REQUEST FOR PROPOSALS
RFP # BRDS/OfficeMitra 0212

Office Mitra – Monitoring, Analysis, Publishing and Related Office Support Services for BRDS

Issued by

Bihar Rural Development Society
Rural Development Department
Government of Bihar

Bihar Rural Development Society
Rural Development Department
Government Of Bihar
Main Secretariat, Patna 800 015 (Bihar)
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CONTENTS

CHAPTER I. REQUEST FOR PROPOSAL 3

CHAPTER II. INFORMATION TO BIDDERS (CONSULTANTS) 5

CHAPTER III. TERMS OF REFERENCE 16

CHAPTER IV. TECHNICAL PROPOSAL - STANDARD FORMS 41

Form TECH-1. Cover Letter for Submission of Technical Proposal 42

Form TECH-2. Bidder's Organization and Experience 44
Part A – Technical Bid Opening checklist 44
Part B -Organization Details of the Consultant 46

Form TECH-2. Bidder's Organization and Experience 47
PART C - Bidder's Experience in Monitoring, Analysis, Publishing and Related Office Support Services. 47

Form TECH-2. Bidder's Organization and Experience 48
PART D - Bidder's Experience with Government agencies in Bihar 48

Form TECH-3. Comments and Suggestions on the Terms of Reference 49

Form TECH-4. Description of Approach, Methodology and Work Plan for Performing the Assignment 50

Form TECH-5. Team Composition and Task Assignments 51

Form TECH-6. Curriculum Vitae (CV) 52

Form TECH-7. Work Schedule 54

CHAPTER V. FINANCIAL PROPOSAL - STANDARD FORMS 55

Form FIN-1. Cover Letter for Submission of Financial Proposal 56

Form FIN-2. Financial Proposal 57

Form FIN-3. Breakdown of Remuneration 58

Form FIN-4. Breakdown of Reimbursable Expenses 59

Form FIN 5. Proforma for Performance Bank Guarantee 60

ANNEXURE FORM: CLARIFICATION TO RFP DOCUMENT 63

CHAPTER I. REQUEST FOR PROPOSAL

1. Bihar Rural Development Society (BRDS) / Rural Development Department (RDD) implements flagship anti poverty schemes – Mahatama Gandhi National Rural Employment Guarantee Scheme (NREGS), Indira Awaas Yojana, Swarnjyanati Gram Swarojgar Yojana (SGSY)/National Rural Livelihood Mission (NRLM) and BPL household Census in rural areas in all 8442 Gram Panchayats in 38 districts of Bihar. There are also other small developmental schemes implemented by the RDD. Details about the schemes can be found on web site rdd.bih.nic.in. RDD is also responsible for administrative monitoring and support of 534 Block's Block Development Office and District's 38 District Rural Development Authority (DRDA) office, training, complaints and grievances and other related matters by way of implementation of these schemes effectively. For successful implementation of schemes and ensuring that the benefits actually reach the targeted beneficiaries in rural areas, BRDS is in process of establishing monitoring and office support system at the state level which will not only ensure availability of timely reports from districts but will also help BRDS / RDD head office to effectively utilize the analysis of those reports in program review, policy making and improvement in program implementation.

Through this Request for Proposal, BRDS invites proposals from renowned companies for providing office support services to monitor projects, analyse administrative data and publish reports for its uses at the state office of BRDS/RDD located in Patna. Key support areas are as below :

1. Analysis of monitoring and administrative data at state office
2. Analysis of monitoring and administrative data at DRDAs
3. Tracking of availability of monitoring reports for state office
4. Tracking of availability of monitoring reports for DRDAs
5. Tracking and follow up of BRDS/RDD emails
6. Content upload and maintenance of websites of BRDS/RDD
7. Web based software development for miscellaneous monitoring requirements
8. Copy editing and proof reading services in Hindi and English
9. In house publishing of reports, proposals, presentation and other documents
10. Typing, scanning and data entry
11. Photocopying, computer printing, and bindings
12. Hardware, Software and Computer Local Area Network maintenance
13. Managing department files from centralized record room including issuing and receiving

2. The details of the RFP and key calendar of events are as below:

RFP Number	BRDS/Office Mitra/0112
Cost of Tender Document	Rs. 1000.00 (Rupees One Thousand only) in the form of a demand draft to be drawn in favor of Bihar Rural Development Society, Patna, payable at Patna. The Bidder is required to submit the tender document fees along with the Technical Proposal.

Earnest Money Deposit	**Rs. 1,00,000 (Rupees One Lakh Only)** in the form of a demand draft to be drawn in favor of the Bihar Rural Development Society, Patna, payable at Patna. Please see paragraph 7 in chapter II.
Duration of the assignment	24 months
Last date for seeking clarification	04th April 2012, 3:00 PM
Last Date and time for Proposal Submission	18th April 2012, 3:00 PM
Address at which Proposal is to be submitted	CEO, BRDS, Rural Development Department, Government of Bihar, Main Secretariat, Patna 800 015 The proposal is required to be submitted **in person** along with all specified documentation, tender fees and EMD. Bidder is requested to obtain due acknowledgement of submission of proposal.
Date, Time & Place of opening of Technical Proposals	18th April 2012, 4:00 PM **Place:** Office of the CEO, Bihar Rural Development Society, Rural Development Department, Government of Bihar, Main Secretariat, Patna 800 015
Method of selection	Least Cost Method. Refer para 14 of chapter II
Duration of the assignment	24 Months
Date, Time & Place of opening of Financial Proposals	Successful technical Bidders will be duly informed.
Expected date for signing of Contract	Within one month from the date of opening of Technical Proposal.

3. The RFP includes the following documents:

- Chapter I – Request for Proposal
- Chapter II – Information to Bidders (Consultants)
- Chapter III – Terms of Reference
- Chapter IV – Technical Proposal - Standard Forms
- Chapter V - Financial Proposal - Standard Forms

4. It may be noted that all communication / updates / information regarding this RFP by the Client will be made only through communications uploaded on the website under the specific subject – "**Office Mitra"**. The Client, solely at its convenience, may send communication through other means.

Sd/-
Chief Executive Officer,
Bihar Rural Development Society
Rural Development Department, Government of Bihar,
Main Secretariat, Patna 800 015

CHAPTER II. INFORMATION TO BIDDERS (CONSULTANTS)

(*This section provides all the necessary information required for responding to the RFP*.)

Para-graph No.	Item	Description
1.	Title of the RFP	**Office Mitra – Monitoring, Analysis, Publishing and Related Office Support Services for BRDS**
2.	Details of the Tendering/ Contracting Authority	Bihar Rural Development Society, Rural Development Department, Government of Bihar
3.	Details of the Client	Bihar Rural Development Society, Rural Development Department, Government of Bihar
4.	Name and Address of the Official representing the Client for all communication relating to the RFP.	Shri Animesh Pandey, Porject Officer, Rural Development Department, Government of Bihar, Main Secretariat, Patna 800 015 Email Id – rlrsec-bih@nic.in Subject of Email: RFP for Office Mitra
5.	Eligibility Criteria	a. The Bidder should be an organization registered under the applicable laws in India. Certificate of incorporation to be attached. b. Consortium or Association between among organisations are allowed. In event of the Association, one of the organisations will be Bidder who will submit the proposal in response to this RFP. In the proposal, signed declaration by associating organization(s) confirming association with the bidder will be attached as an evidence of association mentioning the exact role(s) played by the associating organization(s). Sole responsibility of delivery of the deliverables in this RFP will lie with the Bidder. c. The Bidder should be an organization of repute, in operation for the last 3 years as on 31-12-2011 in India with one of its core business in providing office support solutions. Relevant work orders to be attached. d. The Bidder should have executed at least 2 similar assignments related either with section B or Section C (as mentioned in Chapter III), in the last 3 years. Work completion certificate or work progress certificate from client (if work is not completed) to be attached. e. The Bidder must have an average annual turnover of Rs 5crore for the last 3 financial years from similar services mentioned in "**Indicative scope of work" of chapter III**. A Chartered Accountant's certificate is required to be attached in this regard. Copies of audited Balance Sheets/Profit & Loss

		accounts/Annual Reports of last 3 financial years (up to 31 March 2011) should also be enclosed. f. Experience of having worked in government department in Bihar or any other government or semi govt. organisation. Work completion certificate or work progress certificate (if work is not completed) to be attached.. g. The Bidder must submit an undertaking by an authorized signatory (including proper documentation regarding the authority of the authorized signatory) on the letterhead of the organization that they have not been blacklisted by any state or central government of semi government organization in India.
6.	Clarification to RFP document	Clarification may be requested in writing, by email, before 04th April 2012, 3:00 PM. Clarifications must be sought in the format (Annexure Form : Clarification to RFP document) attached on page 63. Clarifications sought for after the prescribed period or in other format will not be addressed by the BRDS. The BRDS will respond through standard electronic means only. Clarification mails may be addressed to: CEO, BRDS, Rural Development Department, Government of Bihar, Main Secretariat, Patna 800 015. Email id: rlrsec-bih@nic.in Subject of Email: RFP for Office Mitra.
7.	Earnest Money Deposit	a. The Bidder shall furnish, as part of the Technical Proposal, an earnest money deposit amounting to Rs. 1,00,000 (Rupees One Lakh Only) b. The EMD shall be in Indian Rupees and in the form of a demand draft drawn in the favour of Bihar Rural Development Society, Rural Development Department, Govt. of Bihar, Patna payable at Patna. The instrument should be issued by a Scheduled bank having at least one branch in Patna. c. EMD should be valid for a period of 180 days from the last date for Proposal submission. d. Unsuccessful Bidders' EMD will be refunded without any interest after finalization of the RFP process. e. EMD of the successful Bidder will be released once the bidder signs the agreement and furnishes the performance guarantee. f. EMD will be forfeited on account of one or more of the following reasons: i. Bidder does not respond to request for clarification of their proposal. ii. Bidder fails to cooperate during the Proposal evaluation process. iii. In case of a successful Bidder, the Bidder fails to either sign the agreement in time or to furnish the performance guarantee in time.

8.	Language of the Proposal and number of copies	Proposals shall be submitted in English only, with one hard copy and one soft copy.
9.	Validity of the Proposal	The Proposal shall be valid for 180 days from the last date for submission of the Proposal. A Proposal that is valid for a shorter period shall be rejected as non-responsive.
10.	Amendment/Cancellation of RFP.	a. The Client reserves the right to cancel this RFP at any time without any obligation to the Bidders. b. The Client at any time, prior to the deadline for submission of Proposals, may amend the RFP by issuing an addendum through standard electronic means. The addendum will be binding on all the Bidders. Bidders shall acknowledge receipt of all amendments. To give Bidders reasonable time in which to take an amendment into account in their Proposals, the Client may, if the amendment is substantial, extend the deadline for the submission of Proposals. c. The Client reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without incurring any liability to the bidders or without any obligation to the bidders to assign reasons thereof.
11.	Proposal Preparation and Submission	a. The Proposal shall be prepared and submitted in two parts viz. Technical Proposal and Financial Proposal. b. Bidders should submit the Technical Proposal as per the format specified in Chapter IV. c. Bidders should submit the Financial Proposals as per the format specified in Chapter V. d. Proposals submitted in any other format shall be liable to be rejected. e. The Technical Proposal and the Financial Proposal must be submitted in two separate sealed envelopes and should be marked on the cover of the envelope as "Technical Proposal for Office Mitra Services for BRDS from [Insert name of the bidder]" and "Financial Proposal for Office Mitra Services for BRDS from [Insert name of the bidder]" respectively. Both these envelopes should then be kept in a third envelope marked as "Technical & Financial Proposal for Office Mitra Services for BRDS from [Insert name of the bidder]" sealed and submitted. The soft copy in CD form of the technical and financial proposal should be submitting along with the hard copies of technical and financial proposal respectively, and suitably labelled. f. Costs in the Financial Proposal must be stated in INR- Indian rupees only. Taxes and duties, as applicable to be shown separately and distinctly, while summing up the total cost of the Proposal. g. The Proposal shall be submitted signed by the authorized

		signatories of bidder. h. The Proposal must be signed and duly sealed on all the pages and any erasures/amendments in the Proposals, must be duly attested by the authorized signatories. i. Bidders may submit only one Proposal. If a Bidder (or associates) submits or participates in more than one Proposal, such Proposals shall be disqualified. j. Bidders should familiarize themselves with local conditions / scope and take them into account in preparing their Proposals. To obtain first-hand information on the assignment and local conditions, Bidders are encouraged to visit the Client before submitting a Proposal. Bidders should ensure that these officials are informed of their visit in adequate time to allow them to make appropriate arrangements. k. Bidders shall bear all costs associated with the preparation and submission of their Proposals, site visits and contract negotiation. l. The Bidder should submit the Proposals in the specified manner, with all accompanying documents and the EMD in person latest by 18th April 2012, 3:00 PM at Office of the CEO, Bihar Rural Development Society, Rural Development Department, Government of Bihar, Main Secretariat, Patna 800015.
12.	Modification and Withdrawal of Proposal	a. The Bidder may modify or withdraw their submitted Proposal prior to the prescribed last date and time for submission of Proposal. Such withdrawal/modification should be in writing and in conformance with the terms and conditions specified for submission of the original Proposal. b. No Proposal can be modified or withdrawn subsequent to the deadline for submission of Proposals.
13.	Opening of Technical Proposal	a. The Proposals (first envelope containing technical Proposal only) will be opened in the presence of the representatives of Bidders (not more than two) who may choose to attend, at 4:00 PM on 18th April 2012 at the following location: Office of CEO, Bihar Rural Development Society, Rural Development Department, Government of Bihar, Main Secretariat, Patna 800 015. b. The representatives of Bidders, who are present, shall sign a register evidencing their attendance. c. Financial Proposal will not be opened until technical evaluation is complete and duly approved. The time, date and location of opening of Financial Proposal will be intimated in writing, by email or fax by the Client to the technically qualified Bidders.
14.	Evaluation of Proposal–	a. A two-stage procedure will be adopted in evaluating the

	General	Proposals viz. a technical evaluation and a financial evaluation. b. Technical Evaluation will consist of 'detailed evaluation of the Technical Proposals' and 'Technical Presentation'. The minimum qualification score for the Technical Evaluation is 1050 out of 1500. c. Financial Proposals of only those bidders will be opened who satisfy all the eligibility criteria mentioned and who score 70% or above in the technical evaluation. d. As mentioned in para 16, the final selection will be based on the lowest financial bid subject to terms of technical evaluation. e. The Client reserves the right to accept or reject in part or full any or all of the offers without assigning any reason.
15.	Evaluation of Technical Proposal (inclusive of Technical presentation)	a. The Client will first undertake a preliminary evaluation of the Technical Proposals to check compliance with reference to completeness of the Proposals including if properly signed and whether the Proposals are generally in order. The bid opening checklist needs to be duly filled in for the same. b. The Client will thereafter undertake a detailed evaluation of the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub criteria, and point system specified in this paragraph. c. Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, particularly the Terms of Reference or if it fails to achieve the minimum technical score. d. Criteria, sub-criteria, and point system for the evaluation of Technical Proposals are: **Points** **1.** Experience of undertaking similar assignments as monitoring support and analysis cum office support services for least for 3 years. **525** a. Experience in providing services in data analysis, monitoring and evaluation services to Rural Development/ Panchayati Raj/ Agriculture and allied Government Departments in India **–200 Marks (Tech 2 – Part C)** b. Experience of providing office support services related to Section B (point 3 to 5) of 'Indicative scope of work' of Chapter III. – **200 Marks (Tech 2 – Part C)** c. Experience of providing office support services related to Section C of 'Indicative scope of work' of Chapter III. – **125 Marks (Tech 2 – Part C)** Scoring for each sub-criteria mentioned above, is as noted below : a. 3 similar projects – **100%** b. 2 similar projects – **66%** c. 1 similar project – 3**0%**

		2. Approach and Methodology specifically addressing **225** a. Methodologies for need assessment and gap analysis as discussed in Section A of Chapter III **- 75** b. Methodologies for ensuring quality in deliverables with respect to all the points 1 to 14 of 'Indicative scope of work' of chapter III including sample log file format, data analysis templates (taking examples of scheme data of the BRDS/RDD) and tracking method. **– 150 Marks (Tech 4)** **3. Marks for the Team 525** **<u>Project Manager</u> – 300 marks** **<u>Evaluation Criteria</u>** Educational qualification 30% Adequacy for the assignment 60% Experience in region and language 10% (the professional will only be considered if he/she meets the educational qualification .) **<u>Other Staff – 225 marks</u>** Layout design expert – 60 At least 2 of the monitoring and/or analysis staff (s) with Microsoft Office Specialist certification Relevant certificate to be attached – 30+30 Copy editor – 30 Proof editor – 25 Software developer – 25 Computer system administrator – 25 **<u>Evaluation criteria</u>** Educational qualification 30% Adequacy for the assignment 60% Experience in region and language 10% **<u>Only 1 CV to be provided for each requirement</u>** **4. Technical Presentation (Details are in next section 16 of chapter II) 225**
		Total Marks 1500 **The minimum technical score (St) including score of technical presentation required to pass is : 1050**
16.	Technical	a. Bidders scoring 900 marks out of 1275 marks (sum of

	Presentation	score of point 1, 2 and 3 of Paragraph 15 above) in the 'detailed evaluation of the Technical Proposals' will be invited to make a Technical Presentation. The overall evaluation of technical proposal (including Technical Presentation score) qualifying marks for eligible to participate in opening of the financial proposal will be 1050 as stated in Instruction to bidders, para 14. b. Date, Time and Venue of the presentation will be notified to the bidders scoring 900 in the detailed evaluation of the Technical Proposals. c. Presence of the project manager candidate will be must in the presentation. The presentation must address following - Understanding and knowledge of schemes and projects implemented by BRDS/RDD. - Understanding of the scope defined under this RFP - Coordination plan between Govt. officials and staff to be deputed under this RFP. - Execution plans - Attitude towards hand holding support - Commitments towards vision and mission of the BRDS/RDD - Excellent demonstrated communication skills in both Hindi and English in the presentation.
17.	Opening and Evaluation of Financial Proposal	a. After the technical evaluation is completed (including technical presentation) the Client will invite those Bidders, who have qualified in the technical evaluation to attend the opening of Financial Proposals. In respect of those Bidders who do not qualify technically, their Financial Proposals will be returned unopened. b. The date, time and location of opening of Financial Proposal will be intimated at the appropriate time. c. The Bidder's name, the total amount of Financial Proposal and such other details as considered appropriate by the Client shall be read out at the opening of Financial Proposal. The Bidders' representatives shall sign a register in evidence of their attendance. d. Financial Proposal will be evaluated as per the procedure indicated in paragraph 14. e. During evaluation, the Client will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between words and figures, the former will prevail. In addition to the above corrections, activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items. f. Taxes and Statutory duties, if any, included in the Financial Proposal will not be considered for evaluation and need to be shown separately. They will be discussed at contract

		negotiations, and applicable amounts will be included in the Contract.
18.	Disqualification of Proposals.	The Client, may at its sole discretion, and at any time during the processing of the Proposal, disqualify any Bidder from the Bidding process if the Bidder has: a. Submitted the Proposal after the date and time of submission of Proposals. b. Made misleading or false representations. c. Violated any of the terms laid down in paragraph 24 of Chapter II. d. If found to have a record of poor performance. e. Submitted Proposal documents not accompanied by tender fee and/or EMD. f. Submitted Proposal document which is nonresponsive or not accompanied by required documentation as specified in this RFP. g. Failed to provide clarification, when sought. h. Submitted more than one Proposal. i. Failed to submit Proposal in accordance with the terms and conditions of this RFP. j. Failed to submit a Proposal not valid for at least 180 days. k. Any other reasons, as deemed appropriate by the Client.
19.	Negotiations	a. Prior to the expiration period of Proposal validity, the Client will notify the successful bidder who submitted the lowest cost. Proposal in writing by email or facsimile or in person and invite the Bidder to negotiate the Contract. b. Negotiations will commence with a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions the Bidder may have made to improve the TORs. Agreement will then be reached on the final TORs, the staffing and staff months, logistics and reporting. Special attention will be paid to optimize the required outputs from the Bidders within the available budget and to define clearly the inputs required from the Client to ensure satisfactory implementation of the Assignment. c. Changes agreed upon may then be reflected in the Financial Proposal using proposed unit rates. d. Having selected the successful Bidder, among other things, on the basis of an evaluation of the proposed key professional staff, the Client expects to negotiate a contract on the basis of these staff named in the Proposal. Therefore, prior to contract the Client will require written assurance that these staff will be actually available. The Client will not consider substitutions during contract negotiations except in cases of unexpected delays in the starting date or incapacity of key professional staff for reasons of health.

		e. The negotiations will be concluded with a review of the draft form of Contract to be made available to the Bidder at the appropriate time. The Client and the Bidder will finalize the contract to conclude negotiations. The Contract will be awarded after successful negotiations, to the successful Bidder. f. If negotiations fail, the Client will invite the Bidder having obtained the second lowest Bid to Contract negotiations.
20.	Award of Contract	a. After completing negotiations the Client shall award the Contract to the selected Bidder who is expected to commence the assignment within a fortnight of signing of the Contract, failing which (or if there is failure on the part of the Bidder to provide the agreed professional staff within a fortnight of signing the contract), the Client will be free to cancel the award with immediate effect after giving a notice of 15 days to the Bidder to take compliant action. b. After Contract signature, The Client shall return the unopened Financial Proposals to the unsuccessful Bidders. c. Decision of the Client shall be final.
21.	Variations	a. No variation/amendment in the terms or scope of this Contract shall be effective without the prior written consent of both Parties and recorded in writing in the form of a letter entitled 'Contract Amendment No.....' Without such consent neither Party shall have any liability in respect of work performed outside the Services set out in Chapter III b. Notwithstanding anything mentioned in Para 21 (a) the client reserves the right to make any alterations/amendments to the terms of the contract including the 'Terms of reference' in furtherance of or to be in conformity with any relevant Government note/ guidelines/notification or any other statutory/quasi statutory instrument in the nature of the aforementioned; which is/are brought in force during the subsistence of the contract. Any amendment shall only be for the stated purposes and due notice will be given by the client.
22.	Performance Security	a) The successful Bidder will have to execute an agreement on a Non-Judicial Stamp Paper of appropriate value within a period of 15 days of receipt of order and deposit Performance Security equal to 2% of the total order value prior to signing of agreement. b) Performance Security shall be furnished in the form of Bank Draft / Bank Guarantee duly discharged in favour of Principal Secretary, Rural Development Department, Govt. of Bihar, Patna payable at Patna. The format for Bank Guarantee shall be as per Form Fin-5 of Chapter V. c) No interest will be paid by the client on the performance security. d) Performance Security may be forfeited in full or part in the following cases : i. When the terms and conditions of contract are breached.

		ii. When the Bidder fails to supply services satisfactorily. iii. When contract is being terminated due to non-performance of the Bidder. e) Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the Client in this regard shall be final. f) Failure of the successful Bidder to comply with the requirement of the furnishing the required Performance Security in time shall constitute sufficient grounds for the annulment of the award, in which event the Client may make the award to the next best ranked Bidder or call for new Proposals. g) The Performance Security will be released 3 months after The Client certifies successful closure of the contract
23.	Terms of Payment	The indicative mode of payments to be made in consideration of the work to be performed by the Bidder shall be as mentioned in the ToR Note: All payments shall be made on submission of pre-receipted bills and signed time sheets by the Bidder in duplicate every month. It may also be noted that all the receipts will require status report in approved formats.
24.	**Force Majeure**	1 Service provider shall not be liable for penalty / forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. 2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Service provider and not involving the Service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. Delay in Replacement of personnel and absence will not be covered under force majeure. 3 If a Force Majeure situation arises, the Service provider shall promptly notify the Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Service provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
25.	Confidentiality	Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to other persons not officially concerned with the process, until the winning firm has been notified.
26.	Professional Excellence and Ethics	The Client requires that all Bidders participating in consulting assignments to adhere to the highest ethical standards, both during the

		selection process and throughout the execution of a contract. In pursuance of this policy, the Client a) defines, for the purpose of this paragraph, the terms set forth below as follows: i. "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of officials concerned in the selection process or in contract execution; ii. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract; iii. "collusive practices" means a scheme or arrangement between two or more Bidders with or without the knowledge of the Client designed to establish prices at artificial, noncompetitive levels; iv. "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract. b) will reject a Proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question; c) will terminate the contract if it determines at any time that representatives of the Bidder were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the contract. d) will sanction a Bidder, including declaring the Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a State Government contract if at any time determines that the Bidder has, directly of through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, any government contract; e) will have the right to require that, in contracts , a provision be included requiring Bidders to permit the Client to inspect their accounts and records and other documents relating to the submission of Proposals and contract performance, and have them audited by auditors appointed by the Client. f) No Bidder (consultant), its Sub-Consultant(s), or associate(s) shall be under a declaration of ineligibility for corrupt and fraudulent practices by the state or Central Government or any of the Government agencies.

CHAPTER III. TERMS OF REFERENCE

1. Background

Bihar Rural Development Society is established at RDD with the scope of implementation of anti poverty schemes Mahatama Gandhi National Rural Employment Guarantee Scheme (NREGS), Indira Awaas Yojana (IAY), UID enrollment, and Below Poverty Line (BPL) household Census in rural areas in all 8422 Gram Panchayats in 38 districts of Bihar. There are also other developmental schemes implemented by the RDD, key is Swarnjyanati Gram Swarojgar Yojana (SGSY) / National Rural Livelihood Mission (NRLM). Details about the schemes can be found on web site www.rdd.bih.nic.in. RDD also has other administrative responsibilities and initiatives like Block establishments (534 Blocks), DRDA office at district (38 DRDAs), court cases, responses to assembly questions, public grievances, CM Janta Darbar complaints, training, audits and others. For successful implementation of schemes and ensuring benefits actually reaches to the targeted beneficiaries in rural areas, BRDS/RDD is in process of establishing standard monitoring process to ensure timely availability of field reports, systematic analysis of data for its uses in program review, policy making and project implementation, and effective office support system to utilize the officer's and staff time most efficiently.

Through this RFP BRDS invites proposals from renowned agencies who provide data analysis, monitoring support services and other office services in following areas at state office of BRDS/RDD:

Section A : Need assessment and gap analysis for services mentioned in section B and Section C below at state office of BRDS/RDD, and services mentioned in Section D for one District Rural Development Authority (DRDA) at district level.

Section B : Data Analysis & Monitoring services (at State Level office of BRDS/RDD)

1. Analysis of monitoring and administrative data
2. Tracking of monitoring reports availability
3. Tracking and follow up BRDS/RDD Emails
4. Content upload and maintenance of websites of BRDS and RDD
5. Web based software development for miscellaneous monitoring requirements

Section C : Office Support Services (at State Level office of BRDS/RDD)

6. Copy editing and proof reading services – Hindi & English documents.
7. In house publishing reports, proposals, presentation and other documents
8. Typing, scanning and data entry
9. Photocopying, computer printing, and bindings
10. Hardware, Software and Computer Local Area Network maintenance
11. Managing department files from centralized record room including issuing and receiving

Section D : Data Analysis & Tracking services (at District Office - DRDA)

12. Analysis of monitoring and administrative data along with tracking of monitoring reports availability

2. Project objective

Objective of the project is to execute task related to project monitoring and office support services at state office of BRDS/ RDD and district office DRDAs, in different service areas described in this RFP.

3. INDICATIVE SCOPE OF WORK

The entire work divided into three main sections.

- Need assessment and gap analysis
- Data Analysis, monitoring & tracking support services
- Office support service

Sr. no.	Key areas of Work	Indicative List of Activities
Section A : Need assessment and gap analysis for services of state office of BRDS/RDD and DRDA office of one district mentioned in section B, Section C and Section D below. This will include : A1. : Reviewing and mapping existing processes, work load (including time & motion analysis) and resources available (human resources, IT infrastructure, venders and others) in the state office of BRDS/RDD. : Need to prepare document, and list in following areas in consultation with the key stakeholders : a. current data / report requirements of the BRDS/RDD. b. chronological document (currently in practice) detailing the date wise report requirements of the BRDS/RDD c. all reports that are currently being monitored including online MIS software that are in use by BRDS/RDD. d. analysis reports that are currently being prepared by BRDS/RDD for different stakeholders including that are available online. e. all the existing data and data analysis formats of the BRDS/RDD from all stakeholders and administrative units f. Stakeholders of the BRDS/RDD g. existing practices with respect to all the scope of work described in Point 1 to 13 of section B & C of chapter III. h. external stakeholders involved with data entry, data analysis, publishing, printers etc. i. inventory of existing computer hardware (computers, printers, scanners, photocopying machines and others), software and networking with an objective of understanding the office services requirements.		

j. additional hardware, software and network components required for BRDS/RDD to improve office services with examples from office in government, PSU and private sectors.
k. prepare list of possible binding materials that would be used by the BRDS/RDD in internal publishing purposes.
l. Reporting structure and administrative hierarchy in the BRDS/RDD
m. Status report of record room established at the department and file movements including number of files in movement daily.
n. Any other as relevant

A2. : Reviewing and mapping existing processes, work load (including time & motion analysis) and resources available (human resources, IT infrastructure, vendors and others) in the district office of DRDA with respect to Analysis & Monitoring support services for schemes and projects implemented by BRDS/RDD : Need to prepare document, and list in following areas in consultation with the key stakeholders :

a. current data / report requirements of the DRDA.
b. chronological document (currently in practice) detailing the date wise report requirements of the DRDA
c. all reports that are currently being monitored including online MIS software that are in use by the DRDA.
d. analysis reports that are currently being prepared by the DRDA for different stakeholders including that are available online.
e. all the existing data and data analysis formats of the DRDA from all stakeholders and administrative units
f. stakeholders of the DRDA with respect to schemes and projects implements by BRDS/RDD

Section B. Data Analysis & Monitoring Services

1.	Analysis of monitoring and administrative data	(i) There are near 25 different reports generated from data available every month from schemes implemented by RDD. (ii) These schemes generate yearly, quarterly, monthly, fortnightly and daily data at all administrative level - Gram Panchayat, block, district and state levels. These data are entered either in the Block or District or state. (iii) BRDS/RDD uses these MIS data to generate reports for review, analysis, policy formulation and other purposes. (iv) Stakeholders or users of these reports are govt. officials, field staff, citizens, public representatives, and other institutions. (v) These reports with analysis need to be presented in PowerPoint, MsWord and MsExcel format. (vi) Orientation workshop will be organized for BRDS/RDD officials and staff for presenting new data analysis tools and methodology, new analysis reports, and related service areas as is being

		described in Section B and Section C of chapter III. (vii) Hand holding support to be provided as and when asked by officials.
2.	Tracking of monitoring reports availability	(i) There are over 35 reports that need to be tracked with districts on any given time. Nature of reports varies from time to time. (ii) Report tracking with the district is done routinely by a senior officer with the district on continuous basis. The designated senior officer will be assisted by trained staff to do follow up of reports and other issues with the districts. (iii) Tracking will either be done with DDCs or staff of DRDA in Districts. In some cases there would be requirements to track reports to be obtained from a few Blocks. Method of tracking reports could be by making phone calls, sending SMSs, and sending Emails. (iv) Daily status reports of tracking and follow up will be prepared for review by the BRDS/RDD with clear list of defaulting districts, district sent faulty reports / not in a specified format or incomplete reports. This status will need to be produced in a letter form that BRDS/RDD will send to DDCs with sign of senior officer. Daily status report should be produced twice a day. Response report should be in a easily comprehensible format with analysis - district wise as well as state totals. (v) Tracking report log will be maintained in MsAccess database using online/LAN software with printout to be filed in hard file.
3.	Tracking and follow up BRDS/RDD Emails	(i) BRDS/RDD receives near 50 emails daily with peak email upto 300 emails on day and lowest numbers of email a day is 10. All the emails to be downloaded and routed to the concerned officers at RDD within 30 minutes of the receipt of emails in soft copy or hard copy as it may be relevant. The logs will be maintained of the received emails and routing to officials. There will be need to categorise the emails and route the email to concerned officers in the BRDS/RDD. (ii) Emails should be checked every 15 minutes at least. (iii) BRDS/RDD's letters and documents are also sent through emails to its recipients. With respect to above all the letters and other relevant documents will also be sent through emails to recipients and as needed sms intimation will also be sent. Proper log will be maintained of emails being sent so that when required log could be useful. (iv) BRDS/RDD emails should be sent within 15 minutes when email document is given to Bidder to be sent. (v) Log to be maintained in MsAccess database using online/LAN software with printing out paper to be filed in hard file.

4.	Content updation and maintenance of BRDS and RDD Web site	(i) All the letters or memo or other documents prepared or issued by the BRDS/RDD will be posted on the BRDS/RDD website. Website maintenance staff will collect documents from officers and sections of the BRDS/RDD. The collected documents will be scanned and uploaded on the website. (ii) A proper log will be maintained along with time and dates and other details so that document upload status could be known easily. (Log should be maintained in MsAccess database using a online/LAN software with printing out paper to be filed in hard file)
5.	Web based software development for miscellaneous monitoring requirements	(i) BRDS/RDD is always in need of small internet based software which could be developed in 5-10 days by a skilled computer programmer. This software will be developed by software programmer hired under this contract. Needs or requirement will be placed to the software programmer directly by the BRDS/RDD.
Section C : Office Service		
6.	Copy editing and proof reading in Hindi and English.	**<u>Copy Editing</u>** (i) Copy editing work should follow the style and terminology of writing that is being followed in government correspondence in Govt. of Bihar. (ii) Proof reading will ensure that proper official terminology is used in the text. (iii) Copy editing as well as proof reading will be required for text written in both in Hindi and English language. (iv) Most of the document would be written in Hindi (v) Load in terms of number of pages for proof reading as well as copy editing will be about 1000 pages in a year.
7.	**In house Publishing** : Layout design for electronic as well as hard bond, Publishing reports, proposals, presentation and other documents in electronic form as well as book form.	(i) BRDS/RDD documents such as reports, proposals, compendiums will be published in formal professional look layout design for the ease of readers and contextual relevance. After BRDS/RDD approves draft layout and draft documents, final layout and published documents should be delivered within 24 hours. (ii) Layout design could be column design, full portrait/landscape, uses of pictures, graphics, tables, text, heading, side bar etc., There needs to be proper uses of colors and/or b&w shades, uniformity in layout design in whole documents, proper caption, quotes, footnotes, comment locations etc. in the published document. Software application that may be used is MsOffice (Excel, word, PowerPoint, publishers), coral draw etc. Final published document will also be delivered in PDF format. There will be about 5000 pages of internal book publishing

		requirements. (iii) Log of all the transactions of information between BRDS/RDD and Consultant will need to be maintained by the Consultant.
8.	Typing, Scanning and Data entry	25 operators are working in the BRDS/RDD. Occasional load of typing, data entry and scanning are met by the existing computer operators who are already into routine typing work which delay delivery of sudden demand of typing, data entry or scanning works. Data entry & cum typists to be placed 20 hours a day (In three shifts of 8 hours + 8 hours + 4 hours or as in required hours in different shifts), 7 days a week in the department premises. (A given data entry operator cum typist will work maximum 6 days a week and 8 hours on a working day) (i) Consultant will provide Computer Operators within 2 working days from the time of written requirements is given by the BRDS/RDD. Such requirements of operators will be up to 20 in numbers. (ii) Data entry speed will be defined in terms of Bytes per days. During peak period this speed of data entry to be maintained. Data entry accuracy level should not be less than 98%. In case of specific data 100% data entry accuracy level should be maintained (iii) BRDS/RDD's daily generated letters either sent from BRDS/RDD or received by BRDS/RDD, memo, key reports to be scanned and archived on internet on the same day. These scanned documents will be archived with proper identifier details like key words, who issued, issued to whom, subject text, reference number if any etc. (iv) Scanning of documents should be done within 1 hours of asking time. In case of BRDS/RDD letter it should be scanned within 15 minutes. (v) All the logs will be maintained in MsAccess within 10 minutes time of an event occurred. This log will be one of the basis of making payment to Consultants by the BRDS/RDD.
9.	Photocopying, computer printout, and binding	All the Sections of the BRDS/RDD have their own Photocopying machines (total 7 photocopying machines). Decentralised photocopy machine provide facility within working environment. There is a challenge of timely maintenance of machine, bulk photocopying, managing photocopying stationeries. (i) All the photocopying machines will be placed like it is being kept currently in decentralised way. Apart from these machines, at least one or if required two new photocopying machines will be installed by Consultant centrally in a room (this room will be called "photocopying and binding room"). Photocopying labor, photocopying inks, papers, staplers, stapler pin and related

		stationeries will be provided by the Consultant for the machine installed by the Consultant. (ii) There would be about photocopy load of 5000 pages in a month for centralized photocopier machine. (iii) Maintenance of all the photocopying machines (including photocopying machines currently installed at the RDD – 7 machines) will be responsibility of the Consultant. Consultant will coordinate with photocopying machines maintenance vendor to ensure that any function of the photocopy machine are not out of order for 2 continuous days. (iv) Consultant will have binding facilities in the photocopying and binding room. Binding facility will include Spiral binding, clip binding, wire binding, comb binding, perfect binding, case binding, sidle stitch, simple stapling including small, medium and large size, staple binding etc. Bonded book should be produced within 1-4 office hours from the order time and when it is urgent then at the earliest. The binding materials will be made available by the BRDS/RDD. Consultant will help BRDS/RDD to prepare list of possible binding materials and assist to enlist suppliers for those material following Bihar government's procurement rules. (v) For photocopying following quality will be maintained – Original ink and 75 GSM paper with excellent whiteness. Final document should be produced within 1 hours of order booking. Printing order to printer may come through email or specially designed software for placing such order. Stationeries for printing will be supplied by the Consultant.
10.	Computer system administration: Hardware and Software maintenance of all computers in the BRDS/RDD and Network administration.	There are 90 PCs, 10 Laptops, 15 printers, 5 scanner, 2 servers and other related hardware. Most of the computers are on secretariat local area network. (i) The person will meet the hardware, software or network related problem locally on urgent basis. If the locally positioned maintenance person fails to solve the problem, Consultant's senior person should be available to solve the problems. In any case hardware, software and network problem should be addressed within 2 working days on special or difficult challenges. Else the problem should be addressed in 1 working day. (ii) The hardware maintenance would include acquaintance with purchase orders, Annual Maintenance Contracts and contacting required Consultants for Computer hardware repairs, servicing of printers, upgradation etc (iii) In case of problems in hardware comes in a warranty period then, the Consultant will coordinate with the company who supplied the hardware to either repair or replace the system

		on time. (iv) Assessing and advising on requirement of hardware / software and helping the procurement agencies of BRDS/RDD in procuring the hardware required after it is being approved by the BRDS/RDD. (v) All the computers, printers, photocopying machines and other computer hardware machines should be connected to network and all the computers should be on wireless network. These networks should be functional all the times. (vi) Anti-virus software must be loaded and updated on all the computers. (vii) Based on uses of computers, minimum speed of the system will be identified and that speed will be maintained by advising BRDS/RDD on installing relevant software and hardware. (viii) All the officers and staff will be oriented in latest updates in the computers of the BRDS/RDD. A small key note will also be circulated with back up detail note. Detailed note may be shared in soft copy. But key note should be circulated in printed paper. (ix) No computers in the BRDS/RDD should be out of order for more than 1 day.
11.	Software for File management from Record Room	Department is in process of establishing Central Record Room at the department where all the departmental files will be physically stored. All the files will be given RFID codes and their movement will be recorded and tracked using the RFID code. Departmental officers and staff will give order for access to file on computer system to staff placed at record room; the team at record room will deliver the requested file to concerned officer or staff desk within 2 minutes from the time of order being put on the record room computer system. Before officers or staff leave the office, files should be returned back to store room. There is a need of software (will run on Intranet and internet) to track and manage the file movement in the department. Officers will give requirement of file on computer system which will be flashed on computer system at record room based on which record room staff will deliver the file to officer. Software should have interface between RFID tag and RFID reader. Software will also generate reports of time taken to deliver file to officers. Other basic summary reports to be generated from the software.

12.	File delivery and receiving, and systematic keeping of files at record room.	Responsibilities will be : i. Receive request for files from departmental officers and staff at record room. ii. Deliver the file from record room to respective officer or staff within 2 to 3 minutes or as early as possible as need to be. ii. Collect files from officer in evening or when files are needs to be returned back to record room. v. Store the files in Record Room in a decided standard catalogued rack. Note on Sections of department : There are 13 sections in department. Each section has 2 assistance and 1 section officer, and report to senior officers of deputy secretary /Joint secretary /additional secretary /principal secretary and other officers of the department (about 40 in number). There are about 7000 files in current uses out of about 1 lacs files in the department. Daily there are about 2000 files are on movement. These are a rough estimate and need to do a small study to get an idea on scale of operation.
Section D : Data Analysis & Monitoring services (at District Office - DRDA)		
13.	Analysis of monitoring and administrative data along with tracking of monitoring reports availability	(i) To prepare data analysis reports as asked by BRDS/RDD and/or by the respective district. (ii) These reports with analysis need to be presented in PowerPoint, MsWord and MsExcel format. (iii) Orientation workshop will be organized for DRDA and Block officials and staff for presenting new data analysis tools and methodology, new analysis reports, and related service areas. (iv) Hand holding support to be provided as and when asked by officials of DRDA. (v) To ensure availability of reports from Block and Gram Panchayats in the format provided by BRDS/RDD and to ensure that there is no consistency or logical error in the report. (vi) Daily status reports of tracking and follow up will be prepared for review by the DRDA with clear list of defaulting Blocks and Gram Panchayats sent faulty reports / not in a specified format or incomplete reports. This status will need to be produced in a letter form that DRDA may send to Blocks. Daily status report should be produced twice a day. Response report should be in a easily comprehensible format with analysis – Block wise as well as district totals. (vii) Tracking report log will be maintained in MsAccess database using a online/LAN software with printout to be filed in hard file. There are 38 districts in Bihar. Number of Blocks varies from 5 to 27,

		and number of Gram Panchayats varies 53 to 399 in a district. DRDA implements all the schemes of BRDS/RDD.
14. Management, whole coordination and training and motivation of staff at state office of BRDS/RDD		(i) With respect to above mentioned tasks in this section, there will be a team of personnel who will perform these tasks and interact with BRDS/RDD officials. Those personnel will be lead by one or two project managers. (ii) Project manager will be placed in the BRDS/RDD to manage the whole task, keep motivation up of all the staff, upgrade skills of staff and needed support is available to BRDS/RDD within agreed time line. (iii) Project manager will also coordinate with the data analysis team and tracking manager team placed at DRDAs in districts under this RFP. (iv) Need assessment of BRDS/RDD will be one of his/her prime responsibilities on continuous basis. He/she will take proactive steps to understand the requirements of the BRDS/RDD. (v) He/she will also help BRDS/RDD to establish a business process and a effective communication channel between BRDS/RDD officers and staff, and the office support team. (vi) The project manager will coordinate preparation of performance report of all the staff under this arrangement on monthly basis. He/she will facilitate this once in two months in which BRDS/RDD will grade performance of individual staff and overall service level of the Consultant. First review must be coordinated in the first month. (vii) Participate in discussion within BRDS/RDD on how to improve the office support system as and when asked to participate to.
15.	Work flow software for managing Service Level Agreement for each deliverables under this contract (online software)	(i) Payment to Consultant is linked to the actual service delivered or actual man power deployed. The entire service log will be maintained by BRDS/RDD officers and staff, as well as Consultants using the Work flow software. This work flow log will be Web based and will be password protected with access control, and only an authorized person will be able to make request or see details. Based on this log, automatic billing will be generated by the Consultants. This billing will be verifiable using log records and service time authorization by the BRDS/RDD. (ii) The officers of BRDS or RDD will be able to put their requirements and request to the Consultant using this web based software. Consultant will also maintain their response and their completion status using on this software. (iii) The software for maintaining the log online and linking

		this with payment to Consultant according to SLAs (as discussed in section 1 to 11 above of Chapter III) will either be developed and deployed by the Consultant or deploy such software in the BRDS/RDD by the Consultant. (iv) Using software all the logs will be maintained in a standard database and should be available in MsAccess. (v) Such software will also be deployed at DRDAs to be used for purposed discussed above for DRDA level tasks.

Note: BRDS/RDD at its discretion may add to the scope of work with a view to better achieve the overall objectives for which the cost will be based on the unit cost proposed by the bidder.

4. Key Deliverables

S. No.	Output	Indicative Content	Timeline & Penalties **
1.	Positioning of the proposed team at the BRDS	<u>Indicative list of team members to be placed at the BRDS/RDD:</u> a. One project manager state BRDS Office Mitra services operations b. 3 Monitoring report tracking manager c. 1 email & repository manager d. 2 data analysts e. One computer system administrator f. One Web based software developer g. 2 photocopying & book binding staff h. Name, qualification and experiences of professional staff who will work on publishing of the RDD documents under this assignment. i. Name, qualification and experiences of professionals who will work on copy editing and proof reading under this RFP. j. Up to 15 operators. Exact number of operators will be formally communicated by the BRDS/RDD. k. A team of about 10 staff for managing record room and	Within 2 weeks of contract signing Penalty :- For every day delay in positing Project Manager after 1st week of signing of contract, 0.1% of the of the Month's payment will be put penalty for every delayed day up to 2 weeks of the delay. If there is further delay over 2 weeks then the contract is liable to be cancelled. For every other staff (other than computer operator) per delayed person day, penalty of 0.05% of the Month's payment will be put after delay in posting is more than 1 week from the date of request given by the BRDS in writing to the Consultant For delay in deploying computer operator over 2 days from the date of written request from BRDS, 0.01% for every man day delay of month's payment will be put.

		Files of department.	
2.	Kick off meeting.	a. Project manager meets with Principal Secretary, RDD as Kick off meeting and introduce the project manager, publishing resource team person, and team with the BRDS/RDD.	Within one week after signing of the project.
3.	Review and gap analysis of status to services described in Section B, Section C and Section D of Chapter III	As described in Section A of 'Indicative Scope Of Work' of chapter III. a. Reviewing and mapping existing processes, work load (including time & motion analysis) and resources available (human resources, IT infrastructure, vendors and others) in the BRDS/RDD. b. Identifying gaps in existing service levels, work load on staff and resources for the BRDS/RDD to deliver the services mentioned in the Section B and Section C below except point 6. (we expect Program Manager will prepare the review document and gap analysis report.)	Within 5 weeks of contract date. First release to the Consultant will be given only after acceptance of the "review and gap analysis report"
4.	Project Inception Report.	a. Review and gap analysis report (as mentioned in point 3a of this section (section 4 'Key Deliverables' of chapter III)). b. Presenting table column and structure of log in which all the events will be captured with respect to point 1 of 14 of 'Indicative Scope Of Work' of Chapter III. c. Detailed Plan of people to be deployed. Presenting service level deliverables for each of the staff. d. Orientation plans.	Within 3 weeks of contract date. First release to the Consultant will be given only after acceptance of the project inception report.

		e. Overall Approach and Methodology f. Minutes of meetings held in the course of inception phase	
5.	Analysis reports (ref point 1 of 'INDICATIVE SCOPE OF WORK' of chapter III).	a. As discussed in point 1 of 'INDICATIVE SCOPE OF WORK' of chapter III. b. Broad frame work will be given by RDD on case to case basis. Based on this broad framework, the Consultant will produce a analysis report format which will be finalised after discussion with BRDS/RDD officials. This finalised analysis report format will be used for producing analysis reports on regular intervals. c. Time to time new analysis report requirements will be asked by BRDS/RDD.	As asked by the BRDS/RDD within the set time frame. For every day delay (from agreed dead line) in producing any data analysis report in the agreed format, penalty of 0.05% on month's payment will be charged.
6.	Producing daily status report of tracking of monitoring reports with the districts (ref point 2 of 'INDICATIVE SCOPE OF WORK' of chapter III).	1. Daily reports in the format agreed upon by RDD.	Daily If report is not made available on more than 3 working days in a given month, the penalty of 0.05% of month's payment will be charged for every extra day of delays. In a given quarter total days on which a report is not made should not cross 15 working days, and in such cases 0.2% of the month's payment will be deducted for every extra day of delays. (Note :- if specific written request is given for the given day, day report of that day must be prepared without fail and that will be not be counted in the permissible defaulting 3 days a month).
7.	Tracking and follow up BRDS/RDD Emails (ref	1. As described in point 3 of 'INDICATIVE SCOPE OF WORK' of chapter III.	Daily If BRDS/RDD emails are not attended and not routed to desired

	point 3 of 'INDICATIVE SCOPE OF WORK' of chapter III).		officers after 60 minutes of receiving of email, more than 7 such cases are recorded in a month, then for every further delays, a penalty of 0.05% of month's payment will be charged. With respect to email to be sent to recipients, all the email should be sent same day, and more than 7 such cases are recorded in a month then for every further delays, a penalty of 0.05% of month's payment will be charged.
8.	Web site Updation & maintenance. (ref point 4 of 'INDICATIVE SCOPE OF WORK' of chapter III).	1. As described in point 4 of 'INDICATIVE SCOPE OF WORK' of chapter III.	Document should be uploaded within 15 minutes to 60 minutes (depending upon the work load for upload) of access to documents for upload. All the upload should be done on the same day, and for every delay day 0.05% of month's payment will be charged as penalty.
9.	Work flow software for managing Service Level Agreement for each deliverables under this contract (internet based) (ref point 16 of 'INDICATIVE SCOPE OF WORK' of chapter III).	This software either be developed by the Consultant or deployed existing software by purchase it. Until delivery of this software, manual log of all the service delivered will be maintained. This log will also be updated on the software once the software is installed and well functioning. There should not be any data loss and mechanism of backup must be used.	Working software with respect to point 16 of 'INDICATIVE SCOPE OF WORK' of chapter III, to be delivered within two months of signing of contract. With every 7 days delay in delivery of final workable software, there will be a penalty of 0.1% in contract amount.
10.	Software for File management from Record Room (ref point 11 of 'INDICATIVE SCOPE OF	The consultant will develop the simple software after basic need assessment at the department. The software will be used on intranet as well as internet. Officers will give requirement of file on computer system, and record room staff will deliver the file to officer from the record room. Software	Working software should be delivered and installed within 20 working days of signing of the contract. With every 7 days delay in delivery of final workable software, there will be a penalty of 0.1% in contract amount.

	WORK' of chapter III).	should have interface between RFID tag and RFID reader. Software will also generate reports of time taken to deliver file to officers. Other basic summary reports to be generated from the software. Files will have RFID and will be tracked using this RFID.	
11.	File delivery and receiving, and systematic keeping of files at record room. (ref point 12 of 'INDICATIVE SCOPE OF WORK' of chapter III).	1. As described in point 12 of 'INDICATIVE SCOPE OF WORK' of chapter III. Summary report of time taken to deliver file to officers. Other summary reports to be generated from the software.	This system will be in place within 15 days from the installation f software discussed in point 10 of the deliverable list. For every minute delay in delivery of files over 3 minutes there will be penalty of Rs. 20 per delays. If there are total 40 delays in a month then, there will be a penalty of 0.5% in contract amount, and every extra delays there will penalty of 0.01% of month's payment.
12.	Copy editing and proof reading (ref point 6 of 'INDICATIVE SCOPE OF WORK' of chapter III).	As been discussed in point 6 of 'INDICATIVE SCOPE OF WORK' of chapter III). Documents for copy editing or/and proof reading will be sent through emails or using software designed for this purpose to Consultant. Consultant expert will do the copy editing or/and proof reading, the final document will be delivered to the BRDS through email or the designed software.	As and when asked by the BRDS/RDD and time line set by the BRDS/RDD on case to case basis. Normal time would be of 2 days from the date of request. In case urgency request is put by the BRDS/RDD, the final document should be produced in minimum possible timeline which would be of 8 hours from the time of formal request given.
13.	Layout design & Publishing (ref point 7 of 'INDICATIVE SCOPE OF WORK' of chapter III).	As been discussed in different parts of point 7 of 'INDICATIVE SCOPE OF WORK' of chapter III).	As and when asked by the BRDS/RDD and time line set by the BRDS/RDD on case to case basis for publishing of different documents of the BRDS/RDD or within 2 days of giving basic structure by the BRDS/RDD.

			If accepted design document is delivered 2 days or later after the agreed timeline, for such delivered document, penalty of 0.05% of month's payment will be charged.
14.	Photocopying, computer printout, & binding (ref point 9 of 'INDICATIVE SCOPE OF WORK' of chapter III).	a. Installing 2 photocopying machines (auto feeding and both side photocopying facility along with scanning facility) in a centralised photocopying and binding room. b. Photocopying documents as and when asked by different officers of the BRDS/RDD. c. Log of all the production to be maintained in MsAccess database along with requisitions from authorised officers. d. Scanning of the documents. e. List of suppliers for those material following Bihar government's procurement rules. f. Bonded documents.	Within 2 weeks of signing of the contract. As and when asked by the BRDS/RDD and time line set by the BRDS/RDD on case to case basis or in normal circumstances within 1-4 working hours depending upon the volume of photocopying task. Delay in more than 5 cases in delivering photocopied documents, the penalty of 0.05% of month's payment will be charged for every further delay. In a given quarter total cases on which a report is not made should not cross 12 days. For point 'f' Bonded report to be produced within timeline specified by the BRDS/RDD. If the bounded documents are not produced within specified timeline more than 3 times in a month, then a penalty of 0.05% of the month's payment will be put for every delayed delivery of the report.

15.	Maintenance of existing Photocopying machine in the state office of BRDS/RDD (ref point 9 of 'INDICATIVE SCOPE OF WORK' of chapter III).	Maintenance of all the photocopying machines. Consultant will coordinate with photocopying machines maintenance agency to ensure that any function of the photocopy machine are not out of order for 2 continuous days. If machines remain out of order due to fault of AMC agency, Consultant to give recommendation for putting penalty to AMC company within 1 day of defaulting AMC agency.	Any of the photocopy machine will be repaired within 2 days of it is out of order. If in a month, 4 or more such cases (photocopy machines remained out of order for more than two continuous days) occurs then, the Consultant will be charged penalty of 0.05% for every day delay of the month's payment.
16.	Positioning of computer operators as and when asked for (ref point 8 of 'Indicative Scope Of Work' of chapter III).	Computer operator to be posted as and when asked by the BRDS/RDD within the desired period. Computer operators posted should have passed the test conducted by RDD and have capacity of doing data entry and typing with required accuracy (ref point 10 of 'Indicative Scope Of Work' of chapter III).	Within 24 hours of demand posted from the RDD. If every delay in terms of operator-day, a penalty of 0.05% of month's payment penalty will be charged. Output of the posted computer operator is not upto desired level (as specified in point 8 of 'Indicative scope of work' in chapter III), a penalty of 0.05% of the month's payment will be charged for per operator day.
17.	Computer System Administration : Hardware and software maintenance of all computers in the BRDS/RDD and Network administration. (ref point 10 of 'Indicative Scope Of Work' of chapter III).	a. As described in point 10 of 'Indicative Scope Of Work' of chapter III. b. All the minor problems should be shorted out in the specified time period. c. This time period will be mutually agreed upon based on reports submitted by the Consultants and agreed by the BRDS/RDD. d. The support staff deployed has to inform the BRDS/RDD in writing well in advance regarding the due date for software update and get requisite amount sanctioned from the BRDS/RDD for the	As agreed by the BRDS/RDD based on categories of problems identified by the Consultants and agreed by BRDS/RDD. If any computer remains dysfunctional for more than 1 working days then a penalty of 0.01% of month's payment for every dysfunctional computer day will be charged. If any computer remains dysfunctional for more than 2 continuous working days then a penalty of additional 0.02% of month's payment for every dysfunctional computer day will

		maintenance of Software and Hardware at BRDS/RDD.	be charged.
18.	Maintenance of log for different activities. (ref point 1-12 of 'Indicative Scope Of Work' of chapter III).	1. As been discussed in different parts of 'Indicative Scope Of Work' of chapter III. 2. Log data need to be maintained in hard copy as required. 3. Log data must be maintained in MsAccess database	Daily log need to be maintained. Failing maintaining daily log of all types mentioned in this RFP, for more than 3 days in a month will be liable to penalty of 0.05% of month's payment for every further defaulting.
19.	Orientation and handholding support to BRDS/RDD officers (Ref - 'Indicative Scope of Work' of chapter III).	a. Project Manager will fix 3 hours slot on Tuesday (in case, Tuesday is holiday or most of the officers are not available then next working day) on which any officials or staff in group will be oriented by the Project Manager about any updates, up gradation or addition in hardware, software, or any development related to this assignment.	Attendance of participating officers. Grade give by BRDS/RDD officer themselves and grade given by team leader/trainers – once in a month.
20.	Management, whole coordination and training and motivation of staff under this project.	Team leader will produce performance review report given by BRDS/RDD and compiled by his team to BRDS/RDD on monthly basis. Team leader will facilitate this once in two months. First review must be coordinated in the first month. All the meetings relevant to this service, attended by team leader, he/she should prepare minutes and keep record of the minutes formally and keep track of decisions taken or request put by the BRDS/RDD formally.	Within 30 working days of signing of contract, first review report should be ready. Once in every two months by 05th day of the month containing review to previous 2 months. This review will be prepared for 2nd month, 4th, 6th months of the project. Penalty - If 10 or more penalties are put in a given month then for every more penalty 1.0% of quoted month salary of project manager will be deducted from the final payment. In case complete performance review is not produced for the given month the 5% of the salary of project manager quoted in RFP will be deducted.
21.	Data Analysis and monitoring	1 Data analysts and report manager to be placed at DRDA for the	Within 15 days from the request from the BRDS.

	at District Office – DRDA: Deployment of staff at District level.	activities described in point 13 of 'Indicative Scope Of Work' of chapter III. Deployment of the staff will need to be done within 15 days from the date of request given by the BRDS to the Consultant.	For every delay day after 7 days of deadlines a penalty of 0.05% of month's payment be charged as penalty.
22.	Analysis of monitoring and administrative data along with tracking of monitoring reports availability at District Office – DRDA	Deliverables as being described in point 13 in 'Indicative Scope Of Work' of chapter III.	Reports should be produced within the specified time line by the BRDS if the report is asked by the BRDS. For the reports asked by the DRDA or District administration with respect to the projects and schemes of BRDS/RDD timeline given by the DRDA or District administration to be followed. Penalty will be decided mutually between client and consultant.
Note: - Maximum Penalty cannot exceed 10% of the contract price. On further default termination of contract subject to review by a committee formed by client.			

** Month's payment for this purpose is calculated as total contract amount divided by contract period which is 24 months.

5. Key Expertise Required

The following table gives the indicative profile of staff. However, this is a broad indication and **the bidders are expected to understand the scope and propose the best possible team in terms of structure and composition** to address the proposed scope and deliverables.

Experts Title	Qualifications & Skills	Experience	Selection	Person months
	Core Staff			
Project Manager.	• MBA / PG from reputed institutions • Fluent in Hindi and English (both written and spoken)	• At least 8 years of post qualification experience in services of administrative data analysis, and leading a team of at least 10 staff engaged in data analysis or providing monitoring and tracking services with analysis. • Should have worked on at least 2 long term projects with prime responsibility of project monitoring and/or of end to end IT system implementation/project management. • Should have worked in government organisation for at least 2 years.	Consultant will provide biodata of at least 2 candidates. BRDS/RDD will conduct interview of these candidates to know their understanding of the requirements and their roles. Only BRDS/RDD approved candidate will be placed in the BRDS/RDD.	Full time on site for 24 months

- Report tracking and data manager (3 posts) - Manager (Tracking and follow up BRDS/RDD eMails; Web site Updation & maintenance of BRDS/RDD webpage www.rdd.bihar.nic.in) (1 post)	• MBA/Master in sociology, economics, rural management / MCA or Post Graduate in any discipline with Diploma/Degree in IT • Should be proficient in MS Office applications Excel, Word, Access, PowerPoint, One Note, Groove. • Should be proficient on preparing and assisting animated electronic presentation and web publications • Fluent in Hindi and English (both written and spoken)	• At least 4 years of post qualification experience in project monitoring, project tracking and coordination.	Consultant will provide Biodata of twice number of post written here. Technical test will be conducted by the BRDS/RDD in data analysis and report presentation. Only BRDS/RDD approved candidate will be placed in the project.	Full time on site for 24 months
- Data analysts (3 posts) at state office of BRDS	• MBA/Master in sociology, economics, rural management / MCA or Post Graduate in any discipline with Diploma/Degree in IT • Should hold certificate of 'Specialist' in MsOffice offered by Microsoft Inc. • Fluent in Hindi and English (both written and spoken)	• At least 4 years of post qualification experience in project monitoring, project tracking and coordination.	Consultant will provide Biodata of twice number of post written her. Technical test will be conducted by the BRDS/RDD in content of Specialist Certification in Microsoft MsOffice. Only BRDS/RDD approved candidate will be placed in the project.	Full time on site for 24 months

- Data analysts and report manager at DRDA (38 posts)	• MBA/Master in sociology, economics, rural management / MCA or Post Graduate in any discipline with Diploma/Degree in IT • Should be proficient in MS Office applications Excel, Word, Access, PowerPoint, One Note, • Fluent in Hindi and English (both written and spoken)	• At least 2 years of post qualification experience in project monitoring, project tracking and coordination. • Should have worked in government organisation for at least 2 years delivering any services mentioned in 'Indicative Scope Of Work' in chapter III.	Consultant will provide Biodata of twice number of post written her. Technical test will be conducted by the BRDS/RDD in content Microsoft MsOffice. Only BRDS/RDD approved candidate will be placed in the project.	Full time on site for 24 months
Copy editor	Should have excellent command over Hindi and English (written, reading and spoken)	Should have at least 10 year's of experience in copy editing	-	The expert will be offsite based.
Proof reader	Should have excellent command over Hindi and English (written, reading and spoken)	Should have at least 10 year's of experience in proof reading	-	The expert will be offsite based.
Publishing Expert	• A bachelor's degree in graphic design • Creative and problem-solving skills • Sound communication skill • Fluent in Hindi and English (both written and spoken)	• At least 4 years of post qualification experience.	-	Offsite and should be available for discussion in BRDS/RDD as and when required but not more than 4 interactions in a month on average.
System administrator	•Desktop Engineer (Diploma/Degree in Computer Administration) with experience in Exchange configuration, network printer connection and OS Installation •Fluent in Hindi and English (both written and spoken)	• At least 2 years of post qualification experience in system administrator. • System Administrator with Handling windows server, Implementation, replication, Creating Group Policy. • Day to day trouble shooting.	Personal Interview and hands on demonstration of solving hardware or software related problems.	Full time on site for 24 months

Computer Programmer (1 post)	• MCA or Post Graduate in any discipline with Diploma/Degree in IT • Proficient in .NET, C++/C#, SQL server, Oracle, VB, • Fluent in Hindi and English	• Atleast 3 years of experience in designing and developing online software.	Consultant will provide Biodata of 2 candidates for computer programmer. Technical test will be conducted by the BRDS/RDD in developing simple online software for project monitoring and analysis. Only BRDS/RDD approved candidate will be placed in the project.	Full time on site for 12 months
Data entry operator (s)	• Graduation from recognised colleges • Should possess communication skills (both written, verbal and interpersonal skills). • Hindi typing of 30 wpm and English typing of 40 wpm with accuracy of 99.5%. • Hands on knowledge Adobe Photoshop, Adobe Illustrator, PageMaker & Corel Draw will be an added benefit • Should be able to use MS Office applications like Excel, Word, Access, and PowerPoint	• Atleast 2 years of experience in data entry operations.	BRDS/RDD will conduct test of typing speed of data entry operators provided by Consultant. Only BRDS/RDD approved candidate will be placed in the project.	Full time on site for 24 months

File delivery staff and record room staff (about 10 post)	• Graduation from recognised board • Should possess communication skills (both written, verbal and interpersonal skills). • Should be able to use MS Office applications Excel and Word.	• At least of 1 year of work experience.	BRDS/RDD will conduct test and interviews. Only BRDS/RDD approved candidate will be placed in the project.	Full time on site for 24 months
Photocopying and binding (2 post)	• Intermediate from recognised board • Should possess communication skills (both written, verbal and interpersonal skills). • Should be able to use MS Office applications Excel and Word. • Should be able to use printer, scanner etc. • Trained in Photocopying and binding	• Atleast 2 years of experience in Photocopying and binding	BRDS/RDD will conduct binding test to the candidate list provided by the Consultant. Only BRDS/RDD approved candidate will be placed in the project.	Full time on site for 24 months

Note:

1. As part of its transition strategy, BRDS may retain the contractual personnel and support staff of Office Mitra (on mutual agreement) on its own terms and conditions and use their services as per its own internal strategy.
2. Replacement of personnel proposed will only be considered under exceptional circumstances (eg: Death, Prolonged illness and on leaving the company) and will be subject to prior approval by client. In case the firm makes any replacements, the client will impose penalty which will be adjusted in the next invoice of the bidder. The penalties will be as per the following:

    a. On 1st replacement – 10% deduction of professional fee of that position from the month of replacement
    b. On 2nd and subsequent replacements - 25% deduction of professional fee of that position from the month of replacement

6. Payment Terms

S. No.	Milestone Linked Payment	Human resources deployed linked payment
1.	Raising bills based on unit cost (man month) wise personnel deployed with respect to all the personnel deployed expect "Layout design expert, copy editors, proof readers and Photocopying and binding staff"	Monthly bill raised by end of every month.
2.	Raising bills based on unit cost of services delivered in case of Photocopying.	Monthly bill raised by end of every month.
3.	Raising bills for Layout design based on documents published	Monthly bill raised by end of every month.
4.	Raising bills for copy editing and proof reading based on actual work delivered.	Monthly bill raised by end of every month.
5.	First month of the payment (of point 1, 2, 3 and 4 of this table) will be released only when Inception report is accepted by the BRDS/RDD.	First month bill raised by end of first month along with the approved inception report.

7. Facilities to be provided by the Client

1. The consultant would be given access to all documents, correspondence, and any other information related to the project and deemed necessary by the Consultant.
2. Designate an Officer responsible for management and coordination of this Consultant.
3. Facilitate availability of officials and staff for orientation and exposure to upgradation in services and IT facilities in the BRDS/RDD.
4. Provide office space and furniture for accommodating the consultants.
5. Procure hardware necessary for Office mitra services advised by Consultant and accepted by the BRDS/RDD.

8. Infrastructure to be provided by the Consultants

1. 2 new photocopying machines to meet the requirement mentioned in point 9 of ‘Indicative Scope of Work’ of Chapter III, and point 12 of ‘Key Deliverables’ section of chapter III.
2. Arrange for the laptops for Project manager, data analyst, monitoring & report tracking manager, One Web based software developer, and One computer system administrator with appropriate configuration (at least core2duo processor).
3. Arrange for all transportation and travelling required for the service delivery.
4. Arrange for all equipment and working infrastructure.
5. Arrange its own translations, working infrastructure, communication, data processing, printing stationeries and productions of all reports.

9. Reporting Arrangements

Reporting structure will be established by the BRDS/RDD and the consultants shall report to the officer nominated by the BRDS/RDD.

CHAPTER IV. TECHNICAL PROPOSAL - STANDARD FORMS

[*Comments in brackets* [ ] *provide guidance to the short listed Consultants for the preparation of their Technical Proposals; they should be deleted from the Technical Proposals to be submitted.*]

The following standard forms are enclosed here.

Form TECH 1 – Cover letter for submission of Technical Proposal.
Form TECH 2 – Bidder's Organisation and Experience (Part A – Organization details of the Bidder.
Form TECH 2- Bidder's Organisation and Experience (Part C– Compliance with Eligibility Criteria)
Form TECH 2- Bidder's Organisation and Experience (Part D– Bidder's experience in Section B & Section C of 'Indicative Scope of Work' of Chapter III.)
Form TECH 2- Bidder's Organisation and Experience (Part D– Bidder's experience with Government agencies in Bihar)
Form TECH 3 – Comments and suggestion on Terms of Reference.
Form TECH 4 – Description of Approach, Methodology and Work Plan for performing the Assignment.
Form TECH 5 – Team composition and Task Assignments.
Form TECH 6 – CV for proposed professional staff.
Form TECH 7 – Work Schedule.

Form TECH-1. Cover Letter for Submission of Technical Proposal

(On company Letterhead)

[*Location, Date*]

To:

Shri. Manish Kumar
CEO,
Bihar Rural Development Society,
Rural Development Department,
Government of Bihar, Main Secretariat,
Patna 800 015 (Bihar)

Subject: Technical Proposal in response to Request for Proposal for Office Mitra – Monitoring, Analysis, Publishing and Related Office Support Services for BRDS/RDD.

Ref: < Bidder to input reference >

Dear Sir:

We, the undersigned, offer to provide the services for [*Insert title of assignment*] in accordance with your Request for Proposal dated [*Insert Date*] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope[1]. The Proposal fees and EMD are enclosed along with this Proposal. [*Insert details of fees and EMD*]

We hereby declare, on our behalf, that all the information and statements made in this Proposal are true and accept that any misrepresentation contained in it may lead to our disqualification. We also affirm that we have not been blacklisted by any government organization in India, in the past.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in Paragraph 9 of Chapter 2, we undertake to negotiate on the basis of the proposed staff and costs. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the services related to the assignment not later than the date indicated in Paragraph 20 of Chapter 2.

We understand you are not bound to accept any Proposal you receive.

It is hereby affirmed that I am duly authorized to act on behalf of our organization and empowered to sign this document as well as such other documents that bind our organization into legal agreements with the *(insert name of the Client*) as may be required with reference to the subject

mentioned above. We hereby enclose a copy of our Board Resolution/ Power of attorney / Others[1], in support of the same.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____
Name and Title of Signatory: _____
Name of Firm: _____
Address: _____
Seal of the Firm : _____

_____

NOTE 1: Please specify as relevant

Enclosed: [Please list all relevant enclosures with page references]

Form TECH-2. Bidder's Organization and Experience

Part A – Technical Bid Opening checklist

S.No.	Criteria	Details in brief along with Reference / Page No.
1	EMD	No.: Drawn on: In favour of: Dt.: Amount: Rs.
2	Draft	No.: Drawn on: In favour of: Dt.: Amount: Rs.:
3	Power of Attorney	
4	Soft copy of the proposal enclosed in CD	
5	Cover letter	
6	Experience in providing services in data analysis services to Government departments in India	
7	Experience of providing office support services described in Section B (point 3 to 5) of 'Indicative scope of work' of Chapter III.	
8	Experience of providing office support services described in Section C of 'Indicative scope of work' of Chapter III	

9	Methodologies for need assessment and gap analysis	
10	Methodologies for insuring quality in deliverables	
11	Experience of undertaking similar assignments as monitoring support and analysis cum office support services for government departments at least for 3 years.	
12	CV of Project Manager	
13	CV of Layout design expert	
14	At least 2 of the monitoring and/or analysis staff (s) with Microsoft Office Specialist certification	Relevant certificate to be attached
15	CV of Copy editor	
16	CV of Proof editor6	
17	CV of Software developer	
18	CV of Computer system administrator	
19	All pages to be signed and numbered	

Part B -Organization Details of the Consultant

CV to be provided

(*All Contact information should be complete and include telephone, fax and email details.)*

Name of the Organization	
Whether designated as Lead Partner (Y/N)	
Registered Office Address	
Year of Establishment in India	
Year of Establishment	
Core Business of the OrganiIzation	
Legal Basis if Organization in India (Public Limited Company, Private Limited Company, Partnership Firm, Others-Pl. Specify)	
Registration Number and Certificate under applicable law. (Refer page number of Proposal where proof is attached)	
Name, Title & Contacts of the Head of the Organization in India.	
Name, Title and Contacts of the Authorized Signatory	
Name, Title and Contacts of the Person to whom all communication is to be addressed.	
Total Annual Turnover (Enclose audited annual financial statements)	Year Audited(Y/N) 2010-2011 2009-10 2008-09
Annual Turnover from Activities similar to defined in Section B of 'Indicative Scope of Work' of chapter III (Enclose certificate from Chartered Accountant)	Year Audited(Y/N) 2010-2011 2009-10 2008-09
Annual Turnover from Activities similar to defined in Section C of 'Indicative Scope of Work' of chapter III (Enclose certificate from Chartered Accountant)	Year Audited(Y/N) 2010-2011 2009-10 2008-09
Total number of permanent employees in the organization in India.	

Form TECH-2. Bidder's Organization and Experience

PART C - Bidder's Experience in Monitoring, Analysis, Publishing and Related Office Support Services.

(*Using the format below, provide information on each assignment for which your organisation, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out services similar to the ones requested under this assignment. Provide information on the most recent* ***three*** *projects at least. The Client will be free to contact any or all of the references as a part of the evaluation diligence process.)*

Sr. No.	Item	Details	Supporting documents with reference to Page Numbers in the Technical Proposal
A	General Information		
A.1	Client Name and Full Contact Information		
A.2	Key Client Contact Details for reference check		
A.3	Role of your organization in the Project		
A.4	Enclose copies of Work Order or Certificate of Completion of Work and Client Testimonials.		
B	Project Details		
B.1	Title of the Project		
B.2	Period of the Project		
B.3	Current Status of the Project		
B.4	Geographical scope of the Project		
C	Size of the Project		
C.1	Order Value of the Project (in Crore of INR)		
C.2	Total Cost of Services Provided by the Bidder.		
D	Brief Description of Project and specific Deliverables		
E	Name of associated Staff with the Project	Name of senior core professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):	

Form TECH-2. Bidder's Organization and Experience

PART D - Bidder's Experience with Government agencies in Bihar

(*Using the format below, provide information on each assignment for which your organisation, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out services similar to the ones requested under this assignment. Provide information for the most recent* ***three*** *projects atleast)*

Sr. No	Item	Details	Supporting documents with reference to Page Numbers in the Technical Proposal
A	General Information		
A.1	Client Name and Full Contact Information		
A.2	Key Client Contact Details for reference Check		
A.3	Role of your organization in the Project		
B	Project Details		
B.1	Title of the Project		
B.2	Period of the Project		
B.3	Current Status of the Project		
B.4	Geographical scope of the Project		
C	Size of the Project		
C.1	Order Value of the Project (in Crore of INR)		
D	Brief Description of Work Scope and Deliverables		

Form TECH-3. Comments and Suggestions on the Terms of Reference

[*Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and also incorporated in your Technical Proposal and duly taken into account for costing in the Financial Proposal. Please ensure that each of the comments / suggestions highlighted here is duly referenced to the Technical Proposal*]

Form TECH-4. Description of Approach, Methodology and Work Plan for Performing the Assignment

[*Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (25 pages, inclusive of charts and diagrams) divided into the following three chapter, following any specific instructions noted in the relevant clauses of Chapter II)*

a) Technical Approach and Methodology,

b) Work Plan, and

c) Organization and Staffing,

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach

b) Work Plan. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the ***Work Schedule of Form TECH-7.***

c) Organization and Staffing. In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff. The Staffing should be consistent with ***Form Tech 5***

Form TECH-5. Team Composition and Task Assignments

Name of Staff	Firm	Permanent / Contractual	Total Number of years of relevant experience and area of Expertise	Position Assigned	Task Assigned
[name of Project Manager]				Project Manager	
Staff for Data Analysis & Monitoring services (at State Level office of BRDS/RDD) (reference Section B of 'Indicative Scope of Work' of chapter III)					
Staff/expert for Office support services (reference Section C of 'Indicative Scope of Work' of chapter III)					
Support Staff *(Data Entry Operators and Photocopier staff)* (reference Section C of 'Indicative Scope of Work' of chapter III) [give number of staff]					
Staff for Data Analysis & Monitoring services (at District Office - DRDA) (reference Section D of 'Indicative Scope of Work' of chapter III) [give number of staff]					

Form TECH-6. Curriculum Vitae (CV)

for Project Manager, Report tracking and data manager at least 3 of the data analyst staff or monitoring and/or report tracking staff with Specialist certification in Microsoft MsOffice, Copy editor, Proof Reader, Inhouse Publishing expert, System administrator, Online software Programmer

1. Proposed Position: _____

2. Name of Firm [*Insert name of firm proposing the staff*]: _____

   _____

3. Name of Staff [*Insert full name*]: _____

4. Date of Birth: _____Nationality: _____

5. Education (*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*): _____

   _____

6. Membership of Professional Associations (as relevant to the current assignment)

   _____

7. Other Training and Certification (Indicate *significant training and certification as relevant to the current assignment)*

   _____

8. Languages [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]: _____

   _____

9. Employment Record [*Starting with present position, list in reverse order every employment held by staff member for last 10 years in descending order giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

Period of employment	Employer name	Level of Responsibility	Brief description of responsibilities

11. Detailed Tasks Assigned	12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned
[*List all tasks to be performed under this assignment*]	[*Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.*] Name of assignment or project: _____ Year: _____ Location: _____ Client: _____ Main project features: _____ Level of Responsibility: _____ Activities performed: _____

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

_____ Date: _____
[Signature of staff member or authorized representative of the staff] *Day/Month/Year*

Full name of authorized representative: _____

Form TECH-7. Work Schedule

(For each task as mentioned in the ToR (‘Indicative scope of work’ of Chapter III), please provide breakdown of work schedule. The Reports mentioned should be in conformance with the ‘Key Deliverables’ mentioned in Chapter III – Terms of Reference.)

Sr. no.	Task activities	Reports	Frequency	Months

CHAPTER V. FINANCIAL PROPOSAL - STANDARD FORMS

[*Comments in brackets* [ ] *provide guidance to the short listed Bidders for the preparation of their Financial Proposals; they should be deleted from the Financial Proposals to be submitted.*]

The standard forms include:

Form FIN-1 – Cover Letter For Submission Of Financial Proposal.
Form FIN-2 – Financial Proposal.
Form FIN-3 – Breakdown of Remuneration.
Form FIN-4 – Breakdown of Reimbursable Expenses.
Form FIN-5 – Proforma for Performance Bank Guarantee

Form FIN-1. Cover Letter for Submission of Financial Proposal

[*Location, Date*]

To:

Shri. Manish Kumar
CEO,
Bihar Rural Development Society
Rural Development Department, Govt. of Bihar,
Main Secretariat, Patna 800 015 (Bihar)

Dear Sir:

We, the undersigned, offer to provide the services for [*Insert title of assignment*] in accordance with your Request for Proposal dated [*Insert Date*] and our Technical Proposal. Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures*[1]].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period as specified in paragraph 9 of Chapter II.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____
Name and Title of Signatory: _____
Name of Firm: _____
Address: _____

1 Amounts must coincide with the ones indicated under Total Cost of Financial Proposal in Form FIN-2.

Form FIN-2. Financial Proposal

S. No	Item	Cost (INR)	Cost (INR) in words
1.	**Total Professional or personnel Fees (FIN 3)**		
2.	**Total Reimbursable Expenses (FIN-4)**		
3	**Taxes** *(provide details of taxes and duties)*		
	TOTAL[1] (in figures)		

Note: The total costs must be comprehensive and inclusive of all services to be provided as per the scope of work mentioned in the TOR. The Costs quoted above shall be inclusive of out of pocket expenses *(Travel, Stay, perdiem and any other allowances payable to the staff deployed for the assignment)* which should quoted in percentage terms of the total cost.

[1] This amount will be used for financial evaluation

Form FIN-3. Breakdown of Remuneration

(Information provided in this Form shall be basis of preparing financial proposal, and will only be used to establish payments to the Consultant for possible additional services that may be requested by Client)

S. No	Name / number of staff	Position	Input Month	Rate (INR)	Cost (INR) No. Of staff X Input month X Rate
	1 (give name : .....)	Project Manager	24		
	3	Monitoring report tracking manager	24		
	1	email & repository manager	24		
	2	data analysts	24		
	1	computer system administrator	**24**		
	1	Web based software developer	**24**		
	10	Record room staff	**24**		
	2	photocopying & book binding staff	**24**		
	15	Computer operators	**24**		
	10	Staff for managing files and Record room	**24**		
	38	DRDA based data analyst and report manager	**24**		
	TOTAL (A)				

1. Form FIN-4 shall be filled in for the same Staff listed in Form TECH-5.

Form FIN-4. Breakdown of Reimbursable Expenses

[*Out of pocket expenses should be shown separately in the format set out below using separate sheets to provide full details under each heading. Quoting of lump sum costs is discouraged. Unit prices should be quoted for such items as subsistence, property rents, local transport (where this is to be provided by the Consultants), etc.*]

B	**EXPENSES**				
B1	**Per diems**	**Unit**	**Quantity***	**Rate**	**Cost Quantity X Rate**
1	Photocopy rate per page (single side page)	no.	60,000 pages in two year (5000 pages in a month)		
2	Photocopy rate per page (both side print page)	no.	30,000 pages in two year (5000 pages in a month)		
3	Layout design rate	no. of pages of document.	1000 hours of work		
4	Copy editing rate	no. of pages of document.	1000 hours of work		
5	proof reading rate	no. of pages of document.	1000 hours of work		
B2	Work flow software for managing Service Level Agreement for each deliverables under this contract (internet based)				
B3	Software for File management from Record Room				
B4	**Travel cost**				
	Provide team member wise travel cost if applicable				
B5	Miscellaneous cost where applicable				
	Documentation and reports				
	Mobile phone, internet or other communication expenses				
	others				
Quantities mentioned here is approximate in two years, and can vary significantly. For giving financial proposal this approximate figure should be used.					

Form FIN 5. Proforma for Performance Bank Guarantee

To,

Shri. Manish Kumar
CEO,
Bihar Rural Development Society
Rural Development Department, Govt. of Bihar,
Main Secretariat, Patna 800 015 (Bihar)

Dear Sir,

Performance Bank Guarantee for RFP for the Office Mitra – Monitoring, Analysis, Publishing and Related Office Support Services for BRDS/RDD.

WHEREAS
M/s. <<(name of Bidder)>>, an organization registered under _____, having its registered and corporate office at <<(address of the Consultant)>> (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated …….. (Herein after, referred to as "Contract") with you (Bihar Rural Development Society, Rural Development Department, Government of Bihar) for Office Mitra, BRDS, RDD, Government of Bihar in the said contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder) is required to furnish an unconditional and irrevocable Bank Guarantee in your favour for an <<amount INR xxxx>>, and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent. In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, <<(name and address of the bank)>>, have agreed to issue this Performance Bank Guarantee. Therefore, we <<(name and address of the bank)>> hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of <<INR xxxxxx (in words and figures)>> without any demur. Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) /breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till the completion of _____ years from the date of signing of the contract, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of the project period, which will be up to _____ years from the date of signing of the contract.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honour the same without demur.

We hereby expressly waive all our rights:
(i) Requiring to pursue legal remedies against; and
(ii) For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to <<INR xxxxx>> and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:
Our liability under this Performance Bank Guarantee shall not exceed INR xxxx (Rs. xxxxx only); This Performance Bank Guarantee shall be valid for a period of _____ years from the date of signing of the contract; and we are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before……..(i.e. completion date of the project period for the proposed services to purchaser).

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry.

If the bank does not receive the Performance Bank Guarantee within the abovementioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such count.

Dated ……. this …….. Day …… 2012
Yours faithfully,
For and on behalf of the …… Bank
(Signature)
Designation

Annexure Form: Clarification to RFP document

S. No.	Chapter No.	Paragraph No.	Page No.	Clarification sought