:** *India*

**Issued on:** *15<sup>th</sup> April, 2025*

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# **Part I – Bidding Procedures**

# Section I - Instructions to Bidders

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## Section I - Instructions to Bidders

<b>A. General</b>	
<b>1. Scope of Bid</b>	<p>1.1 In connection with the Specific Procurement Notice - Request for Bids (RFB), specified <b>in the Bid Data Sheet (BDS)</b>, the Employer, as specified <b>in the BDS</b>, 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 <b>in the BDS</b>.</p> <p>1.2 Throughout this bidding document:</p> <ul style="list-style-type: none"> <li>(a) the term "in writing" means communicated in written form (e.g. by mail, e-mail, fax, including if specified <b>in the BDS</b>, distributed or received through the electronic-procurement system used by the Employer) with proof of receipt;</li> <li>(b) if the context so requires, "singular" means "plural" and vice versa; and</li> <li>(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;</li> <li>(d) "ES" means environmental and social, as applicable, (including Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH));</li> <li>(e) "Sexual Exploitation and Abuse" "(SEA)" means the following:  Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;  Sexual Abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.</li> <li>(f) "Sexual Harassment" "(SH)" is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by the Service Provider's Personnel with other Service Provider's or Employer's Personnel;</li> </ul>

	<p>(g) “Service Provider’s Personnel” is as defined in GCC Sub-Clause 1.1; and</p> <p>(h) “Employer’s Personnel” is as defined in GCC Sub-Clause 1.1.</p> <p>A non-exhaustive list of (i) behaviors which constitute SEA and (ii) behaviors which constitute SH is attached to the Code of Conduct form in Section IV.</p> <p>1.3 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date provided <b>in the BDS</b>.</p>
<p>2. <b>Source of Funds</b></p>	<p>2.1 The Borrower or Recipient (hereinafter called “Borrower”) specified <b>in the BDS</b> 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 <b>in the BDS</b>, toward the project named <b>in the BDS</b>. 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. <b>Fraud and Corruption</b></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 their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and 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. <b>Eligible Bidders</b></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 into such an agreement supported by a letter of intent,</p>

	<p>unless otherwise specified <b>in the BDS</b>. 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. This authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all members. Unless specified <b>in the BDS</b>, there is no limit on the number of members in a JV. In case of a successful bid, the joint venture agreement shall be registered in the place <b>specified in BDS</b> so as to be legally valid and binding on members.</p> <p>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:</p> <ul style="list-style-type: none"><li>(a) directly or indirectly controls, is controlled by or is under common control with another Bidder; or</li><li>(b) receives or has received any direct or indirect subsidy from another Bidder; or</li><li>(c) has the same legal representative as another Bidder; or</li><li>(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</li></ul>
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	<p>(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</p> <p>(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</p> <p>(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</p> <p>(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.</p>
	<p>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.</p>
	<p>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 subconsultants 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</p>

	<p>Framework as described in Section VI paragraph 2.2 d., shall be ineligible to be prequalified for, initially selected for, bid for, propose 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 <b>in the BDS</b>.</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 or Proposal-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 Deleted.</p> <p>4.10A Bidder shall provide such documentary evidence of eligibility satisfactory to the Employer, as the Employer shall reasonably request.</p>
	<p>4.11 Deleted.</p>
<p><b>5. Qualification of the Bidder</b></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><b>6. Sections of Bidding Document</b></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><b>PART 1: Bidding Procedures</b></p> <ul style="list-style-type: none"> <li>• Section I - Instructions to Bidders (ITB)</li> <li>• Section II - Bid Data Sheet (BDS)</li> <li>• Section III - Evaluation and Qualification Criteria</li> <li>• Section IV - Bidding Forms</li> <li>• Section V - Eligible Countries</li> <li>• Section VI - Fraud and Corruption</li> </ul> <p><b>PART 2: Employer's Requirements</b></p> <ul style="list-style-type: none"> <li>• Section VII - Employer's Requirements</li> </ul> <p><b>PART 3: Contract</b></p> <ul style="list-style-type: none"> <li>• Section VIII - General Conditions of Contract (GCC)</li> <li>• Section IX - Special Conditions of Contract (SCC)</li> <li>• Section X - Contract Forms</li> </ul>
	<p>6.2 The Specific Procurement Notice - Request for Bids (RFB) issued by the Employer is not part of this bidding document.</p>
	<p>6.3 Unless obtained directly from the Employer or downloaded from the official website specified in the 'E-Procurement Notice', 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 or downloaded from the official website specified in the 'E-Procurement Notice' 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. <b>Site Visit</b>	7.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the locations 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 locations of required Services and its surroundings shall be at the Bidder's own expense.
8. <b>Clarification of Bidding Document</b>	8.1 The electronic procurement system <b>specified in the BDS</b> provides for online clarifications. A Bidder requiring any clarification of the bidding document may notify the Employer online on the e-procurement system. Clarifications requested through any other mode shall not be considered by the Employer. The Employer will respond to any request for clarification, provided that such request is received prior to the deadline for submission of Bids within a period specified <b>in the BDS</b> . Description of clarification sought, and the response of the Employer shall be uploaded on the e-procurement system for information of all Bidders without identifying the source of request for clarification. 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. <b>Amendment of Bidding Document</b>	<p>9.1 At any time prior to the deadline for submission of Bids, the Employer may amend the bidding document by issuing addenda. The addendum will appear on the e-procurement system under "Latest Corrigendum" and email notification is also automatically sent to those bidders who have started working on the tender, or as <b>otherwise specified in BDS</b>. The Employer 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.</p> <p>9.2 Any addendum issued shall be part of the bidding document and shall be deemed to have been communicated to all bidders.</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> <p style="text-align: center;"><b>B. Preparation of Bids</b></p>
10. <b>Cost of Bidding</b>	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. <b>Language of Bid</b>	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 English. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied

	<p>by an accurate translation of the relevant passages into English, in which case, for purposes of interpretation of the Bid, such translation shall govern.</p>
<p><b>12. Documents Comprising the Bid</b></p>	<p>12.1 The Bid shall comprise two Parts, namely the Technical Part and the Financial Part. These two Parts shall be submitted simultaneously.</p> <p>12.2 The Technical Part shall contain the following:</p> <ul style="list-style-type: none"> <li>(a) <b>Letter of Bid</b> -Technical Part, prepared in accordance with ITB 13;</li> <li>(b) <b>Bid Security or Bid-Securing Declaration</b> in accordance with ITB 20.1;</li> <li>(c) <b>Alternative Bid</b> - Technical Part: if permissible in accordance with ITB 14, the Technical Part of any Alternative Bid;</li> <li>(d) <b>Authorization:</b> written confirmation authorizing the signatory of the Bid to commit the Bidder, in accordance with ITB 21.3;</li> <li>(e) <b>Qualifications:</b> documentary evidence in accordance with ITB 18 establishing the Bidder's qualifications to perform the Contract if its Bid is accepted;</li> <li>(f) <b>Bidder's Eligibility:</b> documentary evidence in accordance with ITB 18 establishing the Bidder's eligibility to Bid;</li> <li>(g) <b>Conformity:</b> documentary evidence in accordance with ITB 17, that the Services conform to the bidding document; and</li> <li>(h) any other document required <b>in the BDS.</b></li> </ul>
	<p>12.3 The Financial Part shall contain the following:</p> <ul style="list-style-type: none"> <li>(a) Letter of Bid – Financial Part: prepared in accordance with ITB 13 and ITB 15;</li> <li>(b) <b>Schedule:</b> Priced Activity Schedule completed in accordance with ITB 13 and ITB 15;</li> <li>(c) Alternative Bid - Financial Part: if permissible in accordance with ITB 14, the Financial Part of any Alternative Bid; and</li> <li>(d) any other document required <b>in the BDS.</b></li> </ul> <p>12.4 The Technical Part shall not include any information related to the Bid price. Where material financial information related to the Bid price is contained in the Technical Part the Bid shall be declared non-responsive.</p> <p>12.5 In addition to the requirements under ITB 12.2, Bids submitted by a JV shall include in the Technical Part a copy of the Joint Venture Agreement entered into by all members. Alternatively, a letter of</p>

	<p>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>12.6 The Bidder shall furnish in the Letter of Bid- Financial Part information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Bid.</p>
<b>13. Process of Bid Submission</b>	<p>13.1 The Letter of Bid - Technical Part, Letter of Bid- Financial Part and Priced Activity Schedule, and all documents listed under Clause 12 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>13.2 Entire Bid including the Letters of Bid and filled-up Activity Schedule shall be submitted online on e-procurement system specified in ITB 8.1. Details and process of online submission of the tender and relevant documents are given on the website mentioned above. Scanned copies of documents listed in ITB clauses 12 and 13.3 should also be uploaded on this website.</p>
<b>14. Alternative Bids</b>	<p>14.1 Unless otherwise indicated <b>in the BDS</b>, 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 <b>in the BDS</b> and the method of evaluating different time schedules will be described in Section III, Evaluation and Qualification Criteria.</p>
	<p>14.3 When specified <b>in the BDS</b>, Bidders are permitted to submit alternative technical solutions for specified parts of the Services, and such parts will be identified <b>in the BDS</b>, as will the method for their evaluating, and described in Section VII, Employer's Requirements.</p>
<b>15. Bid Prices and Discounts</b>	<p>15.1 The prices and discounts (including any price reduction) quoted by the Bidder in the Letter of Bid - Financial Part and in the Priced 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 Priced 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, based on the Priced Activity Schedule, submitted by the Bidder.</p>

	15.4 The Bidder shall quote any discounts and indicate the methodology for their application in the Letter of Bid – Financial Part in accordance with ITB 13.1.
	15.5 The Bidder shall fill in rates and prices for all items of the Services described in the Specifications 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 Priced Activity Schedule. Corrections if any, in the bid can be carried out by editing the information before electronic submission on e-procurement system.
	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.
	15.7 If provided for <b>in the BDS</b> , 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.
	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>15.9 Bidders may like to ascertain availability of tax/duty exemption benefits available in India to the contracts financed under World Bank loan/credits. They are solely responsible for obtaining such benefits which they have considered in their bid and in case of failure to receive such benefits for reasons whatsoever, the Employer will not compensate the bidder (Service Provider). The bidder shall furnish along with its bid a declaration to this effect in the Declaration Format provided in Section IV of the bidding document. Where the bidder has quoted taking into account such benefits, it must give all information required for issue of certificates in terms of the Government of India’s relevant Notifications as per the declaration format. In case the bidder has not provided the required information or has indicated to be furnished later on in the Declaration Format, the same shall be construed that the construction equipment/ machinery/ goods for which certificate is required is Nil.</p> <p>To the extent the Employer determines the quantities indicated therein are reasonable keeping in view the specifications/performance requirements, proposed work method</p>

	<p>and schedule, the certificates will be issued within 60 [sixty] days of signing of contract and no subsequent changes will be permitted. In case of materials pertaining to Variation items and quantities, the certificate shall be issued only on request from the Service Provider when in need, and to the extent the Employer determines the quantities indicated therein are reasonable. No certificate will be issued for items where no quantity/capacity of equipment is indicated in the statement.</p> <p>If the bidder has considered the tax/duty exemption for materials/construction equipment to be bought for the work, the bidder shall confirm and certify that the Employer will not be required to undertake any responsibilities of the Government of India Scheme or the said exemptions being available during the contract execution, except issuing the required certificate.</p> <p>The bids which do not conform to the above provisions or any condition by the bidder which makes the bid subject to availability of tax/ duty exemption or compensation on withdrawal of any variations to the said exemptions will be treated as non-responsive and rejected. Any delay in procurement of the construction equipment/ machinery/goods as a result of the above shall not be a cause for granting any extension of time.</p>
<p><b>16. Currencies of Bid and Payment</b></p>	<p>16.1 The Bid price shall be quoted by the Bidder and shall be paid for by the Employer, entirely in Indian Rupees.</p>
<p><b>17. Documents Establishing Conformity of Services</b></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><b>18. Documents Establishing the Eligibility and Qualifications of the Bidder</b></p>	<p>18.1 To establish their eligibility in accordance with ITB 4, Bidders shall complete the Letter of Bid – Technical Part, 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>

	18.3 All Bidders shall provide in Section IV, Bidding Forms, a preliminary description of the proposed methodology, work plan and schedule.
19. <b>Period of Validity of Bids</b>	<p>19.1 Bids shall remain valid until the date specified <b>in the BDS</b> or any extended date if amended by the Employer in accordance with ITB 9. A Bid that is not valid until the date specified <b>in the BDS</b>, or any extended date if amended by the Employer in accordance with ITB 9, shall be rejected by the Employer as non-responsive.</p> <p>19.2 In exceptional circumstances, prior to the date of expiration of the Bid validity, the Employer may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing on the e-procurement system and through e-mails. 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 specified in accordance with ITB 19.1, the Contract price shall be determined as follows:</p> <ul style="list-style-type: none"> <li>(a) in the case of fixed price contracts, the Contract price shall be the Bid price adjusted by the factor specified <b>in the BDS</b>;</li> <li>(b) in the case of adjustable price contracts, no adjustment shall be made;</li> <li>(c) in any case, bid evaluation shall be based on the Bid price without taking into consideration the applicable correction from those indicated above.</li> </ul>
20. <b>Bid Security</b>	<p>20.1 The Bidder shall furnish as part of the Technical Part its Bid, either a Bid-Securing Declaration or a Bid security, as specified <b>in the BDS</b>, in original form and, in the case of a Bid Security, in the amount specified <b>in the BDS</b>.</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"> <li>(a) an unconditional guarantee issued by a nationalized/scheduled bank located in India;</li> <li>(b) an irrevocable letter of credit issued by a Nationalized/Scheduled bank located in India;</li> </ul>

	<p>(c) a cashier's or certified check or demand draft from a Nationalized/ Scheduled bank located in India; or</p> <p>(d) another security specified <b>in the BDS</b>,</p> <p>If the unconditional guarantee is issued by an institution located outside India, it shall be counter signed by a Nationalized/Scheduled bank located in India, to make it enforceable. In the case of a bank guarantee, the Bid security shall be submitted using the Bid Security Form included in Section IV, Bidding Forms. The form must include the complete name of the Bidder. The Bid Security shall be valid for forty-five (45) days beyond the original date of expiry of the Bid validity, or beyond any extended date 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 may be executed:</p> <p>(a) if a Bidder withdraws/modifies/substitutes its Bid prior to the expiry date of the Bid validity specified by the Bidder on the Letters of Bid or any extended date provided by the Bidder; or if the Bidder does not accept the correction of its Bid Price pursuant to ITB Sub-Clause 34; or</p> <p>(b) if the successful Bidder fails to:</p> <p>(i) sign the Contract in accordance with ITB 45; or</p> <p>(ii) furnish a performance security in accordance with ITB 46.</p> <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 12.5.</p> <p>20.9 If a Bid Security is not required in the BDS, pursuant to ITB 20.1, and</p>
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	<p>(a) if a Bidder withdraws its Bid prior to the expiry date of the Bid validity specified by the Bidder on the Letters of Bid, or any extended date provided by the Bidder; or if the Bidder does not accept the correction of its Bid Price pursuant to ITB Sub-Clause 34; or</p> <p>(b) if the successful Bidder fails to:</p> <p>(ii) sign the Contract in accordance with ITB 45; or</p> <p>(iii) furnish a performance security in accordance with ITB 46;</p> <p>the Borrower may, if provided for <b>in the BDS</b>, declare the Bidder ineligible to be awarded a contract by the Employer for a period of time as stated <b>in the BDS</b>.</p>
<p><b>21. Format and Signing of Bid</b></p>	<p>21.1 The Bidder shall prepare the Bid, in accordance with this Instruction, ITB 12 and ITB 22.</p> <p>21.2 Bidders shall mark as “CONFIDENTIAL” information in their Bids which is confidential to their business.</p> <p>21.3 The Bid 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 <b>in the BDS</b> and shall be uploaded along with the Bid. The name and position held by each person signing the authorization must be typed or printed below the signature.</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. Documents establishing authority to sign the bid on behalf of the JV shall be uploaded along with the Bid.</p> <p>21.5 Any inter-lineation, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Bid.</p>
<p><b>C. Online Submission of Bids</b></p>	
<p><b>22. Preparation of Bids</b></p>	<p>22.1 Bids, both Technical and Financial Parts, shall be submitted online on the e-procurement system specified in BDS 8.1. Detailed guidelines for viewing bids and submission of online bids are given on the website. The Request for Bids under this Project is published on this website. Any citizen or prospective bidder can logon to this website and view the Request for Bids and can view the details of Non-Consulting Services for which bids are invited. A prospective bidder can submit its bid online; however, the bidder is required to have enrolment/registration on the website, and should have valid</p>

	<p>Digital Signature Certificate (DSC) in the form of smart card/e-token obtained from any certifying agency authorized by the Government of India (for class of DSC <b>specified in BDS</b>).</p> <p>22.2 As part of the enrolment process, bidders are required to choose unique username and assign a password for their accounts. Upon enrolment, the Bidders will be required to register their valid Digital Signature Certificate (DSC) with their profile. The bidders should register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-procurement system. A bidder can then login the website through the secured login by entering the password of the e-token &amp; the user id/ password chosen during registration. After getting the bid schedules, the Bidder should go through them carefully and submit the specified documents, along with the bid, otherwise the bid will be rejected.</p> <p>22.3 The completed bid comprising of documents indicated in ITB 12, should be uploaded on the e-procurement system along with scanned copies of requisite certificates as are mentioned in different sections in the bidding document and scanned copy of the bid security.</p> <p>22.4 All the documents are required to be signed digitally by the bidder. After electronic online bid submission, the system generates a bid summary and a unique bid identification number which is time stamped as per server time. This shall be treated as acknowledgement of bid submission, and a copy should be retained by the Bidder.</p> <p>22.5 Physical, e-mail, Telex, Cable or Facsimile bids will be rejected as non-responsive.</p>
<p><b>23. Deadline for Submission of Bids</b></p>	<p>23.1 Bids, both Technical and Financial Parts, must be uploaded online no later than the date and time <b>specified in the BDS</b>. The server time will be considered as the standard time for referencing the deadlines for submission of the bids, opening of bids etc.</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>
<p><b>24. Late Bids</b></p>	<p>24.1 The electronic procurement system would not allow any late submission of bids after due date &amp; time as per server time.</p>
<p><b>25. Withdrawal, Substitution and Modification of Bids</b></p>	<p>25.1 Bidders may modify their bids by using the appropriate option for bid modification on e-procurement system, before the deadline for submission of bids. For this the bidder need not make any additional payment towards the cost of bid document. For bid modification and consequential re-submission, the bidder is not required to withdraw</p>

	<p>his bid submitted earlier. The last modified bid submitted by the bidder within the bid submission time shall be considered as the Bid. For this purpose, modification/withdrawal by other means will not be accepted. In online system of bid submission, the modification and consequential re-submission of bids is allowed any number of times. A bidder may withdraw his bid by using the appropriate option for bid withdrawal, before the deadline for submission of bids, however, if the bid is withdrawn, re-submission of the bid is not allowed (or allowed <b>if specified in BDS</b>).</p>
	<p>25.2 Bids requested to be withdrawn in accordance with ITB 25.1 shall not be opened.</p>
	<p>25.3 No Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the date of expiry of the Bid validity specified by the Bidder on the Letters of Bid or any extended date thereof. This will result in the forfeiture of the Bid Security or execution of the Bid-Securing Declaration pursuant to ITB 20.7.</p>
<p><b>D. Public Opening of Technical Parts of Bids</b></p>	
<p><b>26. Public Bid Opening of Technical Parts of Bids</b></p>	<p>26.1 The Employer shall, at the Bid opening, publicly open Technical Parts of all Bids received by the deadline at the date, time and place <b>specified in the BDS</b> in the presence of Bidders' designated representatives and anyone who chooses to attend, and this could also be viewed by the bidders online. The Financial Parts of the bids shall remain unopened in the e-procurement system, until the subsequent public opening, following the evaluation of the Technical Parts of the Bids. In all cases, original documents submitted as specified in ITB 13.3 shall be first scrutinized, and Bids that do not comply with the provisions of ITB 13.3 will be declared non-responsive and will not be opened. Thereafter bidder's names, the presence or absence of a Bid Security or Bid Securing Declaration, if one was required, Alternative Bids – Technical Parts, if any, and such other details as the Employer may consider appropriate will be notified, online by the Employer at the time of bid opening.</p> <p>26.2 The electronic summary of the bid opening will be generated and uploaded online. The Employer will also prepare minutes of the Bid opening, including the information disclosed and upload the same for viewing online. Only Technical Parts of Bids, and technical parts of Alternative Bids, if any, that are opened at Bid opening of Technical Parts shall be considered further for evaluation.</p>

<b>E. Evaluation of Bids – General Provisions</b>	
<b>27. Confidentiality</b>	<p>27.1 Information relating to the evaluation of the Technical Part shall not be disclosed to Bidders or any other persons not officially concerned with the Bidding process until the notification of evaluation of the Technical Part in accordance with ITB 32. Information relating to the evaluation of Financial Part, the evaluation of combined Technical Part and Financial Part, and recommendation of contract award shall not be disclosed to Bidders, or any other persons not officially concerned with the RFB process until the Notification of Intention to Award the Contract is transmitted to Bidders in accordance with ITB 41. In cases where ITB 41 is not applicable, such information shall not be disclosed until Notification of Award is transmitted in accordance with ITB 43.</p> <p>27.2 Any effort by a Bidder to influence the Employer in the evaluation or contract 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>
<b>28. Clarification of Bids</b>	<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 Priced 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 and shall be delivered to concerned bidders through e-procurement system/ official email id mentioned in RFB. 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 34.</p> <p>28.2 The bidder shall respond to the queries on e-procurement system. 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>
<b>29. Nonmaterial Non-conformities</b>	<p>29.1 Provided that a Bid is substantially responsive, the Employer may waive any nonmaterial nonconformities in the Bid.</p> <p>29.2 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 in the Bid related to documentation</p>

	<p>requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price or substance of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p>
<p><b>F. Evaluation of Technical Part of Bids</b></p>	
<p><b>30. Determination of Responsiveness, Eligibility and Qualifications</b></p>	<p>30.1 The Employer's determination of the Technical Part's responsiveness shall be based on the contents of the Bid itself, as specified in ITB 12.</p> <p>30.2 Preliminary examination of the Technical Part shall be carried out to identify bids that are incomplete, invalid or substantially nonresponsive to the requirements of the Bidding documents. A substantially responsive Bid is one that materially conforms to the requirements of the bidding document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:</p> <ul style="list-style-type: none"> <li>(a) if accepted, would: <ul style="list-style-type: none"> <li>(i) affect in any substantial way the scope, quality, or performance of the Non-Consulting Services specified in the Contract; or</li> <li>(ii) limit in any substantial way, inconsistent with the bidding document, the Employer's rights or the Bidder's obligations under the proposed Contract; or</li> </ul> </li> <li>(b) if rectified, would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.</li> </ul> <p>30.3 The Employer shall determine to its satisfaction whether the Bidders that have been assessed to have submitted substantially responsive Bids are eligible, and meet the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.</p> <p>30.4 The determination shall be based upon an examination of the documentary evidence of the Bidder's eligibility and 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 (other than Specialized Subcontractors if permitted in the bidding document), or any other firm.</p> <p>30.5 Prior to Contract award, the Employer will verify that the successful Bidder (including each member of a JV) is not disqualified by the Bank due to noncompliance with contractual SEA/SH prevention and response obligations. The Employer will conduct the same verification for each subcontractor proposed by the successful</p>

	<p>Bidder. If any proposed subcontractor does not meet the requirement, the Employer will require the Bidder to propose a replacement subcontractor.</p> <p>30.6 Only substantially responsive bids submitted by eligible and qualified bidders shall proceed to the detailed technical evaluation specified in ITB 31.</p>
<b>31. Detailed Evaluation of Technical Part</b>	31.1 The Employer's evaluation of Technical Part will be carried out as specified in Section III, Evaluation and Qualification Criteria
	31.2 The scores to be given to technical factors and sub factors are specified <b>in the BDS</b> .
<p><b>G. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts</b></p>	
<b>32. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts</b>	<p>32.1 Following the completion of the evaluation of the Technical Parts of the Bids, the Employer shall notify in writing those Bidders whose Bids were considered substantially non-responsive to the bidding document or failed to meet the eligibility and qualification requirements, advising them of the following information:</p> <ul style="list-style-type: none"> <li>(a) the grounds on which their Technical Part of Bid failed to meet the requirements of the bidding document;</li> <li>(b) their Financial Part of Bid will not be opened; and</li> <li>(c) notify them of the date, time and location of the public opening of Financial Parts of the Bids.</li> </ul> <p>32.2 The Employer shall, simultaneously, notify in writing those Bidders whose Technical Part have been evaluated as substantially responsive to the bidding document and met the eligibility and qualification requirements, advising them of the following information:</p> <ul style="list-style-type: none"> <li>(a) their Bid has been evaluated as substantially responsive to the bidding document and met the eligibility and qualification requirements;</li> <li>(b) their Financial Part of Bid will be opened at the public opening of the Financial Parts; and</li> <li>(c) notify them of the date, time and location of the second public opening of the Financial Parts of the Bids, as specified <b>in the BDS</b>.</li> </ul> <p>32.3 The opening date shall be not less than ten (10) Business Days from the date of notification of the results of the technical evaluation, specified in ITB 32.1 and 32.2. However, if the Employer receives</p>

	<p>a complaint on the results of the technical evaluation within the ten (10) Business Days, the opening date shall be subject to ITB 48.1. The Financial Part of the Bid shall be opened publicly in the presence of Bidders' designated representatives and anyone who chooses to attend, and this could also be viewed by the bidders online. The bidder's names, the technical scores, the Bid prices, including any discounts and Alternative Bid - Financial Part if any, and such other details as the Employer may consider appropriate, will be notified online by the Employer at the time of bid opening.</p> <p>32.4 The electronic summary of the bid opening will be generated and uploaded online. The Employer will also prepare minutes of the Bid opening, including the information disclosed and upload the same for viewing online. Only Financial Parts of Bids, Financial Parts of Alternative Bids, if permitted, and discounts that are opened at Bid opening shall be considered further for evaluation.</p>
<p><b>H. Evaluation of Financial Part of Bids</b></p>	
<p><b>33. Adjustments for Nonmaterial Nonconformities</b></p>	<p>33.1 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, by adding the average price of the item or component quoted by substantially responsive Bidders. 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</p>
<p><b>34. Correction of Arithmetic Errors</b></p>	<p>34.1 Provided that the Bid is substantially responsive, the Employer shall correct arithmetic errors on the following basis:</p> <ul style="list-style-type: none"> <li>(a) if there is 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;</li> <li>(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</li> <li>(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.</li> </ul> <p>34.2 Bidders shall be requested to accept correction of arithmetic errors. Failure to accept the correction in accordance with ITB 34.1, shall result in the rejection of the Bid and the Bid Security may be</p>

	forfeited or the Bid-Securing Declaration may be executed in accordance with ITB Sub-Clause 20.7.
<b>35. Evaluation Process, Financial Parts</b>	<p>35.1 To evaluate the Financial Part, the Employer shall consider the following:</p> <ul style="list-style-type: none"> <li>(a) price adjustment for correction of arithmetic errors in accordance with ITB 34.1;</li> <li>(b) price adjustment due to discounts offered in accordance with ITB 15.4;</li> <li>(c) not used;</li> <li>(d) price adjustment due to quantifiable nonmaterial nonconformities in accordance with ITB 33.1;</li> <li>(e) excluding provisional sums and the provision, if any, for contingencies in the Priced Activity Schedule but including Daywork, when requested in the Specifications; and</li> <li>(f) the additional evaluation factors are specified in Section III, Evaluation and Qualification Criteria.</li> </ul> <p>35.2 If price adjustment is allowed in accordance with ITB 15.7, 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>35.3 If this bidding document allows Bidders to quote separate prices for different lots (contracts), each lot will be evaluated separately to determine the Most Advantageous Bid using the methodology specified in in Section III, Evaluation and Qualification Criteria. <b>Discounts that are conditional on the award of more than one lot or slice shall not be considered for Bid evaluation.</b></p>
<b>36. Conversion to Single Currency and Margin of Preference</b>	<p>36.1 Conversion to Single Currency - Not Used.</p> <p>36.2 Margin of domestic preference shall not apply.</p>
<b>37. Abnormally Low Bids</b>	<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, unless otherwise <b>specified in the BDS</b>, 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</p>

	<p>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>
<p><b>I. Evaluation of Combined Technical and Financial Parts, Most Advantageous Bid and Notification of Intention to Award</b></p>	
<p><b>38. Evaluation of combined Technical and Financial Parts</b></p>	<p>38.1 The Employer's evaluation of responsive Bids will take into account technical factors, in addition to cost factors in accordance with Section III Evaluation and Qualification Criteria. The weight to be assigned for the Technical factors and cost is specified <b>in the BDS</b>. The Employer will rank the Bids based on the evaluated Bid score (B).</p> <p>38.2 The Employer will 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 substantially responsive to the Bidding document and is the Bid with the highest combined technical and financial score.</p>
<p><b>39. Employer's Right to Accept Any Bid, and to Reject Any or All Bids</b></p>	<p>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 documents submitted and specifically, Bid securities, shall be promptly returned to the Bidders.</p>
<p><b>40. Standstill Period</b></p>	<p><b>40.1</b> The Contract shall not be awarded earlier than the expiry of the Standstill Period. The Standstill Period shall be ten (10) Business Days unless extended in accordance with ITB 44. The Standstill Period commences the day after the date the Employer has transmitted to each Bidder the Notification of Intention to Award the Contract. Where only one Bid is submitted, or if this contract is in response to an emergency situation recognized by the Bank, the Standstill Period shall not apply.</p>
<p><b>41. Notification of Intention to Award</b></p>	<p><b>41.1</b> The Employer shall send to each Bidder (that has not already been notified that it has been unsuccessful), the 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> <ul style="list-style-type: none"> <li>(a) the name and address of the Bidder submitting the successful Bid;</li> <li>(b) the Contract price of the successful Bid;</li> </ul>

	<ul style="list-style-type: none"> <li>(c) the total combined score of the successful Bidder;</li> <li>(d) the names of all Bidders who submitted Bids, and their Bid prices as readout and as evaluated and technical scores;</li> <li>(e) a statement of the reason(s) the Bid (of the unsuccessful Bidder to whom the notification is addressed) was unsuccessful;</li> <li>(f) the expiry date of the Standstill Period; and</li> <li>(g) instructions on how to request a debriefing or submit a complaint during the standstill period.</li> </ul>
<b>J. Award of Contract</b>	
<b>42. Award Criteria</b>	1.1 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.
<b>43. Notification of Award</b>	43.1 Prior to the date of expiry of the Bid validity and upon expiry of the Standstill Period, specified in ITB 40.1, or any extension thereof, and, upon satisfactorily addressing any 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 of award (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 Service Provider in consideration of the execution of the Contract (hereinafter and in the Conditions of Contract and Contract Forms called “the Contract Price”).
	43.2 Within ten (10) Business Days after the date of transmission of the Letter of Acceptance, the Employer shall publish the Contract Award Notice which shall contain, at a minimum, the following information: <ul style="list-style-type: none"> <li>(a) name and address of the Employer;</li> <li>(b) name and reference number of the contract being awarded, and the selection method used;</li> <li>(c) names of all Bidders that submitted Bids, and their Bid prices as read out at Bid opening, and as evaluated;</li> <li>(d) name of Bidders whose Bids were rejected and the reasons for their rejection; and</li> <li>(e) the name of the successful Bidder, the final total contract price, the contract duration and a summary of its scope.</li> </ul>
	43.3 The Contract Award Notice shall be published on a National website (GoI website <a href="https://etenders.gov.in">https://etenders.gov.in</a> or GoI Central Public Procurement Portal <a href="https://eprocure.gov.in/cppp/">https://eprocure.gov.in/cppp/</a> ) or 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, and on the e-procurement system.
	43.4 Until a formal Contract is prepared and executed, the Letter of Acceptance shall constitute a binding Contract.
<b>44. Debriefing by the Employer</b>	<p><b>44.1</b> On receipt of the Borrower's Notification of Intention to Award referred to in ITB 41, 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><b>44.2</b> 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 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><b>44.3</b> 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><b>44.4</b> 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>
<b>45. Signing of Contract</b>	<p>45.1 Promptly upon Notification of Award, the Employer shall prepare the Contract Agreement, and keep it ready in the office of the Employer for the signature of the Employer and the successful Bidder, within 21 days following the date of Letter of Acceptance. The Contract Agreement shall incorporate all agreements between the Employer and the successful Bidder.</p> <p>45.2 Within twenty-one (21) days of receipt of Letter of Acceptance, the successful Bidder shall (a) furnish the performance security in accordance with ITB Clause 46, and revised methodology for delivery of services; (b) if the successful bidder is a JV, it shall also furnish the JV agreement duly signed by all the members, if it had submitted only a letter of intent to execute the JV agreement along with the bid; and (c) shall sign, date and return the Agreement to the Employer along with the documents stated at (a) and (b) above.</p>

<p><b>46. Performance Security</b></p>	<p>46.1 Within twenty-one (21) 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, and in the amount and form <b>stipulated in the BDS</b>.</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><b>47. Adjudicator</b></p>	<p>47.1 The Employer proposes the person named <b>in the BDS</b> to be appointed as Adjudicator under the Contract, at daily rate specified <b>in the BDS</b>, plus reimbursable expenses. If the Bidder disagrees with this proposal, 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>
<p><b>48. Procurement Related Complaint</b></p>	<p><b>48.1</b> The procedures for making a Procurement-related Complaint are as specified in the BDS.</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.

ITB Reference	A. General
ITB 1.1	<p>The reference number of the Request for Bids (RFB) is: IN-DoPT-466574-NC-RFB</p> <p>The Employer is: <b>Department of Personnel &amp; Training (DoPT)</b></p> <p>The name of the RFB is: <b>Selection of a firm for upgradation and operations of the Karmayogi Digital Learning Lab (KDLL 2.0) located in the Institute of Secretariat Training &amp; Management (ISTM)</b></p> <p>The number and identification of lots (contracts) comprising this RFB is: <b>Not Applicable. Multiple lots are not included in this procurement.</b></p>
ITB 1.2(a)	The Employer shall use the e-procurement system specified in BDS 8.1.
ITB 1.3	The Intended Completion Date is <i>within 2 years of the date of signing of contract as specified in the ToR of the RFB</i>
ITB 2.1	<p>The Borrower is: <b>Department of Personnel &amp; Training (DoPT)</b></p> <p>Loan or Financing Agreement amount: <b>47 M USD</b></p> <p>The name of the Project is: Public Sector Capability Enhancement Project (PSCEP)</p>
ITB 4.1	<p><b>Bids from Joint Ventures are permitted</b></p> <p>Where Joint Ventures are permitted:</p> <p>(a) Maximum number of members in the Joint Venture (JV) shall be: <b>2 (two)</b></p> <p>(b) Place where the agreement to form JV to be registered is New Delhi</p> <p>(c) A statement to the effect that all members of the joint venture shall be jointly and severally liable for the execution of the entire Contract in accordance with the Contract terms, shall be included in the authorization nominating a Representative or member in charge, as well as in the Bid and in the Agreement [<i>in case of a successful bid</i>].</p> <p>(d) The joint venture agreement should define precisely the division of assignments to each member of JV. All members of JV should have active participation in the execution during the currency of the contract. This should not be varied/ modified subsequently without prior approval of the Employer.</p>

<b>ITB 4.5</b>	A list of debarred firms and individuals is available on the Bank's external website: <a href="http://www.worldbank.org/debarr">http://www.worldbank.org/debarr</a> .
	<b>B. Contents of Bidding Document</b>
<b>ITB 7</b>	<p>The existing "ITB 7" is renamed as "<b>ITB 7. Site Visit, Pre-Bid Meeting</b>"</p> <p>The following are inserted as new sub-clauses:</p> <p>"7.2 If so <b>specified in the BDS</b>, the Bidder's designated representative is invited to attend a pre-Bid meeting. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.</p> <p>7.3 The Bidder is requested, to submit any questions only through the e-mail at <a href="mailto:shampa.ghosh@gov.in">shampa.ghosh@gov.in</a>, not later than 1 day before the meeting. Clarifications requested through any other mode shall not be considered by the Employer.</p> <p>7.4 Minutes of the pre-Bid meeting, if applicable, including the text of the questions asked by Bidders, without identifying the source, and the responses given, together with any responses prepared after the meeting, will be uploaded online on e-procurement system. Any modification to the bidding document that may become necessary as a result of the pre-Bid meeting shall be made by the <i>Employer</i> exclusively through the issue of an addendum pursuant to ITB 9 and not through the minutes of the Pre-Bid meeting. It is the bidder's responsibility to check on the e-procurement system, for any addendum/ amendment/ corrigendum to the bidding document. Nonattendance at the pre-Bid meeting will not be a cause for disqualification of a Bidder."</p>
<b>ITB 7.2</b>	<p>A Pre-Bid meeting <i>shall</i> take place.</p> <p>If a Pre-Bid meeting will take place, it will be at the following date, time and place: <b>24<sup>th</sup> April, 2025 at 11.30 am in the Conference room of DoPT (Training Division) office</b></p>
<b>ITB 8.1</b>	<p><b>Electronic – Procurement System</b></p> <p>The Employer shall use the following electronic-procurement system to manage this Bidding process:</p> <p><a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a></p> <p>Requests for clarification should be received by the Employer no later than: <b>date of pre-bid meeting as mentioned at ITB 7.2</b></p>

	<p><b>Note:</b> e-procurement system of NIC also provides a 24x7 e-procurement portal (CPP) Helpdesk for any queries relating to the process of online bid submission or relating to e-procurement portal in general. For any Technical queries related to Operation of the Central Public Procurement Portal Contact at: Tel: The 24 x 7 Telephonic Help Desk Number 0120-4200462, 0120-4001002, 0120-4001005, 0120-6277787.</p> <p>E-Mail: cPPP-nic[at]nic[dot]in, support-eproc[at]nic[dot]in</p>
<p><b>ITB 9.1</b></p>	<p>A bidder has multiple options built in the e-procurement system for searching active bids by several parameters. These parameters could be Bid ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search, wherein a bidder may combine a number of search parameters to search for a bid.</p> <p>Once a bid has been selected, the bidder may download the required documents/ bid schedules and move them to the respective ‘My Bids’ folder. This would enable the e-procurement system to intimate the bidder through SMS/ e-mail regarding any corrigendum issued to the bid document.</p> <p>The bidder should make a note of the unique Bid ID assigned to each bid to obtain any clarification/ help, if required from the Helpdesk (BDS 8.1 also refers)]</p>
	<p><b>C. Preparation of Bids</b></p>
<p><b>ITB 12.2</b> <b>(h)</b></p>	<p>The Bidder shall submit the following additional documents in the Technical Part of its Bid: <i>[list any additional document not already listed in ITB 12.2 that must be submitted with the Bid The list of additional documents shall include the following:]</i></p> <ul style="list-style-type: none"> <li>(i) <b>Bidder Registration certificate (as per RFB)</b></li> <li>(ii) <b>Code of Conduct for Service Provider’s Personnel, if applicable</b></li> <li>(iii) <b>Or any other document as mentioned in Technical evaluation Criteria</b></li> </ul> <p>The Bidder shall submit its Code of Conduct that will apply to the Service Provider’s Personnel (as defined in GCC Sub- Clause 1.1) employed for the execution of Services (defined in GCC Sub- Clause 1.1) at the locations in the Employer’s country where the Services are required, to ensure compliance with the Service Provider’s Environmental and/or Social, as applicable, obligations under the Contract. The Bidder shall use for this purpose the Code of Conduct form provided in Section IV. No substantial modifications shall be made to this form, except that the Bidder may introduce additional requirements, including as necessary to take into account specific Contract issues/risks.</p>

<b>ITB 12.3 (d)</b>	The Bidder shall submit the following additional documents in the Financial Part of its Bid: <i>NA</i>
<b>ITB 13</b>	<p><b>Note for Bidders:</b> Bidders must submit the bids on the e-procurement system along with the relevant required documents. For this purpose, the bidders shall fill up online, the forms that are available for online filling on the e-procurement system. The rest of the forms shall be downloaded by the bidders and filled-up. The filled-up pages shall then be scanned and uploaded on the e-procurement system along with the scanned copies of the supporting documents. Documents which are to be submitted as scanned documents shall be printed or written in indelible ink (or legible photocopies in the case of copies) and all the pages shall be signed by person or persons duly authorized to sign on behalf of the Bidder before scanning and uploading.</p> <p>To avoid time and effort required in uploading the same set of standard documents which are required to be uploaded as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders in the NIC e-procurement system. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid and need not be uploaded again and again.</p> <p>My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of e-Technical Bid.</p>
<b>ITB 13.3</b>	<p>Add the following as sub-clause 13.3:</p> <p>“13.3 <b>Submission of Original Documents:</b> The bidders are required to separately submit (ii) original bid security; and (iii) original affidavit regarding correctness of information furnished with bid document, with the office <b>specified in the BDS</b>, before the bid submission deadline, either by registered/speed post/courier or by hand. <b>Hard copy of rest of the bid or any other document are not to be submitted.</b> These original documents shall be sealed in an envelope(s) that (a) shall bear the name and address of the Bidder; (b) shall be addressed to the Purchaser; and (c) shall bear the specific identification of this bidding process as indicated in BDS 1.1”</p>
<b>ITB 13.3</b>	<p>For submission of original documents, the Employer’s address is:</p> <p style="text-align: center;"><b>Under Secretary (iGoT II)- Training Division Department of Personnel &amp; Training Room no. 309, Block 04, 3rd floor, Old JNU Campus, New Mehrauli Road, New Delhi-110067</b></p>

	<p>Email- <a href="mailto:shampa.ghosh@gov.in">shampa.ghosh@gov.in</a>  Phone- - 011- 26706377/ 26706336  Country: INDIA</p>
ITB 14.1	Alternative Bids <i>shall not be</i> considered.
ITB 14.2	NA
ITB 14.3	Alternative technical solutions shall be permitted for the following parts of the Services: NA
ITB 15.7	The prices quoted by the Bidder <i>shall not</i> be subject to adjustment during the performance of the Contract.
ITB 19.1	<p>The Bid shall be valid until: <i>150 Days</i></p> <p><i>To minimize the risk of errors by bidders, the bid validity period is a specific date and not linked to the deadline for submission of bids. As stated in ITB 19.1, if there is a need to extend the date, for example because the bid submission deadline is significantly extended by the Employer, the revised bid validity date shall be specified in accordance with ITB 9</i></p>
ITB 19.3 (a)	The Bid price shall be adjusted by the following factor(s): No adjustment
ITB 20.1	<p>A Bid Security <i>shall be</i> required.</p> <p><b>The amount of the Bid Security shall be Rs. 5,00,000/-</b></p>
ITB 20.3 (d)	<p>Other types of acceptable securities:</p> <p>Bank Guarantee/ Fixed Deposit/Time Deposit certificate issued by a Nationalized/ Scheduled bank located in India for equivalent or higher values are acceptable as bid security provided it is pledged in favour of <b>Department of Personnel &amp; Training, New Delhi</b> and such pledging has been noted and suitably endorsed by the bank issuing the certificate.</p>
ITB 20.9	NA

<b>ITB 21.3</b>	The written confirmation of authorization to sign on behalf of the Bidder shall consist of: <b><i>Legally valid Power of Attorney is required to demonstrate the authority of the signatory to sign the Bid; and</i></b>  <b><i>In the case of Bids submitted by an existing or intended JV, if permitted as per ITB 4.1, the authorization shall be evidenced by a Power of Attorney signed by legally authorized signatories of all the members.</i></b>
<b>D. Online Submission of Bids</b>	
<b>ITB 22.1</b>	Class of DSC required is: Class III
<b>ITB 23.1</b>	The deadline for uploading the Bids is: Date: <b><i>20<sup>th</sup> May, 2025</i></b> Time: <b><i>4.00 PM</i></b>
<b>ITB 25.1</b>	Re-submission of the bid is <b><i>not allowed</i></b> , if withdrawn.
<b>E. Public Opening of Technical Parts of Bids</b>	
<b>ITB 26.1</b>	The online opening of Technical Part of Bids shall take place at: <b><i>DoPT office</i></b> Street Address: Old JNU Campus, New Mehrauli Road  Floor/ Room number: Block 04, 3rd floor New Delhi – 110067 City: <b><i>New, Delhi</i></b> Country: India Date: <b><i>21<sup>st</sup> May, 2025</i></b> Time: <b><i>4.30 PM</i></b>  In the event of the specified date of bid opening being declared a holiday for the Employer, the bids will be opened at the appointed time and location on the next working day.
<b>G. Evaluation of Technical Part of Bids</b>	
<b>ITB 31.2</b>	The technical factors (sub-factors) and the corresponding weight out of 100% are:

	<b>Technical Factor</b>	<b>weight in percentage</b> <i>[insert weight in %]</i>
	1. Organization background and specific experience of the firm/ bidder relevant to the Project	40
	2. Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference (TORs)/ scope of work (SoW)	50
	3. Team composition, qualifications and experience of Service Provider's Personnel	10
<p><i>The weight for the total technical score shall be 70%</i></p> <p><i>The detailed technical evaluation criteria is specified in the subsequent section of the RFB</i></p> <p><i>Minimum marks to qualify the technical qualification stage is 70</i></p>		
<b>H. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts</b>		
<b>ITB 32.2 (c)</b>	<p>Following the completion of the evaluation of the Technical Parts of the Bids, the Employer will notify all Bidders of the date and time of the public opening of Financial Parts of Bids.</p> <p>In addition to the above the Employer shall publish a notice of the public opening of the Financial Parts of the Bid on its e-procurement website (CPPP)</p> <p>In the event of the specified date of bid opening being declared a holiday for the Employer, the bids will be opened at the appointed time and location on the next working day.</p>	
<b>I. Evaluation of Financial Part of Bids</b>		
<b>ITB 35.1 (f)</b>	Additional requirements apply. These are detailed in the evaluation criteria in Section III, Evaluation and Qualification Criteria.	
<b>ITB 35.3</b>	Not Applicable. Multiple lots are not included in this procurement.	
<b>ITB 37.2</b>	Provisions related to Abnormally Low Bids do not apply.	
<b>J. Evaluation of Combined Technical and Financial Parts and Most Advantageous Bid</b>		

<b>ITB 38</b>	<p>Where rated criteria are not used for evaluation, ITB 38.1 is deleted.</p> <p>Where rated criteria are not used for evaluation, ITB 38.2 is substituted with the following:</p> <p>“38.2 The Employer will 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 substantially responsive to the Bidding document and is the lowest evaluated cost.”</p>
<b>ITB 38.1</b>	The weight to be given for cost is: 30%
<b>K. Award of Contract</b>	
<b>ITB 46.1</b>	<p>The <b>Performance Security amount is five (5) percent of Contract Amount</b>, and the Standard Form of Performance Security acceptable to the Employer shall be a <i>Bank Guarantee</i>.</p> <p><i>[A <b>Bank Guarantee</b> shall be unconditional (on demand) (see Section X: Contract Forms)].</i></p>
<b>ITB 47</b>	Not Applicable
<b>ITB 48.1</b>	<p>The procedures for making a Procurement-related Complaint are detailed in the “<a href="#">Procurement Regulations for IPF Borrowers</a> (Annex III).” If a Bidder wishes to make a Procurement-related Complaint, the Bidder should submit its complaint following these procedures, in writing (by the quickest means available, that is either by email or fax), to:</p> <p style="padding-left: 40px;">Under Secretary (iGoT II)- Training Division  Department of Personnel &amp; Training  Room no. 304 Block 04, 3rd floor,  Old JNU Campus, New Mehrauli Road,  New Delhi-110067  Email- <a href="mailto:shampa.ghosh@gov.in">shampa.ghosh@gov.in</a>  Phone- - 011- 26706377/ 26706336  Country: INDIA</p>

## **Section III - Evaluation and Qualification Criteria**

*This section contains the criteria that the Employer shall use to evaluate Bids and qualify Bidders. 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.*

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## 1. Qualification

1.1 All Bidders shall include the following information and documents with their Bids:

- (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business; written power of attorney of the signatory of the Bid to commit the Bidder;
- (b) experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
- (d) list of major items of equipment proposed to carry out the Contract;
- (e) qualifications and experience of key site management and technical personnel proposed for the Contract;
- (f) reports on the financial standing of the Bidder, such as profit and loss statements and auditor's reports for the past three years;
- (i) information regarding any litigation, current or during the last five years, in which the Bidder is involved, the parties concerned, and disputed amount;
- (j) Bidders shall include with their bids the Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment Performance Declaration, using the form in Section IV, if applicable.

1.2 Bids submitted by a joint venture of two or more firms as members shall comply with the following requirements, unless otherwise stated **below**:

- (a) the Bid shall include all the information listed above for each joint venture member;
- (b) the Bid shall be signed so as to be legally binding on all members;
- (c) the Bid shall include a copy of the agreement entered into by the joint venture members defining the division of assignments to each member and establishing that all members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms, and a statement to this effect shall be included in the authorization mentioned under (d) below; 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; All members of JV should have active participation in providing services during the currency of the contract, and the division of assignments to each member should not be varied/modified subsequently without prior approval of the Employer;
- (d) one of the members shall be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all members of the joint venture, and this authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the members;

- (e) the execution of the entire Contract, including payment, shall be done exclusively with the member in charge; and
- (f) The joint venture agreement should be registered in the place, New Delhi so as to be legally valid and binding on members.

1.3 To qualify for award of the Contract, Bidders shall meet the following minimum qualifying criteria:

### **1. QUALIFICATION CRITERIA**

- a. The Bidders Qualification to assess the responsiveness of the bid document will be evaluated as per the requirements specified in the bid document and adopting the pre-qualification criteria spelt out in this bid document. The Bidder is required to submit all required documentation in support of the pre-qualification criteria specified.
- b. The Bidder should meet all the mandatory compliance requirements specified in this section to be responsive. Failure to meet the mandatory compliance requirements will result in disqualification of the Bidder.
- c. The result of the pre-qualification and technical evaluation of each bid shall be communicated to all the bidders after finalization of the technical evaluation report.
- d. The Technical bids of those bidders who qualify in the pre-qualification process will only be evaluated further against the technical bid evaluation criteria specified in the bid document.

#### **1.1. PRE-QUALIFICATION CRITERIA OF EVALUATION**

The below mentioned criteria need to be fulfilled by the service provider bidding for the project.

#	Pre-Qualification Criteria	Supporting Documents Required
1	The Bidder, as a single legal entity, must be: <ul style="list-style-type: none"> <li>1) A company incorporated under the Indian Companies Act, 2013 or any other previous company law as per section 2 (20) of the Indian Companies Act 2013/ Partnerships Firm registered under the Limited Liability Partnerships or Partnership Act</li> <li>2) Registered with the Income Tax (PAN) and GST (GSTN) Authorities in India with active status</li> </ul>	<ul style="list-style-type: none"> <li>a) Copy of Certificate of Incorporation or Certified copy of Partnership Deed.</li> <li>b) GST Registration certificate</li> <li>c) PAN Card</li> </ul>
2	<b>Financial Capability Assessment:</b> <ul style="list-style-type: none"> <li>i. The Bidder (Lead Partner, if applicable), as a single legal entity, must have a <b>Positive Net Worth during last three (3) completed financial years</b> preceding</li> </ul>	<ul style="list-style-type: none"> <li>- Copy of audited Balance Sheet and Profit and Loss statement duly certified by a chartered accountant or Certificate from the bidder's</li> </ul>

	<p>and including financial year 2023-24.</p> <p>ii. The Bidder along with JV partner (if any) should have an <b>annual average turnover of INR Ten (10) Crores</b> during last three (3) financial years (2021-22, 2022-23 &amp; 2023-24)</p>	<p>statutory Auditor/Company Secretary</p> <p>- Annual Turnover Certificate duly certified by a Chartered Accountant</p>
3	<p><b>Technical Capability Assessment: -</b></p> <p>i. The Bidder along with JV partner (if any) should have managed and successfully delivered/ completed <b>at least one (1) or two (2) (as per cost criteria given below) similar projects for the set-up of Digital labs for development of e-learning contents and have experience of development of e-learning contents</b> for Government and PSU sector during last five (5) years. The bidder should meet following criteria for <b>value of such Work Order</b></p> <p><b>-minimum value of both similar contracts is Rs. 1.5 Crore and above per contract, OR</b></p> <p><b>- minimum value of one contract is Rs. 3 Crore and above.</b></p> <p><b>OR</b></p> <p>ii. The bidder along with JV partner (if any) should have delivered at least <b>75 hours of interactive and engaging e-learning content</b> and at least <b>5 no. of highly immersive (AR/VR) and gamified contents/ experience, during the last 3 years of minimum value of Rs. 2 Crore (cumulative cost both for type of contents).</b></p>	<p>- Copy of Work Order/ Contract with scope of services/ ToR details covering the similar SoW of this RFP. The value of contract and number of hours of e-learning content to be developed must be mentioned</p> <p>- Copy of Client certificate/ satisfactory completion or performance certificate for each similar contract submitted</p> <p>- In case of ongoing projects only projects which are 80% complete shall be considered. CA certificate certifying 80% payment has been billed and received along with copy of work order and performance certificate needs to be submitted for ongoing projects</p> <p>- The bidder needs to submit relevant documents for e-learning contents developed, along with open course links to verify the information on the MOOC/e-learning platforms. The documentation should clearly specify the name of the bidder hosting the course or in case it is hosted in the name of their client WO copy issued by the client or an undertaking from the client clearly specifying the name of the course being submitted for the criterion should be submitted by the bidder.</p>
4	<p>The Bidder must have the requisite strength of qualified team with expertise in digital learning, technology integration, project management and Content development (Graphic Designer/ Instructional Designer/ /learning</p>	<p>Certificate from HR Head on the Letter Head of Bidder certifying the availability of resources on their payroll since last 6 months (atleast), as</p>

	designer/Game designer content developer/writer/Technology and project management expert etc.) on their payroll as on date of submission of this bid.	on date of submission of this bid as per the requirement
5	The Bidder should not be debarred from World Bank Procurements as per World Bank debarred list ( <a href="https://www.worldbank.org/en/projects-operations/procurement/debarred-firms">https://www.worldbank.org/en/projects-operations/procurement/debarred-firms</a> )	Letter from authorized signatory on the letter head of company regarding non-debarment

Note: E-Learning Content development is defined as e-learning modules developed for education, learning, skilling, and training purposes. It does not include any content development for promotion, marketing, branding such as ad films or videos

1.2. Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have: -

- made misleading or false representations in the forms, statements, affidavits and attachments submitted in proof of the qualification requirement;
- record of poor performance such as abandoning the works or services, not properly completed or financial failures etc.;
- consistent history of litigation or arbitration awards against the bidder or any member of the joint venture.

The figures for each of the members of a joint venture shall be added together to determine the Bidder's compliance with the minimum qualifying criteria as mentioned above; however, for a joint venture to qualify the member in charge must meet at least 60% of those minimum criteria for an individual Bidder and other members at least 40% of the criteria (JV of only 2 members are allowed). Failure to comply with this requirement will result in the rejection of the joint venture's Bid.

## 2. EVALUATION OF TECHNICAL PROPOSAL:

**2.1 Assessment of adequacy of Technical Proposal** with Requirements in accordance with ITB 31.1. If a Bid is not substantially responsive to the requirements of bidding document, it shall be rejected, and Financial Part of that Bid shall not be opened

**2.2 Where rated criteria are used** for evaluation of technical parts of bids, bids that qualify in accordance with ITB 31.1 will be further evaluated by applying the scored technical factors/subfactors in accordance with BDS ITB 31.2.

**2.3** Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. **Only the bidders who get an aggregate Technical Score of 70% or more will qualify for**

**financial evaluation stage.** Failing to secure minimum marks shall lead to technical rejection of the Bid and Bidder and the bidder shall be technically non-responsive.

### 2.3 Technical Proposal Scoring Methodology

The evaluation will focus on the agency's expertise, experience, proposed methodology, and understanding of the project objectives. The Bidder's technical proposal will be evaluated as per the requirements specified in the bid document and adopting the following evaluation criteria:

Sl. No.	Evaluation Criteria	Sub-Criteria	Maximum Score
1	<b>Specific experience of the Bidder (along with JV Partner, if any) relevant to the Assignment:</b>		<b>40 Marks</b>
i.	<p><b>Relevant experience of Content Development</b></p> <p>Experience of the bidder in developing e-learning courses for leading MOOC or any other platforms <b>during last 3 years</b></p> <p>(The bidder needs to submit relevant documents along with public course links to verify the information on the MOOC or any other platforms)</p>	<p>Minimum Hours of <b>Interactive and engaging e-learning contents delivered (L-1, L2 and L3 level* contents):</b></p> <ul style="list-style-type: none"> <li>▪ More than 150 Hours: 25 Marks</li> <li>▪ 126- 150 Hours: 20 Marks</li> <li>▪ 101- 125 Hours: 15 Marks</li> <li>▪ 75-100 Hours: 10 Marks</li> <li>▪ Less than 75 hours: 0 Marks</li> </ul>	<i>25 Marks</i>
		<p>Number of Experience for <b>highly immersive AR/ VR and gamified contents developed (L-4 level* contents of minimum 2 minutes):</b></p> <ul style="list-style-type: none"> <li>▪ More than 10 contents/ experience: 15 Marks</li> <li>▪ 8-10 contents: 10 Marks</li> <li>▪ 5-7 contents: 5 Marks</li> <li>▪ Less than 5 contents: 0 Marks</li> </ul>	<i>15 Marks</i>
	<b>OR</b>		
	<p>The Bidder should have managed and successfully delivered/ completed similar projects for the set-up of Digital labs for development of e-learning contents and developed e-learning contents for Government and PSU sector during last five (5) years.</p>	<p>No. of similar projects delivered for Digital lab setup including development of e-learning contents of the minimum value of Rs. 1.5 crore:</p> <ul style="list-style-type: none"> <li>▪ 5 and above projects: 40 Marks</li> <li>▪ 4 projects: 30 Marks</li> <li>▪ 3 projects: 25 Marks</li> <li>▪ 2 projects: 20 Marks</li> <li>▪ Less than 2 projects: 0 Marks</li> </ul>	<i>40 marks</i>

2	<b>Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference (TORs):</b>	<b>50 Marks</b>
i.	<b>Project Understanding and Vision</b>	Depth of understanding of KDLL’s current state and future requirements. <i>7 Marks</i>
ii.	<b>Proposed Approach Methodology</b>	<ul style="list-style-type: none"> <li>- Clear and feasible methodology for upgrading and operationalizing KDLL 2.0, including technology integration, content development processes, and monitoring mechanisms.</li> <li>- Proposals for innovative enhancements to KDLL’s capabilities, such as user analytics, immersive training, or gamification.</li> <li>- Experience with Advanced Technologies</li> <li>- Digital Content Expertise</li> </ul> <i>25 Marks</i>
iii.	<b>Implementation Plan and Timeline</b>	Realistic and achievable implementation plan with clearly defined timelines and milestones. <i>8 Marks</i>
iv.	<b>Sustainability and Knowledge Transfer</b>	<b>Sustainability Plan:</b> Clear plan for maintaining and upgrading KDLL 2.0 beyond the project timeline. <i>5 Marks</i>
		<b>Knowledge Transfer:</b> Detailed plan for capacity building and knowledge transfer to ISTM officials. <i>5 Marks</i>
4	<b>Key Experts’ qualifications and competence for the Assignment</b>	<b>10 Marks</b>
	<b>Key Positions</b>	<b>No. of Positions</b>
i.	Lead Instructional Designer (Curriculum Design and Instructional Design)	1 <i>3 Marks</i>
ii.	Instructional Writer	1 <i>2 Marks</i>
iii.	Project Manager (Project Coordination, Ministry Alliance Specialist, iGOT Coordination & MIS)	1 <i>2 Marks</i>
iv.	Learning Designer	1 <i>2 Marks</i>
v.	Learning Developer	1 <i>1 Marks</i>
	<b>Total Marks</b>	<b>100</b>

**\*Definition of L-1, L-2, L-3 and L-4 level content is given in the Activity Schedule/ scope of work of the RFB (Refer same)**

2.1. The bidder needs to submit detailed curriculum vitae of individuals proposed for the profiles listed above in the format given in the RFB. The section “Detailed Tasks Assigned on Consultant’s Team of Expert” in the format should enumerate case studies from the experts’

experience history to showcase how the proposed expert is best suited to required position. The case studies should highlight the below points for each relevant project highlighted for the individual.

- i. Project Details: Includes Vision, Objective and Goal
- ii. The individual's roles and responsibilities on the project along with duration of deployment
- iii. The individual's key contribution to the project in achieving the said goals and objectives.
- iv. Key challenges and bottlenecks and the strategy adopted by the individual to overcome them.
- v. Any notable points or highlights may be relevant to be noted in the context of the proposed role in the KDLL lab upgradation and content development

2.2. In case of any misrepresentation the profiles shall be disqualified from the evaluation

- For each position scoring shall be based on following criteria:
  - Qualification- 10%
  - Similar experience of consultant - 80% as per the cases provided for the individual.
  - Experience of the individual in working on projects with government organizations in India –10%

**Total points for the three criteria: 100**

**The minimum technical score (St) required to pass is 70%**

### **3. Combined Evaluation (*applies only where rated criteria is used for bid evaluation*)**

The Employer will evaluate and compare the Bids that have been determined to be substantially responsive.

An Evaluated Bid Score (B) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the evaluated cost and the technical merits of each Bid:

$$B \equiv \frac{C_{low}}{C} * X * 100 + \frac{T}{T_{high}} * (1 - X) * 100$$

Where:

$C$  = Evaluated Bid Cost

$C_{low}$  = the lowest of all Evaluated Bid Costs among responsive Bids

- $T$  = the total Technical Score awarded to the Bid
- $T_{high}$  = the Technical Score achieved by the Bid that was scored best among all responsive Bids
- $X$  = weight for Cost as specified **in the BDS**

The Bid with the best evaluated Bid Score (B) among responsive Bids shall be the Most Advantageous Bid provided the Bidder is qualified to perform the Contract.

### **3. Multiple Contracts – Not applicable**

## **Section IV- Bidding Forms (Table of Forms)**

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## Letter of Bid -Technical Part

***INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT***

*The Bidder must prepare this Letter of Bid on stationery with its letterhead clearly showing the Bidder's complete name and business address.*

Note: *All italicized text is to help Bidders in preparing this form.*

**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]*

We, the undersigned, hereby submit our Bid, in two parts, namely:

- (a) the Technical Part, and
- (b) the Financial Part

In submitting our Bid, we make the following declarations:

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 or Proposal-Securing Declaration in the Employer's country in accordance with ITB 4.7;
- (d) **Exploitation and Abuse (SEA) and/or Sexual Harassment (SH), if applicable:** *[select the appropriate option from (i) to (iii) below and delete the others].*

We *[where JV, insert: "including any of our JV members"]*, and any of our subcontractors:

- (i) *[have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]*
- (ii) *[are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]*

- (iii) [had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. An arbitral award on the disqualification case has been made in our favor.]
- (e) **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*];
- (f) **Bid Validity Period:** Our Bid shall be valid until [*insert day, month and year in accordance with ITB 19.1 (as amended if applicable)*], and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (g) **Performance Security:** If our Bid is accepted, we commit to obtain a Performance Security in accordance with the bidding document;
- (h) **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;
- (i) **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;
- (j) **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*];
- (k) **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;
- (l) **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;
- (m) **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;
- (n) We accept the appointment of [*insert name proposed in Bid Data Sheet*] as the Adjudicator;

[or]

We do not accept the appoint of [insert name proposed in Bid Data Sheet] as the Adjudicator and propose instead that [insert name] be appointed as Adjudicator whose daily fees and biographical data are attached; and

- (o) If awarded the contract, the person named below shall act as Service Provider's Representative: \_\_\_\_\_

**Name of the Bidder:** \*[*insert complete name of the Bidder*]

**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*]

\*: In the case of the Bid submitted by a 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. The power of attorney shall be attached with the Bid Schedules.

## **Appendix to Technical Part**

The Bidder shall complete as appropriate and attach to the Letter of Bid-Technical Part, relevant documents, including the following, to demonstrate its qualifications and technical capacity to mobilize relevant resources for the contract, consistent with its proposal regarding work methods, scheduling etc., and fully in accordance with the requirements stipulated in Section VII, Employer's Requirements:

1. Bidder's qualifications;
2. Description of the Services, including demonstrating that the services will meet or exceed any specified performance requirements;
3. Method Statement;
4. Code of Conduct, if applicable; and
5. Work Plan.

## Appendix to Technical Part

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

## Appendix to Technical Part

### Bidder's JV Members Information Form

(Where permitted as per BDS ITB 4.1)

*[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: <i>[insert Bidder's legal name]</i>
2. Bidder's JV Member's name: <i>[insert JV's Member legal name]</i>
3. Bidder's JV Member's country of registration: <i>[insert JV's Member country of registration]</i>
4. Bidder's JV Member's year of registration: <i>[insert JV's Member year of registration]</i>
5. Bidder's JV Member's legal address in country of registration: <i>[insert JV's Member legal address in country of registration]</i>
6. Bidder's JV Member's authorized representative information Name: <i>[insert name of JV's Member authorized representative]</i> Address: <i>[insert address of JV's Member authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Member authorized representative]</i> Email Address: <i>[insert email address of JV's Member authorized representative]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i>  <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.
8. Included are the organizational chart, and a list of Board of Directors.



## Qualification Information

### Notes on Form of Qualification Information

The information is to be filled in by individual bidders and by each member of Joint Venture in case of JV participating in the Bid. The following pages will be used for purposes of post-qualification as provided for in Clause 5 of the Instructions to Bidders. This information will not be incorporated in the Contract. Attach additional pages as necessary.

**1. Individual Bidders or Individual Members of Joint Ventures**

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]*

1.2 Total annual volume of Services performed in five years and payments received in the last five years preceding the year in which bids are invited. *(Attach certificate from Chartered Accountant):*

Year                      (Equivalent Rs. millions)

20 - 20

20 - 20

20 - 20

20 - 20

20 - 20

1.3 Services performed as prime Service Provider *(in the same name and style)* on the provision of Services of a similar nature and volume over the last five years. The values should be indicated in the same currency used for Item 1.2 above. Also list details of Services under way or committed, including expected completion date. *[Attach certificate from the Engineer-in-charge.]*

**(A) Services performed as prime Service Provider** *(in the same name and style)* on providing services of a similar nature and volume over the last five years<sup>1</sup>. *[Attach certificate from the Engineer-in-charge.]*

Project Name	Name of Employer	Description of Service	Contract No.	Value of contract	Date of Issue of	Stipulated Date of Completion	Actual Date of Completion	Remarks explaining reasons for Delay, if any

<sup>1</sup> Immediately preceding the financial year in which bids are received.

						Work Order			

**(B) Activities executed as prime Service Provider** (in the same name and style) in the last five years:<sup>2</sup>

Year	Name of the Work	Name of Employer*	Quantity of activities performed@			Remarks* (indicate contract Ref)
			1	2	3	
20---20—						
20---20—						
20---20—						
20---20—						
20---20—						

[@ The items or activities for which data is requested should tally with that specified in Section III, Item 2 Qualification.

\* Attach certificates from Engineer in-charge]

1.4 Major items of Service Provider's Equipment proposed for carrying out the Services. List all information requested below.

Item of Equipment	Description	Make	Capacity	Age (Years)	Condition (new, good, poor)	Number available	Owned	Leased	Purchased
(a)									
(b)									
.....									

1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer to GCC Clause 4.1.

Position	Name	Qualification	Years of experience (general)	Years of experience in proposed position
(a)				
(b)				

<sup>2</sup> Immediately preceding the financial year in which bids are received.

- 1.6 Proposed subcontracts and firms involved. Refer to GCC Clause 3.5.

Sections of the Services	Value of subcontract	Subcontractor (name and address)	Experience in providing similar Services
(a)			
(b)			

Note: *The capability of the subcontractors will also be assessed (on the same lines as for the main Service Provider) before according approval to him.*

- 1.7 Financial reports for the last five years: balance sheets, profit and loss statements, auditors' reports, etc. List below and attach copies.
- 1.8 Evidence of access to financial resources<sup>3</sup> 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.
- 1.9 Name, address, and telephone, telex, and facsimile numbers of banks that may provide references if contacted by the Employer.
- 1.10 Information regarding any litigation, current or within the last five years, in which the Bidder is or has been involved.

Other party(ies)	Cause of dispute	Details of litigation award (Court or Arbitration)	Amount involved	Remarks regarding present status
(a)				
(b)				

- 1.11 Statement of compliance with the requirements of ITB 4.2.
- 1.12 Environmental and Social (ES) performance declaration, if required, and Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment Performance Declaration, using the forms included in this Section IV, if applicable.

<sup>3</sup> In case the bidder submits a letter of intent from a commercial bank with the bid, firm commitment from the bank to provide line of credit shall be required before contract signing.

- 1.13 Proposed Program (service work method and schedule).  
Descriptions, drawings, and charts, as necessary, to comply with  
the requirements of the bidding document.

<b>2. Financial Standing of the Bidder</b>	<b>Financial Statements Summary:</b> To be submitted by each bidder including each member of JV.							
	<b>SUMMARY OF FINANCIAL STATEMENTS</b>							
	<b>Name of bidder/JV Member:</b>							
	<b>(Equivalent Rs. Million)</b>							
	<b>S.No.</b>	<b>Financial Information in Rupee equivalent with exchange rate at the end of concerned year</b>	<b>Actuals for Previous five years excluding the current financial year</b>					<b>Ref. of Page Nos. of Balance sheets</b>
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1.	Total Assets							
2.	Total Turnover							
3.	Current Assets							
4.	Current Assets + Loan & Advances							
5.	Total Liabilities							
6.	Current Liabilities							
7.	Current liabilities & provision							
8.	Profit before Interest and Tax							
9.	Profit before Tax							
10.	Profit after Tax							
11.	Shareholder's Funds (Net Worth)=(Paid up equity +Reserves)- (revaluation reserves +							
12.	Miscellaneous expenditure not written off)							
13.	Depreciation Current Ration (2)/(5)							
14.	Net cash accruals= Profit after Tax + depreciation							

	<p>This information should be extracted from the Annual Financial Statements/ Balance sheets, which should be enclosed. Year 1 will be the latest year for which audited financial statements are available. Year 2 shall be the year immediately preceding year 1 and year 3 shall be the year immediately preceding Year 2.</p>
<p style="text-align: center;"><b>SAMPLE FORMAT FOR EVIDENCE OF ACCESS TO FINANCIAL RESOURCES OR AVAILABILITY OF CREDIT FACILITIES*</b> (Refer point 1.8 above)</p> <p style="text-align: center;">BANK CERTIFICATE</p> <p>This is to certify that M/s.....is a reputed company with a good financial standing.</p> <p>If the contract for the Services, namely..... [<i>funded by the World Bank</i>] is awarded to the above firm, we shall be able to provide overdraft/credit facilities to the extent of Rs. .... to meet their working capital requirements for executing the above contract.</p> <p style="text-align: right;">---Sd.---</p> <p style="text-align: right;">Name of Bank</p> <p style="text-align: right;">Senior Bank Manager</p> <p style="text-align: right;">Address of the Bank</p> <p><b>* Change the text as follows for Joint Venture:</b></p> <p><i>This is to certify that M/s. .... Who has formed a JV with M/s. .... and M/s. .... for participating in this bid, is a reputed company with a good financial standing.</i></p> <p><i>If the contract for the Services, namely ..... [<i>funded by the World Bank</i>] is awarded to the above Joint Venture, we shall be able to provide overdraft/credit facilities to the extent of Rs. .... to M/s. .... to meet the working capital requirements for executing the above contract.</i></p> <p><i>[This should be given by the JV members in proportion to their financial participation.]</i></p>	
<p style="text-align: center;"><b>(To be given by a nationalized or scheduled bank in India)</b></p>	

- 
- 2. Joint Ventures**
- 2.1 The information listed in 1.1 - 1.12 above shall be provided for each member of the joint venture (and each subcontractor for the SEA/SH declaration, if applicable).
- 2.2 The information in 1.13 above shall be provided for the joint venture.
- 2.3 Attach the power of attorney of the signatory(ies) of the Bid authorizing signature of the Bid on behalf of the joint venture.
- 2.4 Attach the Agreement among all members of the joint venture (and which is legally binding on all members), which shows that
- (a) all members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;
  - (b) one of the members will be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all members of the joint venture; and
  - (c) the execution of the entire Contract, including payment, shall be done exclusively with the member in charge;
  - (d) All members of JV shall have active participation in providing services during the currency of the contract, and the division of assignments to each member shall not be varied/modified subsequently without prior approval of the Employer; and
  - (e) The joint venture agreement shall be registered in the place specified in *Section III, Item 2 Qualification*, so as to be legally valid and binding on members.
- 2.4 Attach the Agreement 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.

<b>3. Additional Requirements</b>	3.1 Bidders should provide any additional information required <b>in the BDS.</b>
<p><b>4. Furnish details of participation proposed in the joint venture as below:</b></p> <p style="text-align: center;"><b><u>Details of participation in the joint venture</u></b></p>	

<b>PARTICIPATION DETAILS</b>	<b>FIRM 'A' (Lead Member)</b>	<b>FIRM 'B'</b>	<b>FIRM 'C'</b>	
Financial				
Name of the Banker(s)				
Planning				
Construction Equipment				
Key Personnel				
Execution of Services (Give details on proposed contribution of each)				

---

**Appendix to Technical Part**  
**Subcontracting**  
**SCHEDULE OF SUBCONTRACTORS**  
**Not applicable**



4. We agree that no modification to the above list is permitted after bids are opened.
5. We agree that the certificate will be issued only to the extent considered reasonable by the Employer for the Services, based on the activities and the programme and methodology as furnished by us along with the bid.
6. We confirm that the above goods and equipment will be exclusively used for the providing the above Services and the equipment will not be sold or otherwise disposed of in any manner for a period of five years from the date of acquisition.

Date: \_\_\_\_\_

(Signature) \_\_\_\_\_

Place: \_\_\_\_\_

(Printed Name) \_\_\_\_\_

(Designation) \_\_\_\_\_

(Common Seal) \_\_\_\_\_

*[This certificate will be issued within 60 days of signing of contract and no subsequent changes will be permitted.]*

***\* Modify the above to suit the requirements given in Government of India's Notification as current of date of bidding.***

## Appendix to Technical Part

### Environmental and Social Performance Declaration

*[Note to the Employer: Include this form if applicable in accordance with Section III]*

*[The following table shall be filled in for the Bidder and each member of a Joint Venture]*

Bidder's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member's Name: *[insert full name]*

RFB No. and title: *[insert RFB number and title]*

Page *[insert page number]* of *[insert total number]* pages

Environmental and Social Performance Declaration			
<input type="checkbox"/> <b>No suspension or termination of contract:</b> An employer has not suspended or terminated a contract and/or called the performance security for a contract for reasons related to Environmental or Social (ES) performance, in the past five years.			
<input type="checkbox"/> <b>Declaration of suspension or termination of contract:</b> The following contract(s) has/have been suspended or terminated and/or Performance Security called by an employer(s) for reasons related to Environmental or Social (ES) performance, in the past five years. Details are described below:			
Year	Suspended or terminated portion of contract	Contract Identification	Total Contract Amount (current value, currency, exchange rate and US\$ equivalent)
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Employer: <i>[insert full name]</i> Address of Employer: <i>[insert street/city/country]</i> Reason(s) for suspension or termination: <i>[indicate main reason(s) e.g. gender-based violence; sexual exploitation or sexual abuse breaches]</i>	<i>[insert amount]</i>
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Employer: <i>[insert full name]</i> Address of Employer: <i>[insert street/city/country]</i> Reason(s) for suspension or termination: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>
...	...	<i>[list all applicable contracts]</i>	...

<b>Performance Security called by an employer(s) for reasons related to ES performance</b>		
<b>Year</b>	<b>Contract Identification</b>	<b>Total Contract Amount (current value, currency, exchange rate and US\$ equivalent)</b>
<i>[insert year]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Employer: <i>[insert full name]</i> Address of Employer: <i>[insert street/city/country]</i> Reason(s) for calling of performance security: <i>[indicate main reason(s), e.g. gender-based violence; sexual exploitation, or sexual abuse breaches]</i>	<i>[insert amount]</i>

**Appendix to Technical Part**

**Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment  
Performance Declaration (If Applicable)**

*[The following table shall be filled in for the Bidder, each member of a Joint Venture and each subcontractor proposed by the Bidder]*

Bidder's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member's or Subcontractor's Name: *[insert full name]*

RFB No. and title: *[insert RFB number and title]*

Page *[insert page number]* of *[insert total number]* pages

<b>SEA and/or SH Declaration</b>
<p>We:</p> <p><input type="checkbox"/> (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations</p> <p><input type="checkbox"/> (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations</p> <p><input type="checkbox"/> (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. An arbitral award on the disqualification case has been made in our favor.</p>
<p><i>[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]</i></p>

## **Appendix to Technical Part**

### **Services**

The Bidder shall submit documentary evidence to demonstrate that the Services to be provided will meet or exceed the technical specifications and standards specified in Section VII, Employer's Requirements, including any specified performance requirements.

## **Appendix to Technical Part**

### **Method Statement/ Approach and Methodology**

The Bidder shall submit its method statement for the Services to be provided.

*[If applicable: Include the following if applicable in accordance with the Bid Data Sheet 12.1 (h); modify as appropriate]*

*The Bidder shall submit comprehensive and concise Environmental and Social Management Strategies and Implementation Plans (ES-MSIP) as required by ITB 12.1 (h) of the Bid Data Sheet. These strategies and plans shall describe in detail the actions, materials, equipment, management processes etc. that will be implemented by the Service Provider, and its Subcontractors.*

*In developing these strategies and plans, the Bidder shall have regard to the ES provisions of the contract including those as may be more fully described in the Employer's Requirements in Section VII.]*

*[In addition to submitting the **required** ES Management Strategies and Implementation Plans, the Bidder shall provide its proposal to demonstrate how additional sustainable procurement requirements, if any, specified in Section VII- Employer's Requirements would be addressed. The Bidder shall also provide its proposal, if any, for exceeding the sustainable procurement requirements]*

*[Note to the Bidder: If required, also include proposed method statement to manage cyber security risks.]*

**Code of Conduct for Service Provider's Personnel Form (ES)**  
**(delete if not applicable)**

***Note to the Employer:***

*The following minimum requirements shall not be modified. The Employer may add additional requirements to address identified issues, informed by relevant environmental and social assessment.*

***Delete this Box prior to issuance of the bidding documents.***

**Note to the Bidder:**

**The minimum content of the Code of Conduct form as set out by the Employer shall not be substantially modified.** However, the Bidder may add requirements as appropriate, including to take into account Contract-specific issues/risks.

The Bidder shall initial and submit the Code of Conduct form as part of its bid.

**CODE OF CONDUCT FOR SERVICE PROVIDER'S PERSONNEL**

We are the Service Provider, [enter name of Service Provider]. We have signed a contract with [enter name of Employer] for [enter description of the Services]. The Services will be carried out at [enter the locations in the Employer's country where the Services are required, as applicable]. Our contract requires us to implement measures to address *environmental and social risks* [**Note to Employer:** *depending on the nature of the contract and assessed risks, this may be replaced with social risks*], related to the Services.

This Code of Conduct is part of our measures to deal with environmental and social risks [**Note to Employer:** *depending on the nature of the contract and assessed risks, this may be replaced with social risks*] related to the Services.

All personnel that we utilize in the execution of the Services, including the staff, labor and other employees of us and each Subcontractor, and any other personnel assisting us in the execution of the Services, are referred to as Service Provider's Personnel.

This Code of Conduct identifies the behavior that we require from the Service Provider's Personnel employed for the execution of the Services at the locations in the Employer's country where the Services are provided.

Our workplace is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

## REQUIRED CONDUCT

Service Provider's Personnel employed for the execution of the Services at the locations in the Employer's country where the Services are provided shall:

1. carry out his/her duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Service Provider's Personnel and any other person;
3. maintain a safe working environment including by:
  - a. ensuring that workplaces, machinery, equipment and processes under each person's control are safe and without risk to health;
  - b. wearing required personal protective equipment;
  - c. using appropriate measures relating to chemical, physical and biological substances and agents; and
  - d. following applicable emergency operating procedures.
4. report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health;
5. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
6. not engage in any form of sexual harassment including unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Service Provider's or Employer's Personnel;
7. not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;
8. not engage in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;
9. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
10. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, and Sexual Exploitation and Abuse, and Sexual Harassment (SH);
11. report violations of this Code of Conduct; and
12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Employer, or who makes use of applicable grievance mechanism for Service Provider's Personnel or the project's Grievance Redress Mechanism.

## RAISING CONCERNS

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [*enter name of the individual, with relevant experience, designated by the Service provider to handle these matters*] in writing at this address [ ] or by telephone at [ ] or in person at [ ]; or
2. Call [ ] to reach the Service Provider's hotline (*if any*) and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.

There will be no retaliation against any person who raises a concern in good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

## CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by the Service Provider's Personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

### FOR SERVICE PROVIDER'S PERSONNEL:

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact [*enter name of Service Provider's contact person(s) with relevant experience*] requesting an explanation.

Name of Service Provider's Personnel: [insert name]

Signature:

\_\_\_\_\_

Date: (day month year): \_\_\_\_\_

Countersignature of authorized representative of the Service Provider:

Signature: \_\_\_\_\_

Date: (day month year): \_\_\_\_\_

**ATTACHMENT 1:** Behaviors constituting SEA and behaviors constituting SH

**ATTACHMENT 1 TO THE CODE OF CONDUCT FORM****BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA) AND  
BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)**

The following non-exhaustive list is intended to illustrate types of prohibited behaviors.

(1) **Examples of sexual exploitation and abuse** include, but are not limited to:

- A Service Provider's Personnel tells a member of the community that he/she can get them jobs related to the work site (e.g. cooking and cleaning) in exchange for sex.
- A Service Provider's Personnel that is connecting electricity input to households says that he can connect women headed households to the grid in exchange for sex.
- A Service Provider's Personnel rapes, or otherwise sexually assaults a member of the community.
- A Service Provider's Personnel denies a person access to the locations where the Services are executed unless he/she performs a sexual favor.
- A Service Provider's Personnel tells a person applying for employment under the Contract that he/she will only hire him/her if he/she has sex with him/her.

(2) **Examples of sexual harassment in a work context**

- A Service Provider's Personnel comment on the appearance of another Service Provider's Personnel (either positive or negative) and sexual desirability.
- When a Service Provider's Personnel complains about comments made by another Service Provider's Personnel on his/her appearance, the other Service Provider's Personnel comment that he/she is "asking for it" because of how he/she dresses.
- Unwelcome touching of a Service Provider's Personnel or Employer's Personnel by another Service Provider's Personnel.
- A Service Provider's Personnel tells another Service Provider's Personnel that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.

**Appendix to Technical Part**

**Work Plan**

**Appendix to Technical Part**

**Others - Time Schedule**

*(to be used by Bidder when alternative Time for Completion is invited in ITB 14.2)*

## Appendix to Technical Part

### Form of Bid Security

#### (Bank Guarantee)

*[Guarantor letterhead or SWIFT identifier code]*

Bank Guarantee No..... *[insert guarantee reference number]*

Date..... *[insert date of issue of the guarantee]*

WHEREAS, \_\_\_\_\_ *[name of Bidder]*<sup>1</sup> (hereinafter called "the Applicant") has submitted his Bid dated \_\_\_\_\_ *[date]* or will submit his Bid for execution of \_\_\_\_\_ *[name of Contract]* (hereinafter called "the Bid") under Request for Bids No..... *[insert number]* (hereinafter called "the RFB")

KNOW ALL PEOPLE by these presents that We \_\_\_\_\_ *[name of bank]* of \_\_\_\_\_ *[name of country]* having our registered office at \_\_\_\_\_ (hereinafter called "the Bank") are bound unto \_\_\_\_\_ *[name of Employer]* (hereinafter called "the Employer") in the sum of \_\_\_\_\_<sup>2</sup> for which payment well and truly to be made to the said Employer the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

THE CONDITIONS of this obligation are:

- (1) If after Bid opening the Applicant (a) withdraws his bid during the period of Bid validity specified in the Letter of Bid, ("the Bid Validity Period"); or (b) does not accept the correction of the Bid Price pursuant to ITB 36;

or

- (2) If the Applicant having been notified of the acceptance of his bid by the Employer during the period of Bid validity:
  - (a) fails or refuses to execute the Contract Agreement in accordance with the Instructions to Bidders, if required; or

<sup>1</sup> *In the case of a JV, the bidder should be stated as "a Joint Venture consisting of ....., and .....".*

<sup>2</sup> *The Applicant should insert the amount of the guarantee in words and figures denominated in Indian Rupees. This figure should be the same as shown in Clause 20.1 of the Instructions to Bidders.*

- (b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders.

we undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or any of the four conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date \_\_\_\_\_<sup>3</sup> days after the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this guarantee should reach the Bank not later than the above date.

DATE \_\_\_\_\_ SIGNATURE OF THE BANK \_\_\_\_\_

WITNESS \_\_\_\_\_ SEAL \_\_\_\_\_

\_\_\_\_\_  
[signature, name, and address]

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

\_\_\_\_\_  
<sup>3</sup> 45 days after the end of the validity period of the Bid.

**Appendix to Technical Part**  
**Form of Bid-Securing Declaration**

-Not Applicable-

## Letter of Bid - Financial Part

*INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT*

*The Bidder must prepare this Letter of Bid on stationery with its letterhead clearly showing the Bidder's complete name and business address.*

*Note: All italicized text is to help Bidders in preparing this form.*

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

**Request for Bid No.:** *[insert identification]*

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

To:

**Under Secretary (iGoT II), Training Division  
Department of Personnel & Training (DoPT)  
Block 04, 3rd floor, Old JNU Campus  
New Mehrauli Road  
New Delhi – 110067**

We, the undersigned, hereby submit the second part of our Bid, the Bid Price and Priced Activity Schedule. This accompanies the Letter of Bid- Technical Part.

In submitting our Bid, we make the following additional declarations:

- (a) **Bid Validity:** Our Bid shall be valid until *[insert day, month and year in accordance with ITB 19.1 (or as amended if applicable)]*, and it shall remain binding upon us and may be accepted at any time on or before this date;
- (b) **Total Price:** The total price of our Bid, excluding any discounts offered in item (c) below is:  
*[insert the total price of the Bid in Rs. in words and figures]*
- (c) **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];*
- (d) **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.”) (If none has been paid or is to be paid, indicate “none.”)*

- (a) **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.

**Name of the Bidder:** *\*[insert complete name of the Bidder]*

**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]*

*\*: In the case of the Bid submitted by a 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. The power of attorney shall be attached with the Bid Schedules*

## **Appendix to Financial Part 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 Priced Activity Schedules shall coincide with the List of Non-Consulting Services specified in the Employer's Requirements.]*

**Appendix to Financial Part  
Sub-contracting**

**SCHEDULE OF SUBCONTRACTORS**

**-Not Applicable-**

## **Appendix to Financial Part**

### Priced Activity Schedule

*(The amount quoted in this table shall be used for financial Evaluation purpose)*

Sl. No.	Description	Unit	Number	Per unit cost	All cost in INR	
					Per annum total cost (INR)- Yr 1	Yr 2 Cost
<b>I</b>	<b>Cost of Infrastructure upgradation and Equipment set-up</b>					
1	Data Visualization Solution*	Lump sum per year	1			
2	Virtual Reality/Augmented Reality (VR/AR) Development Setup**	Lump sum per year	1			
3	AI-based Interventions including high performance workstations (one time) and annual subscription of AI software***	Lump sum per year	1			
4	E-learning modules Production including LMS Integration softwares, Workstations, Audio Recording Setup and Tech peripherals & Integration****	Lump sum per year	1			
	<b>Tota cost of KDLL Infrastructure upgradation and Equipment set-up (I)</b>					
<b>II</b>	<b>Cost of deployment Human resource for Production Of E-learning Modules (100 Hrs.) and Project Management</b>					
	<b>key resources (Full-time)</b>					
1	Sr. Instructional Designer (Curriculum Design and Instructional Design)	Man-month	1			
2	Instructional Writer	Man-month	1			
3	Project coordinator	Man-month	1			
4	Learning designer	Man-month	1			
5	Learning developer	Man-month	1			
	<b>Non-key resources (Part-time)</b>					
6	Course QA Specialist	Man-month	1			
7	Game Designer	Man-month	1			
8	Game Developer	Man-month	1			

9	Content developer for immersive content	Man-month	1				
10	Prompt Engineer/ Gen. AI Expert	Man-month	1				
	<b>Total Cost of deployment Human resource for Production Of E-learning Modules and Project Management (II)</b>						
III	Miscellaneous cost (If any)						
	<b>Total of Year wise cost (I+II +III)</b>						
	<b>Total contract cost for 2 years</b>						
	<b>GST/ taxes on total cost</b>						
	<b>Total contract cost including GST</b>						

**BREAK-UP OF COST of LAB UPGRADATION AND EQUIPMENT SET-UP (Bidders may add the line items and quantity as per their understanding of SoW, only if required)**

**1. Data visualization solution:**

Sl. No.	Component/ Technical Specifications	Units/Quantity	Cost (INR)
1	High-Performance Server (Dell PowerEdge R740, HPE ProLiant DL380, Lenovo Think System SR650 or equivalent) Standard warranty as provided by the OEM, on-site support	1	
2	1 UPS- 6 to 10 KVA for Server room (According to the workload to be provided)-to supplied based on need. Standard warranty as provided by the OEM, on-site support	1	
3	LED Video Wall (Samsung, LG, Sony or equivalent) 55-inch UHD (4K) resolution, brightness 450-500 cd/m <sup>2</sup> , 4000:1 contrast ratio.  Includes installation and configuration Standard warranty as provided by the OEM, on-site support	1	
4	Video Wall Controller -4x4 Seamless HDMI Matrix Switch Video Wall Controller HDMI Processor Upto 4K Support. Features include seamless switching, scaling, and bezel compensation	1	

5	Online Dashboard Creation using Tableau / Power BI, Database Management (PostgreSQL/MongoDB)	1	
6	Software Development with Backend Support Custom Software Development with Backend development and support Features include content management, scheduling, remote control, user access management, data analytics/reporting, compatibility with specified video wall controller and displays. - e.g., Backend: Python/Django, Node.js, Database: PostgreSQL, MySQL, Frontend: React, Angular, Vue.js	1	
7	UI/UX Designing Software (Adobe XD/ Figma/ Sketch or equivalent)	1	
8	Tech Peripherals & Integration	1	
9	Annual Maintenance Contract (AMC) for 1 Year	1	
	<b>Total Cost (without GST)</b>		

**2. \*\*Break-up of setting up Virtual Reality Development cost:**

Sl. No.	Component/ Technical Specifications	Units/Quantity	Cost (INR)
1	High-Performance Workstation (Dell/ HP/ Lenovo or equivalent)- Intel i9 14th Generation, NVIDIA GeForce RTX 4080 (12GB VRAM), 32GB - 64GB DDR5 RAM, NVMe SSD. Standard warranty as provided by the OEM, on-site support	1	
2	Monitor Displays, 65" Touch Screen for Preview (Dell, HP, Lenovo or equivalent) Standard warranty as provided by the OEM, on-site support	1	
3	HMD with Position Trackers and Interactivity (HTC, Oculus , Valve Index or equivalent) Standard warranty as provided by the OEM, on-site support	1	
4	Standalone HMDs for Offsite Use (Oculus Quest 2 or 3/ HTC Vive Focus Plus/ Pico Neo 2 or equivalent) Standard warranty as provided by the OEM, on-site support	2	
5	VR Development Software (Annual Subscription)- (Unity Pro/ Unreal Engine/ CryEngine or equivalent)	1	
6	Fabrication of Recharge Rigs and Stands	1	

7	Online 3D Asset Library Access (Annual Subscription) (a23d.com or unity store, unreal megascan etc.)	1	
8	Tech Peripherals & Integration	1	
9	Annual Maintenance Contract (AMC)	1	
		<b>Total Cost (without GST)</b>	

**3. \*\*\*Break-up of AI-based Interventions cost:**

Sl.no.	Solutions		Units/Quantity	Cost
1	AI Based Interventions	ANNUAL SUBSCRIPTION - Course Creator Synthesia.io, Pictory, DeepBrain AI or equivalent	1	
<b>TOTAL (without GST)</b>				

S.No.	Solutions	Components/ Technical Specifications	Units/ Quantity	Cost
1	<b>Gamified Learning/ Roleplay</b>	Interactive Content <b>Option 1</b> -Documentary/stock imagery	1	
2		Interactive Content <b>Option 2</b> -Images and 2D animations	1	
3		Interactive Content <b>Option 3</b> -2D & 3D animations	1	
4		Interactive Content <b>Option 4</b> -VFX and Dramatizations	1	

**4. \*\*\*\*Break-up of E-learning modules Production cost:**

S.No.	Proposed Solutions	Components/ Technical Specifications	Units/Quantity	Cost
1	<b>E-learning modules Production</b>	Authoring Tools - Articulate Storyline, Adobe Captivate, iSpring Suite or equivalent <b>ANNUAL SUBSCRIPTION</b>	1	
2		LMS Integration –Enterprise	1	
3		Graphic/Motion Design Software - Adobe CreativeSuite or equivalent <b>ANNUAL SUBSCRIPTION</b>	1	
4		Audio Recording Setup -Mics (Neumann Tlm 102 or Shure SM7B for voiceover/podcasting X 2 Units with heavy duty stands, Pop filters), Focusrite Scarlett Audio Interface or equivalent, Professional Monitor Headphones (Audio-Technica or Neumann Sennheiser or equivalent), Acoustic treatment (with sound absorbing panels), Studio Monitor Speakers (Yamaha, m-Audio, Focal or equivalent), Software (Adobe Audition or Nuendo or equivalent)	1	
5		Content Resources - Envato Elements or equivalent <b>ANNUALSUBSCRIPTION</b>	1	
<b>TOTAL (without GST)</b>				

**Note:**

1. DoPT may decide a few of the items/ software listed above to be supplied based on the need of the project (not mandatory), however agency must provide the rate of each item/ software listed above.
2. In case quoted/ supplied software is outdated/ obsolete, the latest version is to be supplied and payment shall be made on actual basis.
3. Any other content development software/ items not quoted and included in the contract, however may require during execution of the contract shall be paid on actual basis.

### CONTENT CREATION RATES

**(FOR CONTENTS TO BE CREATED OVER AND ABOVE SPECIFIED IN THE SoW)- THE RATES PROVIDED SHALL NOT BE USED FOR FINANCIAL EVALUATION**

S#	Particulars	Unit	Unit Rates (Including all expenses), excluding GST (A)	Remarks (if any)
1.	<b>for content development including Language Adaptation and Translation:</b>			
i	L-1	Per Hour Rate		
ii	L-2	Per Hour Rate		
ii	L-3	Per Hour Rate		
2	<b>for content development in only 1 language</b>			
i	L-1	Per Hour Rate		
ii	L-2	Per Hour Rate		
ii	L-3	Per Hour Rate		
3.	<b>Cost of development of immersive e-learning course (AR/ VR and highly gamified content): L-4 level content</b> as specified in the SoW (Per minute rate)	Per Minute Rate		
4.	<b>For Individual Services</b>			
i.	Language Adaptation	Per Hour Rate		
ii.	Instructor Led Training	per Man hour		
iii.	Cost of Translation into other languages	per 100 words		
Total Cost (1)				
<b>GST (2)</b>				
<b>Grand Total (1+2)</b>				

*Note:* Bidder should refer to the Section VII of the **Scope of Work/ Activity Schedule in estimating the cost of content development and definition of L-1, L-2, L-3 and L4 level contents.** Bidder should consider all cost related to the content development activity such as shooting, editing, travel cost etc. and provide a consolidated cost for content development. No other additional costs shall be paid or reimbursed to the bidder apart from the total consolidated cost of content development as quote above as per the nature of content being developed. In case the course to be developed is less than or more than 60 mins duration then the cost of the course shall be calculated on a

pro-rata basis by deriving the per minute cost of course development. The bidder shall be eligible to be paid for a minimum course duration of 30 minutes irrespective of the actual duration of the course (in case of course category 1 & 2 in the table above).

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Name of Bidder *[insert complete name of Bidder]* Signature of Bidder *[signature of person signing the Bid]* Date *[insert date]*

## Section V - Eligible Countries

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

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) *[insert a list of the countries following approval by the Bank to apply the restriction or state "none"]*

Under ITB 4.8 (b) *[insert a list of the countries following approval by the Bank to apply the restriction or state "none"]*

## Section VI - Fraud and Corruption

(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 (applicants/proposers), 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;<sup>1</sup> (ii) to be a nominated<sup>2</sup> 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 (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents, personnel, permit the Bank to inspect<sup>3</sup> all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

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<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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/ Scope of Work

### Selection of Firm for upgradation and operations of the Karmayogi Digital Learning Lab (KDLL 2.0) located in the Institute of Secretariat Training & Management (ISTM)

#### I. Background

Department of Personnel and Training (DoPT), Ministry of Personnel, Public Grievances and Pension Government of India (GoI) is responsible for implementing the National Training Policy 2012 which mandates that all civil servants will be provided with training to equip them with the competencies for their current and future jobs. To enhance accessibility and flexibility in training programs, DoPT proposes to pilot a range of alternative learning mechanisms, including blended learning and e-learning.

**Mission Karmayogi** was launched in September 2020 by the Government of India, a national initiative aimed at transforming civil service training and capacity-building across all levels of government. The mission's goal is to foster a culture of continuous learning and skill enhancement among government employees, ensuring they are well-equipped to meet evolving governance challenges. By leveraging digital platforms and personalized learning tools, Mission Karmayogi seeks to align civil service competencies with the dynamic demands of public service, promote efficiency, and build a future-ready workforce. The initiative includes the development of the iGOT Karmayogi platform, which offers customized training content, data-driven assessments, and career growth pathways for public servants across the country.

Karmayogi Digital Learning Lab (KDLL) was established at Institute of Secretariat Training and Management (ISTM) in August, 2021 to develop internal capacities of ISTM to produce e-learning content to train civil servants through iGOT. KDLL was developed to address the need for continuous capacity building and upskilling of government employees through digital means. It aims to support the development of high-quality e-learning content and capacity-building programs for government employees.

#### II. Overview of KDLL

The Lab is located at Institute of Secretariat Training and Management (ISTM), Old JNU Campus, New Delhi. It covers an area of about 1000 square feet, in which there is a server room and video recording facilities. It has fifteen (15) workstations with state-of-the-art system, latest hardware and software tools to create, alter and upload multi-media based electronic content in any Learning Management System (LMS).

The Lab is compatible to be integrated with any audio/ video input produced in any futuristic digital classrooms, from any part of the world. Similarly, it is capable of capturing classes held physically and video-graphed at any Central or State Training Institute for the purpose of making training learning material to be used in asynchronous manner.

The Lab is the first of its kind facility, under Department of Personnel & Training to be utilized by ISTM and other Ministries / Departments. It is scalable to cater to the needs of Ministries and Departments of Central government – who require producing a quality audio-visual, especially the domain content in respect of their flagship programmes.

KDLL 1.0 has produced e-content spanning 76 hours including 64 courses of various themes and uploaded the same on iGoT Karmayogi portal.

In the next phase, KDLL 2.0 aims to significantly enhance the government's e-learning delivery capabilities through the integration of cutting-edge technologies, such as AI-driven course development, virtual reality (VR)/Augmented reality (AR)-based learning, interactive dashboards etc., **DoPT now seeks to engage an agency to maintain, support and deploy an integrated KDLL 2.0 solution over a 24-month period. During this period, the lab is tasked with developing at least 100 hours of quality e-learning content for the iGOT-Karmayogi platform** to support capacity building of Ministries, Departments and willing State Governments. This ToR/ SoW and RFB outlines the requirements for the successful sustenance, operationalization and innovation of KDLL 2.0 to make into an experience centre. The agency is expected to bring innovation, efficiency, and a high degree of professionalism to ensure the successful delivery of KDLL 2.0's mission to transform capacity building through digital learning solutions.

### III. Objective

The purpose of this RFB is to solicit bids/ proposals from the agencies to commission the requisite infrastructure setup for Immersive Technologies, AR/VR technology and developing conventional as well as AI-driven e-Learning Content within the KDLL 1.0 lab based in ISTM, New Delhi, provide necessary human resources and expertise to manage and operate KDLL 2.0.

The infrastructure commissioned shall be re-assemblable/ modular/ portable as ISTM shall be shifted to the new building 'Karmayogi Bhavan' (under construction) in the same premise. The agency shall also support in shifting and re-installation of the entire infrastructure/ equipment of the KDLL lab to the new building (Karmayogi Bhavan) which is still under construction.

### IV. Scope of Service

The scope of services under this project shall be executed as per the scope and timelines as defined below (detailed specification of each items/ equipment to be supplied under this contract is given under Priced Activity Schedule- Standard Financial format of RFB):

1. **Data Visualisation Solutions:** A comprehensive dashboard solution to visualize and analyze the data emits from iGOT-Karmayogi platform, CBC and web portals of Ministries/Departments etc., Tentative Components required for setting up of Data visualisation:
  - a. High performance server – 1 qty
  - b. UPS-6 to 10KVA for server room– 1 qty

- c. LED Video wall with controller- 1 qty.
- d. Online dashboard creation – 1
- e. Data parsing, analysis and visualization software development with backend support and feedback loop – 1 qty
- f. UI/UX Designing Software
- g. Tech Peripherals & Integration
- h. AMC for 1 year for all above equipment/ items, as required

The proposed solution must include a robust data visualization tool with capabilities equivalent to Microsoft Power BI, Tableau, or similar platforms. The tool should support interactive dashboards, real-time data connectivity, advanced analytics, and seamless integration with enterprise data sources. Solutions may include but are not limited to open-source and enterprise BI tools such as **Apache Superset, Qlik Sense, SAS Visual Analytics, or Google Looker, or equivalent solutions** that meet the specified requirements

2. **Virtual Reality/Augmented Reality (VR/AR) e-Content Development Equipment:** to set up requisite infrastructure to support VR/AR e-content development, interactive and immersive engagements creation facility within the KDLL 1.0 lab based in ISTM, New Delhi. Agency need to provide following equipment/ software, but not limited to, for setting-up the VR/AR system:

- a. High performance workstation– 1 qty
- b. HD Touch screen 65 inches plus for preview – 1 qty
- c. Head Mounted Display (HMD) with position trackers and interactivity – 2 qty
- d. Standalone HMD for offsite use production – 2 qty
- e. VR development software, gaming engine, 3D software – 1 qty
- f. Fabrication of recharge rigs and stands
- g. Online 3D asset library access membership – 1 qty
- h. AMC for 1 year for all above equipment/ items

3. **AI-based e-content development:** The scope of work for AI-based interventions includes procuring and using an AI-driven course curator application to design, curate, and personalize e-content as per the demand projected in the respective Capacity Building Plans of Ministries/Departments/Organisations. The agency shall be responsible for procuring annual subscription of the AI-based course curator application.

4. **E-Content Development & Production:**

- i. The selected agency shall develop e-Content for iGOT-Karmayogi platform in compliance with **Content Framework & Quality Assurance (enclosed herewith at the end of RFB)**.
- ii. To develop at least **100 hours of interactive and engaging e-learning content including AR/ VR and highly gamified content (L-1, L-2, L-3 and L-4 level as defined here at Annexure-A)** for DoPT including its attached/subordinate offices, other Ministries/Departments and willing State Governments as decided by DoPT,

driven from the respective Annual Capacity Building Plans (ACBPs) within such timelines specified in the ToR or as suggested by DoPT during the execution of the contract. It is also expected to **develop at least 5 experiences of AR/VR/Gamified contents** of minimum duration of 2 minutes each.

- iii. The above no. of contents to be developed are tentative and may increase or decrease based on actual requirement of the DoPT and other MDOs during contract period.

- iv. **Human Resource Deployment**

- a. Adequate number of resources and experts to be deployed or made available for the project execution, as and when required across various profiles, including instructional designers, developers, illustrators, animators, and project coordinators, to ensure the lab is fully functional and achieves its output goals.
- b. A team of 5 key experts/resources needs to be deployed on full time basis at KDLL lab based in ISTM, New Delhi to support ongoing operations and planned activities of the lab. The detailed qualification and experience requirement with their responsibilities under contract for each key expert is given at Annexure-B.
- c. The no. of full-time resources may increase during execution of the contract as per requirement of the project. The agency shall deploy such resources upon DoPT request at the same rate agreed in the contract for equivalent level of qualification and experience.
- d. The non-key experts specified in the RFB and other resources may be made available by the selected agency, as and when required. The other support resources/ non-key experts may work onsite or offsite based on the need of project; however, the agency shall be responsible for overall delivery of the services and deliverable as specified in the ToR/ contract, strictly within the given timelines.
- e. Agency shall closely coordinate with Subject Matter Experts (SMEs) identified by the employer for curating e-content, as and when required.

## 5. Capacity Building:

- i. Develop and implement a **comprehensive capacity building plan** for selected ISTM resource persons including from other Central Training Institutes (CTIs), and Administrative Training Institutes (ATIs). The plan is intended to equip officials with the skills necessary for effective digital content creation, usage of the commissioned technology in KDLL 2.0, and operating a typical digital learning lab like KDLL.
- ii. **Support in Documentation** – The selected firm shall assist in preparing help documentation for usage of the various technologies commissioned in KDLL 2.0.

- iii. **Knowledge Transfer (KT) to ISTM Officials-** A formal KT framework shall be established to ensure ISTM officials gain hands-on experience with KDLL’s tools and content processes.

## 6. Team Composition and Qualification Requirements

- i. The criteria for selection of the agency shall include, inter alia, the quality and experience of the key team members.
- ii. The Agency shall be expected to report and deploy enough manpower required to successfully deliver the tasks.
- iii. The firm shall be required to deploy a skilled team of 5 key experts on full time basis and other non-key experts, as and when required for delivery of services under contract:

Sl. No.	Profile	No. of Resources
1	Lead Instructional Designer (Curriculum Design and Instructional Design)	1
2	Instructional Writer	1
3	Project Manager (Project Coordination, Ministry Alliance Specialist, iGOT Coordination & MIS)	1
4	Learning Designer	1
5	Learning Developer	1
	<b>Non- Key Experts on need basis*</b>	
6	Course QA Specialist	–
7	Game Designer	–
8	Game Developer	–
9	Content developer for immersive content	–
10	Prompt Expert/ Gen AI Expert	–

*\*few other roles/ experts may also be required for delivery of services under project and not mentioned here can be part of the backend team of the selected agency*

Each role has specific qualifications, responsibilities, and deliverables as outlined in the **Annexure- B**. These roles are crucial for ensuring the timely delivery of high-quality, interactive, and scalable digital learning solutions.

## 7. Action Plan with timelines and Project Duration

- The initial duration of the contract shall be two years from the date of signing of the contract, which may be extended further based on need of the project and satisfactory performance of the selected firm.
- The agency shall be responsible for developing and defining the quarterly goals in consultation with DoPT including e-learning content need assessment, conceptualization and finalization of no. of hours e-learning content to be developed in each quarter. The monitoring and evaluation mechanism for achieving the quarterly strategic goals shall also be developed.
- The broad deliverable under contract and key milestones with timeline is specified below:

Sl. No.	Key Milestone	Deliverables	Timelines from the date of signing of contract
<b>STAGE- 1 of Project Execution</b>			
1.	Deployment of resources and operationalization of existing lab	Deploy the full team and operationalize the existing lab (team of 5 members as specified above and rest non key officials as and when required)	1 month
2.	Infrastructure Setup	Commission the technology to enable the creation of cutting-edge, immersive learning experiences including following:  i. Data Visualisation Solutions ii. Virtual Reality (VR) Development iii. AI-based Interventions	3 months
3.	Content Development	i. Produce minimum hours of content agreed in the contract, as given below  <b>-100 hours of high-quality e-learning content driven by ACBP (tentatively 14-15 Hrs. of content in each Quarter, starting from 2<sup>nd</sup> quarter of the contract)</b>  ii. Develop e-learning content other than above requirement including AR/ VR, Gamified and immersive contents (as and when needed by DoPT/ MDOs)	As per quarterly goals agreed with DoPT, to be completed within the timeline specified during specific case (detailed timelines given separately)
4.	Capacity Building Plan	Conduct training for ISTM, ATIs and CSTIs officials commencing Q3 2025 and	Ongoing

		continuing periodically throughout the project.	
		Help Documentation for the commissioned technology	3 months from commissioning of the technology
<b>STAGE- 2 of Project Execution</b>			
5	Shifting and re-installation of entire et-up in new building	Shifting and re-installation of the entire infrastructure/ equipment of the KDLL lab to the new building (Karmayogi Bhavan) to make it functional	Within 45 days of the notice of shifting to new building from DoPT

### 8. Timelines for content development and deployment on iGoT-Karmayogi platform

To ensure high-quality and timely development of e-learning content, the content development agency is expected to follow the timeline below for each content module:

Sl. No.	Deliverable	Activities	Timelines (traditional e-content development process) from date of requirement given by DoPT (T0)
1.	Submission of Inception report including course design	<ol style="list-style-type: none"> <li>Needs Assessment and Initial Planning- Conduct initial meetings with stakeholders to understand training objectives, target audience, and content requirements.</li> <li>Define learning outcomes, course structure, and initial storyboard concepts.</li> <li>Develop a project plan, including key milestones, review cycles, and deadlines.</li> </ol>	T0 + 2 weeks
2.	Content Design and Story-board submission for all the modules of the course	<ol style="list-style-type: none"> <li>Create detailed storyboards and scripts aligned with identified learning objectives.</li> <li>Review and refine storyboards with stakeholders for feedback and approval.</li> <li>Identify multimedia needs, such as graphics, animations, or interactive elements.</li> </ol>	T0 + 3 weeks

3.	Content Development and Multimedia Production- Submission of Beta version of the digitised course	7. Begin content production, including text, audio narration, graphics, and videos. 8. Integrate interactive elements such as quizzes, simulations, or assessments. 9. Conduct internal reviews to ensure accuracy, quality, and engagement. 10. Submit the draft content (Beta version) for stakeholder feedback and revision.	T0 + 6 weeks
4.	Review and Quality Assurance (QA)/ Pilot Testing and Feedback Integration and submission of Gold version	11. Perform comprehensive QA testing to ensure content functions smoothly on selected platforms (iGOT Karmayogi platform). 12. Address any issues, including technical glitches, content accuracy, and accessibility standards. 13. Conduct pilot testing with a sample of end-users to validate effectiveness, usability, and engagement. 14. Gather feedback, make necessary revisions, and finalize the content based on pilot results.	T0 + 8 weeks
6.	Final Delivery and Deployment of course on iGoT	15. Submit the final version of the content along with all associated files, metadata, and supporting materials. 16. Deploy the content to the iGoT Karmayogi Portal and conduct a final functionality check.	T0 + 12 weeks

**Note:**

- i. Total Timeline considering traditional content development process: Approximately 12 weeks per course.
- ii. **E-content produced through AI driven app is expected to be completed in 8-10 weeks of timeline**

**9. Expected Outcomes**

- i. **Increased iGOT-Karmayogi Subscription:**
  - o Increase in both active and passive subscriptions to the iGOT-Karmayogi platform as a result of engaging and innovative e-learning content.

- ii. **Faster Implementation of Annual Capacity Building Plans (ACBP):**
  - o Enable ministries and departments to implement their annual capacity building plans more quickly and effectively, leading to improved governance and service delivery.
- iii. **Enhanced Government Staff Capabilities:**
  - o Achieve measurable improvements in the skills and competencies of government staff, particularly through the use of innovative digital learning tools and technologies.

## 10. Responsibility Matrix of Stakeholders to ensure timely completion of Deliverables

The key stakeholders for the selected agency have been identified and the Agency is required to continuously engage with the stakeholder ecosystem for various activities as part of the e-content Curation processes:

S.No	Activity	Responsible team
1	Submission of Quarterly goals	Agency
2	Submission of Inception report including course design	Agency
3	Facilitation of SMEs	DoPT/ ISTM
4	Finalization of concept and course design of eContent Curation after taking inputs of ISTM/ DoPT	Agency and SME
5	Finalization of storyboards	Agency and SME
6	Development of eContent based on finalization of storyboards	Agency
7	Finalization of curated eContent (Beta stage)	Agency and SME
8	Finalization of curated eContent (Gold stage)	Agency and SME
9	Collation and legal vetting of curated e-Content	Agency
10	Finalization of created e-Content (Gold Stage)	Agency
11	Approval of created eContent (Gold Stage)	SME/ ISTM
12	Collaborate with iGOT Team for eContent Repository migration & Migration of e-Content Repository to iGOT	Agency
13	Project closure and handing over	Agency
14	Approval for project closure	DoPT/ ISTM

## 11. Client's Input and Counterpart Personnel

1. DoPT will provide support in identifying e-learning contents/ module to be developed during the quarter and finalizing the quarterly goals of the agency.

2. DoPT will support in facilitating communication with MDOs and other stakeholders, as required under contract
3. DoPT will provide support in identifying SMEs for content development
4. Any other support/ facilitation under contract for smooth implementation of the project

### **Annexure-A**

#### **The Detailed Level wise criterion, software requirement and purpose/ Specification of different Levels of content to be developed under RFB is as below:**

##### **i. LEVEL1**

Description- This will be a medium complex (functionally) e-learning course/ content.

Highlights -

- Informational e-Lessons
- Focus on awareness
- Linear content flow consisting of text & static graphic

##### **ii. LEVEL 2**

Description - The courses at this level will be complex in terms of content, animation and functionality.

Highlights –

- Procedural e-Lessons Focus on application of knowledge and skills
- Non-linear content and synchronized visuals
- Text effect animations
- Software Application simulations
- Simple scenario-based learning (offline case study)
- Scored assessments
- High degree of content layering
- Logical and Conditional Branching of screens
- Discovery learning
- Non-linear flow of content, with a high degree of layering

##### **iii. LEVEL-3**

Description - These will be high-end courses in terms of content, animation and functionality. The content will be presented through life-like skill set of complex cues and responses, branched navigation, and basic level games/simulations. The L3 course will integrate high-quality content, advanced animation, and interactive functionality to enhance learner engagement and competency

development. The course will incorporate structured game-based elements, including points, digital badges, leaderboards, progressive challenges, achievement levels, and narrative-driven instructional design within a standardized e-learning framework. Instructional content will be delivered through realistic skill-building exercises, complex cue-and-response interactions, branched navigation pathways, and interactive simulations or games to facilitate applied learning and decision-making. The program will be designed to support self-paced progression, enabling learners to unlock subsequent content upon demonstrated competency through scenario-based assessments, mini-games, and adaptive learning methodologies tailored to individual proficiency levels. The solution will be cost-effective, scalable, and fully compatible with Government Learning Management Systems (LMS), ensuring accessibility, compliance, and effective workforce training outcomes.

#### Highlights –

- Analytical content
- Focus on Decision making
- Offers a high degree of interaction and provides real-life/application-oriented training
- Multiple paths to accomplish an objective, and fosters learning by doing and learning through making mistakes
- The design comprises elements that enhance the learning experience and includes rich multimedia elements like illustrations and animations that are created specifically for the program
- Multiple branches (two to three levels) and rapid response are provided to support remediation
- Simulations can be presented via graphics, including complex images and animation
- Instructional design techniques for engagement in a complex interaction include complex simulations where the learner must enter actual data into fields and experience consequence for errors and faulty data. In addition, scenario-based branching logic is introduced. When using branching logic, learners experience jeopardy for incorrect responses, and their progress is determined by their decision
- Non-linear flow, with a high degree of layering of content

For Level 3 Course Development, the software requirements must support high-end content, advanced animations, complex simulations, and branching logic for decision-based learning.

#### **iv. LEVEL-4: Highly Immersive e-learning course (AR/ VR and highly gamified content)**

The L4 course will integrate Virtual Reality (VR), Augmented Reality (AR), and advanced gamification to enhance engagement, comprehension, and skill development. It will feature 3D simulations, interactive storytelling, branching scenarios, and game-based learning with points, leaderboards, and adaptive challenges for an interactive experience. VR will enable hands-on training in a virtual environment, while AR will overlay digital elements onto physical settings for contextual learning. The course will incorporate instructional design, 3D modeling, AI-driven personalization, and LMS integration to ensure accessibility and scalability. This competency-

based training framework will support real-world skill application and decision-making, aligning with institutional training requirements.

Below is a table outlining the required software (tentative list) for Level 1 to Level 4 contents as specified above: -

Sl.	Category	Software	Purpose	Level
1	<b>Development &amp; Authoring Tools</b>	Articulate Storyline, Articulate 360, Adobe Captivate, iSpring Suite, Lectora Inspire, Adapt Learning	Course development and e-learning content creation	L1, L2, L3 and L4
2	<b>Custom Development</b>	HTML5, CSS, JavaScript, Adobe Animate, Google Web Designer	Custom interactive learning content	L1 and L2
3	<b>Multimedia &amp; Animation</b>	Adobe Premiere Pro, Adobe After Effects, Vyond, Camtasia, Toon Boom Harmony	Video editing, motion graphics, and animations	L1 and L2
4	<b>SCORM &amp; LMS Platforms</b>	Moodle, Blackboard, TalentLMS, LearnDash, Docebo	Learning Management System (LMS) compatibility	L1, L2, L3 and L4
5	<b>SCORM &amp; xAPI Tools</b>	SCORM Cloud, Rustici SCORM Engine, xAPI Wrapper	SCORM package testing and xAPI tracking	L1, L2, L3 and L4
6	<b>Accessibility &amp; Compliance</b>	WAVE, Axe Accessibility Checker, Adobe Acrobat Pro	WCAG compliance and accessibility testing	L1, L2, L3 and L4
7	<b>Localization &amp; Multi-language Support</b>	SDL Trados Studio, Smartcat, Lokalise	Translate and localize interactive and multimedia-rich content	L1, L2, L3 and L4
8	<b>Audio/Video Editing</b>	Audacity, Adobe Audition, Final Cut Pro, HandBrake	Audio recording, editing, High-quality voice-over, sound effects, and video optimization	L1, L2, L3 and L4
9	<b>Interactive Learning/ Advanced Scenario-Based</b>	BranchTrack, Twine, H5P, Raptivity	Interactive scenarios, quizzes, and storytelling	L1, L2, L3 and L4

	<b>Learning Development Tools</b>			
10	<b>Software Simulations</b>	Adobe Captivate, Camtasia, iSpring Suite	Create interactive software training simulations	L2
11	<b>Assessments &amp; Scoring Tools/ Assessment &amp; Learning Analytics</b>	xAPI Learning Record Stores (LRS), Articulate Quizmaker, ClassMarker, Kahoot!, Quizizz,	Track learner progress, decision-based assessments, and performance analysis	L2, L3 and L4
12	<b>3D Modeling &amp; Asset Creation</b>	Blender, Autodesk Maya, Cinema 4D, Adobe Dimension	Create 3D models, complex graphics, and interactive elements for simulations	L3 and L4
13	<b>Content Discovery &amp; Adaptive Learning</b>	Adapt Learning, Gomo Learning, Elucidat	Support discovery learning with adaptive content presentation	L2
14	<b>Custom Development &amp; Programming</b>	Unity, Unreal Engine, HTML5, JavaScript, WebGL	Create VR/AR simulations, interactive environments, and 3D learning experiences	L3 and L4
15	<b>Virtual &amp; Augmented Reality Development</b>	Unity, Unreal Engine, Vuforia, WebXR	Develop immersive VR/AR training applications	L3 and L4
16	<b>Multimedia &amp; High-End Animation</b>	Adobe After Effects, Blender, Toon Boom Harmony, Autodesk Maya, Cinema 4D	Design life-like animations, simulations, and complex visual storytelling	L3 and L4
17	<b>Simulations &amp; Interactive Learning</b>	Unity, Unreal Engine, Vyond, Adobe Captivate (Software Simulations)	Develop real-life application-based training with consequence-based learning	L3 and L4

\* Similar software requirements may be mentioned across all four level of courses, however same software should be counted as one in financial quote/ price bid.

**Annexure-B****Qualification, Experience, Responsibilities, and Deliverables for key team members**

Below are the detailed qualifications, experience, responsibilities, and expected deliverables for each of the 5 resources required for the initial operationalization of KDLL 2.0 and content curation based on the ToR and the scope of services: The team with 5 key experts and other non-key experts (to be deployed based on requirement) proposed for KDLL 2.0 comprises experts with specific qualifications and experiences tailored to developing high-quality, interactive, and innovative e-learning content. Their responsibilities span instructional design, content development, project coordination, immersive technology, gamification, and quality assurance. Each team member has a defined role in meeting the project's objectives and delivering cutting-edge learning experiences for the iGOT-Karmayogi platform.

**1. Lead Instructional Designer (Curriculum Design and Instructional Design)****Qualifications:**

- Master's degree in Education, Instructional Design, or related field.
- Minimum 10 years of experience in curriculum design and instructional design for e-learning projects.
- Proven experience in creating competency-based learning modules of various domain, particularly in government or public sector environments.

**Experience Required:**

- Hands-on experience with e-learning platforms and Learning Management Systems (LMS).
- Expertise in modern instructional design frameworks like ADDIE, SAM, or similar.
- Proficient in learning theories, pedagogical strategies, and experience with adult learning principles.

**Responsibilities:**

- Design and develop the curriculum and instructional strategies for 100 hours of basic or interactive content.
- Lead the instructional design process from concept through to final deployment.
- Collaborate with subject matter experts (SMEs) to ensure learning outcomes are aligned with government capacity-building goals.

**Deliverables:**

- Detailed instructional design frameworks for all e-learning modules.
- Storyboards and prototype designs for all key courses.
- Finalized curriculum designs for content that incorporates gamification, immersive technology, and microlearning.

---

## **2. Instructional Writer**

### **Qualifications:**

- Bachelor's or master's degree in education, English, Journalism, or related field.
- Minimum 5 years of experience in writing educational content for e-learning or blended learning formats.

### **Experience Required:**

- Strong command of language and the ability to adapt complex subjects into clear, engaging, and concise learning materials.
- Experience in developing scripts for e-learning modules, interactive lessons, and video-based content.
- Familiarity with instructional design principles and pedagogical strategies.

### **Responsibilities:**

- Develop scripts, instructional text, and video/audio scripts for all content.
- Collaborate with instructional designers to ensure content aligns with learning objectives.
- Create assessments, quizzes, and learning reinforcement activities.

### **Deliverables:**

- Finalized scripts for 100 hours of e-learning content, including interactive lessons and video modules.
- Continuous content revisions based on feedback from the instructional design team.

---

## **3. Project Manager (Project Coordination, Ministry Alliance Specialist, iGOT Coordination & MIS)**

### **Qualifications:**

- Master's in Business Administration, Project Management (MBA), or related field.
- PMP or PRINCE2 certification preferred.
- Minimum 8 years of experience in project coordination, with at least 3 years in government or public sector projects.

### **Experience Required:**

- Proven experience in managing complex, multi-stakeholder projects.
- Familiarity with government structures and public sector project management.
- Expertise in using project management software (e.g., MS Project, Trello, Jira).

### **Responsibilities:**

- Coordinate project activities across KDLL 2.0, ensuring alignment with Ministry and iGOT-Karmayogi goals.
- Manage timelines, resources, and budgets.

- Serve as a liaison between DoPT, CBC, Karmayogi Bharat SPV, ISTM, Ministries/Departments, and other relevant stakeholders.

**Deliverables:**

- Regular project status reports, including budget updates and timelines.
  - Comprehensive project plans and risk management reports.
- 

**4. Learning Designer****Qualifications:**

- Bachelor's degree in Education Technology, Instructional Design, or related field.
- Minimum 5 years of experience in designing and developing digital learning experiences.

**Experience Required:**

- Expertise in user experience (UX) design for e-learning platforms.
- Familiarity with tools like Articulate Storyline, Adobe Captivate, or similar.
- Knowledge of competency-based learning design.

**Responsibilities:**

- Design engaging and effective learning experiences that focus on interactive and immersive content.
- Work closely with instructional designers and developers to ensure a seamless user experience.

**Deliverables:**

- Detailed UX/UI design documentation for e-learning platforms.
  - Final designs for interactive and gamified learning content.
- 

**5. Learning Developer****Qualifications:**

- Bachelor's degree in Computer Science, Instructional Technology, or related field.
- Minimum 5 years of experience in e-learning content development and programming.

**Experience Required:**

- Proficient in authoring tools such as Articulate Storyline, Adobe Captivate, and LMS integration.
- Experience with SCORM, xAPI, and other e-learning standards.

**Responsibilities:**

- Develop interactive e-learning modules based on storyboards and instructional design specifications.
- Integrate e-learning modules into the iGOT-Karmayogi platform and ensure smooth functionality.

**Deliverables:**

- Fully functional, SCORM/xAPI-compliant e-learning modules.
- Regular updates and debugging of e-learning content.

\*\*\*\*\*

## **Performance Specifications and Drawings**

**(Refer ToR for same)**

**Bidders must visit ISTM KDLL site to be upgraded during office hours after taking appointment from the concerned officer at DoPT to understand exact requirement under SoW**

# **Part III – Conditions of Contract and Contract Forms**



## Section VIII - General Conditions of Contract

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## Section VIII - General Conditions of Contract

### A. General Provisions

#### 1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (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) “Priced 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.;
- (c) “Association” means the International Development Association, Washington, D.C., U.S.A.;
- (d) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer;
- (e) “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 the Contract Agreement;
- (f) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6;
- (g) “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;
- (h) “Employer” means the party who employs the Service Provider;
- (i) “Employer’s Personnel” means all staff, labor and other employees of the Employer engaged in fulfilling the Employer’s obligations under the Contract; and any other personnel identified as Employer’s Personnel, by a notice from the Employer to the Service provider;
- (j) “ES” means Environmental and Social, as applicable, (including Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH));

- (k) “Foreign Currency” means any currency other than the currency of the country of the Employer;
- (l) “GCC” means these General Conditions of Contract;
- (m) “Government” means the Government of the Employer’s Country;
- (n) “Local Currency” means the currency of the country of the Employer;
- (o) “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 SCC to act on their behalf in exercising all the Service Provider’ rights and obligations towards the Employer under this Contract;
- (p) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
- (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 Personnel” means all personnel whom the Service Provider utilizes in the execution of the Services, including the staff, labor and other employees of the Service Provider and each Subcontractor; and any other personnel assisting the Service Provider in the execution of the Services;
- (s) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;
- (t) “Specifications” means the specifications of the Services included in the Contract, and any additions and modifications to the specifications in accordance with the Contract;
- (u) “Services” means the work to be performed by the Service Provider pursuant to the Contract;
- (v) “Sexual Exploitation and Abuse” “(SEA)” means the following:  
Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;

Sexual Abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;

- (w) “Sexual Harassment” “(SH)” is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by the Service Provider’s Personnel with other Service Provider’s Personnel or Employer’s Personnel;
- (x) “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 Attachment 1 to the General Conditions, the Service Provider shall permit and shall cause its agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit, the Bank and/or persons appointed by the Bank to inspect the site and/or the accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have such accounts, records and other documents audited by auditors appointed by the Bank. The Service Provider's and its Subcontractors' and subconsultants' attention is drawn to Sub-Clause 3.10 (Fraud and Corruption) 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. Such submission to the Employer shall include any applicable environmental and social management plan to manage environmental and social risks and impacts.

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 contract requirements;
- (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
- (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:

- (a) accelerates the delivery period; or
- (b) reduces the Contract Price or the life cycle costs to the Employer; or
- (c) improves the quality, efficiency, safety or sustainability of the services; or
- (d) yields any other benefits to the Employer,

without compromising the necessary functions of the Services.

If the value engineering proposal is approved by the Employer and results in:

- (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
- (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.

## **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

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:

- (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;
- (b) if the Service Provider become insolvent or bankrupt;
- (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
- (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 Attachment 1 to the GCC, in competing for or in executing the Contract

### 2.6.2 By the Service Provider

The Service Provider may terminate this Contract, by not less than thirty (30) 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:

- (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
- (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.

### 2.6.3 Suspension of Loan or Credit

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:

- (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.
- (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.

**2.6.4 Payment  
upon  
Termination**

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:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (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 Service Provider's Personnel.

### **3. Obligations of the Service Provider**

#### **3.1 General**

The Service Provider shall perform the Services in accordance with the Specifications and the Priced 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 at all times take all reasonable precautions to maintain the health and safety of the Service Provider's Personnel employed for the execution of Services at the locations in the Employer's country where the Services are executed.

If **required in the SCC**, the Service Provider shall submit to the Employer for its approval a health and safety manual which has been specifically prepared for the Contract.

The health and safety manual shall be in addition to any other similar document required under applicable health and safety regulations and laws.

The health and safety manual shall set out any applicable health and safety requirement under the Contract,

- (a) which may include:
  - (i) the procedures to establish and maintain a safe working environment;
  - (ii) the procedures for prevention, preparedness and response activities to be implemented in the case

- of an emergency event (i.e. an unanticipated incident, arising from natural or man-made hazards);
- (iii) the measures to be taken to avoid or minimize the potential for community exposure to water-borne, water-based, water-related, and vector-borne diseases,
  - (iv) the measures to be implemented to avoid or minimize the spread of communicable diseases; and
- (b) any other requirements stated in the Employer's Requirements.

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.

The Service Provider shall require that its Subcontractors execute the Services in accordance with the Contract, including complying with applicable ES requirements and the obligations set out in GCC Sub-Clause 3.12.

## **3.2 Conflict of Interests**

### **3.2.1 Service Provider Not to Benefit from Commissions and Discounts.**

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 Service Provider's Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

### **3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project**

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.

- 3.2.3 Prohibition of Conflicting Activities** Neither the Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any business or professional activity that would conflict with the activities assigned to them under this Contract. The Service provider has an obligation and shall ensure that its Service Provider’s Personnel and Sub-consultants shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Employer, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.
- 3.3 Confidentiality** 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.
- 3.4 Insurance to be Taken Out by the Service Provider** 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.
- 3.5 Service Provider’s Actions Requiring Employer’s Prior Approval** The Service Provider shall obtain the Employer’s prior approval in writing before taking any of the following actions:
- (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**.
- Submission by the Contractor for the Employer’s approval, for addition of any Subcontractor not named in the Contract, shall also include, if applicable, the Subcontractor’s declaration in accordance with Appendix I- Sexual exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration.

### **3.6 Reporting Obligations**

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.

If specified in Appendix B, the reporting requirements shall include applicable environmental and social aspects.

**If stated in the SCC**, the reports shall include status of compliance to cyber security risks management, and any foreseeable cyber security risk and mitigation

If applicable, the Service Provider shall inform the Employer immediately of any allegation, incident or accident in the locations in the Employer's country where the Services are executed, which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Employer's Personnel or Service Provider's Personnel. This includes, but is not limited to, any incident or accident causing fatality or serious injury; significant adverse effects or damage to private property; any cyber security incidents **as specified in the SCC**; or any allegation of SEA and/or SH. In case of SEA and/or SH, while maintaining confidentiality as appropriate, the type of allegation (sexual exploitation, sexual abuse or sexual harassment), gender and age of the person who experienced the alleged incident should be included in the information.

The Service Provider, upon becoming aware of the allegation, incident or accident, shall, if applicable, also immediately inform the Employer of any such incident or accident on the Subcontractors' or suppliers' premises relating to the Services which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Employer's Personnel or Service Provider's, its Subcontractors' and suppliers' Personnel. The notification shall provide sufficient detail regarding such incidents or accidents. The Service provider shall provide full details of such incidents or accidents to the Employer within the timeframe agreed with the Employer.

The Service Provider shall require its Subcontractors and suppliers to immediately notify the Service Provider of any incidents or accidents referred to in this Sub- Clause.

### **3.7 Documents Prepared by the Service Provider to Be the Property of the Employer**

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**.

### **3.8 Liquidated Damages**

#### **3.8.1 Payments of Liquidated Damages**

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.

#### **3.8.2 Correction for Over-payment**

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.

#### **3.8.3 Lack of performance penalty**

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**.

### **3.9 Performance Security**

If required as **specified in the SCC**, the Service Provider shall provide to the Employer a Performance Security for the performance of the Contract, in the amount **specified in the SCC** and no later than the date specified in the Letter of acceptance.

As **specified in the SCC**, the Performance Security, if required, shall be denominated in the currency(ies) of the Contract, or in a freely convertible currency acceptable to the Employer; and shall be in one of the formats stipulated by the Employer in the **SCC**, or in another format acceptable to the Employer.

The performance Security shall be valid until a date 28 days from the Completion Date of the Contract in 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 Attachment 1 to the GCC.

The Employer requires the Service Provider 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.

**3.12 Code of Conduct**

The Service Provider shall have a Code of Conduct for the Service Provider’s Personnel employed for the execution of the Services at the locations in the Employer’s country where the Services are provided.

The Service Provider shall take all necessary measures to ensure that each Service Provider’s Personnel is made aware of the Code of Conduct including specific behaviors that are prohibited, and understands the consequences of engaging in such prohibited behaviors.

These measures include providing instructions and documentation that can be understood by the Service Provider’s Personnel and seeking to obtain that person’s signature acknowledging receipt of such instructions and/or documentation, as appropriate.

The Service Provider shall also ensure, as applicable, that the Code of Conduct is visibly displayed in locations in the Employer’s country where the Services are executed as well as in areas outside the locations accessible to the local community and any project affected people. The posted Code of Conduct shall be provided in languages comprehensible to Service Provider’s Personnel, Employer’s Personnel and the local community.

The Service Provider’s Management Strategy and Implementation Plans, as applicable, shall include appropriate processes for the Service Provider to verify compliance with these obligations.

### 3.13 Training of Service Provider's Personnel

The Service Provider shall provide appropriate training to its relevant personnel on any applicable ES aspects of the Contract, including appropriate sensitization on prohibition of SEA/SH.

As stated in the Employer's Requirements or as instructed by the Employer, the Service Provider shall also allow appropriate opportunities for the relevant Service Provider's Personnel to be trained on applicable ES aspects of the Contract by the Employer's Personnel and/or other personnel assigned by the Employer.

The Service Provider shall provide training on SEA and SH, including its prevention, to any of its personnel who has a role to supervise other Service Provider's Personnel.

### 3.14 Security of the Site

**Unless stated otherwise in the SCC**, the Service Provider shall be responsible for the security at the locations in the Employer's country where the services are carried out including providing and maintaining at its own expense all lighting, fencing, and watching when and where necessary for the proper execution and the protection of the locations, or for the safety of the owners and occupiers of adjacent property and for the safety of the public.

**If required in the SCC**, prior to the Starting Date for the commencement of Services, the Service Provider shall submit for the Employer's No-objection a security management plan that sets the security arrangements for the locations in the Employer's country where the Services are executed.

In making security arrangements, the Service Provider shall be guided by applicable laws and any other requirements that may be stated in the Employer's Requirements.

The Service Provider shall (i) conduct appropriate background checks on any personnel retained to provide security; (ii) train the security personnel adequately (or determine that they are properly trained) in the use of force (and where applicable, firearms), and appropriate conduct towards the Service Provider's personnel, Employer's personnel and affected communities; and (iii) require the security personnel to act within the applicable Laws and any requirements set out in the Employer's Requirements.

The Service Provider shall not permit any use of force by security personnel in providing security except when used for preventive and defensive purposes in proportion to the nature and extent of the threat.

**3.15 Protection of the Environment**

As applicable, the Service Provider shall take all necessary measures to:

- i. protect the environment (both on and off the locations where the Services are executed) from damages resulting from its operations/and or activities; and
- ii. limit damage and nuisance to people and property resulting from pollution, noise and other results of the Service Provider's operations and/ or activities.

The Service Provider shall ensure that any emissions, surface discharges, effluent and any other pollutants from the its activities shall exceed neither the values that may be indicated in the Employer's Requirements, nor those prescribed by applicable laws.

In the event of damage to the environment, property and/or nuisance to people, on or off the locations where the Services are carried out, as a result of the Service Provider's operations and/or activities, the Service Provider shall agree with the Employer the appropriate actions and time scale to remedy, as practicable, the damaged environment to its former condition. The Service Provider shall implement such remedies at its cost to the satisfaction of the Employer.

**3.16 Cyber Security**

**Pursuant to the SCC**, the Service Provider, including its Subcontractors/suppliers shall take all technical and organizational measures necessary to protect the information technology systems and data used in connection with the Contract. Without limiting the foregoing, the Service Provider, including its Subcontractors/ suppliers, shall use all reasonable efforts to establish, maintain, implement and comply with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information technology system or data used in connection with the Contract.

**3.17 Cultural Heritage Findings**

All fossils, coins, articles of value or antiquity, structures, groups of structures, and other remains or items of geological, archaeological, paleontological, historical, architectural, religious interest found on the locations in the Employer's country where the Services are carried out shall be placed under the care and custody of the Employer.

As soon as practicable after discovery of any such finding, the Service Provider shall give a notice to the Employer, to give the Employer the opportunity to promptly inspect and/or investigate the finding before it is disturbed and to issue instructions for dealing with it.

#### **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**

- (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.
- (b) The Employer may require the Service Provider to remove (or cause to be removed) a Service Provider's Personnel, who:
- (i) persists in any misconduct or lack of care;
  - (ii) carries out duties incompetently or negligently;
  - (iii) fails to comply with any provision of the Contract;
  - (iv) persists in any conduct which is prejudicial to safety, health, or the protection of the environment;
  - (v) based on reasonable evidence, is determined to have engaged in Fraud and Corruption during the execution of the Contract;
  - (vi) has been recruited from the Employer's Personnel;
  - (vii) undertakes behavior which breaches the Code of Conduct (ES), as applicable.

As appropriate, the Service provider shall then promptly appoint (or cause to be appointed) a suitable replacement with equivalent skills and experience.

Notwithstanding any requirement from the Employer to remove or cause to remove any person, the Service provider shall take immediate action as appropriate in response to any violation of (i) through (vii) above. Such immediate action

shall include removing (or causing to be removed) from the locations where the Services are carried out, any Service Provider's Personnel who engages in (i), (ii), (iii), (iv), (v) or (vii) above or has been recruited as stated in (vi) above.

- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

#### **4.3 Service Provider's Personnel**

##### Engagement of Service Provider's Personnel

The Service Provider shall make arrangements for the engagement of the Service Provider's Personnel.

The Service Provider is encouraged, to the extent practicable and reasonable, to use local labor that has the necessary skills.

Subject to GCC 5.1, the Service Provider shall be responsible for obtaining all necessary permit(s) and/or visa(s) from the appropriate authorities for the entry of all personnel to be employed for the Services into the Employer's country.

The Service Provider shall at its own expense provide the means of repatriation to all of its personnel employed for the execution of the Services to the place where they were recruited or to their domicile. It shall also provide suitable temporary maintenance of all such persons from the cessation of their employment on the Contract to the date programmed for their departure.

##### Persons in the Service of Employer

The Service Provider shall not recruit, or attempt to recruit, staff and labor from amongst the Employer's Personnel.

##### Labor Laws

The Service provider shall comply with all the relevant labor laws applicable to the Service Provider's Personnel, including laws relating to their employment, health, safety, welfare, immigration and emigration, and shall allow them all their legal rights.

The Service Provider shall at all times during the progress of the Contract use its best endeavors to prevent any unlawful, riotous or disorderly conduct or behavior by or amongst its employees and the labor of its Subcontractors.

The Service Provider shall, in all dealings with its personnel currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs and all local laws and regulations pertaining to the employment of labor.

##### Rates of Wages and Conditions of Labor

The Service Provider shall pay rates of wages, and observe conditions of labor, which are not lower than those established for the trade or industry where the Service is carried out. If no established rates or conditions are applicable, the Service Provider shall pay rates of wages and observe conditions which are not lower than the general level of wages and conditions observed locally by employers whose trade or industry is similar to that of the Service Provider.

The Service Provider shall inform the Service Provider's Personnel about their liability to pay personal income taxes in the Employer's country in respect of such of their salaries, wages, allowances and any benefits as are subject to tax under the laws of the country for the time being in force, and the Service provider shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws.

#### Facilities for Service Provider's Personnel

If **stated in the SCC and subject to GCC Sub-Clause 5.3**, the Service Provider shall provide and maintain all necessary accommodation and welfare facilities for the Service Provider's Personnel employed for the execution of the Contract at the locations in the Employer's country where the Services are provided.

In the event of the death of any of the Service Provider's Personnel or accompanying members of their families, the Service Provider shall be responsible for making the appropriate arrangements for their return or burial, unless otherwise specified in the SCC.

#### Workers' Organizations

In countries where the relevant labor laws recognize workers' rights to form and to join workers' organizations of their choosing and to bargain collectively without interference, the Service Provider shall comply with such laws. In such circumstances, the role of legally established workers' organizations and legitimate workers' representatives will be respected, and they will be provided with information needed for meaningful negotiation in a timely manner. Where the relevant labor laws substantially restrict workers' organizations, the Service Provider shall enable alternative means for the service provider's Personnel to express their grievances and protect their rights regarding working conditions and terms of employment. The Service Provider shall not seek to influence or control these alternative means. The Service Provider shall not discriminate or retaliate against the Service Provider's Personnel who participate, or seek to participate, in such organizations and collective bargaining or alternative mechanisms. Workers' organizations are expected to fairly represent the workers in the workforce.

#### Non-Discrimination and Equal Opportunity

The Service Provider shall not make decisions relating to the employment or treatment of Service Provider's Personnel on the basis of personal characteristics unrelated to inherent job requirements. The Service Provider shall base the employment of Service Provider's Personnel on the principle of equal opportunity and fair treatment, and shall not discriminate with respect to any aspects of the employment relationship, including recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, and disciplinary practices.

Special measures of protection or assistance to remedy past discrimination or selection for a particular job based on the inherent requirements of the job shall not be deemed discrimination. The Service Provider shall provide protection and assistance as necessary to ensure non-discrimination and equal opportunity, including for specific groups such as women, people with disabilities, migrant workers and children (of working age in accordance with this Sub-Clause).

#### Forced Labor

The Service Provider, including its Subcontractors, shall not employ or engage forced labor. Forced labor consists of any work or service, not voluntarily performed, that is exacted from an individual under threat of force or penalty, and includes any kind of involuntary or compulsory labor, such as indentured labor, bonded labor or similar labor-contracting arrangements.

No persons shall be employed or engaged who have been subject to trafficking. Trafficking in persons is defined as the recruitment, transportation, transfer, harbouring or receipt of persons by means of the threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation.

#### Child Labor

The Service Provider, including its Subcontractors, shall not employ or engage a child under the age of 14 unless the national law specifies a higher age (the minimum age).

The Service Provider, including its Subcontractors, shall not employ or engage a child between the minimum age and the age of 18 in a manner that is likely to be hazardous, or to interfere with, the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.

The Service Provider including its Subcontractors, shall only employ or engage children between the minimum age and the age of 18 after an appropriate risk assessment has been conducted by the Service Provider with the Employer's consent. The Service Provider shall be subject to regular monitoring by the Employer that includes monitoring of health, working conditions and hours of work.

Work considered hazardous for children is work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize the health, safety, or morals of children. Such work activities prohibited for children include work:

- (a) with exposure to physical, psychological or sexual abuse;
- (b) underground, underwater, working at heights or in confined spaces;
- (c) with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads;
- (d) in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise or vibration damaging to health; or
- (e) under difficult conditions such as work for long hours, during the night or in confinement on the premises of the employer.

## 5. Obligations of the Employer

### 5.1 Assistance and Exemptions

The Employer shall use its best efforts where legally warranted, 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** The price payable in Indian Rupees is **set forth in the SCC**.
- 6.3 Payment for Additional Services, and Performance Incentive Compensation**
- 6.3.1 For the purpose of determining the remuneration due for additional 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.
- 6.4 Terms and Conditions of Payment** 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.
- 6.5 Interest on Delayed Payments** 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.
- 6.6 Price Adjustment**
- 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:
- $$P_c = A_c + B_c \frac{L_{mc}}{L_{oc}} + C_c \frac{I_{mc}}{I_{oc}}$$
- 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

$L_{mc}$  is the index prevailing at the first day of the month of the corresponding invoice date and  $L_{oc}$  is the index prevailing 28 days before Bid opening for labor; both in the specific currency “c”.

$I_{mc}$  is the index prevailing at the first day of the month of the corresponding invoice date and  $I_{oc}$  is the index prevailing 28 days before Bid opening for other inputs payable; both in the specific currency “c”.

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.

## 6.7 Dayworks

6.7.1 If applicable, the Daywork 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.

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.

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

## 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**

- (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 of 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**

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.

8.2.2 The Adjudicator shall give a decision in writing within 28 days of receipt of a notification of a dispute.

8.2.3 The Adjudicator shall be paid at the per day 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.

8.2.4 Unless otherwise agreed by both the Employer and the Service Provider, arbitration shall be conducted as follows:

- (a) For contracts with foreign Service Providers:

**unless otherwise specified in the SCC**; the dispute shall be finally settled under the Rules of Arbitration of the

International Chamber of Commerce; by one or three arbitrators appointed in accordance with these Rules. The place of arbitration shall be the neutral location **stated in the SCC**; and the arbitration shall be conducted in the ruling language **stated in the SCC**;

and

- (b) For contracts with national Service Providers, arbitration with proceedings conducted in accordance with the laws of the Employer's country.

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.

# ATTACHMENT 1

## Fraud and Corruption

*(Text in this Attachment 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 (applicants/proposers), 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;<sup>1</sup> (ii) to be a nominated<sup>2</sup> 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 (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents, personnel, permit the Bank to inspect<sup>3</sup> all accounts, records and other documents relating to procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

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<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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	The words “in the Government’s country” are amended to read “in India.”
1.1(a)	The Adjudicator is <i>“Not Applicable”</i>
1.1(e)	The contract name is: Selection of Firm for <b>upgradation and operations of the Karmayogi Digital Learning Lab</b> (KDLL 2.0) located in the Institute of Secretariat Training & Management (ISTM)
1.1(h)	The Employer is <b>Department of Personnel &amp; Training (DoPT)</b>
1.1(m)	The Government means the Government of India.
1.1(n)	The Local Currency means Indian Rupee.
1.1(o)	The Member in Charge is Shri Vijay. S, Deputy Secretary (Academy)
1.1(q)	The Service Provider is _____
1.1(y)	The following is inserted as a new sub-clause 1.1(y): “1.1(y) “Site” means the land and other places where services are to be executed and/or facilities to be installed, and such other land or places as may be specified in the Service Provider’s contract as forming part of the Site.”
1.2	The following is inserted as a new paragraph at the end of the existing clause: “Salient features of major labour and other laws that are normally applicable in India are given as Appendix J to these General Conditions of Contract. 1.2.1 Throughout the execution of the Contract, the Service Provider shall comply with the import of goods and services prohibitions in India, when (a) as a matter of law or official regulations, India prohibits commercial relations with that country; 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, India prohibits any import of goods from that

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	country or any payments to any country, person, or entity in that country.”
1.2	The Applicable Law is: Laws of Union of India
1.3	The language is English
1.4	<p>The addresses are:</p> <p>Employer: <b>Department of Personnel &amp; Training (DoPT)</b>  Attention: Shri Vijay. S, Deputy Secretary (Academy)  Telex: 011- 26706381  Email: <a href="mailto:vijays@cag.gov.in">vijays@cag.gov.in</a></p> <p>Service Provider: _____  Attention: _____  Telex: _____  Facsimile: _____  Email: _____</p>
1.6	<p>The Authorized Representatives are:</p> <p>For the Employer: Shri Vijay. S, Deputy Secretary (Academy)  For the Service Provider: _____</p>
2.1	The date on which this Contract shall come into effect is <i>from the date of signing of the contract.</i>
2.2.1	<p>The existing sub-clause ‘2.2.1 Program’ is modified as follows:</p> <p><b>“2.2.1 Program</b> 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. Such submission to the Employer shall include any applicable environmental and social management plan to manage environmental and social risks and impacts (if any). The Service Provider shall submit to the Employer, progress report and updated Program showing the actual progress achieved and its effect on the timing of the remaining Services to be completed, at regular intervals specified by the Employer.</p>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	The Services shall be carried out in accordance with the approved Program as updated.
2.2.2	The Starting Date for the commencement of Services is _____ <i>[date]</i> .
2.3	The Intended Completion Date is <i>two (2) years from the date of signing of the contract.</i>
2.4.1	Provisions related to Value Engineering do not apply.
2.6.1	The existing sub-clause ‘2.6.1(b) is replaced with the following: “2.6.1(b) if the Service Provider become insolvent or bankrupt, or goes into liquidation other than for a reconstruction or amalgamation;”
2.6.4(a)	The existing sub-clause 2.6.4(a) is replaced with the following: “remuneration pursuant to Clause 6 for Services satisfactorily performed less advances or other recoveries or any taxes to be deducted at source [TDS] as per applicable law, prior to the effective date of termination;”
3.1	health and safety manual is not applicable
3.2.3	The following new sub-clauses 3.2.3(b) and 3.2.3(c) are inserted after existing clause which is numbered as sub-clause 3.2.3(a): “3.2.3(b) during the term of this Contract, neither the Service Provider nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract. 3.2.3(c) after the termination of this Contract, such other activities as may be <b>specified in the SCC.</b>
3.2.3(c)	Activities prohibited after termination of this Contract are: No such activity is identified
3.4	The risks and coverage by insurance shall be:  (i) Third Party motor vehicle <i>in accordance with the applicable law in India</i> ”  (ii) Third Party liability <i>“in accordance with the applicable law in India”</i>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	<p>(iii) Employer’s liability and workers’ compensation <i>“in accordance with the applicable law in India”</i></p> <p>(iv) Professional liability <i>shall be equivalent amount to the total ceiling amount of the Contract</i></p> <p>(v) Loss or damage to equipment and property _____ <i>(Must be based on estimates provided by the Consultant)</i></p>
3.5	<p>Add the following after ‘Appendix I- Sexual exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration’ at the end of the existing Clause 3.5:</p> <p>“Hiding information about any subcontracting not authorized by the Employer shall be treated as violation of Attachment 1 to General Conditions (Fraud and Corruption) and will attract remedial actions as mentioned in the Attachment 1 to the GCC.”</p>
3.5(d)	<i>-Deleted-</i>
3.6	<i>Periodic reports shall include status of compliance to cyber security risks management, and any foreseeable cyber security risk and mitigation. The cyber security incidents to be immediately reported.</i>
3.7	<p>Restrictions on the use of documents prepared by the Service Provider are:</p> <p>_____</p>
3.8.1	<p>The following is inserted as a new paragraph after the existing ‘clause 3.8.1 Payments of Liquidated Damages:’</p> <p>“Time is the essence of the contract and payment or deduction of liquidated damages shall not relieve the Service Provider from his obligation to complete the services as per agreed Program and order and timing of all Activities, or from any of the Service Provider’s other obligations and liabilities under the contract.”</p>
3.8.1	<p>The liquidated damages rate is <b>0.05 percent</b> per day</p> <p>The maximum amount of liquidated damages for the whole contract is <b>10 percent</b> of the final Contract Price.</p> <p><b>The Payment milestone and related terms and conditions are attached at the end of the SCC (Annexure-1)</b></p>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract																		
3.8.3	<p>The percentage <i>of cost of items and services not performed satisfactorily</i> to be used for the calculation of Lack of performance Penalty(ies) will be as per slabs given below:</p> <table border="1" data-bbox="435 531 1409 1010"> <thead> <tr> <th data-bbox="435 531 565 699">Sl. No.</th> <th data-bbox="570 531 1166 699">%age of work completed or performed satisfactory ((rounded off) during the Quarter as per deliverables defined in the contract/ quarterly goals</th> <th data-bbox="1170 531 1409 699">%age of deduction from the invoiced amount</th> </tr> </thead> <tbody> <tr> <td data-bbox="435 705 565 762">1</td> <td data-bbox="570 705 1166 762">Upto 90%</td> <td data-bbox="1170 705 1409 762">0% (No Penalty)</td> </tr> <tr> <td data-bbox="435 768 565 825">2</td> <td data-bbox="570 768 1166 825">80-89%</td> <td data-bbox="1170 768 1409 825">5%</td> </tr> <tr> <td data-bbox="435 831 565 888">3</td> <td data-bbox="570 831 1166 888">70-79%</td> <td data-bbox="1170 831 1409 888">10%</td> </tr> <tr> <td data-bbox="435 894 565 951">4</td> <td data-bbox="570 894 1166 951">50-69%</td> <td data-bbox="1170 894 1409 951">20%</td> </tr> <tr> <td data-bbox="435 957 565 1010">5</td> <td data-bbox="570 957 1166 1010">Less than 50%*</td> <td data-bbox="1170 957 1409 1010">30%</td> </tr> </tbody> </table> <p>The penalties shall be applicable after completion of six-month of contract and therefore from the 3<sup>rd</sup> quarter billing of the agency.</p> <p><b>*If the agency falls under this category (less than 50% of work completed) for more than 2 quarters, the full payment deduction/ proportionate deduction of penalty amount shall be applicable</b></p>	Sl. No.	%age of work completed or performed satisfactory ((rounded off) during the Quarter as per deliverables defined in the contract/ quarterly goals	%age of deduction from the invoiced amount	1	Upto 90%	0% (No Penalty)	2	80-89%	5%	3	70-79%	10%	4	50-69%	20%	5	Less than 50%*	30%
Sl. No.	%age of work completed or performed satisfactory ((rounded off) during the Quarter as per deliverables defined in the contract/ quarterly goals	%age of deduction from the invoiced amount																	
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2	80-89%	5%																	
3	70-79%	10%																	
4	50-69%	20%																	
5	Less than 50%*	30%																	
3.9	<p>A Performance Security <i>shall be required</i>.</p> <p>The Performance Security amount is <b>five (5) percent</b> of the Accepted Contract Amount.</p> <p>The standard forms of Performance Security acceptable to the Employer shall be <u>unconditional</u> Bank Guarantees from Scheduled or Nationalized banks in India of the types as presented in Section X of the Bidding Document.</p>																		
3.11	Provisions related to Sustainable Procurement do not apply.																		
3.14	<i>Service Provider shall not be responsible for the security at the locations in the Employer's country where the Services are carried out;</i>																		

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
3.16	<i>Applies</i>
3.18	<p>The following sub-clause is added after 3.17:</p> <p><b>“3.18 Assignment:</b> The Service Provider shall not assign, transfer or make other disposition of this Contract or any part thereof, or any of the Service Provider’s rights, claims or obligations under this Contract except with the prior written approval of the Employer”</p>
5.1	<p>The assistance and exemptions provided to the Service Provider are:</p> <ol style="list-style-type: none"> <li>1. DoPT will provide support in identifying e-learning contents/ module to be developed</li> <li>2. DoPT will support in facilitating communication with MDOs and other stakeholders, as required under contract</li> <li>3. DoPT will provide support in identifying SMEs for content development</li> <li>4. Any other support/ facilitation under contract</li> </ol>
5.4	<p>The following is added as a new Clause 5.4:</p> <p>“5.4 Access to Project Site</p> <p>The Service Provider shall have, free of charge, unimpeded access to the project site in respect of which access is required for the performance of the Services. The Employer will be responsible for any damage to the project site or any property thereon resulting from such access, unless such damage is caused by the wilful default or negligence of the Service Provider or its Subcontractors or their personnel.”</p>
6.2	All payments shall be made in Indian Rupees only and the amount in Indian Rupees is _____.
6.3.2	The performance incentive paid to the Service Provider shall be: <i>Not Applicable</i>
6.4	<p>The rates quoted by the Service Provider shall be deemed to be inclusive of the GST and other taxes that the Service provider will have to pay for the performance of this Contract. The Employer will perform such duties in regard to the deduction of such taxes at source [TDS] as per applicable law.</p> <p>Payments shall be made as per terms and conditions given below and according to the schedule <b>attached at the end of the SCC (Annexure-1):</b></p>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	<ul style="list-style-type: none"> <li>• Payments in accordance with the milestones (Services) for which progress payments are not envisaged, subject to certification by the Employer, that the Services have been rendered satisfactorily, pursuant to the performance indicators.</li> <li>• Progress payments in accordance with the milestones established as specified here, subject to certification by the Employer, that the Services have been rendered satisfactorily, pursuant to the performance indicators:</li> </ul>
6.5	<p><b>Payment shall be made within forty-five (45) days of receipt of the invoice and the relevant documents specified in Sub-Clause 6.4, and within sixty (60) days in the case of the final payment.</b></p> <p>The interest rate is <i>5% per annum</i>. (insert the number corresponding to the State Bank of India prime lending rate).</p>
6.6.1	Price adjustment is <i>not to be applied</i> in accordance with Sub-Clause 6.6.
7.1	<p>The existing ‘Clause 7.1 Identifying Defects’ is replaced with the following:</p> <p>“7.1.1 The principle and modalities of Inspection of the Services by the Employer shall be as <b>indicated in the SCC</b>. The Employer shall check the Service Provider’s performance and notify him of any Defects that are found, specifying a time by which these should be corrected. 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 <b>defined in the SCC</b>.</p> <p>7.1.2 The Service Provider shall permit the Employer’s Technical auditor to check the Service provider’s work and notify the Employer and Service provider of any defects that are found. Such a check shall not affect the Service Provider’s or the Employer’s responsibility as defined in the Contract Agreement.”</p>
7.1.1	<p>The principle and modalities of inspection of the Services by the Employer are as follows:</p> <p style="text-align: center;"><i>1. The authorized representative of DoPT shall check the functioning of every facilities/ equipment provided by the service provider under this contract and will certify the satisfactory operation/ acceptance after verification of the same.</i></p>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	<p data-bbox="516 298 1409 474">2. <i>The content developed by the service provider under this contract shall be reviewed and confirmed by the DoPT before publication of the same on iGoT portal. Any defect noticed in the same should be rectified within the given time period and resubmitted for review.</i></p> <p data-bbox="431 531 1409 636">The Defects Liability Period is <i>12 months from the date of satisfactory acceptance of infrastructure upgradation and equipment provided under contract.</i></p>
8.2	<p data-bbox="431 661 1214 699">The existing ‘sub-clause 8.2.4 is replaced with the following:</p> <p data-bbox="431 716 1409 789">“8.2.4 The arbitration shall be conducted in accordance with the arbitration procedure specified, and in the place shown <b>in the SCC.</b>”</p> <p data-bbox="431 856 1409 930">The following two sub-clauses are added before the existing sub-clause 8.2.5 which is now numbered as 8.2.5 (c):</p> <p data-bbox="431 947 743 984">“8.2.5 ‘Not Applicable’</p>
8.2.3	<i>Not Applicable</i>
8.2.4	<p data-bbox="431 1077 1130 1115">The procedure for adhoc arbitration will be as follows:</p> <p data-bbox="431 1140 1409 1570">(a) In case of Dispute or difference arising between the Employer and a Service Provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 Arbitrators one each to be appointed by the Employer and the Service Provider. The third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two Arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Council of Arbitration.</p> <p data-bbox="431 1602 1409 1818">(b) If one of the parties fails to appoint its Arbitrator in pursuance of sub-clause (a) and (b) above within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the *Indian Council of Arbitration, shall appoint the Arbitrator. A certified copy of the order of the Indian Council of Arbitration, making such an appointment shall be furnished to each of the parties.</p>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	<p>(c) Arbitration proceedings shall be held at New Delhi, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.</p> <p>(d) The decision of the majority of Arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc. of its proceedings as also the fees and expenses paid to the Arbitrator appointed by such party or on its behalf shall be borne by each party itself.</p> <p>(e) Where the value of the contract is Rs.50 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties; failing such agreement, by the appointing authority, namely the * Indian Council of Arbitration/President of the Institution of Engineers (India)/The International Centre for Alternative Disputes Resolution (India).</p> <p>(f) The Arbitrator should give final award within 180 days of starting of the proceedings.</p> <p>Performance under the contract shall continue during the arbitration proceedings and payments due to the Service Provider by the Employer shall not be withheld, unless they are the subject matter of the arbitration proceedings.</p> <p>The arbitral tribunal shall consist of 3 Arbitrators, arbitration proceedings shall be held at New Delhi, India and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English”. <i>[ICA rules provide for arbitration tribunal of 3 arbitrators if the value of claim is over Rs 1 crore unless the parties have agreed otherwise for a sole arbitrator].</i></p>
8.2.5 (a) and (c)	The designated Appointing Authority for a new Adjudicator is “ <i>Not Applicable</i> ”

## **Annexure-1: Payment Schedule and Milestone**

Payment shall be divided into following three categories:

1. **Payment of KDLL Infrastructure and Equipment set-up cost:** It shall be made based on the delivery and installation of items as per timelines defined below:

Sl. No.	Key Milestone	Timelines from the date of signing of contract	Percentage of Contract amount due to be paid
1.	<b>Completion of Delivery of equipment</b> to commission the technology to enable the creation of cutting-edge, immersive learning experiences including following and as defined in SoW:  b. Data Visualisation Solutions c. Virtual Reality (VR) Development d. AI-based Interventions	2.5 months	70% of Infrastructure cost of the contract
2.	<b>Completion of Installation, Commissioning and Training</b> of all equipment and software installed in the Lab	3 months	20% of Infrastructure cost of the contract
3.	Successful running of lab and certification by KDLL in-charge at DoPT/ ISTM	6 months	Remaining 10% of Infrastructure cost of the contract
4.	AMC cost for 2 <sup>nd</sup> year	12 months onwards	Annual basis, as per AMC amount included in the contract

2. **Payment for Content development and project management as per fixed efforts/ activities defined in the SoW (Human Resource Cost):**

- Payment shall be made on the **quarterly basis based on the deliverables and timelines defined below**, upon submission of supporting documentation and approval of DoPT.
- The quarterly goal and activity schedule of each quarter shall be developed during execution of the contract in consultation of the DoPT. The tentative Quarterly Goals/ deliverables are defined below:

Sl. No.	Key Milestone	Deliverables	Timelines from the date of signing of contract
1.	Inception report and Deployment of resources and operationalization of existing lab	Submission of Inception report including implementation plan, resource details and project execution schedule.  Deploy the full team and operationalize the existing lab (team of 5 members as specified above and rest non key officials as and when required)	30 days
2.	Content Development	<p>i. Produce minimum hours of content agreed in the contract (100 hours of high-quality e-learning content driven by ACBP during 2 years of contract period)- <b>Tentatively, (14-15Hrs. of content) to be developed in each Quarter (from 2<sup>nd</sup> quarter onwards) or as agreed in the quarterly goals</b></p> <p>ii. Develop e-learning content other than above requirement including AR/ VR, Gamified and immersive contents (as and when needed by DoPT/ MDOs)</p>	<p>Ongoing, to be completed within the timeline specified during specific case (detailed timelines given separately)</p> <p>Payment shall be made quarterly based on no. of contents agreed and developed during the quarter</p>
3.	Capacity Building Plan	<p>Conduct training for ISTM, ATIs and CSTIs officials commencing Q3 2025 and continuing periodically throughout the project.</p> <p>Help Documentation for the commissioned technology and other activities including <b>Quarterly Report</b></p>	<p>Ongoing, as per quarterly goals agreed in consultation with DoPT</p> <p>Ongoing, 3 months from commissioning of the technology</p>

3. **Payment for variable part of the SoW i.e. based on the no. of contents developed** beyond 100 Hrs. of Content defined in the RFB and **for Highly immersive. Gamified contents**. This payment shall also be made on the quarterly basis based on the no. of contents developed during quarter and stage of the payment due

<b>Phase</b>	<b>Deliverable</b>	<b>Amount to be released in %age of the total payment due for each content</b>
I	Course design and Story-board submission for all the modules of the course	30
II	Submission of Beta-version of the digitized course, with machine generated voice-overs	30
III	Gold Version and Deployment of the course on iGOT and / or any LMS suggested by DoPT	40

## Appendices

### Appendix A - Description of the Services

*Give detailed descriptions of the Services to be provided, dates for completion of various tasks, place of performance for different tasks, specific tasks to be approved by Employer, etc.*

### Appendix B - Schedule of Payments and Reporting Requirements

*List all milestones for payments and list the format, frequency, and contents of reports or products to be delivered; persons to receive them; dates of submission; etc. If applicable, list the stages at which progress payments in accordance with the milestones established are to be made, subject to certification by the Employer, that the Services have been rendered satisfactorily, pursuant to the performance indicators. If no reports are to be submitted, state here “Not applicable.”*

### Appendix C - Key Personnel and Subcontractors

- List under:*
- C-1 Titles [and names, if already available], detailed job descriptions and minimum qualifications of foreign Personnel to be assigned to work in the Government’s country, and staff-months for each.*
  - C-2 Same as C-1 for Key foreign Personnel to be assigned to work outside the Government’s country.*
  - C-3 List of approved Subcontractors (if already available); same information with respect to their Personnel as in C-1 or C-2.*
  - C-4 Same information as C-1 for Key local Personnel.*

### Appendix D—Breakdown of Contract Price in Foreign Currency(ies) – Not Used

### Appendix E - Breakdown of Contract Price in Local Currency

*List here the elements of cost used to arrive at the breakdown of the lump-sum price—local currency portion:*

- 1. Rates for Equipment Usage or Rental or for Personnel (Key Personnel and other Personnel).*
- 2. Reimbursable expenditures.*

*This appendix will exclusively be used for determining remuneration for additional Services.*

**Appendix F - Services and Facilities Provided by the Employer**

**Appendix G - Performance Incentive Compensation Appendix**

## **Performance Incentive Compensation Appendix Provisions**

### **ARTICLE 1- GENERAL**

#### **1.1 Documents Comprising the Performance Incentive Compensation Appendix**

The Performance Incentive Compensation Appendix consists of:

- (a) the Performance Incentive Compensation Appendix Provisions;
- (b) Attachment #1G Incentive Compensation Calculation Procedure Notes; and
- (c) Attachment #2G Incentive Compensation Charts 1-[ ].

### **ARTICLE 2- THE PERFORMANCE INCENTIVE COMPENSATION**

#### **2.1 Performance Incentive Compensation Limits**

- (1) The Performance Incentive Compensation paid to the Service Provider shall not exceed Rs [ ] over the term of the Contract.
- (2) The actual amount paid to the service Provider as Performance Incentive Compensation shall be determined by the extent to which the Service Provider achieves the performance criteria set out in the Incentive Compensation Charts and by the application of the calculations set out in the Incentive Calculation Procedure Notes for the applicable Contract Year.
- (3) If the Service Provider fails to meet the “Excellent” rating set out in the Incentive Compensation Chart, in any Contract Year, the Service Provider will be obliged to make up the shortfall in the subsequent Contract Year, as well as meet the performance targets for that Contract Year.
- (4) Except as the Employer may, in its sole discretion, otherwise determine based on exceptional circumstances, if the Service Provider fails to attain the Maximum Annual Incentive Compensation in any Contract Year, the shortfall will not be available to the Service Provider in the subsequent Contract Years and Rs [ ] per Contract Year maximum will not be increased.

**ATTACHMENT # 1G – APPENDIX G  
INCENTIVE COMPENSATION CALCULATION PROCEDURE NOTES**

*[SAMPLE: This part is to be designed on a case-by-case approach]*

**PART A THE METHOD FOR CALCULATING PERFORMANCE INCENTIVE  
COMPENSATION IN EACH CONTRACT YEAR**

I. The Performance Incentive Compensation for each Contract Year shall be calculated as follows:

$$\text{Compensation} = \text{Composite Score} \times 0.2 \times \text{Maximum Annual Incentive Compensation}$$

Where:

- (i) The Maximum Annual Incentive Compensation is calculated as set out in Section 2.1 of the Performance Incentive Compensation Appendix Provisions; and
- (ii) The Composite Score is calculated in accordance with “Part B-The Method for Calculating the Composite Score” of these Incentive Compensation Calculation Procedure Notes.

**PART B THE METHOD FOR CALCULATING THE COMPOSITE SCORE**

1. The Composite Score for each Contract Year shall be as follows:

**Composite Score Total of All Weighted Scores for the Performance Criteria**

Where:

- (i) The Weighted Score for each Performance Criterion equals Criterion Weight x Criterion Value;
- (ii) The Criterion Value is measured from “Excellent” to “Poor” with corresponding values of 5 (for “Excellent” performance) to 1 (for “Poor” performance) as set out in the Incentive Compensation Charts and evaluated based on the performance of the Service Provider;
- (iii) The Criterion Value which the Operator receives for any Performance Criterion is based upon the technical standards set out in the Incentive Compensation Charts under the headings, “Excellent”, “Very Good”, “Good”, “Fair”, and “Poor” as compared against the Operator’s actual technical standards in each Contract Year; and
- (iv) If the Service Provider’s actual performance in a Contract Year,
  - (a) exceeds the technical standards for an “Excellent” Criterion Value, then the Criterion Value shall be 5;
  - (b) is less than the technical standards for a “Poor” Criterion Value, then the Criterion Value shall be zero; or
  - (c) is in between the technical standards for two Criterion Values, then the Criterion

Value shall be rounded down to the nearest whole number or 0.5 decimal point.

2. For the purpose of clarity, it is noted that there are only ten Criterion Values to be used as follows: 0, 1, 1.5, 2, 2.5, 3, 3.5, 4, 4.5 and 5.
3. Notwithstanding paragraphs 1 and 2 above, with respect to the Performance Criterion relating to institutional improvements in Attachment #2G The Incentive Compensation Charts 1-8,
  - (a) if the Service Provider’s actual performance in a Contract Year is less than the technical standard for a “Fair” Criterion Value, then the Criterion Value shall be zero;
  - (b) for the purpose of clarity, it is noted that there are only three Criterion Values to be used as follows: 0, 2 and 5; and
  - (c) each of the documents or plans listed under the Performance Criterion shall be scored with the appropriate Criterion Value and a mean average score will be taken to calculate the Criterion Value for the Performance Criterion, which shall be rounded down to the nearest whole point or 0.5 decimal point.
4. For ease of reference, the following calculation represents the calculation of the Composite Score for a hypothetical Service Provider for four performance criteria in one Contract Year.

**Sample Incentive Compensation Chart**

Performance Criterion		Units	Criterion Values				
			Weight				
			Excellent	Very Good	Good	Fair	Poor
1.	e.g. <b>Electricity use</b> [% reduction in kWhr consumed from Base Year]	0.30	65	55	50	40	30
2.	[ <b>Criterion 2</b> ] [ ]	0.25	20	19	17	16	15
3.	[ <b>Criterion 3</b> ] [ ]	0.15	30	25	20	15	10
4.	[ <b>Criterion ~</b> ] [ ]	0.30	90	85	80	75	70

The following table demonstrates the procedure for the calculation of the “**Composite Score**”, if at the end of the year the achievements of the Service Provider are as follows:

1.	[e.g. Electricity use]	57
2.	[Criterion 2]	22
3.	[Criterion 3]	29
4.	[Criterion 4]	69

## Performance Incentive Compensation Appendix

### Chart 1

#### Performance Incentive Obligations

Year [1]

Services			Criterion Values					
Apndx. Ref.	Performance Criterion	Units	Weight	Excellent 5	Very Good 4	Good 3	Fair 2	Poor 1
	[Development of Plans and Programs <sup>1</sup> ]	Quality and Timeliness	[0.45]	Completed on time with no need for revision to the substance of the document	N/A	N/A	Completed on time but requires revision to the substance of the document	N/A
	[Energy Management]	% reduction of kilowatt hours of electricity per unit produced from Base Year	[0.25]	4	3.5	3	2.5	2
	[Computerized Billing and Collection System]	number of days after the Starting Date until the computerized billing and collection system is in place	[0.30]	140	150	160	170	180

**[Note: The chart is a sample only.]**

(1) In respect of the Plans and Programs each plan or program listed in Section [•] shall be given a score of either 5 (Excellent), 2 (Fair) or (0) and the average score for all plans and programs shall be multiplied by the Criteria Weight. The average score shall be rounded to the nearest .5 decimal.

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**Appendix H- CODE OF CONDUCT FOR SERVICE PROVIDER'S  
PERSONNEL**

*(Delete if not applicable)*

## Appendix I- Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration for Subcontractors

*(Delete if not applicable)*

*[The following table shall be filled in by each subcontractor proposed by the Contractor, that was not named in the Contract]*

Subcontractor’s Name: *[insert full name]*

Date: *[insert day, month, year]*

Contract reference *[insert contract reference]*

Page *[insert page number]* of *[insert total number]* pages

<b>SEA and/or SH Declaration</b>
<p>We:</p> <p><input type="checkbox"/> (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.</p> <p><input type="checkbox"/> (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.</p> <p><input type="checkbox"/> (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. An arbitral award on the disqualification case has been made in our favor.</p>
<p><i>[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]</i></p>

Name of the Subcontractor \_\_\_\_\_

Name of the person duly authorized to sign on behalf of the Subcontractor \_\_\_\_\_

Title of the person signing on behalf of the Subcontractor \_\_\_\_\_

Signature of the person named above \_\_\_\_\_

Date signed \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

Countersignature of authorized representative of the Contractor:

Signature: \_\_\_\_\_

Date signed \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

## Appendix J

### Salient Features of Labour & Environment Protection Laws<sup>1</sup>

#### SALIENT FEATURES OF SOME MAJOR LABOUR LAWS APPLICABLE TO ESTABLISHMENTS ENGAGED IN BUILDING AND OTHER CONSTRUCTION WORK

- (a) Employees Compensation Act 1923: The Act provides for compensation in case of injury, disease or death arising out of and during the course of employment.
- (b) Payment of Gratuity Act 1972: gratuity is payable to an employee under the Act on satisfaction of certain conditions on separation if an employee has completed 5 years' service or more or on death at the rate of 15 days wages for every completed year of service. The Act is applicable to all establishments employing 10 or more employees.
- (c) Employees P.F. and Miscellaneous Provision Act 1952 (since amended): The Act provides for monthly contribution by the employer plus workers @ 10% or 8.33%. The benefits payable under the Act are:
  - (i) Pension or family pension on retirement or death, as the case may be.
  - (ii) Deposit linked insurance on the death in harness of the worker.
  - (iii) Payment of P.F. accumulation on retirement/death etc.
- (d) Maternity Benefit Act 1961: The Act provides for leave and some other benefits to women employees in case of confinement or miscarriage etc.
- (e) Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013: This Act defines sexual harassment in the workplace, provides for an enquiry procedure in case of complaints and mandates the setting up of an Internal Complaints Committee or a Local Complaints Committee
- (f) Contract Labour (Regulation & Abolition) Act 1970: The Act provides for certain welfare measures to be provided by the Contractor to contract labour and in case the Contractor fails to provide, the same are required to be provided, by the Principal Employer by law. The Principal Employer is required to take Certificate of Registration and the Contractor is required to take license from the designated Officer. The Act is applicable to the establishments or Contractor of Principal Employer if they employ 20 or more contract labour.

<sup>1</sup> This list is only illustrative and not exhaustive. Bidders and Contractors are responsible for checking the correctness and completeness of the list. The law as current on the date of bid opening will apply. The term 'contractor' also means 'Service Provider' referred to at other places in this bidding document.

- (g) Minimum Wages Act 1948: The Employer is supposed to pay not less than the Minimum Wages fixed by appropriate Government as per provisions of the Act if the employment is a scheduled employment. Construction of Buildings, Roads, Runways are scheduled employments.
- (h) Payment of Wages Act 1936: It lays down the mode, manner and by what date the wages are to be paid, what deductions can be made from the wages of the workers.
- (i) Equal Remuneration Act 1976: The Act provides for payment of equal wages for work of equal nature to male and female workers and for not making discrimination against Female employees in the matters of transfers, training and promotions etc.
- (j) Payment of Bonus Act 1965: The Act is applicable to all establishments employing 20 or more employees. Some of the State Governments have reduced this requirement from 20 to 10. The Act provides for payments of annual bonus subject to a minimum of 8.33% of the wages drawn in the relevant year. It applies to skilled or unskilled manual, supervisory, managerial, administrative, technical or clerical work for hire or reward to employees who draw a salary of Rs. 10,000/- per month or less. To be eligible for bonus, the employee should have worked in the establishment for not less than 30 working days in the relevant year. The Act does not apply to certain establishments.
- (k) Industrial Disputes Act 1947: the Act lays down the machinery and procedure for resolution of Industrial disputes, in what situations, a strike or lock-out becomes illegal and what are the requirements for laying off or retrenching the employees or closing down the establishment.
- (l) Trade Unions Act 1926: The Act lays down the procedure for registration of trade unions of workmen and employers. The Trade Unions registered under the Act have been given certain immunities from civil and criminal liabilities.
- (m) Child Labour (Prohibition & Regulation) Act 1986: The Act prohibits employment of children below 14 years of age in certain occupations and processes and provides for regulation of employment of children in all other occupations and processes. Employment of Child Labour is prohibited in the Building and Construction Industry.
- (n) Inter-State Migrant workmen's (Regulation of Employment & Conditions of Service) Act 1979: The Act is applicable to an establishment which employs 5 or more inter-state migrant workmen through an intermediary (who has recruited workmen in one state for employment in the establishment situated in another state). The Inter-State migrant workmen, in an establishment to which this Act becomes applicable, are required to be provided certain facilities such as housing, medical aid, traveling expenses from home upto the establishment and back, etc.

- (o) The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act 1996 and the Building and Other Construction Workers Welfare Cess Act, 1996 (BOCWW Cess Act): All the establishments who carry on any building or other construction work and employ 10 or more workers are covered under these Acts. All such establishments are required to pay cess at the rate not exceeding 2% of the cost of construction as may be notified by the Government. The Employer of the establishment is required to provide safety measures at the building or construction work and other welfare measures, such as Canteens, First – Aid facilities, Ambulance, Housing accommodations for workers near the work place etc. The Employer to whom the Act applies has to obtain a registration certificate from the Registering Officer appointed by the Government.
- (p) Factories Act 1948: the Act lays down the procedure for approval of plans before setting up a factory engaged in manufacturing processes, health and safety provisions, welfare provisions, working hours, annual earned leave and rendering information regarding accidents or dangerous occurrences to designated authorities. It is applicable to premises employing 10 persons or more with aid of power or 20 or more persons without the aid of power.
- (q) Weekly Holidays Act -1942
- (r) Bonded Labour System (Abolition) Act, 1976: The Act provides for the abolition of bonded labour system with a view to preventing the economic and physical exploitation of weaker sections of society. Bonded labour covers all forms of forced labour, including that arising out of a loan, debt or advance.
- (s) Employer’s Liability Act, 1938: This Act protects workmen who bring suits for damages against employers in case of injuries endured in the course of employment. Such injuries could be on account of negligence on the part of the employer or persons employed by them in maintenance of all machinery, equipment etc. in healthy and sound condition.
- (t) Employees State Insurance Act 1948: The Act provides for certain benefits to insured employees and their families in case of sickness, maternity and disablement arising out of an employment injury. The Act applies to all employees in factories (as defined) or establishments which may be so notified by the appropriate Government. The Act provides for the setting up of an Employees’ State Insurance Fund, which is to be administered by the Employees State Insurance Corporation. Contributions to the Fund are paid by the employer and the employee at rates as prescribed by the Central Government. The Act also provides for benefits to dependents of insured persons in case of death as a result of an employment injury.
- (u) The Personal Injuries (Compensation Insurance) Act, 1963: This Act provides for the employer’s liability and responsibility to pay compensation to employees where workmen sustain personal injuries in the course of employment.

- (v) Industrial Employment (Standing Order) Act 1946: It is applicable to all establishments employing 100 or more workmen (employment size reduced by some of the States and Central Government to 50). The Act provides for laying down rules governing the conditions of employment by the Employer on matters provided in the Act and get the same certified by the designated Authority.

## SALIENT FEATURES OF SOME OF THE MAJOR LAWS THAT ARE APPLICABLE FOR PROTECTION OF ENVIRONMENT.

1. The Environment (Protection) Act, 1986 and as amended: This provides for the protection and improvement of environment and for matters connected therewith, and the prevention of hazards to human beings, other living creatures, plants and property. ‘Environment’ includes water, air and land and the inter-relationship which exists among and between water, air and land, and human beings, other living creatures, plants, micro-organism and property.
2. The Forest Conservation Act, 1980, as amended, and Forest (Conservation) Rules, 1981 as amended: These provides for protection of forests by restricting conversion of forested areas into non- forested areas and prevention of deforestation, and stipulates the procedures for cutting any trees that might be required by the applicable rules. Permissions under the Act also stipulates the norms and compliance requirements of the employer and any contractor on behalf of the employer.
3. State Tree Preservation Acts as may be in force: These provide for protection of trees of important species. Contractors will be required to obtain prior permission for full or partial cutting, uprooting, or pruning of any such trees.
4. The Wildlife (Protection) Act, 1972, and as amended: This provides for protection of wildlife through notifying National Parks and Sanctuaries and buffer areas around these zones; and to protect individuals of nationally important species listed in the Annex of the Act.
5. The Biological Diversity Act, 2002: This provides for conservation of biological diversity, sustainable use of components of biological diversity, and fair and equitable sharing of the benefits arising out of the use of biological resources, knowledge and for matters connected therewith or incidental thereto.
6. The Public Liability Insurance Act, 1991 as amended and The Public Liability Insurance Rules, 1991 as amended: These provide for public liability insurance for the purpose of providing immediate relief to the persons affected by accident occurring while handling hazardous substances and for mattes connected herewith or incidental thereto. Hazardous substance means any substance or preparation which is defined as hazardous substance under the Environment (Protection) Act 1986 and exceeding such quantity as may be specified by notification by the Central Government.
7. The Ancient Monuments and Archaeological Sites and Remains Act, 1958 and the Ancient Monuments and Archaeological Sites and Remains (Amendment and Validation) Act, 2010, the Ancient Monuments and Archaeological Sites and Remains Rules, 1959 amended 2011, the National Monuments Authority Rules, 2011 and the similar State Acts: These provide for conservation of cultural and historical remains found in India. Accordingly, area within the radii of 100m and 300m from the “protected property” are designated as “protected area” and “controlled area” respectively. No development activity (including building, mining, excavating, blasting) is permitted in the “protected area” and development activities likely to damage the protected property is not permitted in the “controlled area” without prior

permission of the Archaeological Survey of India (ASI) or the State Departments of Art and Culture or Archaeology as applicable.

8. The Environmental Impact Assessment Notification, 2006 and as amended: This provides for prior environmental clearance for new, modernization and expansion projects listed in Schedule 1 of the Notification. Contractors will be required to ensure that no work starts until applicable clearances under the Notification is not available. Contractors will be responsible for implementation of any environmental management plan stipulated as per the permission under this Notification; and will be required to prepare and submit to the employer and compliance report stipulated in the permission under the Notification.
9. The Water (Prevention and Control of Pollution) Act, 1974 as amended, and the Water (Prevention and Control of Pollution) Rules, 1975 as amended: These provide for the prevention and control of water pollution and the maintaining and restoring of wholesomeness of water. 'Pollution' means such contamination of water or such alteration of the physical, chemical or biological properties of water or such discharge of any sewage or trade effluent or of any other liquid, gaseous or solid substance into water (whether directly or indirectly) as may, or is likely to, create a nuisance or render such water harmful or injurious to public health or safety, or to domestic, commercial, industrial, agricultural or other legitimate uses, or to the life and health of animals or plants or of aquatic organisms. Contractors will need to obtain consent for establishment and consent for operation of any item of work or installation of equipment that generates wastewater, and observe the required standards of establishment and operation of these items of work or installations; as well as install and operate all required wastewater treatment facilities.
10. The Water (Prevention and Control of Pollution) Cess Act, 1977 and The Water (Prevention and Control of Pollution) Cess Rules, 1978: These provide for the levy and collection of a cess on water consumed by persons carrying on certain industries and by local authorities, with a view to augment the resources of the Central Board and the State Boards for the prevention and control of water pollution under the Water (Prevention and Control of Pollution) Act, 1974.
11. The Air (Prevention and Control of Pollution) Act, 1981 as amended, and the Air (Prevention and Control of Pollution) Rules, 1982: These provides for prevention, control and abatement of air pollution. 'Air Pollution' means the presence in the atmosphere of any 'air pollutant', which means any solid, liquid or gaseous substance (including noise) present in the atmosphere in such concentration as may be or tend to be injurious to human beings or other living creatures or plants or property or environment. Contractors will need to obtain consent for establishment and consent for operation of any item of work or installation of equipment that generates air pollution such as batching plants, hot mix plants, power generators, backup power generation, material handling processes, and observe the required standards of establishment and operation of these items of work or installations.
12. Noise Pollution (Control and Regulation) Rules, 2000, and as amended: This provides for standards for noise for day and night for various land uses and specifies special standards in and around sensitive receptors of noise such as schools and hospitals. Contractors will need

to ensure compliance to the applicable standards and install and operate all required noise control devices as may be required for all plants and work processes.

13. Chemical Accidents (Emergency Planning, Preparedness and Response) Rules, 1996: This provides for Requirement of preparation of on-site and off-site Disaster Management Plans for accident-prone areas.
14. The Explosives Act 1884 and the Explosives Rules, 2008: These provide for safe manufacture, possession, sale, use, transportation and import of explosive materials such as diesel, Oil and lubricants etc.; and also for regulating the use of any explosives used in blasting and/or demolition. All applicable provisions will need compliance by the contractors.
15. The Petroleum Rules, 2002: This provides for safe use and storage of petroleum products, and will need to be complied by the contractors.
16. The Gas Cylinder Rules 2004 and amendments: This provides for regulations related to storage of gas, and possession of gas cylinder more than the exempted quantity. Contractors should comply with all the requirements of this Rule.
17. Manufacture, Storage and Import of Hazardous Chemical Rules of 1989 and as amended: These provide for use and storage of hazardous material such as highly inflammable liquids like HSD/LPG. Contractors will need to ensure compliance to the Rules; and in the event where the storage quantity exceeds the regulated threshold limit, the contractors will be responsible for regular safety audits and other reporting requirements as prescribed in the Rules.
18. Hazardous & Other Wastes (Management and Transboundary Movement) Rules, 2016: These provide for protection of general public from improper handling storage and disposal of hazardous waste. The rules prescribe the management requirement of hazardous wastes from its generation to final disposal. Contractors will need to obtain permission from the State Pollution Control Boards and other designated authorities for storage and handling of any hazardous material; and will ensure full compliance to these rules and any conditions imposed in the permit.
19. The Bio Medical Waste Management Rules, 2016: This provides for control, storage, transportation and disposal of bio-medical wastes. As and where the contractor has any first aid facility and dispensaries, established in either temporary or permanent manner, compliance to these Rules is mandatory.
20. Construction and Demolition Waste Management Rules, 2016: This provides for management of construction and demolition waste (such as building materials possible to be reused, rubble and debris or the like); and applies to all those waste resulting from construction, re-modelling, repair or demolition of any civil structure. Contractor will need to prepare a waste disposal plan and obtain required approval from local authorities, if waste generation is more than 20 tons in any day or 300 tons in any month during the contract period; and ensure full compliance to these rules and any conditions imposed in the regulatory approval.

21. The E-Waste (Management) Rules, 2016: This provides for management of E-wastes (but not covering lead acid batteries and radio-active wastes) aiming to enable the recovery and/or reuse of useful material from e-waste, thereby reducing the hazardous wastes destined for disposal and to ensure the environmentally sound management of all types of waste of electrical and electronic equipment. This Rule applies to every manufacturer, producer, consumer, bulk consumer, collection centers, dealers, e-retailer, refurbisher, dismantler and recycler involved in manufacture, sale, transfer, purchase, collection, storage and processing of e-waste or electrical and electronic equipment listed in Schedule I, including their components, consumables, parts and spares which make the product operational.
22. Plastic waste Management Rules, 2016: This provides for control and management of the plastic waste generated from any activity. Contractors will ensure compliance to this Rule.
23. The Batteries (Management and Handling) Rules 2001: This provides for ensuring safe disposal and recycling of discarded lead acid batteries likely to be used in any equipment during construction and operation stage. Rules require proper control and record keeping on the sale or import of lead acid batteries and recollection of the used batteries by registered recyclers to ensure environmentally sound recycling of used batteries. Contractors will ensure compliance to this Rule.
24. The Ozone Depleting Substances (Regulation and Control) Rules, 2000 and as amended: This provides for regulation of production and consumption of ozone depleting substances in the country, and specifically prohibits export to or import from countries not specified in the Rules, and prohibits unless specifically permitted, any use of ozone depleting substance.
25. The Coastal Regulation Zone Notifications, 1991 and as amended: This provides for regulation of development activities within the 500m of high tide line in coastal zone and 100m of stretches of rivers and estuaries influenced by tides. Contractors will be required to ensure that no work starts until applicable clearances under the Notification is not available. Contractors will be responsible for implementation of any plan stipulated as per the permission under this Notification; and will be required to prepare and submit to the employer and compliance report stipulated in the permission under the Notification.
26. The Motor Vehicle Act 1988 as amended (and State Motor Vehicle Acts as may be in force) and the Motor Vehicle Rules, 1989, and as amended (and State Motor Vehicle Rules as may be in force): To minimize the road accidents, penalizing the guilty, provision of compensation to victim and family and check vehicular air and noise pollution. Contractors will be required to ensure full compliance to these rules.
27. Easement Act, 1882: This provides for the rights of landowners on groundwater. Contractors will need to ensure that other landowners' rights under the Act is not affected by any groundwater abstraction by the contractors.
28. State Groundwater Acts and Rules as may be in force and the Guidelines for Groundwater Abstraction for drinking and domestic purposes in Notified Areas and Industry/Infrastructure project proposals in Non-Notified areas, 2012: These provide for regulating extraction of

ground water for construction/industrial and drinking and domestic purposes. Contractors will need to obtain permission from Central/State Groundwater Boards prior to groundwater abstraction through digging any bore well or through any other means; and will ensure full compliance to these rules and any conditions imposed in the permit.

29. The Mines Act, 1952 as amended; the Minor Mineral and concession Rules as amended; and the State Mineral (Rights and Taxation) Acts as may be in force: These provide for safe and sound mining activity. The contractors will procure aggregates and other building materials from quarries and borrow areas approved under such Acts. In the event the contractors open any new quarry and/or borrow areas, appropriate prior permission from the State Departments of Minerals and Geology will need to be obtained. Contractors will also need to ensure full compliance to these rules and any conditions imposed in the permit.
30. The Insecticides Act, 1968 and Insecticides Rules, 1971 and as amended: These provide for regulates the manufacture, sale, transport, distribution, export, import and use of pesticides to prevent risk to human beings or animals, and for matters connected therewith. No one should import or manufacture; sell, stock or exhibit for sale; distribute, transport, use: (i) any misbranded insecticides, (ii) any insecticide the sale, distribution or use of which is for the time being prohibited under the Act; and (iii) any insecticide except in accordance with the condition on which it was registered under the Act.
31. National Building Codes of India, 2005 and as amended: This provides guidelines for regulating the building construction activities in India. The code mainly contains administrative regulations, development control rules and general building requirements; stipulations regarding materials, structural design and construction; and building and plumbing services. Contractors will be required to comply with all Bureau of Indian Standards Codes dealing with: (i) use and disposal of asbestos containing materials in construction; (ii) paints containing lead; (iii) permanent and temporary ventilations in workplace; (iv) safety, and hygiene at the workplace; (v) prevention of fire; (vi) prevention of accidents from faulty electrical gadgets, equipment and accessories; and all other such codes incidental to the Contract.

## **Appendix K-Appointment of Adjudicator**

Sample Format of Adjudicator's Recommendation

**-Not Applicable-**

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## **Section X - Contract Forms**

### **Table of Forms**

- 1. Letter of Acceptance**
- 2. Contract Agreement**
- 3. Issue of Notice to proceed with the Services**
- 4. Performance Security**
- 5. Advance Payment Security**

## Letter of Acceptance

*[letterhead paper of the Employer]*

*[The Letter of Acceptance shall be the basis for formation of the Contract as described in ITB Clauses 45. This Standard Form of Letter of Acceptance shall be filled in and sent to the successful Bidder only after evaluation of bids has been completed, subject to any review by the World Bank required under the Loan Agreement.]*

*[date]*

Identification No and Title of Contract: *[insert identification number and title of the Contract]*

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 Rs. *[amount in numbers and words]*, as corrected and modified<sup>1</sup> in accordance with the Instructions to Bidders is hereby accepted by our Agency.

You are requested to furnish the Performance Security for amounts<sup>2</sup> of Rs. ...., within 21 days of the receipt of this letter of acceptance, and visit this office to sign the contract, failing which action as stated in ITB Clause 46.2 will be taken in accordance with the Conditions of Contract. The security shall be valid up to 28 days from the date of completion i.e. up to ..... and shall be as per the Performance Security Forms included in Section X, - Contract Forms, of the bidding document.

**Note:** Insert one of the 3 options for the next 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]*, be appointed as the Adjudicator

**or**

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

**or**

<sup>1</sup> Delete “corrected and” or “and modified” if not applicable.

<sup>2</sup> Insert amounts for Performance Security.

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

We note that as per your bid, you do not intend to subcontract any component of services.

[OR]

We note that as per your bid, you propose to employ M/s. .... as subcontractor(s) for executing .....

*[Delete whatever is inapplicable]*

We have reviewed the proposed methodology submitted by you along with the bid in response to ITB Clause 5.1 and our comments are given in the attachment. You are requested to submit a revised Program as per Clause 2.2. of General Conditions of Contract within 14 days of receipt of this letter of acceptance.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Agency: \_\_\_\_\_

Attachment: Contract

## Contract Agreement

This AGREEMENT 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 Letter of 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 – not used.

Appendix E: Breakdown of Contract Price in Local Currency.

Appendix F: Services and Facilities Provided by the Employer

Appendix G: Performance Incentive Compensation

Appendix H: Code of Conduct for Service Provider’s Personnel, if applicable

- 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 Agreement to be executed in accordance with the laws of \_\_\_\_\_ on the day, month and year indicated above.

**For and on behalf of the Employer:**

Signed: *[insert signature]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

**For and on behalf of the Service Provider:**

Signed: *[insert signature of authorized representative(s) of the Service Provider]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

*[Note: If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]*

For and on behalf of each of the Members of the Service Provider

---

*[name of member]*

---

*[Signature of Authorized Representative of the Member]*

---

*[name of member]*

---

*[Signature of Authorized Representative of the Member]*

**Issue of Notice to proceed with the Services**

(letterhead of the Employer)

\_\_\_\_\_ (date)

To

\_\_\_\_\_ (name and address of the Service Provider)

\_\_\_\_\_

\_\_\_\_\_

Dear Sirs:

Pursuant to your furnishing the requisite security as stipulated in ITB clause 46.1, insurance policy as per GCC 3.4, methodology as stated in letter of acceptance and signing of the contract agreement for providing the Services of \_\_\_\_\_ at a Bid Price of Rs. \_\_\_\_\_, you are hereby instructed to proceed with the execution of the said Services in accordance with the contract documents.

Yours faithfully,

(Signature, name and title of signatory authorized to sign on behalf of Employer)

## Performance Security - Bank Guarantee

*[Guarantor letterhead or SWIFT identifier code]*

Performance Guarantee No..... *[insert guarantee reference number]*

Date..... *[insert date of issue of the guarantee]*

To: \_\_\_\_\_ *[name of Employer]*

\_\_\_\_\_ *[address of Employer]*

WHEREAS \_\_\_\_\_ *[name and address of Service Provider<sup>3</sup>]* (hereinafter called "the Applicant") has undertaken, in pursuance of Contract No. \_\_\_\_\_ *[insert reference number of the contract]* dated \_\_\_\_\_ *[insert date]* to execute \_\_\_\_\_ *[insert name of Contract and brief description of the Non-Consulting Services]* (hereinafter called "the Contract");

AND WHEREAS it has been stipulated by you in the said Contract that the Applicant shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Applicant such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Applicant, up to a total of \_\_\_\_\_ *[amount of guarantee<sup>4</sup>]* \_\_\_\_\_ *[in words]*, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of \_\_\_\_\_ *[amount of guarantee]* as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Applicant before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Non-Consulting Services to be performed thereunder or of any of the Contract documents which may

<sup>3</sup> *In the case of a JV, insert the name of the Joint Venture*

<sup>4</sup> *An amount shall be inserted by the Guarantor, representing the percentage of the Contract Price specified in the Contract less provisional sums, if any, and denominated in Indian Rupees.*

be made between you and the Applicant shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until ..... (i.e.)<sup>5</sup> 28 days after the expected completion date as described in the GCC, and any demand for payment under it must be received by us at this office on or before that date.

Signature and seal of the guarantor \_\_\_\_\_

Name of Bank \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_

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

---

<sup>5</sup> *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 this 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 your written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee."*

## **Advance Payment Security**

### **Demand Guarantee**

*[Guarantor letterhead or SWIFT identifier code]*

**-Not Applicable-**

## 2. Contract Forms

Where rated criteria are used for bid evaluation, Insert the Form ‘Notification of Intention to Award’ as under:

.....

### Notification of Intention to Award

*[This Notification of Intention to Award shall be sent to each Bidder that submitted a Bid unless the Bidder has previously received notice of exclusion from the process at an interim stage of the procurement process]*

*[Send this Notification to the Bidder’s Authorized Representative named in the Bidder Information Form]*

For the attention of Bidder’s Authorized Representative

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]*

***[IMPORTANT: insert the date that this Notification is transmitted to Bidders. The Notification must be sent to all Bidders simultaneously. This means on the same date and as close to the same time as possible.]***

**DATE OF TRANSMISSION:** This Notification is sent by: *[email/fax]* on *[date]* (local time)

### Notification of Intention to Award

**Employer:** *[insert the name of the Employer]*

**Project:** *[insert name of project]*

**Contract title:** *[insert the name of the contract]*

**Country:** *[insert country where RFB is issued]*

**Loan No. /Credit No. / Grant No.:** *[insert reference number for loan/credit/grant]*

**RFB No:** *[insert RFB reference number from Procurement Plan]*

This Notification of Intention to Award (Notification) notifies you of our decision to award the above contract. The transmission of this Notification begins the Standstill Period. During the Standstill Period you may:

- a) request a debriefing in relation to the evaluation of your Bid, and/or
- b) submit a Procurement-related Complaint in relation to the decision to award the contract.

#### 1. The successful Bidder

<b>Name:</b>	<i>[insert name of successful Bidder]</i>
<b>Address:</b>	<i>[insert address of the successful Bidder]</i>
<b>Contract price:</b>	<i>[insert contract price of the successful Bid]</i>
<b>Total combined score:</b>	<i>[insert the total combined score of the successful Bidder]</i>

**2. Other Bidders** *[INSTRUCTIONS: insert names of all Bidders that submitted a Bid, Bid prices as read out and evaluated, technical scores and combined scores.]*

<b>Name of Bidder</b>	<b>Technical Score</b>	<b>Bid price</b>	<b>Evaluated Bid cost (if applicable)</b>	<b>Combined Score</b>
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Bid price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Bid price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Bid price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Bid price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Bid price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>

**3. Reason/s why your Bid was unsuccessful** *[Delete if the combined score already reveals the reason]*

*[INSTRUCTIONS: State the reason/s why this Bidder’s Bid was unsuccessful. Do NOT include: (a) a point-by-point comparison with another Bidder’s Bid or (b) information that is marked confidential by the Bidder in its Bid.]*

**4. How to request a debriefing**

**DEADLINE:** The deadline to request a debriefing expires at midnight on *[insert date]* (local time).  
 You may request a debriefing in relation to the results of the evaluation of your Bid. If you

decide to request a debriefing your written request must be made within three (3) Business Days of receipt of this Notification of Intention to Award.

Provide the contract name, reference number, name of the Bidder, contact details; and address the request for debriefing as follows:

**Attention:** *[insert full name of person, if applicable]*

**Title/position:** *[insert title/position]*

**Agency:** *[insert name of Employer]*

**Email address:** *[insert email address]*

**Fax number:** *[insert fax number] delete if not used*

If your request for a debriefing is received within the 3 Business Days deadline, we will provide the debriefing within five (5) Business Days of receipt of your request. If we are unable to provide the debriefing within this period, the Standstill Period shall be extended by five (5) Business Days after the date that the debriefing is provided. If this happens, we will notify you and confirm the date that the extended Standstill Period will end.

The debriefing may be in writing, by phone, video conference call or in person. We shall promptly advise you in writing how the debriefing will take place and confirm the date and time.

If the deadline to request a debriefing has expired, you may still request a debriefing. In this case, we will provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of the Contract Award Notice.

## 5. How to make a complaint

**DEADLINE: The deadline for submitting a Procurement-related Complaint challenging the decision to award the contract expires on midnight, *[insert date]* (local time).**

Provide the contract name, reference number, name of the Bidder, contact details; and address the Procurement-related Complaint as follows:

**Attention:** *[insert full name of person, if applicable]*

**Title/position:** *[insert title/position]*

**Agency:** *[insert name of Employer]*

**Email address:** *[insert email address]*

**Fax number:** *[insert fax number] delete if not used*

At this point in the procurement process, you may submit a Procurement-related Complaint challenging the decision to award the contract. You do not need to have requested, or received, a debriefing before making this complaint. Your complaint must be submitted within the Standstill Period and received by us before the Standstill Period ends.

Further information:

For more information see the [Procurement Regulations for IPF Borrowers \(Procurement Regulations\)](#)(Annex III). You should read these provisions before preparing and

submitting your complaint. In addition, the World Bank’s Guidance “[How to make a Procurement-related Complaint](#)” provides a useful explanation of the process, as well as a sample letter of complaint.

In summary, there are four essential requirements:

1. You must be an ‘interested party’. In this case, that means a Bidder who submitted a Bid in this procurement process and is the recipient of a Notification of Intention to Award.
2. The complaint can only challenge the decision to award the contract.
3. You must submit the complaint within the period stated above.
4. You must include, in your complaint, all of the information required by the Procurement Regulations (as described in Annex III).

**6. Standstill Period**

**DEADLINE: The Standstill Period is due to end at midnight on [insert date] (local time).**

The Standstill Period lasts ten (10) Business Days after the date of transmission of this Notification of Intention to Award.

The Standstill Period may be extended. as stated in Section 4 above. This may happen where we are unable to provide a debriefing within the five (5) Business Day deadline. If this happens, we will notify you of the extension.

If you have any questions regarding this Notification please do not hesitate to contact us.

On behalf of the Employer:

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title/position:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

.....