



**GOVERNMENT OF THE PEOPLE'S REPUBLIC OF  
BANGLADESH**

**Standard Request for Proposal (National)  
For Selection of Software Firm**

**Quality and Cost Based Selection (QCBS) Method**

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**September 2020**

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Establishment of  
“Integrated Educational Information Management System (IEIMS)”  
Project,  
Bangladesh Bureau of Educational Information and Statistics  
(BANBEIS), Ministry of Education

**REQUEST FOR PROPOSAL (NATIONAL)  
FOR SELECTION OF SOFTWARE FIRM  
FOR**

Design and development of different Software modules to be used by all General Education Boards, Bangladesh Madrasah and Technical Education Boards with Training, maintenance support for 3 (Three) years under establishment of “Integrated Educational Information Management System (IEIMS)” Project, BANBEIS.

**Invitation for Proposal No: 37.20.0000.005.22.114.20.553**  
**Issued on: September 02, 2020**  
**Proposal Package No: Lot-02(SD-3)**

## Table of Contents

Section 1. Instructions to Consultants	1
A. General	1
1. Scope of Proposal	1
2. Interpretation	1
3. Source of Funds	1
4. Corrupt, Fraudulent, Collusive or Coercive Practices	2
5. Eligible Consultants	3
6. Eligible Sub-Consultants	3
7. Eligible Services	3
8. Conflict of Interest: General	3
9. Conflicting Activities	4
10. Conflicting Assignments	4
11. Conflicting Relationships	4
12. Unfair Advantage	5
13. Site Visit	5
B. Request for Proposal	5
14. RFP Document: General	5
15. Clarification of RFP Document	5
16. Pre-Proposal meeting	6
17. Addendum to RFP Document	6
C. Proposal Preparation	7
18. Proposal: Only One	7
19. Proposal: Preparation Costs	7
20. Proposal: Language	7
21. Proposal: Documents	7
22. Proposal: Preparation	7
23. Technical Proposal Preparation	8
24. Technical Proposal: Format and Content	9
25. Financial Proposal Preparation	10
26. Financial Proposal Format and Content	10
27. Taxes	10
28. Client's Services and Facilities	11
29. Proposal Currency	11
30. Proposal Validity	11
31. Extension of Proposal Validity	11
32. Proposal Format and Signing	11
D. Proposal Submission	12
33. Proposal: Sealing and Marking	12
34. Proposal: Submission Deadline	12
35. Proposal Submitted Late	13
E. Proposal Opening and Evaluation	13
36. Technical Proposal Opening	13
37. Restriction on Disclosure of Information	13
38. Clarification on Proposal	13
39. Proposal Evaluation: General	14
40. Examination of Conflict of Interest Situation	14
41. Proposal: Technical Evaluation	14
42. Financial Proposal Opening	15
43. Correction of Arithmetical Errors	15
44. Proposal: Financial Evaluation	15
45. Proposal: Combined Evaluation	16
46. Proposal Negotiation: General	17
47. Proposal Negotiation: Technical	17

48.	<b>Proposal Negotiation: Financial</b>	17
49.	<b>Availability of Professional Staff/Experts</b>	18
50.	<b>Proposal Negotiations: Conclusion</b>	18
51.	<b>Rejection of all Proposals</b>	18
52.	<b>Informing Reasons for Rejection</b>	19
F.	<b>Contract Award</b>	19
53.	<b>Award of Contract</b>	19
54.	<b>Publication of Award of Contract</b>	19
55.	<b>Debriefing</b>	19
56.	<b>Commencement of Services</b>	19
57.	<b>Consultants Right to Complain</b>	19
Section 2.	<b>Proposal Data Sheet</b>	20
Section 3.	<b>General Conditions of Contract</b>	25
1.	<b>Definitions</b>	25
2.	<b>Phased Completion</b>	26
3.	<b>Communications and Notices</b>	26
4.	<b>Governing Law</b>	27
5.	<b>Governing Language</b>	27
6.	<b>Documents Forming the Contract in Order of Precedence</b>	27
7.	<b>Assignment</b>	27
8.	<b>Eligible Services</b>	27
9.	<b>Contractual Ethics</b>	27
10.	<b>Joint Venture (JV)</b>	27
11.	<b>Authority of Member in Charge</b>	28
12.	<b>Authorized Representatives</b>	28
13.	<b>Relation between the Parties</b>	28
14.	<b>Location</b>	28
15.	<b>Taxes</b>	28
16.	<b>Corrupt, Fraudulent, Collusive or Coercive Practices</b>	29
B.	<b>Commencement, Completion and Modification</b>	30
17.	<b>Effectiveness of Contract</b>	30
18.	<b>Effective Date</b>	30
19.	<b>Commencement of Services</b>	30
20.	<b>Expiration of Contract</b>	30
21.	<b>Modifications or Variations</b>	30
C.	<b>Consultant's Personnel and Sub-Consultants</b>	31
22.	<b>General</b>	31
23.	<b>Description of Personnel</b>	31
24.	<b>Approval of Personnel</b>	32
25.	<b>Working Hours, Overtime, Leave etc.</b>	32
26.	<b>Removal and/or Replacement of Personnel</b>	32
D.	<b>Obligations of the Consultant</b>	33
27.	<b>Standard of Performance</b>	33
28.	<b>Conflict of Interests</b>	33
29.	<b>Consultant Not to Benefit from Commissions, Discounts, etc.</b>	33
30.	<b>Consultant and Affiliates not to Engage in Certain Activities</b>	34
31.	<b>Prohibition of Conflicting Activities</b>	34
32.	<b>Confidentiality</b>	34
33.	<b>Liability of the Consultant</b>	34
34.	<b>Insurance to be Taken Out by the Consultant</b>	35
35.	<b>Accounting, Inspection and Auditing</b>	35
36.	<b>Consultant's Actions Requiring Client's Prior Approval</b>	36
37.	<b>Reporting Obligations</b>	36
38.	<b>Proprietary Rights on Documents Prepared by the Consultant</b>	36
39.	<b>Proprietary Rights on Equipment and Materials Furnished by the Client.</b>	37

<i>E. Obligations of the Client</i>	37
40. <b>Assistance and Exemptions</b>	37
41. <b>Access to Land</b>	37
42. <b>Change in the Applicable Law Related to Taxes</b>	37
43. <b>Services and Facilities</b>	38
44. <b>Counterpart Personnel</b>	38
45. <b>Payment</b>	38
46. <b>Cost Estimate of Services: Ceiling Amount</b>	38
47. <b>Payments: General</b>	39
48. <b>Remuneration and Reimbursable Expenses</b>	39
49. <b>Contract Price</b>	39
50. <b>Payment for Additional Services</b>	40
51. <b>Modes of Payment</b>	40
52. <b>Advance Payment</b>	40
53. <b>Interim Payments</b>	40
54. <b>Amendment to Contract</b>	40
55. <b>Final Payment</b>	41
56. <b>Suspension of Payments</b>	41
<i>G. Time Control</i>	41
57. <b>Completion of Services</b>	41
58. <b>Early Warning</b>	41
59. <b>Extension of the Intended Completion Date</b>	41
60. <b>Progress Meetings</b>	42
<i>H. Good Faith and Fairness</i>	42
61. <b>Good Faith and Fairness</b>	42
<i>I. Termination and Settlement of Disputes</i>	42
62. <b>Termination for Default</b>	42
63. <b>Termination for Insolvency</b>	43
64. <b>Termination for Convenience</b>	43
65. <b>Termination because of Force Majeure</b>	43
66. <b>Force Majeure</b>	43
67. <b>No Breach of Contract</b>	44
68. <b>Measures to be Taken on Force Majeure</b>	44
69. <b>Cessation of Rights and Obligations</b>	45
70. <b>Cessation of Services</b>	45
71. <b>Payment upon Termination</b>	45
72. <b>Disputes about Events of Termination</b>	46
73. <b>Settlement of Disputes</b>	46
<i>Section 4. Particular Conditions of Contract</i>	47
<i>Section 5. Proposal &amp; Contract Forms</i>	52
5A. <b>Technical Proposal - Standard Forms</b>	52
Form 5A1 <b>Technical Proposal Submission Form</b>	53
Form 5A2 <b>Consultant's Organization and Experience</b>	54
Form 5A3 <b>Comments and Suggestions on the Terms of Reference and, on Services and Facilities to be provided by the Client</b>	55
Form 5A4 <b>Description of Approach, Methodology and Work Plan for Performing the Assignment</b>	56
Form 5A5 <b>Work Schedule</b>	55
Form 5A6 <b>Team Composition and Task Assignments</b>	56
Form 5A7 <b>Staffing Schedule</b>	57
Form 5A8 <b>Curriculum Vitae (CV) for Each Proposed Professional Staff</b>	55
5B. <b>Financial Proposal - Standard Forms</b>	57
Form 5B1 <b>Financial Proposal Submission Form</b>	58
Form 5B2 <b>Summary of Costs</b>	59
Form 5B3 <b>Breakdown of Staff Remuneration</b>	60

---

<b>Form 5B4 Breakdown of Reimbursable Expenses</b>	61
Appendix 4: Hours of Work for Key Personnel	62
<b>5D. Appendices</b>	64
Appendix 1 Description of the Services	64
Appendix 2 Reporting Requirements	64
Appendix 3 Key Personnel and Sub Consultants	64
Appendix 4 Hours of Work for Key Personnel	64
Appendix 5 Services and Facilities to be provided by the Client	64
Appendix 6 Cost Estimates	64
Appendix 7 Bank Guarantee for Advance Payments	65
Section 6. Terms of Reference (TOR)	66

<b>Annexure -1: Functional Requirement Specifications(FRS)</b>	<b>(Page 1-64)</b>
<b>Annexure -2: Technical Requirements</b>	<b>(Page-64-71)</b>
<b>Annexure -3: Guidelines for providing Company Experiences</b>	<b>(Page-71-74)</b>
<b>Annexure -4: Guidelines for Team Formation</b>	<b>(Page-74-77)</b>
<b>Annexure -5: Guidelines for presenting experience of the team-members in CV Format</b>	<b>(Page-78-80)</b>
<b>Annexure -6: Guidelines for Maintenance Support</b>	<b>(Page-80-84)</b>
<b>Annexure -7: Training Requirements/Training Plan</b>	<b>(Page-84-101)</b>

## Letter of Invitation

Reference no. 37.20.0000.005.22.114.20. 553

Date: 02/09/2020

**Subject: Letter of invitation for having proposals for selection of Software development Firm for Design and development of different Software modules to be used by all General Education Boards, Bangladesh Madrasah and Technical Education Boards with Training, maintenance support for 3(Three) years.**

Dear Concerned,

1. The Government of the People's Republic of Bangladesh has allocated public funds for the cost of Establishment of Integrated Educational Information Management System (IEIMS) and intends to apply a portion of the funds to eligible payments under the Contract for which this Request for Proposal (RFP) Document is issued.
2. The shortlisted Software Development Firm are hereby invited to submit their proposals for Design and development of different Software modules(Lot-02) to be used by all General Education Boards, Bangladesh Madrasah and Technical Education Boards with Training, maintenance support for 3(Three) years under establishment of "Integrated Educational Information Management System (IEIMS) Project, BANBEIS. More details on the services are provided in the Terms of Reference.
3. This Letter of Invitation and the RFP Document has been issued to the following short-listed Software Development Firms:

1	Spectrum Engineering Consortium Ltd, 7 <sup>th</sup> floor, suit-C, 69/1, Panthapath, Chandrashila Subastu Tower, Dhaka-1205, <a href="mailto:tojib@spectrum-bd.com">tojib@spectrum-bd.com</a>
2	Orange bd & Infinity Technology, H-171(3 <sup>rd</sup> floor) Lane-1, Baridhara, DOHS, Dhaka <a href="mailto:info@infintyteehtd.com">info@infintyteehtd.com</a>
3	Dynamic Solution innovator ltd, 177 Lane-2, New DOH, Mohakhali, Dhaka-1206. <a href="mailto:info@dsinnovators.com">info@dsinnovators.com</a>
4	Synesis IT Ltd., Label-3, BDBL Bhaban, 12 Kawran Bazar, Dhaka-1215 <a href="mailto:Rakibul.islam@synesislt.com.bd">Rakibul.islam@synesislt.com.bd</a>
5	Ethics Advance Technology Ltd(EATL), H-9(5 <sup>th</sup> floor), Road-16, Gulshan-1, Dhaka-1212. <a href="mailto:sshiblys@eatlbd.com">sshiblys@eatlbd.com</a>

It is not permissible to transfer this invitation to any other Consultant or Firm.

3. A Consultant will be selected under Quality and Cost Base Selection (QCBS) and procedures for selection are described in the RFP Document.
5. In addition to the Letter of Invitation, the RFP Document includes the following Sections:
  - Section 1: Instructions to Consultants (ITC)
  - Section 2: Proposal Data Sheet (PDS)
  - Section 3: General Conditions of Contract (GCC),
  - Section 4: Particular Conditions of Contract (PCC),
  - Section 5: Proposal & Contract Forms
  - Section 6: Terms of Reference (TOR)
6. Please inform us in writing, preferably by electronic mail, at the following address [*insert address*], upon receipt:
  - (a) that you have received the Letter of Invitation and the RFP; and
  - (b) whether you will submit a Proposal alone or in association with any other Consultant.

**7. The last date and time of Submission of RFP is 23, September 2020 by 3:00 p.m.**

Yours sincerely,

Md. Shamsul Alam  
Project Director  
Establishment of Integrated Educational Information Management System (IEIMS)  
Bangladesh Bureau of Educational Information and Statistics (BANBEIS)  
Ministry of Education

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## Section 1. Instructions to the Software Firm

### A. General

- 1. Scope of Proposal**
- 1.1 The Client, as indicated in the Proposal Data Sheet (**PDS**), issues this Request for Proposal (RFP) for the provision of Services as specified in the **PDS** and described in details in Section 6, Terms of Reference in accordance with the method of selection specified in the **PDS**.
- 1.2 The successful Consultant shall be required to complete the Services as specified in the General Conditions of the Contract and in accordance with the phasing indicated in the **PDS**. When the assignment includes several phases, the performance of the Consultant under each phase must be to the Client's satisfaction before work begins on the next phase.
- 2. Interpretation**
- 2.1 Throughout this RFP Document:
- the term “**in writing**” means communication written by hand or machine duly signed and includes properly authenticated messages by facsimile or electronic mail;
  - if the context so requires, **singular** means plural and vice versa;
  - “**day**” means calendar day unless otherwise specified as working days;
  - “**Person**” means and includes an individual, body of individuals, sole proprietorship, partnership, company, association or cooperative society that wishes to participate in Procurement proceedings;
  - “**Consultant**” means a Person who submits a Proposal;
  - “**Request for Proposal Document**” means the Document provided by the Client to a short-listed Consultant as a basis for preparation of the Proposal; and
  - “**Proposal**” depending on the context, means a Proposal submitted by a Consultant for delivery of Services to a Client in response to an Invitation for Request for Proposal.
- 3. Source of Funds**
- 3.1 The Client has been allocated ‘**public funds**’ as indicated in the **PDS** and intends to apply a portion of the funds to eligible payments under the Contract for which this RFP is issued.
- 3.2 For the purpose of this provision, ‘**public funds**’ means any funds allocated to the Client under Government budget, or loan, grants and credits placed at the disposal of the Client through the Government by the Development Partners or foreign states or organizations.
- 3.3 Payments by the Development Partner, if so indicated in the **PDS**, will be made only at the request of the Government and upon approval by the Development Partner in accordance with the applicable Loan/Credit/Grant Agreement, and will be subject in all



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respects to the terms and conditions of that Agreement.

**4. Corrupt,  
Fraudulent,  
Collusive or  
Coercive  
Practices**

- 4.1 The Government requires that the Client, as well as Consultants, shall observe the highest standard of ethics during the implementation of the procurement proceedings and the execution of contracts under 'public funds'.
- 4.2 For the purposes of ITT Sub Clause 4.3, the terms set forth below as follows:
- (a) **"corrupt practice"** means offering, giving or promising to give, receiving, or soliciting either directly or indirectly, to any officer or employee of the Client or other public or private authority or individual, a gratuity in any form; employment or any other thing or service of value as an inducement with respect to an act or decision or method followed by the Client in connection with a procurement proceeding or Contract execution;
  - (b) **"collusive practice"** means a scheme or arrangement between two (2) or more Persons, with or without the knowledge of the Client, that is designed to arbitrarily reduce the number of Proposals submitted or fix Proposal Prices at artificial, non-competitive levels, thereby denying the Client the benefits of competitive price arising from genuine and open competition;
  - (c) **"coercive practice"** means harming or threatening to harm, directly or indirectly, Persons or their property to influence a decision to be taken in the Procurement proceeding or the execution of a Contract, and this will include creating obstructions in the normal submission process used for procurement proceedings.
- 4.3 Should any corrupt or fraudulent practice of any kind referred to in ITC Sub Clause 4.2 come to the knowledge of the Client, it shall, in the first place, allow the Consultant to provide an explanation and shall, take actions only when a satisfactory explanation is not received. Such decision and the reasons shall be recorded in the record of the procurement proceedings and promptly communicated in writing to the Consultant concerned.
- 4.4 If corrupt, fraudulent, collusive or coercive practices of any kind is determined by the Client against any Consultant alleged to have carried out such practices, the Client shall :
- (a) exclude the concerned Consultant from further participation in the particular procurement proceeding; or
  - (b) reject any recommendation for award that had been proposed for that had been proposed for that concerned Consultant; or
  - (c) declare at its discretion, the concerned Consultant to be ineligible to participate in further procurement proceedings, either indefinitely or for a specific period of time

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	4.5	Consultants shall be aware of the provisions in Section 64 of the Public Procurement Act, 2006 and Rule 127 of the Public Procurement Rules, 2008 and others as stated in GCC Clause 16.
<b>5. Eligible Consultants</b>	5.1	This Request for Proposal Document is limited to short-listed Consultants only, and those short-listed Consultants indicated in the Letter of Invitation are eligible to submit a Proposal for the consulting services required for the assignment.
	5.2	Consultants shall have the legal capacity to enter into the contract under the Applicable law.
	5.3	Consultants shall have fulfilled its obligations to pay taxes and social security contributions under the laws and regulations of the country of origin.
	5.4	The Consultant in its own name or its other names or also in the case of its Persons in different names shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive or coercive practices as stated under ITC Sub Clause 4.2.
	5.5	Consultants are not restrained or barred from participating in Public Procurement on grounds of poor performance in the past under any Contract.
	5.6	Consultants shall not be insolvent, be in receivership, be bankrupt, be in the process of bankruptcy, be not temporarily barred from undertaking business and they shall not be the subject of legal proceedings for any of the foregoing.
	5.7	Government officials and civil servants, including persons of autonomous bodies or corporations, satisfactory to the conditions as stated under ITC Sub Clause 11.3, may be hired to work as a member of a team of Consultants.
	5.8	Consultants shall provide such evidence of their continued eligibility satisfactory to the Client, as the Client will reasonably request.
	5.9	These above requirements for eligibility will extend, as applicable, to each Joint Venture partners of the Consultants
<b>6. Eligible Sub-Consultants</b>	6.1	The requirements for eligibility as stated under ITC Clause 5 will extend to each Sub-Consultant(s), as applicable.
<b>7. Eligible Services</b>	7.1	All material, equipment and supplies used by the Consultant and Services to be provided under the Contract shall have their origin in countries other than those specified in the <b>PDS</b> .
<b>8. Conflict of Interest: General</b>	8.1	Consultants and all parties constituting the Consultant shall not have a Conflict of Interest (COI), pursuant to Rule 55 of the Public Procurement Rules, 2008.

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8.2 COI shall mean a situation in which the Consultant provides biased professional advice to the Client in order to obtain from that Client an undue benefit for himself/herself or any of its affiliate(s)/associate(s).

8.3 Consultants, including any of its affiliates or associates, in deference to the requirements that the Consultant provides professional and objective advice and at all times hold the Client's interests paramount, shall strictly avoid conflicts with other assignments or its own corporate interests, and act without any consideration for award of a future work and must not have a COI, shall not be recruited under any of the circumstances specified in ITC Sub Clauses 9, 10 and 11.

**9. Conflicting Activities**

9.1 If any Consultant has earlier been engaged by a Client to supply Goods, perform Works or provide physical services for a project, then that Person and any of its associates or affiliates shall be disqualified from providing consulting services related to those Goods, Works or Services.

9.2 If any Consultant hired to provide consulting services for the preparation or implementation of a project, then that Consultant and any of its associates or affiliates shall be disqualified from subsequently supplying Goods, providing consulting services, performing physical services or Works resulting from or directly related to the Consultant's earlier consulting services.

*[For the purpose of ITC Sub Clause 9.2, services other than consulting services are defined as those leading to a measurable physical output, for example surveys, exploratory drilling, aerial photography, and satellite imagery]*

**10. Conflicting Assignments**

10.1 Consultants, its Personnel and Sub-Consultants or any of its associates or affiliates shall not be hired for any assignment that may be in conflict with identical assignment of the Consultant to be performed for the same or for another Client.

*[For the purpose of ITC Sub Clause 10.1, a Consultant hired to prepare engineering design for an infrastructure project shall not be engaged to prepare an independent environmental assessment for the same project, and a Consultant assisting a Client in the privatization of public assets shall not purchase, nor advise Clients of, such assets. Similarly, a Consultant hired to prepare Terms of Reference for an assignment shall not be hired for the assignment in question]*

**11. Conflicting Relationships**

11.1 Consultants, its Personnel and Sub-Consultant that has a business relationship with a member of the Client's staff involved in the procurement proceedings may not be awarded a Contract, unless the conflict stemming from this relationship has been addressed adequately throughout the selection process of the Consultant.

11.2 The Client's officials, who have an interest, directly or indirectly, with a firm or individual that is participating or has participated in a Procurement proceedings of that Client, shall declare its relationship with that firm or individual and consequently not participate in any proceedings concerned with that specific

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Procurement at any stage including from when the specifications are written and qualification criteria are established up to the Supply of Goods or execution of the Works are completed and, until all contractual obligations have been fulfilled.

- 11.3 Government officials and civil servants including individuals from autonomous bodies or corporations while on leave of absence without pay are not being hired by the agency they were working for immediately before going on leave and, their employment will not give rise to Conflict of Interest. When the Consultant nominates any such employee as Personnel in their Technical Proposal, such Personnel must have written certification from their employer confirming that they are on leave without pay from their official position and allowed to work full-time outside of their previous official position. Such certification shall be provided to the Client by the Consultant as part of his/her Technical Proposal.

- 12. Unfair Advantage** 12.1 If a short-listed Consultant could derive a competitive advantage from having provided consulting services related to this proposed assignment, the Client shall make available to all short-listed Consultants together with this RFP Document all information that would in that respect give such Consultant any competitive advantage over the competing Consultants.

- 13. Site Visit** 13.1 Consultants, at its own responsibility and risk is encouraged to visit and examine the site and obtain all information that may be necessary for preparing the Proposal and entering into a Contract for Services. Consultants should ensure that the Client is advised of the visit in adequate time to allow it to make appropriate arrangements. The costs of visiting site shall be at Consultant's own expense.

## **B. Request for Proposal**

- 14. RFP Document: General** 14.1 The Sections comprising the Request for Proposal are listed below and should be read in conjunction with any Addendum issued under ITC Clause 17.

Section 1 : Instructions to Consultants (ITC)

Section 2 : Proposal Data Sheet (PDS)

Section 3 : General Conditions of Contract (GCC),

Section 4 : Particular Conditions of Contract (PCC),

Section 5 : Proposal and Contract Forms

Section 6: Terms of Reference (TOR)

- 14.2 Consultants are expected to examine all instructions, forms, terms, TOR in the RFP Document as well as Addendum, if any.

- 15. Clarification of RFP Document** 15.1 Consultants requiring any clarification of the RFP Document shall contact the Client in writing at the Client's address indicated in the **PDS** before **two-third** of the time allowed for preparation and

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submission of Proposal elapses.

- 15.2 The Client is not obliged to answer any clarification request received after that date as stated under ITC Sub Clause 15.1.
- 15.3 The Client shall respond in writing within five (5) working days of receipt of any such request for clarification received under ITC Sub Clause 15.1.
- 15.4 The Client shall forward copy of its response to all those short-listed Consultants, including a description of the enquiry but without identifying its source.
- 15.5 Should the Client deem it necessary to revise the RFP Document as a result of a clarification, it will do so following the procedure under ITC Clause 17.

**16. Pre-Proposal meeting**

- 16.1 To clarify issues and to answer questions on any matter arising in the RFP, the Client may, if stated in the **PDS**, invite short-listed Consultants to a pre-Proposal Meeting at the place, date and time as specified in the **PDS**. Consultants are encouraged to attend the meeting if it is held.
- 16.2 Consultants are requested to submit any questions in writing so as to reach the Client not later than one day prior to the date of the meeting.
- 16.3 Minutes of the pre-Proposal meeting, including the text of the questions raised and the responses given, together with any responses prepared after the meeting, will be transmitted without delay to all the short-listed Consultants not later than seven (7) days of the date of the meeting. Any revision to the RFP Document that may become necessary as a result of the pre-Proposal meeting shall be made by the Client exclusively through the issue of an Addendum pursuant to ITC Clause 17 and not through the minutes of the pre-Proposal meeting.

**17. Addendum to RFP Document**

- 17.1 At any time prior to the deadline for submission of Proposals, the Client, for any reason on its own initiative or in response to a clarification request in writing from a short-listed Consultant, may revise the RFP Document by issuing an Addendum.
- 17.2 The Addendum issued under ITC Sub Clause 17.1 shall become an integral part of the RFP Document and shall be communicated in writing to all the short-listed Consultants, to enable the Consultants to take appropriate action.
- 17.3 To give the short-listed Consultants reasonable time to take any Addendum into account in preparing its Proposal, the Client may extend the deadline for the submission of Proposals pursuant to ITC Sub Clause 34.3.

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## C. Proposal Preparation

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|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>18. Proposal: Only One</b>          | <p>18.1 Consultants, including its affiliate(s) may submit only one (1) Proposal. Consultant who submits or participates in more than one (1) Proposal will cause all the Proposals of that particular Consultant to be rejected.</p> <p>18.2 A firm proposed as a Sub-Consultant in any Proposal may participate in more than one Proposal, but only in the capacity of a Sub-Consultant.</p> <p>18.3 Consultants submitting a Proposal individually or as Joint Venture partner shall not be accepted as Sub-Consultant to any other short-listed Consultant in the same procurement process.</p>                                                                                                                                                                                                                                                                                          |
| <b>19. Proposal: Preparation Costs</b> | <p>19.1 Consultants shall bear all costs associated with the preparation and submission of its Proposal, and the Client shall not be responsible or liable for those costs, regardless of outcome of the procurement process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>20. Proposal: Language</b>          | <p>20.1 Proposals shall be written in the English language. Correspondences and documents relating to the Proposal may be written in English or <b>Bangla</b>. Supporting documents and printed literature furnished by the Consultant that are part of the Proposal may be in another language, provided they are accompanied by an accurate translation of the relevant passages in the English or <b>Bangla</b> language, in which case, for the purposes of interpretation of the Proposal, such translation shall govern.</p>                                                                                                                                                                                                                                                                                                                                                           |
| <b>21. Proposal: Documents</b>         | <p>21.1 Proposals prepared by the Consultants shall comprise the following:</p> <ul style="list-style-type: none"><li>(a) Technical Proposal;</li><li>(b) Financial Proposal;</li><li>(c) any other document required as stated in the <b>PDS</b>.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>22. Proposal: Preparation</b>       | <p>22.1 In preparing its Proposal, Consultants shall examine in detail the documents comprising the RFP Document. Material deficiencies in providing the information requested may result in non-responsiveness of a Proposal.</p> <p>22.2 Consultants shall prepare the Technical Proposal in accordance with ITCClause 23 and 24 using the forms furnished in Section <b>5A</b>: Technical Proposal; Standard Forms.</p> <p>22.3 Consultants shall prepare the Financial Proposal in accordance with ITCClause 25 and 26 and using the forms furnished in Section <b>5B</b>: Financial Proposal; Standard Forms.</p> <p>22.4 All the forms mentioned in ITC Sub Clauses 22.2 and 22.3 shall be completed without any material changes and alterations to its format, filling in all blank spaces with the information requested, failing which the Proposal may be considered as being</p> |

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incomplete.

**23. Technical  
Proposal  
Preparation**

- 23.1 Consultants, in preparing the Technical Proposal, must give particular attention to the instructions provided in ITC Sub Clause 23.2 thru 23.17 inclusive.
- 23.2 If the Consultant does not have all the expertise required for the assignment, it may obtain such expertise from other Consultants or entities in the form of a Joint Venture or Sub-Consultancy, as appropriate.
- 23.3 Joint Venture or Sub-Consultancy, as stated under ITC Sub Clause 23.2, amongst and involving the short-listed Consultants at the time of submission of Proposal is not permitted.
- 23.4 Joint Venture or Sub-Consultancy, as stated under ITC Sub Clause 23.2, with other not short-listed (i.e. those applied for but not short-listed) Consultants at the time of submission of Proposal is also not permitted without the approval of the Client, which must be obtained prior to the deadline for submission of a Proposal.
- 23.5 Joint Venture agreement, indicating at least the parts of the Services to be delivered by the respective partners, shall be executed case-by-case on a non-judicial stamp of value as specified in the **PDS**, duly signed by all legally authorized representatives of the Consultants who are parties to such agreement.
- 23.6 Leading partner of the Joint Venture shall be solely liable for the execution of the Contract, all liabilities and ethical and legal obligations in accordance with the Contract terms.
- 23.7 Joint Venture shall nominate the **Leading Partner** as **REPRESENTATIVE** being entrusted with the Contract administration and management at the assignment location who shall have the authority to conduct all business for and on behalf of any and all the partners of the Joint Venture during the selection process and, in the event the Joint Venture is awarded the Contract, during contract execution including the receipt of payments for and on behalf of the Joint Venture.
- 23.8 The composition or the constitution of the Joint Venture shall not be altered without the prior consent of the Client.
- 23.9 Consultants appointing another non-short-listed (i.e. those not applied for short-listing) Consultants as a Sub-Consultant, as stated under ITC Sub Clause 23.2, at the time of submission of Proposal shall not require prior permission of the Client but in such cases, the Proposal shall be submitted in the title of the short-listed Consultant.
- 23.10 In the event of Sub-Consultancy, as stated under ITC Sub Clause 23.9, the Proposal should include a covering letter signed by an authorized representative of the short-listed Consultant with full authority to make legally binding contractual and financial

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commitments on behalf of the Consultant, **plus** a copy of the agreement(s) with the Sub-Consultant(s).

- 23.11 Sub-Consultancy(s) shall in no event relieve the short-listed Consultant from any of its obligations, duties, responsibility or liability under the Contract.
- 23.12 For QCBS based assignments, only the estimated total of Professional staff-months is indicated in the **PDS**; however the available budget shall not be disclosed. The Proposal shall be based on the number of Professional staff-months estimated by the Consultant.
- 23.13 For FBS based assignments, only the available budget amount, excluding all local taxes and other charges to be imposed under the Applicable Law if the Contract is awarded, is given in the **PDS** but not the Professional staff-months, and the Financial Proposal shall not exceed this budget.
- 23.14 Proposed Key professional staff shall have at least the qualification experience indicated in the **PDS**, preferably working under conditions similar to Bangladesh. It is desirable that the majority of the Key professional staff proposed be permanent employees of the Consultant or have an extended and stable working relationship with it.
- 23.15 Alternative Key professional staff shall not be proposed, and only one Curriculum Vitae (CV) may be submitted for each position. Conversely, one Key professional staff is not allowed to offer his/her inputs in more than one Proposal for this particular assignment and, in this particular procurement process.
- 23.16 Proposals submitted by the Consultants must be accompanied by the commitment of the proposed Key professional staff duly certified the correctness of the particulars stated in its CV.
- 23.17 Failure to fulfill the requirements under this Clause may lead to incompleteness of the Proposal.

**24. Technical  
Proposal:  
Format and  
Content**

- 24.1 The Technical Proposal shall provide the following information using the attached Standard Forms in **Section 5A**:
- (a) **Form 5A1:** Technical Proposal Submission Form in the format of a letter, duly signed by an authorized signatory of the Consultant;
  - (b) **Form 5A2:** giving a brief description of the Consultant's organization and an outline of recent experience of the Consultant;
  - (c) **Form 5A3:** indicating comments and suggestions that the Consultant may have on the TOR to improve performance in carrying out the assignment;
  - (d) **Form 5A4:** indicating the approach, methodology and work plan for performing the assignment;
  - (e) **Form 5A5 :** being the work plan should be consistent with



	the Work Schedule and should be in the form of a bar chart showing the timing proposed for each activity;
	(f) <b>Form 5A6:</b> being the list of the proposed Professional staff team by area of expertise, the position that would be assigned to each staff team member, and their tasks;
	(g) <b>Form 5A7:</b> being the Estimates of the staff input (staff-months of professionals) needed to carry out the assignment;
	(h) <b>Form 5A8:</b> being the CVs of the Professional staff signed by the respective staff member and by the authorized representative submitting the Proposal;
	(i) <b>Plus</b> , a detailed description of the proposed methodology, staffing, and monitoring of training, if the <b>PDS</b> specifies training as a major component of the assignment; and
	(j) <b>Any</b> additional information that might be requested in the <b>PDS</b> .
	24.2 The Technical Proposal shall not include any financial information. <b>A Technical Proposal containing financial information may be considered non-responsive.</b>
<b>25. Financial Proposal Preparation</b>	25.1 The Financial Proposal shall be prepared using the Standard Forms. It shall list all costs associated with the assignment, including (a) remuneration for staff, and (b) reimbursable expenses as indicated in the <b>PDS</b> . If appropriate, these costs should be broken down by activity.
	25.2 All activities and items described in the Technical Proposal, as applicable, must be priced separately.
<b>26. Financial Proposal Format and Content</b>	26.1 The Financial Proposal shall provide the following information using the attached Standard Forms in <b>Section 5B</b> :
	(a) <b>Form 5B1:</b> Financial Proposal Submission Form in the format of a letter duly signed by an authorized signatory of the Consultant. Commissions and gratuities, if any, paid or to be paid by Consultants and related to the assignment will be listed in the form;
	(b) <b>Form 5B2:</b> being the Summary of Costs against staff remuneration and reimbursable expenses;
	(c) <b>Form 5B3:</b> being the breakdown of costs against staff remuneration;
	(d) <b>Form 5B4:</b> being the breakdown of costs against reimbursable expenses.; and
	if appropriate, all these costs should be broken down by activity.
<b>27. Taxes</b>	27.1 Consultants are subject to local taxes on amounts payable by the Client as per the Applicable Law. It is the responsibility of the Consultant to be familiar with the relevant laws in Bangladesh, and to determine the taxes, duties, fees, levies and other charges to be paid under the Applicable Law, if the Contract is awarded.

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Any such amounts on account of local taxes shall not be considered in the Financial Evaluation of the Proposal as they will be discussed at contract negotiations, and applicable amounts will be included in the Contract Price.

27.2 Commissions and gratuities, if any, paid or to be paid by Consultants and related to the assignment will be listed in the Financial Proposal **Form 5 B1**.

**28. Client's Services and Facilities**

28.1 The Client shall:

- (a) provide at no cost to the Consultant the services and facilities as specified in the **PDS**;
- (b) make available to the Consultant, relevant project data and reports at the time of issuing the RFP Document; and
- (c) assist the Consultant in obtaining relevant project data and reports from other related departments/divisions, which will be required by the Consultant to prepare the Proposal.

**29. Proposal Currency**

29.1 All prices shall be quoted in Bangladesh Taka (BDT) currency unless otherwise stated in **PDS**.

**30. Proposal Validity**

30.1 Proposals shall remain valid for the period as specified in the **PDS** after the date of Proposal submission deadline prescribed by the Client. A Proposal valid for a period shorter than that specified will be considered non- responsive.

**31. Extension of Proposal Validity**

31.1 In exceptional circumstances, prior to the expiration of the Proposal Validity period, the Client may solicit, not later than ten (10) days before the expiry date of the Proposal Validity, all the Consultants' consent to an extension of the period of validity of their Proposals.

31.2 The request for extension of the Proposal Validity period shall state the new date of the validity of the Proposal.

31.3 The request from the Client and the responses from the Consultants will be made in writing.

31.4 Consultants consenting in writing to the request as stated under ITC Sub Clause 31.3 shall not be required or permitted to modify its Proposal in any circumstances.

31.5 Consultants not consenting in writing to the request made by the Client as stated under ITC Sub Clause 31.3, its Proposal shall not be considered in the subsequent evaluation.

**32. Proposal Format and Signing**

32.1 Consultants shall prepare one (1) original of the Technical Proposal as described in ITC Clause 23 and one (1) original of the Financial Proposal as described in ITC Sub Clause 25 and clearly mark them "ORIGINAL".

32.2 Consultants shall prepare the number of copies as specified in the **PDS** of each Technical Proposal and clearly mark them

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“COPY”. In the event of any discrepancy between the original and the copies, the original shall prevail.

- 32.3 The original and all copies of the Technical and Financial Proposals shall be typed or written in indelible ink and shall be signed by a person duly authorized to bind the Consultant to the Contract. The name and position held by each person signing the authorization must be typed or printed below the signature.
- 32.4 All pages of the Proposals except for un-amended printed literature shall be signed or initialed by the person signing the Proposals.

## **D. Proposal Submission**

### **33. Proposal: Sealing and Marking**

- 33.1 Consultants shall enclose the original and each copy of the Technical Proposal in separate sealed envelopes, duly marking the envelopes as “TECHNICAL PROPOSAL” and “ORIGINAL” and “COPY, as appropriate.” These envelopes containing the original and the copies shall then be enclosed in one single envelope duly marking the envelope as “TECHNICAL PROPOSAL”.
- 33.2 Consultants shall enclose the original of the Financial Proposal in one single separate sealed envelope, duly marking the envelope as “FINANCIAL PROPOSAL” and with a warning “DO NOT OPEN WITH THE TECHNICAL PROPOSAL.”
- 33.3 The two envelopes shall then be enclosed in one single outer envelope. The inner and outer envelopes shall:
- (a) bear the name and address of the Consultant;
  - (b) be addressed to the Client at the address as specified in the **PDS**;
  - (c) bear the name of the Proposal; and
  - (d) **bear a statement “DO NOT OPEN BEFORE (the deadline for submission of Proposal)” as specified in the PDS.**
- 33.4 If all envelopes are not sealed and marked as required, the Client will assume no responsibility for the misplacement, or premature opening of the Proposal.
- 33.5 If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this may constitute grounds for declaring the Proposal non-responsive.
- 33.6 Proposals shall be submitted on the basis of this RFP Document issued by the Client.

### **34. Proposal: Submission Deadline**

- 34.1 Proposals shall be delivered to the Client at the address as stated under ITC Sub Clause 33.3 not later than the date and time as specified in the **PDS**.

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|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 34.2                               | Proposals may be hand delivered or posted by registered mail or sent by courier. The Client shall, on request, provide the Consultant with acknowledgement of receipt showing the date and time when its Proposal was received.                                                                      |
| 34.3                               | The Client, at its discretion, may extend the deadline for the submission of Proposals in accordance with ITC Clause 17 and 31.1, in which case all rights and obligations of the Client and Consultants previously subject to the deadline shall thereafter be subject to the deadline as extended. |
| <b>35. Proposal Submitted Late</b> | 35.1 Any Proposal received by the Client after the deadline for submission of Proposals shall be declared <b>LATE</b> and returned unopened to the Consultant.                                                                                                                                       |

## **E. Proposal Opening and Evaluation**

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|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>36. Technical Proposal Opening</b>               | 36.1 Proposal Opening Committee (POC) shall open all the Technical Proposals received, shortly after the deadline for submission and, at the place specified in the <b>PDS</b> . There shall be no public opening of the Technical Proposals.                                                                                                                                                                                              |
|                                                     | 36.2 The Financial Proposals shall be kept closed in the safe custody of the Head of the Procuring Entity or an Officer authorized by him/her until such time as the evaluation of Technical Proposal has been completed.                                                                                                                                                                                                                  |
| <b>37. Restriction on Disclosure of Information</b> | 37.1 Following the opening of the Technical Proposals by the POC, and until the Contract is signed, no Consultant shall make any unsolicited communication to the Client or the Proposal Evaluation committee (PEC).                                                                                                                                                                                                                       |
|                                                     | 37.2 From the time the Proposals are opened to the time the Contract is awarded, any effort by the Consultant to influence the Client or the PEC in the Client's Proposal evaluation, Proposal comparison or Contract award decisions may result in non-responsiveness of the Consultant's Proposal.                                                                                                                                       |
| <b>38. Clarification on Proposal</b>                | 38.1 PEC may ask the Consultants for clarification of their Proposals, in order to facilitate the examination and evaluation of the Proposals. The request for clarification by the PEC and the response from the Consultants shall be in writing, and Proposal clarifications which may lead to a change in the substance of the Proposal or in any of the key staff or elements of the Proposal will neither be sought nor be permitted. |
|                                                     | 38.2 Any request for clarifications by the PEC shall not be directed towards making an apparently non-responsive Proposal responsive and reciprocally the response from the concerned Consultant shall not be articulated towards any addition, alteration or modification to its Proposal.                                                                                                                                                |
|                                                     | 38.3 Consultants not providing clarifications of its Proposal by the date and time set in the PEC's written request for clarification, its                                                                                                                                                                                                                                                                                                 |

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	Proposal shall not be considered in the evaluation.
	38.4 Requests for clarifications on Proposal shall be duly signed only by the PEC Chairperson.
	38.5 All clarification requests shall remind the Consultants of the need for confidentiality and that any breach of confidentiality on the part of the Consultant may result in their Proposal being disqualified, as stated under ITC Sub Clause 37.
<b>39. Proposal Evaluation: General</b>	39.1 Members of the PEC shall have no access to the Financial Proposals until the evaluation of the Technical Proposal is concluded including prior review where necessary, and approved by the authority competent.
	39.2 Proposals shall be evaluated based on what has been submitted. The material issues to be clarified with the successful Consultant will have to be discussed during negotiations.
<b>40. Examination of Conflict of Interest Situation</b>	40.1 During the evaluation of the Technical Proposals, the PEC shall ascertain that no new COI situations as stated under ITC Clauses 8, 9, 10 and 11, have arisen since the Consultant was short-listed. If the PEC identifies a COI at this stage, it shall determine whether the specific conflict is substantive and shall consequently consider the Proposal non-responsive.
	40.2 Consultants or its affiliate if found to be in a COI during the technical evaluation, the PEC shall review the case and either disqualify the Consultant or ask the Consultant to remove the conflict and its causes while maintaining the transparency of the selection process, failing which the Technical Proposal of the Consultant shall be considered non-responsive.
	40.3 Consultants if found to mislead the PEC by neglecting to provide information or by denying the existence of a COI situation, the Consultant's Proposal shall be considered non-responsive.
<b>41. Proposal: Technical Evaluation</b>	41.1 All Technical Proposals shall be evaluated in accordance with the RFP and the TOR.
	41.2 PEC as a whole and each of its members themselves individually shall separately evaluate and rank the Technical Proposals on the basis of their responsiveness to the RFP and TOR, applying the evaluation criteria, sub criteria, and points system, as specified in the <b>PDS</b> .
	41.3 The points for each Technical Proposal shall then be calculated as average of the points given by all the members including the Chairperson of the PEC for the respective Proposal.
	41.4 Technical Proposals thus given Technical points(Tp), as stated under ITC Sub Clause 41.2, not securing the precise minimum as specified in the <b>PDS</b> , shall be considered non-responsive.

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**42. Financial  
Proposal  
Opening**

- 42.1 In the case of QCBS and FBS, after the technical evaluation is concluded and approved, the Client shall notify in writing, those Consultants that have secured the precise minimum Technical points (Tp), indicating the date, time and location for opening the Financial Proposals; the date being usually not less than one (1) week after such notification.
- 42.2 The Client shall simultaneously notify those Consultants whose Technical Proposals did not secure the precise minimum Technical points (Tp) or were considered non-responsive to the RFP and TOR, indicating that their Financial Proposals will be returned unopened after completing the selection process.
- 42.3 Financial Proposals of those who secured the precise minimum Technical points (Tp) shall be opened by the PEC publicly in the presence of the Consultants' representatives who choose to attend. The name of the Consultants, the Technical points, and the Proposal Prices shall be read aloud and recorded when the Financial Proposals are opened.
- 42.4 The Client shall prepare minutes of the public opening as stated under ITC Sub Clause 42.3 and, these shall be furnished, upon request, to Consultants whose Financial Proposals were opened. Representatives who attend the public opening shall sign an attendance sheet.

**43. Correction of  
Arithmetical  
Errors**

- 43.1 PEC shall correct arithmetical errors on the following basis:
- (a) if there is a discrepancy between the unit price and the line item total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the line item total price shall be corrected, unless in the opinion of the PEC there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted will govern and the unit price will be corrected; and
  - (b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
  - (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
- 43.2 PEC shall correct the arithmetic errors and shall promptly notify the concerned Consultant(s). If the Consultant does not accept the correction of arithmetic errors, its Proposal shall be rejected.

**44. Proposal:  
Financial**

- 44.1 PEC shall review the detailed content of each Financial Proposal. During the review, the PEC and any Client staff and others involved in the evaluation process, will not be permitted to seek

<b>Evaluation</b>	clarification or additional information on financial aspects from any Consultant who has submitted a Financial Proposal.
44.2	If pricing of activities was required, activities and items described in the Technical Proposal but not priced, as stated under ITC Sub Clause 25.2, shall be deemed to be included in the prices of other activities or items of the Proposal.
44.3	The evaluation shall exclude all taxes, duties, fees, levies and other charges to be imposed under the Applicable Law but to be paid under the Contract, unless otherwise the Consultant is exempted by the Government.
44.4	In the case of QCBS, the lowest evaluated Financial Proposal will be given the maximum Financial points (Fp) of <b>100</b> . The Financial points (Fp) of the other Financial Proposals will be computed accordingly, as stated under ITC Sub Clause 44.5.
44.5	<p>The points for other Financial Proposals, as stated under ITC Sub Clause 43.4, shall be computed using the formulae:</p> $F_p = \frac{100 \times F_m}{F}$ <p>; <math>F_p</math> being the Financial point of the Proposal under evaluation, <math>F_m</math> being the lowest Financial Proposal Price and, <math>F</math> being the price of Proposal under computation during evaluation; in either case however, the Proposal Prices to be taken into consideration after adjustments made by the PEC in correcting omissions or inconsistencies detected during the evaluation of the Financial Proposal and applying the provisions as stated under ITC Sub Clause 44.2 and 44.6.</p>
44.6	<p>In the case, an activity or line item is quantified in the Financial Proposal differently from that in the Technical Proposal; PEC shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity and correct the Proposal Price in this respect.</p> <p><i>[For the purpose of ITC Sub Clause 44.6, if a Technical Proposal indicates the presence of the Team Leader at the assignment site for twelve (12) months and the Financial Proposal indicates only eight (8) months, an adjustment should be calculated by adding the corresponding amount of staff remuneration to the proposed amount]</i></p>
<b>45. Proposal: Combined Evaluation</b>	<p>45.1 In the case of QCBS, the Proposals will be ranked according to their Combined scores (Cs) using the weights (T = the weight given to the Technical Proposal; F = the weight given to the Financial Proposal; T + F = 1), as specified in the <b>PDS</b>: Combined score, Cs = Ts (Technical score) + Fs (Financial score); [Ts being Tp x T% and Fs being Fp x F%].</p> <p>45.2 In the case of FBS, the Client will select the Consultant that submitted the highest ranked Technical Proposal with an evaluated price that is within the budget amount excluding all taxes, duties, fees, levies and other charges to be imposed</p>

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under the Applicable Law, if the Contract is awarded.

- 45.3 In the case of FBS, the Proposal Prices above the budget or, the same for corrections made by the PEC if rises above the budget indicated in the RFP, the Proposal shall be considered non-responsive.

**46. Proposal  
Negotiation:  
General**

- 46.1 Negotiations shall commence by considering the comments, suggestions, and requests made by the PEC on both Technical and Financial Evaluation Reports and recommendations thereupon, of its authority competent.
- 46.2 Negotiations shall be held at the address indicated in the **PDS** by the PEC, in phases where unavoidable, with participation of the Client with the aim to reach agreement on all points and sign a Contract
- 46.3 The invited Consultant will, as a prerequisite for attendance at the negotiations, confirm availability of all Key Professional staff/experts and satisfy such other pre-negotiation requirements as the Client may specify.
- 46.4 In the case of QCBS, the Consultant securing the highest Combined score (Cs) in accordance with ITC Sub Clause 45.1 will be invited for negotiation as stated under ITC Clause 47 to 50.
- 46.5 In the case of FBS, the Consultant that submitted the highest ranked Technical Proposal selected in accordance with ITC Sub Clause 45.2 will be invited for negotiation as stated under ITC Clause 47 to 50.

**47. Proposal  
Negotiation:  
Technical**

- 47.1 Technical negotiations will include discussions only on the Implementation Methodology of Terms of Reference, Work Plan and Detail Activity Schedule, Organizing and Staffing, Training Inputs if training is a major component, and the Client's Services and Facilities, with a view to reconcile the Consultant's Proposal and the circumstances of the Client. These documents will then be incorporated in the Contract as "**Description of Services**".
- 47.2 PEC may, in particular, require the invited Consultant to substitute a key staff, if it was found during evaluation of the Technical Proposal that he/she is not fit enough for the proposed assignment.

**48. Proposal  
Negotiation:  
Financial**

- 48.1 Negotiation shall generally fine-tune the Financial Proposal incorporating the agreed-on technical modifications in the Proposal.
- 48.2 In the case of QCBS and FBS, negotiation of unit rates or prices of staff remuneration and, of reimbursable expenses is not permissible.
- 48.3 Applicable Taxes and VAT shall not be taken into account in determining the Proposal Price during the Financial Evaluation



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	of the Proposals related to procurement of this Intellectual and Professional Services
	48.4 Unless the Consultant and the proposed Contract is tax-exempt, tax liabilities as stated under ITC Sub Clause 27.1, on the Consultant, proposed Contract or on the Contract items shall be a subject of clarification between the PEC and the Consultant during negotiation and, requisite provisions shall be made for them in the Contract Price.
	48.5 If applicable, it is the responsibility of the Consultant, before starting financial negotiations, to contact the local tax authorities to determine the local tax amount to be paid by the Consultant under the Contract.
<b>49. Availability of Professional Staff/Experts</b>	49.1 Having selected the Consultant on the basis of, among other things, an evaluation of proposed Professional staff/experts; the Client expects to negotiate a Contract on the basis of the Professional staff/experts named in the Proposal. Before Contract negotiations, the Client will require assurances that the Professional staff/experts will be actually available.
	49.2 The Client will not consider substitutions during Contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity.
	49.3 In the event, as stated under ITC Sub Clause 49.2, substitution of the Key Professional staff(s) with equivalent or higher qualifications may be permissible.
	49.4 If this is not the case and if it is established that the Key Professional staff/experts were offered in the Proposal without confirming their availability, the Consultant may be disqualified.
<b>50. Proposal Negotiations: Conclusion</b>	50.1 PEC and the successful Consultant shall, in order to conclude the negotiation, sign the agreed minutes of negotiations and initial the proposed draft Contract Agreement.
	50.2 If negotiation fails, the PEC will negotiate with the next highest evaluated Consultant, and similarly with other evaluated Consultants until a Contract is signed, but it shall not negotiate simultaneously with more than one Consultant.
<b>51. Rejection of all Proposals</b>	51.1 The Client may annul the Procurement proceedings, any time prior to the deadline for submission of the Proposals following specified procedures.
	51.2 All Proposals received by the Client shall be returned unopened to the Consultants in the event the Procurement proceedings are annulled as stated under ITC Sub Clause 51.1.
	51.3 If negotiation fails and all Proposals are found to be non-responsive and unsuitable, the Client may reject them under the following grounds - <ul style="list-style-type: none"> <li>(a) The Proposals containing major deficiencies in responding to</li> </ul>

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- the RFP.
  - (b) The Proposal Prices are substantially higher than the estimated budget and could not be bridged during negotiations.
  - (c) Evidence of professional misconduct, seriously affecting the Procurement process, is established as per Chapter Seven of the Public Procurement Rules, 2008.
- 51.4 The Client may further annul the Procurement proceedings any time prior to signing of the Contract following specified procedures.

**52. Informing Reasons for Rejection**

- 52.1 Notice of the rejection will be given promptly within seven (7) days of decision taken by the Client to all Consultants, and the Client will, upon receipt of a written request, communicate to any Consultant the reason(s) for its rejection but is not required to justify those reason(s).

**F. Contract Award**

**53. Award of Contract**

- 53.1 The Client shall, within seven (7) working days of receipt of approval of the Contract and, provided that no complaint or appeal has been lodged or is still under consideration, prior to the Proposal Validity period, invite the successful Consultant to sign the Contract; so that the Contract comes into force before expiration of the Proposal Validity. In the event that the successful Consultant is a Joint Venture, all partners of that Joint Venture must sign.

**54. Publication of Award of Contract**

- 54.1 Particulars relating to award of Contract, in prescribed format, shall be notified by the Client to the Central Procurement Technical Unit within seven (7) days of signing of the Contract for publication in their website, and that notice shall be kept posted for not less than a month.

**55. Debriefing**

- 55.1 The Client shall, following signing of the Contract with the successful Consultant, promptly notify the other Consultants whose Proposals were technically responsive that they have been unsuccessful. The Client shall also return those unopened Financial Proposals, as stated under ITC Sub Clause 43.2, to the unsuccessful Consultants.
- 55.2 Debriefing of Consultants by the Client shall outline the relative status and weakness only of his or her Proposal requesting to be informed of the grounds for not accepting the Proposal submitted by him or her without disclosing information about any other Consultant. In the case of debriefing, confidentiality of the evaluation process shall be maintained.

**56. Commencement of Services**

- 56.1 Consultant is expected to commence the assignment on the date and at the location specified in the **PDS**.

**57. Consultants Right to Complain**

- 57.1 Consultant has the right to complain in accordance with the Public Procurement Act, 2006 and the Public procurement Rules, 2008

## Section 2. Proposal Data Sheet

*[Comments in italic provide guidance for the preparation of the Proposal Data Sheet; these may not appear on the final RFP to be delivered to the short-listed Consultants]*

ITC Clause	<b>Amendments of, and Supplements to, Clauses in the Instruction to Consultants.</b>
	<b>Ref. no. 37.20.0000.005.22.114.20/553</b>
ITC 1.1	The Client is : Establishment of Integrated Educational Information Management System (IEIMS) Bangladesh Bureau of Educational Information and Statistics (BANBEIS) Ministry of Education
	The provision of the Services is: <i>[insert name of Services]</i> .
	The Method of selection is Quality and cost Based Selection(QCBS) method.
ITC 1.2	<p><b>The assignment is phased as follows:</b></p> <p><b>Total duration of the assignment 09(nine) months</b></p> <p><b>a. 6 months for Design &amp; development</b></p> <p><b>b. 3 months for testing, installation, implementation, training and commissioning.</b></p> <p><b>The assignment is to be completed within 09 months.</b></p> <p><i>[If the Client envisages the need for continuity for downstream work it should outline in the Terms of Reference, the scope, nature, and timing of future work and indicate here the manner in which this information would be considered in the evaluation]</i></p>
ITC 3.1	The source of public fund is <i>GOB funds</i> .
ITC 3.3	The name of the Development Partner is : N/A
ITC 7.1	Materials, equipment and supplies used by the Consultant are not permitted if they have originated in <i>[state country(s)]</i> . N/A
ITC 15.1	<p>For <b><u>clarification of Proposals</u></b> the Client 's address is:</p> <p>Attention: Md. Shamsul Alam</p> <p>Project Director</p> <p>Establishment of Integrated Educational Information Management System (IEIMS) Project</p> <p>Bangladesh Bureau of Educational Information and Statistics (BANBEIS)</p> <p>1 Zahir Raihan Road,(Palassi-Nilkhet) Dhaka 1205</p> <p>Tel: +88-02-55151625, 01715428432</p> <p>E-mail address: shamsul.alam30@yahoo.com</p>

ITC 16.1	A pre-Proposal Meeting: <i>Will be held</i> Place: BANBEIS Date : 10/09/2020 Time: 3:00 p.m
ITC 21.1 (c)	Other documents required to be submitted with the Proposal are: please see the ToR and Annexure
ITC 23.5	The value of non-judicial stamp for execution of the Joint Venture Agreement shall be Tk 300 only.
ITC 23.12	The total estimated number of professional staff-months required for the assignment is <i>[insert staff months]</i> <i>[state only in the case of QCBS; not in case of FBS]</i>
ITC 23.13	The Financial Proposal shall not exceed the available budget (excluding the amount of tax obligations under the Applicable Law) of <i>[insert amount in BDT Currency]</i> N/A <i>[state only in the case of FBS; not in case of QCBS]</i>
ITC 23.14	The minimum required qualification and experience of the Key professional staff are as follows: See Annexure 4
ITC 24.1(i)	Training is a specific component of this assignment. The details of training required are: Please see "Knowledge transfer" in ToR and Annexure 7
ITC 24.1(j)	Additional information on the Technical Proposal includes: For additional information, please see the ToR
ITC 25.1	<i>[List the applicable Reimbursable expenses. A sample list is provided below for guidance only: items that are not applicable should be deleted, others may be added.]</i> N/A
ITC 28.1(a)	The Client will provide the following services and facilities: <ul style="list-style-type: none"> <li>• A focal point to coordinate client-side activities.</li> <li>• Requirements of software features for the software.</li> <li>• Provide feedback on the draft system design report to be prepared by the Consultant.</li> <li>• Arrange meetings to discuss the progress.</li> <li>• Space for deployment of hardware infrastructure.</li> <li>• Space for on-site work of the professional key staff of the Consultant</li> <li>• Arrange workshops of stakeholders to discuss and finalize requirement</li> <li>• Provide hardware infrastructure for UAT and production</li> <li>• Arrange for consultancy service from the ACO Details are mentioned in ToR under sub-section Data, Facilities and Local Services to be provided by the Client.</li> </ul>
ITC 29.1	The currency of the Proposal shall be: <u>Bangladesh Taka</u> <i>[denominate other currency, if deemed appropriate, for those inputs to the Services clearly identified and specified in the Financial Proposal that a Consultant is expected to supply from outside Bangladesh. The exchange rate in such case, to be used in arriving at the local currency]</i>

	<i>equivalent shall be the selling rate quoted by the source being Bangladesh Bank on the date of opening of the Proposal]</i>	
<b>ITC 30.1</b>	Proposals shall remain valid for 120 days after the Proposal submission date. [normally between 60 and 120 days depending on the complexity of the assignment]	
<b>ITC 32.2</b>	The Consultant must submit <b>one original</b> for both the Technical Proposal and the Financial Proposal and <b>Two</b> copies of the Technical Proposal along with Soft copy(CD/DVD/Pendriv).	
<b>ITC 33.3(b), 34.1 and 36.1</b>	The Proposal to be addressed to, received by and, opened at the address is: <b>Md. Shamsul Alam</b> <b>Project Director</b> <b>Establishment of Integrated Educational Information Management System (IEIMS) Project</b> <b>Bangladesh Bureau of Educational Information and Statistics (BANBEIS)</b> <b>Ministry of Education</b> <b>1 Zahir Raihan Road(Palashi-Nilkhet) Dhaka 1205.</b>	
<b>ITC 33.3(d)and 34.1</b>	Proposals must be submitted not later than the following <b>Date: 23/09/2020</b> <b>Time: 3:00 p.m</b>	
<b>ITC 41.2</b>	The points to be given under each of the evaluation criteria are:	
	<b><u>Criteria, sub-criteria</u></b>	<b><u>Points</u></b>
	(i) <b>Specific experience of the Consultant relevant to the assignment (see Annexure 3).</b>	<b>10</b>
	<b>(ii) Adequacy of the proposed work plan and methodology in responding to the Terms of Reference.</b>	
	(a) <b>Methodology (Written response and oral presentation having equal share of marks. In Oral presentation, at least Project leader, technical leader, SQA lead, Dev op lead, 1 UX designer, 2 System Analysts, and 3 Senior Software Engineers need to be present with their CVs)</b>	<b>30</b>
	(b) Work plan	<b>5</b>
	(c) Organization and Staffing	<b>5</b>
	<b>Total points for criterion (ii):</b>	<b>40</b>
	<b>(iii) Professional staff qualifications and competence for the assignment</b>	
	Project leader	<b>7</b>
	Technical Leader	<b>7</b>

	System Analyst	5
	Team lead	6
	Dev op lead	4
	SQA lead	4
	Senior Software Engineer	6.5
	Software Engineer	5.5
	Tester	3
	Dev op Engineer	1
	UI/UX designer	1
	<b>Total points for criterion (iii):</b>	<b>50</b>
	<i>Points to be assigned to each of the above position or discipline shall be determined considering the following sub criteria and relevant percentage weights:</i>	
	General Qualifications	25%
	Adequacy for the assignment	75%
	Total Weight:	100%
	<b>(iv) Suitability of the transfer of knowledge, where applicable (training programme) Not applicable</b>	
	Relevance of Training Program	<i>[insert weight between 20% and 30%]</i>
	Training Approach and Methodology	<i>[insert weight between 50% and 60%]</i>
	Qualifications of Experts and Trainers	<i>[insert weight between 10% and 20%]</i>
	Total Weight	100%
	Total points for criterion (iv):	0
	<b>TOTAL POINTS</b>	<b>100</b>
<b>ITC 41.4</b>	The minimum Technical points (Tp) required to pass is <b>70</b> . In each of the criteria, minimum point to get passed is 50% of its allotted point.	

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ITC 45.1	The weights given to the Technical and Financial Proposals are: $T = .80$ $F = .20$
ITC 46.2	The address for Contract negotiations is <i>BANBEIS, Dhaka</i> .
ITC 56.1	The assignment is expected to commence on <i>immediate after signing of the contract..</i>
ITC 57.1	The name and address of the office where complaints to the Client under Rule 57 of the PPR,2008 are to be submitted is <i>BANBEIS, Dhaka</i>

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## Section 3. General Conditions of Contract

### A. General

#### 1. Definitions

1.1 In the Conditions of Contract, which include Particular Conditions and these General Conditions; the following words and expressions shall have the meanings hereby assigned to them. Boldface type is used to identify the defined terms:

- (a) **Approving Authority** means the authority which, in accordance with the Delegation of Financial Powers, approves the award of Contract for the Procurement of Goods, Works and Services.
- (b) **Client/Procuring Entity** is the party named in the **PCC** who engages the Consultant to perform the Services.
- (c) **Completion** means the fulfilment of the Services by the Consultant in accordance with the terms and conditions set forth in the Contract.
- (d) **Completion Date** is the date of actual completion of the fulfilment of the Services certified by the Client, in accordance with GCC Clause 57.1.
- (e) **Consultant** is a person who has been short-listed to submit a Proposal for providing intellectual and professional services duly accepted by the Client; named as such in the **PCC** and the Contract Agreement.
- (f) **Contract Agreement** means the Agreement entered into between the Client and the Consultant together with the Contract Documents.
- (g) **Contract Documents** means the documents listed in the Agreement, including any Addendum thereto, that is these General Conditions of Contract (GCC), the Particular Conditions of Contract (PCC), and the Appendices.
- (h) **Contract Price** means the price to be paid for the performance of the Services, in accordance with GCC Clause 49.1.
- (i) **Day** means calendar day unless otherwise specified as working days.
- (j) **Effective Date** means the date on which this Contract comes into force pursuant to GCC Clause 18.1.
- (k) **GCC** mean the General Conditions of Contract.
- (l) **Government** means the Government of the People's Republic of Bangladesh.
- (m) **"Head of the Procuring Entity"** means the Secretary of a Ministry or a Division, the Head of a Government Department or Directorate; or the Chief Executive, or as applicable, Divisional Commissioner, Deputy Commissioner, Zilla Judge; or by whatever designation called, of a local Government agency, an autonomous or



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semi-autonomous body or a corporation, or a corporate body established under the Companies Act;

- (n) **Intended Completion Date** is the date on which it is intended that the Consultant shall complete the Services as specified in the GCC Sub Clause 20.1
- (o) **Member** means in case where the Consultant consists of a joint venture, consortium or association any of the entities that make up the joint venture; and **"Members"** means all these entities.
- (p) **Month** means calendar month
- (q) **Party** means the Client or the Consultant, as the case may be, and **"Parties"** means both of them. Third party means any party other than Client and Consultant.
- (r) **Personnel** means professionals and support staff provided by the Consultant or by any Sub-Consultant and assigned to perform the Services or any part thereof; and **"Key Staff/Personnel"** means the Personnel referred to in GCC Sub Clause 23.1.
- (s) **Reimbursable expenses** mean all assignment-related costs other than Consultant's remuneration.
- (t) **Remuneration** means all costs related to payments of fees to the Consultant for the time spent by the professional and other staff on assignment related activities.
- (u) **PCC** means the Particular Conditions of Contract by which the GCC may be amended or supplemented.
- (v) **Services** means the work to be performed by the Consultant pursuant to this Contract, as described in **Appendix 1 to 7** of the Contract Agreement.
- (w) **Sub-Consultant** means any person or entity to whom/which part of the Services is sub-consulted.
- (x) **Third Party** means any person or entity other than the Government, the Client, the Consultant or a Sub-Consultant.
- (y) **Writing** means communication written by hand or machine duly signed and includes properly authenticated messages by facsimile or electronic mail.

## **2. Phased Completion**

- 2.1 If phased completion is specified in the **PCC**, references in the GCC to the Services, the Completion Date, and the Intended Completion Date apply to any Phase of the Services (other than references to the Completion Date and Intended Completion Date for the whole of the Services).

## **3. Communications and Notices**

- 3.1 Communications between Parties (notice, request or consent required or permitted to be given or made by one party to the other) pursuant to the Contract shall be in writing to the address as specified in the **PCC**.

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- 3.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.
- 3.3 A Party may change its address for notice hereunder by giving the other Party notice of such change to the address.
- 4. Governing Law** 4.1 The Contract shall be governed by and interpreted in accordance with the laws of the People's Republic of Bangladesh.
- 5. Governing Language** 5.1 The Contract shall be written in English. All correspondences and documents relating to the Contract may be written in English or **Bangla**. Supporting documents and printed literature that are part of the Contract may be in another language, provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, such translation shall govern.
- 5.2 The Consultant shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.
- 6. Documents Forming the Contract in Order of Precedence** 6.1 The following documents forming the Contract shall be interpreted in the following order of priority:
- (a) the Contract Agreement;
  - (b) the Particular Conditions of Contract (PCC);
  - (c) the General Conditions of Contract (GCC);
  - (d) the Appendix1 to 7; and
  - (e) any other document as specified in the **PCC** forming part of the Contract.
- 7. Assignment** 7.1. Neither the Client nor the Consultant shall assign, in whole or in part, their obligations under this Contract; except with prior written approval of the Client.
- 8. Eligible Services** 8.1 All materials, equipment, plant, and supplies used by the Consultant and services supplied under the Contract shall have their origin in the countries, except those as specified in the **PCC**.
- 9. Contractual Ethics** 9.1 No fees, gratuities, rebates, gifts, commissions or other payments, other than those shown in the Proposal or the contract, shall have been given or received in connection with the selection process or in the Contract execution.
- 10. Joint Venture (JV)** 10.1 If the Consultant is a Joint Venture (JV);
- (a) Leading partner of the JV shall be solely liable for all liabilities and ethical or legal obligations to the Client for performance of the Contract;
  - (b) If there is a dispute that results in legal action being taken in court then action will be taken against all partners of the JV, if they are available and, if only one partner is

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available, then that partner alone shall answer on behalf of all partners and, if the complaint lodged is proven, the penalty shall be applicable on that partner alone as whatever penalty all the partners would have received; provided that if the other partners of the JV subsequently become available before the legal action has been completed, the Client shall have the right to take action against those other partners of that JV as well.

- (c) the composition or constitution and legal status of the JV shall not be altered without the prior approval of the Client;
- (d) alteration of partners, **except the Leading partner**, shall only be allowed if any of them is found to be incompetent or has any serious difficulties which may impact the overall performance of the Service, whereby the incoming partner shall require to possess qualifications higher than that of the outgoing partner;
- (e) if any of the partners of JV has been debarred from participating in any procurement activity due to corrupt, fraudulent, collusive or coercive practices and, while in case, the **Leading partner** is found incompetent or has been debarred due to the same reasons stated herein, the Contract shall be terminated pursuant to GCC Sub Clause 62.2.

**11. Authority of Member in Charge**

- 11.1 In case the Consultant is a Joint Venture, the JV partners shall nominate the **Leading Partner** as **REPRESENTATIVE**, as specified in the **PCC**, being entrusted with the Contract administration and management at assignment location, as stated under GCC Sub Clause 14, who shall have the authority to conduct all business including the receipt of payments for and on behalf of all partners of the JV.

**12. Authorized Representatives**

- 12.1 Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Client or the Consultant may be taken or executed by the officials as specified in the **PCC**.

**13. Relation between the Parties**

- 13.1 Nothing contained herein shall be construed as establishing a relation of master and servant or of principal and agent as between the Client and the Consultant. The Consultant, subject to this Contract, has complete charge of Personnel and Sub-Consultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

**14. Location**

- 14.1 The Services shall be performed at such locations as are specified in **Appendix 1**, to the Contract and, where the location of a particular task is not so specified, at such locations as the Client may approve.

**15. Taxes**

- 15.1 The Consultant, Sub-Consultants and Personnel shall pay such

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taxes, duties, fees, levies and other charges under the Applicable Law, the amount of which is deemed to have been included in the Contract Price, unless otherwise exempted by the Government.

**16. Corrupt,  
Fraudulent,  
Collusive  
Coercive  
Practices**

**or**

16.1 The Government requires that the Client, as well as the Consultant shall observe the highest standard of ethics during the implementation of procurement proceedings and the execution of the Contract under public funds.

16.2 The Government requires that Client, as well as the Consultant shall, during the Procurement proceedings and the execution of Contracts under public funds, ensure-

- (a) strict compliance with the provisions of Section 64 of the Public Procurement Act, 2006;
- (b) abiding by the code of ethics as mentioned in the Rule 127 of the Public Procurement Rules, 2008;
- (c) that neither it, nor any other member of its staff, or any other agents or intermediaries working on its behalf engages in any such practice as detailed in GCC Sub Clause 16.2(b).

16.3 For the purposes of ITT Sub Clause 4.3, the terms set forth below as follows:

- (a) “**corrupt practice**” means offering, giving or promising to give, receiving, or soliciting either directly or indirectly, to any officer or employee of the Client or other public or private authority or individual, a gratuity in any form; employment or any other thing or service of value as an inducement with respect to an act or decision or method followed by the Client in connection with a procurement proceeding or Contract execution;
- (b) “**fraudulent practice**” means the misrepresentation or omission of facts in order to influence a decision to be taken in a procurement proceeding or Contract execution;
- (c) “**collusive practice**” means a scheme or arrangement between two (2) or more Persons, with or without the knowledge of the Client, that is designed to arbitrarily reduce the number of Proposals submitted or fix Proposal Prices at artificial, non-competitive levels, thereby denying the Client the benefits of competitive price arising from genuine and open competition;
- (d) “**coercive practice**” means harming or threatening to harm, directly or indirectly, Persons or their property to influence a decision to be taken in the Procurement proceeding or the execution of a Contract, and this will include creating obstructions in the normal submission process used for procurement proceedings.

16.4 Should any corrupt or fraudulent practice of any kind come to the knowledge of the Client, it shall, in the first place, allow the

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Consultant to provide an explanation and shall take actions only when a satisfactory explanation is not received. Such decision and the reasons therefore, shall be recorded in the procurement proceedings and promptly communicated to the Consultant concerned. Any communications between the Consultant and the Client related to matters of alleged fraud or corruption shall be in writing.

16.5 If corrupt, fraudulent, collusive or coercive practices of any kind determined by the Client against the Consultant alleged to have carried out such practices, the Client will:

- (a) exclude the Consultant from further participation in the particular Procurement proceeding; or
- (b) declare, at its discretion, the Consultant to be ineligible to participate in further procurement proceedings, either indefinitely or for a specific period of time.

16.6 The Consultant shall be aware of the provisions on corruption, fraudulence, collusion and coercion in Section 64 of the Public Procurement Act, 2006 and Rule 127 of the Public Procurement Rules, 2008.

## **B. Commencement, Completion and Modification**

- |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>17. Effectiveness of Contract</b> | 17.1 The Contract shall come into force and effect on the date, called the "Effective Date", of the Client's notice to the Consultant instructing the Consultant to commence carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, as specified in the <b>PCC</b> have been met.                                                                                                                                                                                                                             |
| <b>18. Effective Date</b>            | 18.1 The date the Contract comes into effect shall be as specified in the <b>PCC</b> .<br><br>18.2 If the Contract has not become effective within such time period after the date of the Contract signed by the Parties as specified in the GCC Clause 18.1, either Party may, by not less than twenty-eight ( <b>28</b> ) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto. |
| <b>19. Commencement of Services</b>  | 19.1 The Consultant shall commence carrying out the Services not later than the number of days after the Effective Date as specified in the <b>PCC</b> .                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>20. Expiration of Contract</b>    | 20.1 Unless terminated earlier pursuant to GCC Clauses 62 to 65, this Contract shall expire at the end of such period after the Effective Date as specified in the <b>PCC</b> .                                                                                                                                                                                                                                                                                                                                                                        |
| <b>21. Modifications or</b>          | 21.1 The Client may notify the Consultant to alter, amend, omit, add to, or otherwise vary the services, provided that the changes in                                                                                                                                                                                                                                                                                                                                                                                                                  |

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## Variations

the Services involved are necessary for the satisfactory completion of the assignment.

- 21.2 Any modification or variation of the terms and conditions of the Contract, including any modification or variation of the Scope of the Services, may only be made by written agreement between the Parties. Each Party shall give due consideration to any proposals for modification or variation made by the other Party.
- 21.3 The Consultant shall submit to the Client an estimate for the proposed change in the Services within fifteen (15) days of receipt of such Variation Order(s) as stated under GCC Sub Clause 21.2. The estimate shall comprise the following:
- (a) an estimate of the impacts, if any, of the Variation Orders on the staffing Schedule;
  - (b) a detailed schedule for execution of the Variation Orders showing the resources to be employed and significant outputs;
  - (c) a detail costing covering the total amount of the Variation Orders; and
  - (d) a proposed revision of the schedule of payments as approved, if required.
- 21.4 Variation Orders, as stated under GCC Sub Clause 21.2, costing within fifteen (15) percent of the original Contract Price shall be approved by the **Approving Authority** and for cost beyond fifteen (15) percent by the authority higher than the **Approving Authority**, as determined by the Delegation of Financial Power and sub-delegation thereof.
- 21.5 For the purpose of determining the remuneration due for services or any other reimbursable expenses under Variation Orders as may be agreed under GCC Clause 21, the breakdown of the unit prices provided in **Forms 5B3** and **5B4** shall be the basis.

## C. Consultant's Personnel and Sub-Consultants

### 22. General

- 22.1 The Consultant shall employ and provide such qualified and experienced Personnel and Sub-Consultants as are required to carry out the Services under the Contract.

### 23. Description of Personnel

- 23.1 The title, agreed job description, precise minimum qualification and period of engagement in carrying out of the Services of each of the Consultant's Key Personnel are described in **Appendix 3**, to the Contract.
- 23.2 The periods of engagement of Key Personnel set forth in **Appendix 3** may be increased by agreement in writing between the Client and the Consultant, if additional work is required beyond the Scope of the Services specified in **Appendix 1** to the Contract. In case that will cause payments under the Contract to exceed the ceiling set forth in GCC Sub Clause 46.2 of this

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Contract, this will follow procedures as stated under GCC Clause 21, including prior review where necessary.

- 24. Approval of Personnel**
- 24.1 The Client approves the Key Personnel and Sub Consultants listed by title as well as by name in **Appendix 3** to the Contract. In respect of other Personnel that the Consultant proposes to use in carrying out of the Services, the Consultant shall submit to the Client for review and approval a copy of their Curricula Vitae (CVs).
- 25. Working Hours, Overtime, Leave etc.**
- 25.1 Working hours and holidays for Key Personnel are set forth in **Appendix 4** to the contract.
- 25.2 The Key Personnel shall not be entitled to be paid for overtime nor to take paid sick leave or vacation leave, except as specified in **Appendix 4** to the Contract and, except as specified in such **Appendix**, the Consultant's remuneration shall be deemed to cover these items. All leave to be allowed to the Personnel is included in the staff-months of service set forth in **Appendix 3** to the Contract. Any taking of leave by Personnel shall be subject to the prior approval by the Consultant who shall ensure that absence for leave purposes will not delay the progress and adequate supervision of the Services.
- 26. Removal and/or Replacement of Personnel**
- 26.1 Except as the Client may otherwise agree, no changes shall be made in the Personnel. If, for any reason beyond the reasonable control of the Consultant, it becomes necessary to replace any of the Personnel, the Consultant shall forthwith provide as a replacement a person of equivalent or higher qualifications acceptable to the Client, including prior review where necessary.
- 26.2 If the Client
- (a) finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal action; or
  - (b) has reasonable cause to be dissatisfied with the performance of any of the Personnel;
- then the Consultant shall, at the Client's written request specifying the grounds therefore, forthwith provide as a replacement, a person with qualifications and experience, as stated under GCC Sub Clause 26.1, acceptable to the Client.

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26.3 Any of the Personnel provided as a replacement under GCC Sub Clause 26.1 and 26.2, the rate of remuneration applicable to such person as well as any reimbursable expenses, the Consultant may wish to claim as a result of such replacement, shall be subject to the prior written approval by the Client. Except as the Client may otherwise agree;

- (a) the Consultant shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and
- (b) the remuneration to be paid for any of the Personnel provided as a replacement shall not exceed the remuneration which would have been payable to the Personnel replaced.

26.4 In the event that any Sub-Consultant is found by the Client to be incompetent or incapable of discharging the allocated duties, the Client may request and the Consultant shall provide a replacement, with qualifications and experience acceptable to the Client, or to resume the performance of the Services by itself.

## **D. Obligations of the Consultant**

### **27. Standard of Performance**

27.1 The Consultant shall perform the Services and carry out its obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with Sub Consultants or Third Parties.

### **28. Conflict of Interests**

28.1 The Consultant shall hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

### **29. Consultant Not to Benefit from Commissions, Discounts, etc.**

29.1 The remuneration of the Consultant as stated under GCC Clause 46, 47 and 48 shall constitute the Consultant's sole remuneration in connection with this Contract and, subject to GCC Sub Clause 29.1 hereof, the Consultant shall not accept for their own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of their obligations hereunder, and the Consultant shall use their best efforts to ensure that any Sub-Consultants, as well as the Personnel and agents of either of them, similarly shall not receive any such additional remuneration.

29.2 Furthermore, if the Consultant, as part of the Services, have the responsibility of advising the Client on the procurement of Goods, Works or Services, the Consultant shall at all times



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exercise such responsibility in the best interest of the Client. Any discounts or commissions obtained by the Consultant in the exercise of such procurement responsibility shall be for the account of the Client.

- 30. Consultant and Affiliates not to Engage in Certain Activities**
- 30.1 The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-Consultant and any entity affiliated with such Sub-Consultant, shall be disqualified from providing goods, works or services (other than consulting services) for any project resulting from or closely related to this consulting services.
- 31. Prohibition of Conflicting Activities**
- 31.1 The Consultant shall not engage, and shall cause their Personnel as well as their Sub-Consultants and their Personnel not to engage, either directly or indirectly, in any business or professional activities in Bangladesh that would conflict with the activities assigned to them under this Contract.
- 32. Confidentiality**
- 32.1 Except with the prior written consent of the Client, the Consultant and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.
- [For the purposes of this Clause "confidential information" means any information or knowledge acquired by the Consultant and/or their Personnel arising out of, or in connection with, the performance of the Services under this Contract that is not otherwise available to the public]*
- 33. Liability of the Consultant**
- 33.1 The Consultant, in lieu of furnishing any Performance Security, shall be, liable to and required to indemnify, the Client as stated under GCC Sub Clause 33.2 thru 33.6 inclusive for due performance of the Contract.
- 33.2 The Consultant shall indemnify the Client from and against any and all claims, liabilities, obligations, losses, damages, penalties, actions, judgment, suits, proceedings, demands, costs, expenses and disbursements of whatsoever nature that may be imposed on, incurred by or asserted against the Client during or in connection with the Services by reason of:
- (a) infringement or alleged infringement by the Consultant of any patent or other protected right; or
  - (b) plagiarism or alleged plagiarism by the Consultant.
- 33.3 The Consultant shall ensure that all goods and services (including without limitation all computer hardware, software and systems) procured by the Consultant out of funds provided or reimbursed by the Client or used by the Consultant in the carrying out of the Services do not violate or infringe any industrial property or intellectual property right or claim of any third party.

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33.4 The Consultant shall indemnify, protect and defend at their own expense the Client, and its agents and employees from and against any and all actions, claims, losses or damages arising out of Consultant's failure to exercise the skill and care required under GCC Clause 27 provided:

- (a) that the Consultant is notified of such actions, claims, losses or damages not later than the number of months after conclusion of the Services as specified in the **PCC**;
- (b) that the ceiling on the Consultant's liability under GCC Clause 27 shall be limited to the amount as specified in the **PCC**, except that such ceiling shall not apply to actions, claims, losses or damages caused by Consultant's gross negligence or reckless conduct; and
- (c) that the Consultant's liability under GCC Clause 27 shall be limited to actions, claims, losses or damages directly caused by such failure to exercise the said skill and care, and shall not include liability for any actions, claims, losses or damages arising out of occurrences incidental or indirectly consequential to such failure.

33.5 In addition to any liability the Consultant may have under GCC Clause 27, the Consultant, at their own cost and expense, upon request of Client; shall re-perform the Services in the event of Consultant's failure to exercise the skill and care required under GCC Clause 27.

33.6 Notwithstanding the provisions of GCC Sub Clause 33.4(a), the Consultant shall have no liability whatsoever for actions, claims, losses or damages occasioned by:

- (a) Client's overriding a decision or recommendation of the Consultant or requiring the Consultant to implement a decision or recommendation with which Consultant do not agree; or
- (b) the improper execution of the Consultant's instructions by agents, employees or independent contractors of the Client.

**34. Insurance to be Taken Out by the Consultant**

34.1 The Consultant

- (a) shall take out and maintain, and shall cause any Sub-Consultants to take out and maintain, at their (or the Sub-Consultants, as the case may be) own cost, but on terms and conditions approved by the Client, insurance against the risks, and for the coverage as specified in the **PCC**; and
- (b) at the Client's request, shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid.

**35. Accounting, Inspection and**

35.1 The Consultant shall

- (a) keep accurate and systematic accounts and records in

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## Auditing

respect of the Services hereunder, in accordance with nationally/internationally accepted accounting principles and in such form and detail as will clearly identify all relevant changes in time and costs, and the bases thereof;

and

- (b) periodically permit the Client or its designated representative or the Development Partner's representative, when applicable, and up to five (5) years from the expiration or termination of this Contract, to inspect the same and make copies as well as to have them audited by auditors appointed by the Client, if so required by the Client as the case may be.

35.2 The Consultant shall furnish the Client such information relating to the Services as the Client may from time to time reasonably request.

## 36. Consultant's Actions Requiring Client's Prior Approval

36.1 The Consultant shall obtain the Client's prior approval in writing before taking any of the following actions:

- (a) any change or addition to the Personnel listed in Appendix 3 to the Contract;
- (b) any subcontract relating to the Services to an extent and, with such specialists and entities as may be approved; and
- (c) any other action that may be specified in the PCC.

36.2 Notwithstanding any approval under GCC Sub Clause 36.1(b), the Consultant shall remain fully liable for the performance of Services by the Sub-Consultant and its Personnel and retain full responsibility for the Services.

## 37. Reporting Obligations

37.1 The Consultant shall submit to the Client the reports and documents specified in **Appendix 2** to the Contract hereto, in the form, in the numbers and within the time periods set forth in the **Appendix 2**. Final Reports shall be delivered in CD ROM in addition to the hard copies specified in the said **Appendix**.

## 38. Proprietary Rights on Documents Prepared by the Consultant

38.1 All plans, maps, diagrams, drawings, specifications, designs, statistics, reports, other documents, data and software compiled or prepared by the Consultant for the Client under this Contract shall become and remain the absolute property of the Client, and the Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Client, together with a detailed inventory.

38.2 The Consultant may retain a copy of such documents and software, and use such software for their own use with the prior written approval of the Client.

38.3 Other restrictions, if any, about the future use of these documents and software, if any, shall be as specified in the PCC.

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**39. Proprietary Rights on Equipment and Materials Furnished by the Client.**

- 39.1 Equipment, tools and materials made available to the Consultant by the Client, or purchased by the Consultant wholly or partly with funds provided by the Client, shall be the property of the Client and shall be marked accordingly.
- 39.2 Upon termination or expiration of this Contract, the Consultant shall make available to the Client an inventory of such equipment and materials and shall dispose of such equipment and materials in accordance with the Client's instructions.
- 39.3 During the possession of such equipment and materials, the Consultant, unless otherwise instructed by the Client in writing, shall insure them at the expense of the Client in an amount equal to their full replacement value.

**E. Obligations of the Client**

**40. Assistance and Exemptions**

- 40.1 The Client shall use its best efforts to ensure that the Government shall:
- (a) provide the Consultant, Sub-Consultants and Personnel with documents as shall be necessary to enable the Consultant, Sub-Consultants or Personnel to perform the Services;
  - (b) issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services;
  - (c) assist the Consultant in obtaining necessary licenses and permits needed to carry out the Services; and
  - (d) provide to the Consultant, Sub-Consultants and Personnel any such other assistance as may be specified in the **PCC**.

**41. Access to Land**

- 41.1 The Client warrants that the Consultant shall have, free of charge, unimpeded access to all land in respect of which access is required for the performance of the Services. The Consultant shall, however, be responsible for any damage to such land or any property thereon resulting from such access, and will indemnify the Consultant and each of the Personnel in respect of liability for any such damage, unless such damage is caused by the default or negligence of the Consultant or any Sub-Consultant or the Personnel of either of them.

**42. Change in the Applicable Law Related to Taxes**

- 42.1 If, after the date of signing of the Contract, and during the performance of the Contract, there is any change in the Applicable Law with respect to taxes which increases or decreases the cost incurred by the Consultant in performing the Services, then the amounts otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the ceiling amount specified in GCC Sub Clause 46.2.

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**43. Services and Facilities**

- 43.1 The Client shall make available to the Consultant, for the purposes of the Services, free of any charge, the services and facilities described in **Appendix 5** to the Contract at the times and in the manner specified.
- 43.2 In case that such services and facilities shall not be made available to the Consultant as specified in **Appendix 5**, the Parties shall agree on:
- (a) any time extension that may be appropriate to grant to the Consultant for the performance of the Services;
  - (b) the manner in which the Consultant shall procure any such services and facilities from other sources, and
  - (c) the additional payments, if any, to be made to the Consultant as a result thereof pursuant to GCC Sub Clause 46.3.

**44. Counterpart Personnel**

- 44.1 The Client shall make available to the Consultant free of charge such professional and support counterpart personnel, to be nominated by the Client with the Consultant's advice, if specified in **Appendix 5B** to the contract.
- 44.2 If counterpart personnel are not provided by the Client to the Consultant as and when specified in **Appendix 5B**, the Client and the Consultant shall agree on;
- (a) how the affected part of the Services shall be carried out, and
  - (b) the additional payments, if any, to be made by the Client to the Consultant as a result thereof pursuant to GCC Sub Clause 46.3.
- 44.3 Professional and support counterpart personnel, excluding Client's liaison personnel, shall work under the exclusive direction of the Consultant. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the Consultant that is consistent with the position occupied by such member, the Consultant may request the replacement of such member, and the Client shall not unreasonably refuse to act upon such request.

**F. Payments to the Consultants**

**45. Payment**

- 45.1 In consideration of the Services performed by the Consultant under this Contract, the Client shall make to the Consultant such payments and in such manner as stated under GCC Clauses 44 to 53.

**46. Cost Estimate of Services: Ceiling Amount**

- 46.1 An estimate of the cost of the Services is set forth in **Appendix 6** to the contract.
- 46.2 Except as may be otherwise agreed under GCC Clause 21 and subject to GCC sub Clause 46.3, payments under this Contract shall not exceed the ceiling as specified in the GCC Sub Clause

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	49.1.	
	46.3	Notwithstanding GCC Sub Clause 46.2, if pursuant to any of the GCC Clauses 42, 43 or 44, the Parties shall agree that additional payments as the case may be, shall be made to the Consultant in order to cover any necessary additional expenditures not envisaged in the cost estimate referred to in GCC Sub Clause 46.1 above, the ceiling set forth in GCC Sub Clause 46.2 above shall be increased by the amount of any such additional payments.
<b>47. Payments: General</b>	47.1	Payments due to the Consultant in each certificate shall be made into the Bank Account, in any scheduled Bank of Bangladesh, of the legal title of the Consultant specified in the <b>PCC</b> , nominated by the Consultant in the currency specified in the Contract.
	47.2	With the exception of the final payment as stated under GCC Clause 55, payments do not constitute acceptance of the Services nor relieve the Consultant of any obligations hereunder.
<b>48. Remuneration and Reimbursable Expenses</b>	48.1	Subject to the ceiling specified in GCC Sub Clause 46.2, the Client shall pay to the Consultant <ul style="list-style-type: none"> <li>(a) Remuneration as set forth in GCC Sub Clause 48.2; and</li> <li>(b) Reimbursable Expenses as set forth in GCC Sub Clause 48.5.</li> </ul>
	48.2	Remuneration for the Personnel shall be determined on the basis of time actually spent by such Personnel in the performance of the Services after the date determined, pursuant to GCC Sub Clause 19.1, or such other date as the Parties shall agree in writing.
	48.3	The remuneration rates referred to under Clause 48.1(a) above shall cover: <ul style="list-style-type: none"> <li>(a) such salaries and allowances as the Consultant shall have agreed to pay to the Personnel; as well as</li> <li>(b) factors for social charges and overhead, and</li> <li>(c) the Consultant's fee.</li> </ul>
	48.4	Remuneration for periods of less than one (1) month shall be calculated on a calendar-day basis for time spent on the assignment ;one (1) day being equivalent to 1/30 <sup>th</sup> of a month.
	48.5	Reimbursable expenses actually and reasonably incurred by the Consultant in the performance of the Services, as provided under the Contract.
<b>49. Contract Price</b>	49.1	The Contract Price is set forth in the <b>PCC</b> .

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<b>50. Payment for Additional Services</b>	50.1	Payment for additional Services shall be made as agreed under GCC Sub Clause 21.
<b>51. Modes of Payment</b>	51.1	Payments in respect of the Services shall be made in line with outputs according to the payment schedule as specified in GCC Clauses 52, 53 and 55.
<b>52. Advance Payment</b>	52.1	<p>If so specified in the <b>PCC</b>, an Advance Payment shall be made to the Consultant, of the amount and within the number of days after the Effective Date as specified in the <b>PCC</b>. The Advance Payment shall be made against the provision of a Bank Guarantee by the Consultant which shall:</p> <ul style="list-style-type: none"> <li>(a) remain effective until the Advance Payment has been fully amortized as specified in the <b>PCC</b>; and</li> <li>(b) be in the format, without any alteration, as shown in <b>Appendix 7</b>.</li> </ul>
	52.2	Advance Payments shall be amortized by the Client in the manner as specified in the <b>PCC</b> until fully offset.
<b>53. Interim Payments</b>	53.1	Subject to the provision of Advance Payment stated in GCC Clause 52, as soon as practicable and not later than fifteen ( <b>15</b> ) days after the end of each calendar month during the period of the Services, or after the end of each time intervals otherwise indicated in the <b>PCC</b> , the Consultant shall submit to the Client, in duplicate, an itemized statement, accompanied by copies of invoices, vouchers and other appropriate supporting materials, of the amounts payable pursuant to GCC Clauses 48 to 55 for such month, or any other period indicated in the <b>PCC</b> . Each statement shall distinguish that portion of the total eligible costs which pertains to remuneration from that portion which pertains to reimbursable expenses.
	53.2	The Client shall pay the Consultant within thirty ( <b>30</b> ) days after the receipt by the Client, of the invoices.
	53.3	If the Client has delayed payment beyond thirty ( <b>30</b> ) days after the due date, interest at the annual rate as specified in the <b>PCC</b> shall become payable as from the above due date on any amount due by, but not paid on, such due date.
	53.4	Should any discrepancy be found to exist between actual payment and costs authorized to be incurred by the Consultant, the Client may add or subtract the difference from any subsequent payments.
<b>54. Amendment to Contract</b>	54.1	The amendment to Contract shall generally include extension of time to the Intended Completion Date, increase or decrease in original Contract Price and any other changes duly approved under the Conditions of the Contract.

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- 54.2 The Client shall amend the Contract, incorporating the changes approved, in accordance with the Delegation of Financial Power or Sub-delegation thereof and, introduced to the original terms and conditions of the Contract, including prior review where necessary.
- 55. Final Payment** 55.1 The final payment under this Clause shall be made only after the final report and a final statement, identified as such, shall have been submitted by the Consultant and approved as satisfactory by the Client. The Services shall be deemed completed and finally accepted by the Client and the final report and final statement shall be deemed approved by the Client as satisfactory sixty (60) days after receipt of the final report and final statement by the Client unless the Client, within such sixty (60) day period, gives written notice to the Consultant specifying in detail deficiencies in the Services, the final report or final statement. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated until such time as the final report and the final statement have been approved by the Client.
- 56. Suspension of Payments** 56.1 The Client may, by written notice of suspension to the Consultant, suspend all or part of the payments to the Consultant hereunder if the Consultant fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension:
- (a) shall specify the nature of the failure, and
  - (b) shall request the Consultant to remedy such failure within a period not exceeding thirty (30) days after receipt by the Consultant of such notice of suspension.

## **G. Time Control**

- 57. Completion of Services** 57.1 The Consultant shall carry out the Services in accordance with the Programme submitted by the Consultant and, as updated with the approval of the Client, and complete them in all respects by the Intended Completion Date, as specified in the GCC Sub Clause 20.1.
- 58. Early Warning** 58.1 If at any time during performance of the Contract, the Consultant or its Sub-Consultants should encounter events, circumstances conditions that may adversely affect the quality of the work, increase the cost of Services or delay the execution of the Services, the Consultant shall promptly notify the Client in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Consultant's notice, the Client shall evaluate the situation, and the Consultant shall cooperate with the Client in making and considering proposals for how the effect of such an event or circumstance can be avoided or reduced.
- 59. Extension of the Intended** 59.1 In the event the Consultant is unable to complete the assignment by the Intended Completion Date it may request



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**Completion Date**

the Client to extend the Intended Completion Date giving reasons. The Client shall extend the Intended Completion Date if the reasons given by the Consultant, including prior review where necessary, are found acceptable. The Client shall, however, decide by how much to extend the Intended Completion Date.

**60. Progress Meetings**

- 60.1 The Client and the Consultant shall arrange progress meetings at regular intervals to review the progress of works. The meeting may review the plans for dealing with matters raised in accordance with the early warning procedure.
- 60.2 The Client shall record the business of progress meetings and provide copies of the record to those attending the meeting and to the Consultant for action.

## **H. Good Faith and Fairness**

**61. Good Faith and Fairness**

- 61.1 The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.
- 61.2 The Parties recognize that it is impractical in the Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with GCC Sub Clause 73.2.

## **I. Termination and Settlement of Disputes**

**62. Termination for Default**

- 62.1 The Client or the Consultant, without prejudice to any other remedy for breach of Contract, by notice of default sent to the other party, may terminate the Contract in whole or in part if the other party causes a fundamental breach of contract. In such an occurrence one party shall give not less than thirty (30) days' written notice of termination to the other party.
- 62.2 Fundamental breaches of the Contract shall include but shall not be limited to, the following:
- (a) If the Consultant fails to remedy a failure in the performance of their obligations hereunder, as specified in a notice of suspension pursuant to GCC Clause 56, within thirty (30) days of receipt of such notice of suspension or within such further period as the Client may have subsequently approved in writing;

- (b) If the Consultant submits to the Client a statement which has a material effect on the rights, obligations or interests of the Client and which the Consultant knows to be false;
- (c) If the Consultant, in the judgment of the Client, has engaged in corrupt, fraudulent, collusive and coercive practices in competing for or in executing this Contract;
- (d) If the Consultant or the Client fails to comply with any final decision reached as a result of arbitration proceedings pursuant to GCC Sub Clause 73.2;
- (e) If the Client fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to GCC Sub Clause 73.2 within forty-five (45) days after receiving written notice from the Consultant that such payment is overdue; or
- (f) If the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Consultant may have subsequently approved in writing) following the receipt by the Client of the Consultant's notice specifying such breach.

**63. Termination for Insolvency**

- 63.1 The Client and the Consultant may at any time terminate the Contract by giving notice to the other party if:
- (a) the Client becomes bankrupt or otherwise insolvent;
  - (b) the Consultant becomes (or, if the Consultant consist of more than one entity, if any of its Members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary; or
  - (c) in such event, termination will be without compensation to any party, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the other party.

**64. Termination for Convenience**

- 64.1 The Client, by notice sent to the Consultant, may in its sole discretion and for any reason whatsoever, terminates the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of the Consultant under the Contract is terminated, and the date upon which such termination becomes effective.

**65. Termination because of Force Majeure**

- 65.1 The Client and the Consultant may at any time terminate the Contract by giving notice to the other party if, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

**66. Force Majeure**

- 66.1 For the purposes of this Contract, "**Force Majeure**" means an event which is beyond the reasonable control of a Party, is not

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foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood, epidemics, or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

66.2 Force Majeure shall not include any:

- (a) event which is caused by the negligence or intentional action of a Party or such Party's Sub-Consultants or agents or employees, or
- (b) event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.

66.3 Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

66.4 The Head of the Procuring Entity decides the existence of a Force Majeure that will be the basis for measures to be taken by either Party, as stated under GCC Sub Clause 68.1.

**67. No Breach of Contract**

67.1 The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

**68. Measures to be Taken on Force Majeure**

68.1 A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

68.2 A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

68.3 Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

68.4 During the period of their inability to perform the Services as a

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result of an event of Force Majeure, the Consultant, upon instructions by the Client, shall either:

- (a) demobilize, in which case the Consultant shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Client, in reactivating the Services; or
- (b) continue with the Services to the extent possible, in which case the Consultant shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred.

**69. Cessation of Rights and Obligations**

69.1 Upon termination of the Contract pursuant to GCC Clause 62 to 65, or upon expiration of this Contract pursuant to GCC Clause 20, all rights and obligations of the Parties hereunder shall cease, except

- (a) such rights and obligations as may have accrued on the date of termination or expiration;
- (b) the obligation of confidentiality set forth in GCC Clause 32;
- (c) the Consultant's obligation to permit inspection, copying and auditing of their accounts and records set forth in GCC Clause 35; and
- (d) any right which a Party may have under the Applicable Law.

**70. Cessation of Services**

70.1 Upon termination of the Contract by notice of either Party to the other pursuant to GCC Clauses 62 to 65, the Consultant shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultant and equipment and materials furnished by the Client, the Consultant shall proceed as provided, respectively, by GCC Clause 38 and or 39.

**71. Payment upon Termination**

71.1 Upon termination of this Contract pursuant to GCC Clause to 62 to 65, the Client shall make the following payments to the Consultant:

- (a) payment pursuant to GCC Clause 46 to 55 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to GCC Sub Clause 62.2 (a), (b), & (c) and GCC Sub Clause 63.1 (b), reimbursement of any reasonable cost incidental to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependents.

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**72. Disputes about  
Events of  
Termination**

- 72.1 If either Party disputes whether an event specified in GCC Clause 62, 63 or 64 has occurred, such Party may, within forty-five **(45)** days after receipt of notice of termination from the other Party, refer the matter to arbitration pursuant to GCC Sub Clause 73.2, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.
- 72.2 In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to GCC Clause 73.

**73. Settlement of  
Disputes**

73.1 Amicable Settlement

The Client and the Consultant shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

73.2 Arbitration

- (a) If the Parties are unable to reach a settlement within twenty-eight **(28)** days of the first written correspondence on the matter of disagreement, then either Party may give notice to the other party of its intention to commence arbitration.
- (b) (b) Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Services under the Contract. Arbitration proceedings shall be conducted in accordance with the Arbitration Act **(Act No 1 of 2001)** of Bangladesh as at present in force at the location specified in the **PCC**.
- (c) Notwithstanding any reference to arbitration herein
- (i) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree ; and
- (ii) the Client shall pay the Consultant any monies due the Consultant

- 73.3 The expiration of the Intended Completion Date under GCC Sub Clause 55.1 and the initiation of settlement of disputes like amicable and arbitration under GCC Sub Clause 73.1 and 71.2 shall not be deemed a termination of the Contract.

## Section 4.Particular Conditions of Contract

<b>GCC Clause</b>	<b>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</b>
	<b>Reference no. 37.20.0000.005.22.114.20/553</b>
<b>1.1 (b)</b>  <b>1.1 (e)</b>	<p>The Client is</p> <p>Establishment of Integrated Educational Information Management System (IEIMS) Project Bangladesh Bureau of Educational Information and Statistics (BANBEIS) Ministry of Education</p> <p>The Consultant is</p> <p><i>[ insert name, address and name of authorized representative]</i></p>
<b>GCC 2.1</b>	<p>The assignment is to be completed in the following phases:</p> <p><i>As per the ToR given in Section 6</i></p>
<b>GCC 3.1</b>	<p>The <b>Client's</b> addresses for the purpose of Communications and Notices under this Contract is :</p> <p>Md. Shamsul Alam Project Director Establishment of Integrated Educational Information Management System (IEIMS)' Project Bangladesh Bureau of Educational Information and Statistics (BANBEIS), Ministry of Education 1 Zahir Raihan Road (Palashi-Nilkhet), Dhaka-1205.</p> <p>The <b>Consultant's</b> addresses for the purpose of Communications and Notices under this Contract is :</p> <p><b>Contact Person :</b></p> <p>Address : Tel : Fax : e-mail address: <i>[If the Consultant is a Joint Venture the Contact Person shall be designated from the Leading Partner]</i></p>
<b>GCC 6.1(e)</b>	<p>The following additional documents shall form the part of the Contract:</p> <p><i>The Annexure.</i></p>
<b>GCC 8.1</b>	<p>Non-eligible countries are</p> <p>Israel</p>
<b>GCC 11.1</b>	<p>The Member-in-Charge is: <i>N/A</i></p> <p><i>[If the Consultant is a Joint Venture, the name of the Person whose address is specified in GCC Clause 3.1 should be inserted here.If the Consultant is not a Joint Venture, this Clause shall not be applicable]</i></p>

<b>GCC 12.1</b>	<p>The Authorized Representatives are:</p> <p><b>For the Client:</b>  Md. Shamsul Alam  Project Director  Establishment of Integrated Educational Information Management System (IEIMS) Project  Bangladesh Bureau of Educational Information and Statistics (BANBEIS)  Ministry of Education  1 Zahir Raihan Road(Palashi-Nilkhet) Dhaka 1205</p> <p><b>For the Consultant:</b>  <i>[insert name with designation as in GCC Sub Clause 3.1]</i></p>
<b>GCC 17.1</b>	<p>The conditions for effectiveness of the Contract are the following:</p> <p>N/A</p>
<b>GCC 18.1</b>	<p>The time for commencement of the Services immediate after signing of the Contract.</p>
<b>GCC 19.1</b>	<p>The Contract period shall be 4 years after the Effective Date of the Contract.</p>
<b>GCC 20.1</b>	<p>The Contract shall expire at the end 4th year after the Effective Date of the Contract.</p>
<b>GCC 33.4(a)</b>	<p>The Consultant is notified of such actions, claims, losses or damages not later than six months after conclusion of the Services.</p>
<b>GCC 33.4(b)</b>	<p>The ceiling on Consultant's liability shall be limited to 100% of the contact price</p>
<b>GCC 34.1(a)</b>	<p>The risks and the coverage shall be as follows: N/A</p>
<b>GCC 36.1(c)</b>	<p>The other actions that shall require Client's approval are:</p> <p>None.</p> <p>"taking any action under a civil works contract designating the Consultant as <b>"Engineer"</b>, for which action, pursuant to such civil works contract, the written approval of the Client as <b>"Employer"</b> is required"]</p>
<b>GCC 38.3</b>	<p>The other restrictions about future use of documents and software are;</p> <p>"The Consultant shall not use these documents and software for purposes unrelated to this Contract without the prior written approval of the Client".</p> <p>"The Client shall not use these documents and software for purposes unrelated to this Contract without the prior written approval of the Consultant."</p> <p>"Neither Party shall use these documents and software for purposes unrelated to this Contract without the prior written approval of the other Party."</p> <p><i>[If there is to be no restriction on the future use of these documents by either Party, then</i></p>

	state 'none'. If the Parties wish to restrict such use, any of the above options, or any other option agreed by the Parties, could be used]
<b>GCC 40.1(d)</b>	Assistance for carrying out the Services to be provided by the Client are; [List here any other assistance to be provided by the Client. If there is no such assistance, then state 'none'.] As per the ToR and Annexure.
<b>GCC 47.1</b>	The particulars of the Bank Account nominated are as follows : Title of the Account : [insert title to whom the Contract awarded] Name of the Bank : [insert name with code, if any] Name of the Branch : [insert branch name with code ,if any] Account Number : [insert number] Address : [insert location with district] Tel : Fax : e-mail address : [information furnished by the Consultant shall be substantiated by the concerned Bank and authenticated by the Client]
<b>GCC 49.1</b>	The Contract Price is to be decided later
<b>GCC 52.1</b>	<b>Advance Payment:</b> [insert percentage] percent of the Contract Price shall be paid within [insert number] days after the Effective Date against the submission of a Bank Guarantee in prescribed format for the same. N/A [usually the percent of Advance Payment is between 10 and 15 percent] <b>Bank Guarantee</b> shall remain effective until [insert date]. [the date should be such that the Advance Payment shall be fully amortized.]  [An advance payment, if admissible, shall be made, considering the nature of the Service. The recommended maximum advance payment is ten (10) percent of the original Contract Price against an irrevocable unconditional Bank Guarantee in Appendix 7]
<b>GCC 52.2</b>	<b>Advance Payment</b> will be amortized by the Client in the following manner: [Not Applicable]  [describe how the amount of <b>Advance Payment</b> will be amortized]
<b>GCC 53.1</b>	Development cost of the project is payable for the development related tasks of the project. Maintenance cost of the project is payable for maintenance related tasks of the project over a period of 3 (three) years after the maintenance starts. Development cost of the project shall be 67% of the total project cost and maintenance cost of the project shall be 33% of the total project cost.



Payment schedule of development cost is presented in the following table.		
Mode	Deliverable	Portion of payment (% of development cost)
Payment 1	Inception report	5%
Payment 2	SRS and SDD	10% (5% for first 5 modules, and the rest 5% for the remaining modules)
Payment 3	Developed software Modules, Integration among already developed Modules, Coding documentation, All kinds of user manuals and training materials, Relevant Training, Successful UAT and other applicable tests (performance, security, etc.)	30%  The software modules will be divided into two groups. For the first group 10% and for the second group 20% of the payment will be assigned. The groups will be finalized at the SRS report submission phase through mutual discussion between the Consultant and the Project authority & the ACO.
Payment 4	Implementation and full integration of the software and Go Live of IEIMS.	55%  For all modules, Deployment at the Production Server, Data Migration, and implementation: 15%  Integration with already deployed External Modules including coding documentation: 30% (will be paid as the percent of total number of external modules that are supposed to be integrated with)  Full Integration including coding documentation and Complete Go Live of all IEIMS Modules (including External modules): 10%
Payment schedule of maintenance cost for the maintenance and support phase (3 years after the maintenance starts) is as follows:		
Mode	Time (after going-live)	Portion of payment dedicated for maintenance
Payment 1	6 months	0.15

	Payment 2	12 months	0.15
	Payment 3	18 months	0.15
	Payment 4	24 months	0.15
	Payment 5	30 months	0.15
	Payment 6	36 months	0.25
<b>GCC 53.3</b>	The Consultant shall be entitled to receive financing charges for delayed payment during the period of delay at the following rate; N/A		
<b>GCC 73.2(b)</b>	The place of Arbitration is: Dhaka, Bangladesh.		

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## **Section 5. Proposal & Contract Forms**

### **5A. Technical Proposal - Standard Forms**

*[Comments in brackets provide guidance to the short-listed Consultants for the preparation of their Technical Proposals; they should not appear on the Technical Proposals to be submitted.]*

*[Forms 5A1 to 5A8 are to be used for the preparation of the Technical Proposal according to the instructions as stated under ITC Sub Clause 23.1. Such Forms are to be used whichever is the selection method as stated under ITC Sub Clause 1.1 of the Proposal Data Sheet]*

- 5A1** Technical Proposal Submission Form
- 5A2** Consultant's Organization and Experience
  - a. Consultant's Organization
  - b. Consultant's Experience
- 5A3** Comments or Suggestions on the Terms of Reference and, on Services and Facilities to be provided by the Client
  - a. On the Terms of Reference
  - b. On the Client's Services and Facilities
- 5A4** Descriptions of the Approach, Methodology, and Work Plan for Performing the Assignment
- 5A5** Work Schedule
- 5A6** Team Composition and Task Assignments
- 5A7** Staffing Schedule
- 5A8** Curriculum Vitae (CV) for Proposed Professional Staff

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## Form 5A1 Technical Proposal Submission Form

<Date>

To:

Md. Shamsul Alam  
Project Director  
Establishment of Integrated Educational Information Management  
System (IEIMS) Project  
Bangladesh Bureau of Educational Information and Statistics (BANBEIS)  
1 Zahir Raihan Road, Dhaka 1205

Dear Sirs:

We, the undersigned, offer to provide the consulting services for *[insert title of assignment]* in accordance with your Request for Proposal dated February 04, 2019 and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal, and the Financial Proposal sealed under two separate envelopes.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in ITC Sub Clause 30.1 of the Proposal Data Sheet, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to commence the consulting services related to the assignment not later than the date indicated in ITC Sub Clause 56.1 of the Proposal Data Sheet.

We also confirm that the Government of Bangladesh has not declared us, or any Sub - Consultants for any part of the Contract, ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and we are aware of the relevant provisions of the Proposal Document as stated under ITC Clause 4.

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

We remain,

Yours sincerely,

Authorized Signature <i>[in full and initials]</i>	
Name and designation of Signatory	
Name of Firm	
Address	

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## **Form 5A2 Consultant's Organization and Experience**

### **Consultant's Organisation**

*[provide here a brief description (maximum two pages) of the background and organization of the Consultant]*

### **Consultant's Experience**

See Annexure 3: Guideline for Providing Consultant's Experience

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**Form 5A3 Comments and Suggestions on the Terms of Reference and, on  
Services and Facilities to be provided by the Client**

**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 or proposing an alternative method of undertaking the work). Such suggestions should be concise and to the point, and incorporated in your Proposal]*

**On Services and Facilities**

*[Comment here on services and facilities to be provided by the Client as stated under ITC Sub Clause 28.1. Sheet including: administrative support, office space, local transportation, equipment, data, etc.]*

## Form 5A4 Description of Approach, Methodology and Work Plan for Performing the Assignment

*Technical approach, methodology and work plan are key components of the Technical Proposal. It is suggested that you present your Technical Proposal divided into the following three chapters:*

- *Technical Approach and Methodology,*
- *Work Plan, and*
- *Organization and Staffing.]*

- a) **Technical Approach and Methodology.** Here the bidder shall explain its 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. It should highlight the problems being addressed and their importance, and explain the technical approach it would adopt to address them. It should also explain the methodologies proposed to adopt and highlight the compatibility of those methodologies with the proposed approach (e.g., the methods of interpreting the available data; carrying out investigations, analyses, and studies; comparing alternative solutions). This Chapter should incorporate any modifications to the TOR proposed by the bidder. In case the TOR requires the Consultant to provide a quality plan and carry out the assignment according to its provisions, an outline of the quality plan (e.g., its list of contents) should be included in this Chapter of the Technical Proposal.

The bidder must provide response to technical requirements of the project as discussed in the following table.

Criteria	Relevant description in the technical requirement (Annexure-2)	The required response of the bidder	The response of the bidder
Software development technology to support web, Android, and iOS platforms	N/A	Must mention supported platforms and versions.	
Software development architecture	Item 1	Appropriate software architecture must be discussed.	
Logging activities	Item 6	Must demonstrate its experience (with example scenario in a previous project) to store, analyze, and monitor logs.	
Secure design and implementation	Item 7	Must demonstrate plan and ability to adopt appropriate security measures in software design, development, deployment, and maintenance. Experience of combining secure programming techniques with secure runtime environments is worth mention. Must mention any experience of designing a single sign-on system.	
Reporting technology	Item 3	Any experience with the development of a report engine should be demonstrated.	
Analytics and smart visualization	Item 8	Must show its experience/ability to design and develop such reports/dashboards of operational, tactical, and strategic type.	
Database optimization	Item 11	Must state its plan to achieve optimal performance from the underlying database.	
Project management and Bug tracking	Item 13	Must show understanding/experience of using team-collaboration software used to manage big software development projects and also	

		tools for bug/issue tracking, agile project management, customizable workflow, and a pluggable integration framework.	
<b>Deployment methodology and architecture</b>	Item 14	Should show its understanding/experience with standard tools to support automated builds, tests, and releases together in a single workflow and with the integration of version controlling system.	
<b>Monitoring system performance</b>	Item 15	Should show its understanding/experience to use standard tools for this purpose.	
<b>Integration with external applications</b>	Item 9	Any experience of integration of their developed system with external applications by developing standard APIs should be demonstrated.	
<b>Integration with external cloud providers</b>	Item 10	Any experience of integration of their developed system with external cloud providers should be demonstrated.	
<b>Language Support</b>	Item 16	Brief description of how multi-lingual support will be provided and previous experiences for such assignments.	

**The response of the bidder must be consistent with the ToR (Section 6) and “Annexure 2: Technical Requirements”.** Separate sheet may be used to provide this response. The bidder has to make an oral presentation on this part before the ACO. The technical strength of the bidder will be evaluated here.

- b) **Work Plan.** Here, the bidder shall 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 deliverables to be delivered as final output should be included here. The Work Plan should be consistent with the Work Schedule of **Form 5A5**.
- c) **Organization and Staffing.** In this section, the bidder shall propose the structure and composition of the team. The bidder should list the main disciplines of the assignment, the key experts responsible, and proposed technical and support staffs. The roles and responsibilities of professional staffs should be set out in job descriptions. In case of JV, this section will indicate how the duties and responsibilities will be shared. The organization and staffing have to be consistent with the Team Composition and Task Assignments of **Form 5A6**, and the Staffing schedule of **Form 5A7**.

**Special instructions:**

- To fill up the form 5A6, use the guideline provided in “Annexure 4: Guideline for Team Formation”.
- To fill up the form 5A8, use the guideline provided in “Annexure 5: Guideline for Presenting Experiences of the Team-members”.



### Form 5A5 Work Schedule

N°	Activity <sup>1</sup>	Months <sup>2</sup>												
		1	2	4	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
n														

<sup>1</sup>Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.

<sup>2</sup>Duration of activities shall be indicated in the form of a bar chart. Months are counted from the start of the assignment.

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**Form 5A6 Team Composition and Task Assignments**

<b>Name of Staffs</b>	<b>Firm/Organisa tion</b>	<b>Area of Expertise</b>	<b>Position Assigned</b>	<b>Task(s) Assigned</b>

### Form 5A7 Staffing Schedule

N°	Name of Staff	Staff-month input by month <sup>1</sup>														Total staff-month input <sup>2</sup>		
		1	2	4	4	5	6	7	8	9	10	11	12	n	Home	Field	Total	
1																		
2																		
3																		
n																		
		<b>Total</b>																

<sup>1</sup>For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category (e.g.: draftsmen, clerical staff, etc.).

<sup>2</sup>Months are counted from the commencement of the services. For each staff indicate separately staff-month input for home and field work.

## Form 5A8 Curriculum Vitae (CV) for Each Proposed Professional Staff

**[Add all other information mentioned in “Annexure 5: Guideline for Presenting Experiences of the Team-members” and follow the guidelines therein]**

Name of the Consultant	
<b>RFP IDENTIFICATION NO:</b>	
Name of the Client	

1	PROPOSED POSITION FOR THIS PROJECT	<i>[From the Terms of Reference, state the position which the Consultant will be engaged. Only one candidate shall be nominated for each position]</i>								
2	NAME OF STAFF	<i>[state full name]</i>								
3	DATE OF BIRTH									
4	NATIONALITY									
5	MEMBERSHIP PROFESSIONAL SOCIETIES	<i>[state rank and name of society and year of attaining that rank]</i>								
6	EDUCATION:	<i>[list all the colleges/universities which the consultant attended, stating degrees obtained, and dates, and list any other specialised education of the consultant]</i>								
7	OTHER TRAINING	<i>[indicate significant training since degrees under EDUCATION were obtained, which is pertinent to the proposed tasks of the Consultant]</i>								
8	LANGUAGES & DEGREE OF PROFICIENCY	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>Language</u></th> <th style="text-align: left;"><u>Speaking</u></th> <th style="text-align: left;"><u>Reading</u></th> <th style="text-align: left;"><u>Writing</u></th> </tr> </thead> <tbody> <tr> <td>e.g. English</td> <td>Fluent</td> <td>Excellent</td> <td>Excellent</td> </tr> </tbody> </table>	<u>Language</u>	<u>Speaking</u>	<u>Reading</u>	<u>Writing</u>	e.g. English	Fluent	Excellent	Excellent
<u>Language</u>	<u>Speaking</u>	<u>Reading</u>	<u>Writing</u>							
e.g. English	Fluent	Excellent	Excellent							
9	COUNTRIES OF WORK EXPERIENCE									
10	EMPLOYMENT RECORD	<p><i>[The Consultant should clearly distinguish whether as an “employee” of the firm or as a “Consultant” or “Advisor” of the firm]</i></p> <p><i>[The Consultant should clearly indicate the Position held and give a brief description of the duties in which the Consultant was involved]</i></p>								

EMPLOYER 1	FROM:	TO:
	<i>[e.g. January 1999]</i>	<i>[e.g. December 2001]</i>
EMPLOYER 2	FROM:	TO:
EMPLOYER 3	FROM:	TO:
EMPLOYER 4	FROM:	TO:
(etc)		

  

1	WORK UNDERTAKEN	<i>[give an outline of experience and training most pertinent to tasks on this assignment, with degree of responsibility held]</i>
1	THAT BEST ILLUSTRATES YOUR CAPABILITY TO HANDLE THIS ASSIGNMENT	

  

1	COMPUTER SKILLS	<i>[give details of knowledge and skills]</i>
2		

  

1	CONTACT AND WEB	
3	INFORMATION (email, phone no, Linkedin profile URL (if any), etc.)	

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## **5B. Financial Proposal - Standard Forms**

*[Comments in brackets provide guidance to the short-listed Consultants for the preparation of their Financial Proposals; they should not appear on the Financial Proposals to be submitted.]*

*[Forms **5B1** to **5B4** are to be used for the preparation of the Financial Proposal according to the instructions as stated under ITC Sub Clause 25.1. Such Forms are to be used whichever is the selection method as stated under ITC Sub Clause 1.1 of the Proposal Data Sheet]*

- 5B1** Financial Proposal Submission Form
- 5B2** Summary of Costs
- 5B3** Breakdown of Staff Remuneration
- 5B4** Breakdown of Reimbursable expenses

---

## Form 5B1 Financial Proposal Submission Form

Location, date

To:

Md. Shamsul Alam  
Project Director  
Establishment of Integrated Educational Information Management  
System (IEIMS) Project  
Bangladesh Bureau of Educational Information and Statistics (BANBEIS)  
1 Zahir Raihan Road, Dhaka 1205

Dear Sir,

We, the undersigned, offer to provide the consulting 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 in words and figures]*. This amount is exclusive of local taxes, which we have estimated at *[insert amount in words and figures]* and, which shall be discussed during negotiations and shall be added to the above amount for determining the Contract Price.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in ITC Sub Clause 30.1 of the Proposal Data Sheet.

Commissions and Gratuities paid or to be paid by us to the agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount	Purpose of Commission or Gratuity
----------------------------	--------	-----------------------------------------

OR

No Commissions or Gratuities have been paid or are to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract.

In accordance with GCC Sub Clause 34, we acknowledge and accept the Client's right to inspect and audit all records relating to our proposal irrespective of whether we enter into a Contract with the Client as result of this Proposal.

We also declare that the Government of Bangladesh has not declared us or any Sub-Consultants for any part of the Contract, ineligible on charges of engaging in corrupt, fraudulent, collusive, or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and are aware of the relevant provisions of the Proposal Document as stated under ITC Clause 4.

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

Signed

In the capacity of:

Duly authorized to sign the Proposal on behalf of the Consultant.

Date:

---

**Form 5B2 Summary of Costs**

<b>Cost Component</b>	<b>Costs</b>
Staff Remuneration <sup>1</sup>	
Reimbursable Expenses <sup>1</sup>	
Total	

<sup>1</sup>Staff Remuneration and Reimbursable Expenses must coincide with relevant Total Costs, net of local taxes to be paid by the Client, indicated in **Forms 5B3 and 5B4**.



### Form 5B3 Breakdown of Staff Remuneration

[information to be provided in this Form shall only be used to establish payments to the Consultant for possible additional services requested by the Client]

Name <sup>1</sup>	Position <sup>2</sup>	Staff-month Rate <sup>3</sup>	Input <sup>3</sup> (Staff-months)	[Indicate Sub Cost for each staff] <sup>4</sup>
Staff				
		Head Office		
		Field		
<b>Total =</b>				

<sup>1</sup>Professional Staff should be indicated individually; Support Staff should be indicated per category (e.g. draftsmen, clerical staff).

<sup>2</sup>Positions must coincide with the ones indicated in Form 5A7.

<sup>3</sup>Indicate the total expected input of staff and staff-month rate required for carrying out the activity indicated in the Form.

<sup>4</sup>For each staff indicate the remuneration. *Remuneration = Staff-month Rate x Input.*

## Form 5B4 Breakdown of Reimbursable Expenses

[information to be provided in this Form shall only be used to establish payments to the Consultant for possible additional services requested by the Client]

N°	Description <sup>1</sup>	Unit	Unit Cost <sup>2</sup>	Quantity	Indicate sub cost for each item <sup>3</sup>		
	Per diem allowances	Day					
	Travel expenses	Trip					
	Communication costs between [insert place] and [insert place]						
	Drafting, reproduction of reports						
	Equipment, instruments, etc.						
	Materials, supplies, etc.						
	Use of computers software						
	Laboratory tests						
	Subcontracts						
	Other transportation costs						
	Office rent, clerical assistance						
	<sup>4</sup> Others (specify)						
Total Costs							

<sup>1</sup>Delete items that are not applicable or, add other items according to **ITC Sub Clause 25.1** of the Proposal Data Sheet

<sup>2</sup>Indicate unit cost

<sup>3</sup>Indicate the cost of each reimbursable item.  $Cost = Unit\ Cost \times Quantity$

<sup>4</sup>No provision on account of physical contingency shall be kept wherein the scope of work has been precisely defined

---

## 5C. Contract Agreement

This CONTRACT (hereinafter called the "Contract") is made the *[insert day]* day of the month of *[insert month]*, *[insert year]*, between, on the one hand, *[insert name of client]* (hereinafter called the "Client") and, on the other hand, *[insert name of Consultant]* (hereinafter called the "Consultant").

*[If the Consultant consists of more than one entity, the above should be partially amended to read as follows: "... (hereinafter called the "Client") and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Client for all the Consultant's obligations under this Contract, namely, [insert name of Consultant] and [insert name(s) of other Consultant(s)] (hereinafter called the "Consultant").]*

### WHEREAS

- (a) the Client has requested the Consultant to provide certain consulting services as defined in this Contract (hereinafter called the "Services");
- (b) the Consultant, having represented to the Client that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract; and

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents forming the integral part of this Contract shall be interpreted in the order of priority shown:
  - (a) The Form of Contract;
  - (b) The Particular Conditions of Contract (PCC);
  - (c) The General Conditions of Contract (GCC),
  - (d) The Appendices (1 to 7).

*[If any of these Appendices are not used, the words "Not Used" should be inserted next to the title of the **Appendix**]*

**Appendix 1:** Description of the Services

**Appendix 2:** Reporting Requirements

**Appendix 3:** Key Personnel and Sub Consultants

**Appendix 4:** Hours of Work for Key Personnel

**Appendix 5:** Services and Facilities to be provided by the Client

**Appendix 6:** Cost Estimates

**Appendix 7:** Form of Bank Guarantee for Advance Payment

2. The mutual rights and obligations of the Client and the Consultant shall be as set forth in the Contract, in particular:
  - (a) the Consultant shall carry out the Services in accordance with the provisions of the Contract; and
  - (b) the Client shall make payments to the Consultant in accordance with the provisions of the Contract.

IN WITNESS We, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

---

For and on behalf of *[name of Client]*

---

*[Authorized Representative]*

For and on behalf of *[name of Consultant]*

---

*[Authorized Representative]*

*[If the Consultant constitutes of more than one entity, all these entities should appear as signatories, in the following manner:]*

For and on behalf of each of the Members of the Consultant

*[name of member]*

---

*[Authorized Representative]*

*[name of member]*

---

*[Authorized Representative]*

---

## **5D. Appendices**

### **Appendix 1 Description of the Services**

Include the final Terms of Reference worked out by the Client and the Consultant during Technical Proposal negotiations, dates for completion of various tasks, place of performance for different tasks, specific tasks to be approved by Client, etc.

### **Appendix 2 Reporting Requirements**

List here format, frequency, and contents of reports; persons to receive them; dates of submission; etc. If no reports are to be submitted, state here "Not applicable."

### **Appendix 3 Key Personnel and Sub Consultants**

List hereunder:

- 3A** Titles [and names, if already available], detailed job descriptions and minimum qualifications of Key Personnel, and staff-months for each.
- 3B** List of approved Sub Consultants (if already available); same information with respect to their Personnel as in 3A.

### **Appendix 4 Hours of Work for Key Personnel**

List here the hours of work for Key Personnel; entitlement, if any, to overtime pay, sick leave pay, vacation leave pay, etc.

### **Appendix 5 Services and Facilities to be provided by the Client**

List under:

- 5A** Services and Facilities to be made available to the Consultant by the Client.
- 5B** Professional and support counterpart personnel to be made available to the Consultant by the Client.

### **Appendix 6 Cost Estimates**

List hereunder cost estimates:

- A.** Monthly rates for Personnel (Key Personnel and other Personnel)
- B.** Reimbursable expenses:
  - 1. Per diem allowances
  - 2. Travel expenses
  - 3. Communications
  - 4. Printing of documents specified in Appendices.
  - 5. Acquisition of specified equipment and materials to be paid for by the Client (including transportation)
  - 6. Cost of programming and use of, and communication between, the computers.
  - 7. Laboratory tests, model tests, and other technical services
  - 8. Subcontracts
  - 9. Other transportation costs
  - 10. Office rent, clerical assistance
  - 11. Other items not covered in the foregoing

---

## Appendix 7 Bank Guarantee for Advance Payments

*[this is the format for the Advance Payment Security to be issued by a scheduled Bank of Bangladesh in accordance with GCC Clause 52.1]*

Contract No:

Date:

To:

[Name and address of Client]

### ADVANCE PAYMENT GUARANTEE No:

We have been informed that *[name of Consultant]* (hereinafter called “the Consultant”) has undertaken, pursuant to Contract No *[reference number of Contract]* dated *[date of Contract]* (hereinafter called “the Contract”) for the delivery of *[description of consulting services]* under the Contract.

Furthermore, we understand that, according to GCC Sub Clause 52.1, Advance Payment(s) on Contracts must be supported by a Bank Guarantee.

At the request of the Consultant, we *[name of Bank]* hereby irrevocably unconditionally undertake to pay you, without cavil or argument, any sum or sums not exceeding in total an amount of Tk *[insert amount in figures and in words]* upon receipt by us of your first written demand accompanied by a written statement that the Consultant is in breach of its obligation(s) under the Contract conditions, without you needing to prove or show grounds or reasons for your demand of the sum specified therein.

We further agree that no change, addition or other modification of the terms of the Contract to be performed, or of any of the Contract documents which may be made between the Client and the Consultant, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee is valid until *[date of validity of guarantee]*, consequently, we must receive at the above-mentioned office any demand for payment under this guarantee on or before that date.

Signature

Signature

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## Section 6. Terms of Reference (TOR)

The Terms of Reference (ToR) explains about the Project, overall objectives of the project, and objectives of the assignment, scope of work, activities and tasks to be performed, respective responsibilities of the Consultant/Consultant, and expected results and deliverables.

### About the Project

**Introduction:** The mandate of BANBEIS as a central depository of education data and information have been developed through establishing Educational Management Information System (EMIS) and GIS School Mapping of the educational institutions at the post-primary level. Also a new mandate of this organization is to establish Integrated EIMS (IEIMS) through integration and storing of data of all stakeholders in the education sector.

The project outlined for establishing an online automated & integrated education management system for Ministry of Education (Secondary and Higher Education Division & Madrasah and Technical Education Division), Directorate of Secondary and Higher Education (DSHE), Directorate of Technical Education (DTE), Directorate of Madrasah Education (DME), Directorate of Inspection & Audit (DIA), Bangladesh Bureau of Educational Information and Statistics (BANBEIS), nine general Boards of Intermediate and Secondary Education (BISEs), Bangladesh Madrasah Education board (BMEB), Bangladesh Technical Education Board (BTEB), District level and Upazila level Education Offices, Schools, Colleges, Madrasahs and Technical Education Institutions. The aim is to enable stakeholders to communicate one another in sharing and providing information among themselves. This proposed system will have the ability to manage the overall activities of Secondary Schools, Higher Secondary Schools, Madrasahs and Technical-vocational institutions and operational activities of BISEs, BMEB, and BTEB and facilitate the District level and Upazila level Education Offices along with Ministry of Education, Directorates and BANBEIS to develop an effective management system. In this system, BANBEIS will be central repository of data in the education sector and every concerned organizations and users will have one-stop services of education information. In future, the system should be capable to integrate with any new system within the board, or within the concern ministries. Furthermore, if required, the system must be capable to provide data to different systems with Service-oriented Architecture (SOA) capability. The citizens can have benefit of e-services of the government as well as from private sector and will achieve the goals of Digital Bangladesh and Vision 2021.

Also it is clear that education policy makers of Bangladesh are moving towards the conclusion that ICTs can indeed raise the quality and reach of education in the country rapidly and cost effectively. The government realized about up-to-date information on education for proper plans and decision-making process. Therefore, BANBEIS has been proposed this project to establish an integrated education management system for data sharing, exchange information in between stakeholder's agencies under Ministry of Education and for establishing one stop service center in BANBEIS, a central repository of datasets in the education sector.

The project pursues major improvements in Education Sector's efficiency, transparency, effectiveness, and quality of services. It will expand already identified fundamental governance and public management reforms by reengineering public sector work processes for strategic use of ICT. It will make a linkage information/data sharing with BANBEIS, MOE and other stakeholders.

**Objective of the Project:** The project aims at establishing an online automated & integrated education management system for Ministry of Education (Secondary and Higher Education Division & Technical and Madrasah Education Division), Directorate of Secondary and Higher Education (DSHE), Directorate of Technical Education (DTE), Directorate of Madrasah Education (DME), Directorate of Inspection & Audit (DIA), Bangladesh Bureau of Educational Information and Statistics (BANBEIS), eight Boards of Intermediate and Secondary Education (BISEs),

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Bangladesh Madrasah Education board (BMEB), Bangladesh Technical Education Board (BTEB), District level and Upazila level Education Offices, Schools, Colleges, Madrasahs and Technical Institutions. The aim is to enable stakeholders to communicate one another in sharing and providing information among themselves. This proposed system will have the ability to manage the overall activities of Secondary Schools, Higher Secondary Schools, Madrasahs and Technical-vocational institutions and operational activities of BISEs, BMEB, and BTEB and facilitate the District level and Upazila level Education Offices along with Ministry of Education, Directorates and BANBEIS to develop an effective management system. In this system, BANBEIS will be central repository of data in the education sector and every concerned organizations and users will have one-stop services of education information. In future, the system should be capable to integrate with any new system within the board, or within the concern ministries. Furthermore, if required, the system must be capable to provide data to different systems with Service-oriented Architecture (SOA) capability.

The details objectives of the project are as follows

1. To upgrade present Clipper/FoxPro DBMS, an outdated and highly risk based system in Result processing system of education boards into RDBMS Software Application which include processing of OMR-scanned data for capturing, migrating, cleansing and storing in RDBMS, Online practical /sessional /GPA score collection, creation of tabulation, status generation, calculation, tabulation sheets, academic transcripts, certificates etc.)
2. To migrate historical data of Public Examination Results of students under different education boards into RDBMS Database system since 1994 and transfer & store databases at the Central site of BANBEIS & DR site.
3. To develop hassle free, time saving, cost effective, more secured service delivery management system to the institutions and individuals;
4. To make faster internal processes of education boards, directorates for efficient and transparent management;
5. To monitor activities of all educational institutions under the ministry of education in real time;
6. To enable officials for making online processing of tasks related to respective sections of education boards;
7. To monitor the activities and progress of secondary schools, higher secondary college, Madrasahs and technical institutions.
8. To monitor regular activities including form processing, public exams, accounts and other development activities by the relevant higher authorities;
9. To generate different types of reports on secondary schools, higher secondary schools, Madrasahs and Technical Institutions.
10. To increase professional skill of personnel working in BANBEIS, MOE, Directorates, Education Boards and other related agencies through attachment course in Abroad in different relevant fields for management and operation of IEMIS;
11. To acquire practical knowledge in Integrated Educational information management system by the education managers of MOE, BANBEIS, Directorates, Education Boards, ERD, IMED, Planning Commission and other agencies related with education sector through managerial training in Abroad;
12. To develop strong education network among the different agencies of the Ministry of Education for information sharing.
13. To enhance materialization of Vision 2021 - 'Digital Bangladesh'



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## Background of Software Development Assignment

The project aims at establishing an automated and integrated education management system. The stakeholders of this project include Ministry of Education (Secondary and Higher Education Division & Madrasah and Technical Education Division), Directorate of Secondary and Higher Education (DSHE), Directorate of Technical Education (DTE), Directorate of Madrasah Education (DME), Bangladesh Bureau of Educational Information and Statistics (BANBEIS), the Boards of Intermediate and Secondary Education (BISEs), Bangladesh Madrasah Education board (BMEB), Bangladesh Technical Education Board (BTEB), etc. The aim is to enable stakeholders to communicate with one another in sharing and providing accurate and timely information among themselves in a secured manner. A tentative list of the software modules to be developed under IEIMS is shown below. Among these 34 modules, 9 (nine) modules (as listed in the Scope of Services) will be considered for this particular RFP. Note that these two lists of modules (e.g., 34 modules in IEIMS and 9 modules within the scope of this particular RFP) are tentative and may be subject to change.

Serial	Description of Modules
1	Online websites of all boards, agencies and ministry
2	Module for institutional web portal (student data collection from class VI to class XII, student's attendance, internal result processing, report card generation etc.)
3	Students admission system for class XI for all boards
4	Student registration system at all boards (Class VIII, IX and XI)
5	Generation of EIIN at BANBEIS
6	Module for new center creation and institute distribution
7	Student Form Fill Up system (for all boards)
8	Online teacher's information collection and payment system (for recruiting question setters and moderators, Educationiners/head Educationiners)
9	Center-wise question distribution system at all boards

Serial	Description of Modules
10	Online center information system (for daily Education reports)
11	Processing of OMR-scanned data (capturing, migrating, cleansing and storing in RDBMS)
12	Online practical /sessional /GPA score collection
13	Result processing system (creation of tabulation, status generation, calculation etc.)
14	Module for different types of statistics
15	Online result publication
16	Online data collection for re-scrutiny and result processing and publishing
17	Printing modules of all documents (cards and certificates)
18	Online archiving of previous result data (since 1995)
19	Developing module for providing API link to different Universities for their admission purpose, different employer for recruitment purpose to verify results one by one
20	Developing e-filing system for all types of online applications
21	All fees collection module with true online
22	Data analysis from school level to national level
23	Government Teacher's database at MoEdu, DSHE, DME and DTE (profile, posts and vacancies at institutions)
24	MPO database at DSHE, DME and DTE

<b>Serial</b>	<b>Description of Modules</b>
25	E-MIS software of DSHE, BTEB, DME and DTE
26	SMS Push /Pull services at different boards
27	Fee collection through mobile /online banking by different boards
28	Online E-Survey database (all educational institutions public and private)
29	Stipend payment database at DSHE, DME and DTE
30	Online foreign scholarship processing database
31	GIS repository of all institutions at BANBEIS
32	Modules for Analytics for one stop information services
33	Non-government teacher registration database at NTRCA
34	E-Teacher database at BANBEIS

The functional requirements, technical requirements, and relevant guidelines have already been prepared by the Department of CSE, BUET as an Appointed Consultant Organization (ACO) and presented in Annexure 1 (Functional Requirement Specification (FRS)). The design of software and deployment architecture, development, implementation, training, and maintenance will be accomplished by the Consultant. While doing so, the Consultant must follow the guideline provided in Annexure 2: Technical Requirements, and any approved revision thereof. The modules to be developed may have different deployment sites which shall be finalized during the requirement elicitation phases. The ACO (CSE, BUET) will supervise and monitor the development and implementation process and conduct testing in terms of functionality, performance (both before and after deployment), and security of the system to ensure compliance with the requirements. To facilitate the work of the ACO, the Consultant must provide all support (e.g. binaries, documentation, test suites, logistics etc.) necessary and required by the ACO in a timely fashion.

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## Objectives of the Assignment

The project is designed with the following objectives:

- To make sure that the workflow and any improvement thereof (if proposed/appropriate) of the system fully comply with the rules and regulations of the Government of Bangladesh and take into account the indigenous nature of work.
- To develop a user-friendly, time saving, cost effective, and secured service delivery management system for the (appropriate) users.
- To make faster the internal processes of education boards and directorates for efficient and transparent management.
- To monitor activities of all educational institutions under the Ministry of Education.
- To equip and enable officials for online processing of various tasks.
- To monitor the activities and progresses of secondary schools, higher secondary colleges, madrasahs and technical institutions.
- To provide facilities to the relevant higher authorities for monitoring regular activities including form processing, public examinations, accounts and other development activities.
- To generate different types of reports on secondary schools, higher secondary colleges, madrasahs and technical institutions.
- To develop a strong education network among the stakeholders of the IEIMS project.
- To design the software in a maintenance-friendly manner. Long-term maintainability and sustainability should be the major design goal of the system.

## Scope of Services

The selected vendor shall have to study, analyze, design, and develop the following modules of the IEIMS application software to achieve the expected objectives and outputs of the project.

Serial as per DPP	Description of Modules
4	Student registration system at all boards (Class VIII, IX and XI)
6	Module for new center creation and institute distribution
7	Student Form Fill Up system (for all boards)

Serial as per DPP	Description of Modules
8	Online teacher's information collection and payment system (for recruiting question setters and moderators, Educationiners/head Educationiners)
10	Online center information system (for daily Education reports)
12	Online practical /sessional /GPA score collection
20	Developing e-filing system for all types of online applications
21	All fees collection module with true online
26	SMS Push /Pull services at different boards

**The selected vendor has to perform the following tasks:**

- Initial Study and Detail Work plan:** The Consultant has to take the FRS and Technical Guidelines prepared by the ACO (CSE, BUET) as the baseline and thoroughly study and analyze those. At this stage, detailed discussion sessions with the ACO may be needed and are highly recommended. Based on the above, the Consultant will submit an Inception Report that will include but may not be limited to the following:
  - Planned working methodologies (including a tentative plan for architecture, frameworks, databases etc.)
  - Tentative detailed work plan
  - Final team and assignment of team members in different roles
  - Testing plan
  - Deployment and CI/CD plan
  - Implementation plan

The vendor has to present the Inception Report before stakeholders and ACO, and finalize it accommodating their feedback.
- Detailed Requirement Elicitation and Analysis:** The bidder will study Annexure 1: Functional Requirement Specification (FRS) prepared by the ACO (CSE, BUET), which will act as the baseline scope of the system. The Consultant shall conduct a further requirement elicitation and analysis phase through visiting, interviewing concerned

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persons/stakeholders, and studying and analyzing all relevant documents. All their findings need to be documented and presented before the users and ACO for validation and verification. Any deviation from the FRS and/or proposal of a new/modified workflow must be vetted with appropriate justification during this validation and verification stage. Definitions, acronyms, and abbreviations of all terminologies used in the system have to be documented in a standard format. Based on the functional requirements and technical requirements finalized in consultation with the ACO, the vendor will submit a Software Requirement Specification (SRS). The SRS report will include, but may not be limited to, the following:

- Any modified/new workflow with appropriate justification and reference to the meeting where this has been endorsed by the stakeholders and ACO
- Business Process Model and Notation (BPMN) diagram
- Use cases
- Scope of configuration
- Reporting requirements
- Features of mobile application (if applicable)
- Specific tasks of software that will be logged for audit reports

The SRS needs to be presented before the ACO and stakeholders to obtain their feedback and the SRS needs to be finalized through accommodating their feedback.

- **Design & Development:**

**Design:** Different steps of design and development must be documented very carefully following good industry practices. This is very important for long-term maintainability and sustainability of the system. Based on the approved SRS report, detail system design will be prepared and presented before the ACO and stakeholders for their approval. The designs will be presented in the System Design Document (SDD). It would include, but not be limited to, the following:

- The following UML and other design components need to be developed for every module. The ACO may request for further documents which must be reasonably entertained. Only in the case of a prior approval by the ACO, an item below may be omitted from the report:
  - Mock user interfaces
  - Class diagrams
  - Data flow diagrams
  - ERDs and descriptions of table attributes (SQL Power Architect may be used for drawing ERDs)
  - State diagrams for principal objects

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These will be reviewed and must be approved by the ACO (CSE, BUET) prior to the start of the development stage. Standard tools such as ArgoUML, Dia, NetBeans, Enterprise Architect, or Visual Paradigm are recommended.

During the design stage and prior to the development commencement, the following must also be prepared, submitted to and presented before the ACO for review and finalization:

- A document describing development/deployment architecture. The choice of underlying architecture, software and other frameworks and DBMS shall have to be finalized through consultation with the ACO and subsequent approval by the client.
- All report formats (note that the formats may be changed over the period of development and subsequent usage subject to ACO and stakeholders' approval).
- Design of smart visualization/dashboard.
- Documents describing all security measures in design and development.
- Documents describing all designs prepared to enhance performance of the system.
  
- A document reporting the planned coding convention and documentation style. While fixing this the following points must be noted:
  - The purpose of different methods, method parameters and flow of code, etc., must be documented in a standard way.
  - Codes should be easy-to-understand as well as commented where the comments should explain complex sections of code and provide a rationale for the coding method used.
  - The vendor must submit a sample coding documentation of a method. Use of Doxygen is recommended for this purpose.

**Development:** The vendor has to develop the software complying all the approved functional requirements as well as the technical requirements stipulated in Annexure 2: Technical Requirements. The whole system development will be monitored in a very regular and methodical way. Practices to be followed include, but are not limited to, the following.

- Version control systems will be used as a code repository and for sharing code with the ACO for continuous review.
- The full project must be continuously monitored using appropriate project monitoring and management tools. The ACO will have to be given access to that tool for monitoring purposes.
- If the requirement analysis documents and design documents need to be reviewed during development, this must be discussed in joint meetings as and when necessary.
- Progress monitoring meetings will be held regularly between ACO and the Consultant.
- The project manager and relevant team members will need to regularly (preferably, in alternate weeks) present the progress of development.
  
- Code review tools (such as Gerrit) will be used to check whether the coding standard is maintained. The source code must be appropriately annotated to

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facilitate the code review. Following code review by ACO, it will be further verified that review outcomes will have been addressed properly. The following aspects will be reviewed:

- Coding style
  - Project design violation
  - Misunderstood requirements
  - Security defects
  - Inadequate input validation
  - Unsafe methods
  - Lack of exception handling
  - Inefficient programming
- **Testing:** In this project, a Test-Driven Development (TDD) approach will be adopted following the Agile development ecosystem. A separate and dedicated Software Quality Assurance (SQA) team from the vendor will work independently parallel to the development team for this purpose. The ACO, the clients, and the SQA team will work together for this purpose. The SQA team will generate the test cases covering all aspects and have those approved by the ACO. For this purpose, the vendor must submit a *Test cases Design Document*. The SQA team will be responsible for performing the tests and submitting reports to the ACO. The testing conducted in this project will be performed in two phases as follows. In the first phase, initial test cases and representative test datasets will be written/prepared. The developers will keep developing the system and try to pass these initial test cases to ensure the correctness of the system. In the second phase, the testing will be done after the development of different logical modules. The test-cases will be reviewed by the ACO as soon as they are written and executed. The test outcomes of the vendor will be monitored and ACO's own testing will go on in parallel.

In order to ensure the delivery of a fully functional system, different types of testing (user acceptance testing (UAT), load testing, security testing, etc.) need to be performed. After the completion of development of each submodule, it will be deployed in the SQA/UAT server and be available for the ACO. The test types will include, but not limited to, the following:

- **Functional Testing:** The dedicated SQA team of the vendor will test each functionality/feature using appropriate test cases. The input dataset has to be prepared with diversified and representative data. Generating dataset has to follow the equivalence partitioning approach and must ensure high coverage. Both positive and negative testing need to be done. Testing has to be done in parallel to development from a very early stage. Functional testing also needs to be automated to ensure quick repeatable tests. Appropriate tools have to be leveraged for that.
- **Integration testing:** Each sub module will be integrated with the already developed sub modules and other modules after the completion of the development. The SQA team has to perform integration testing immediately after that. They have to prepare separate test cases and test data for integration testing. It has to be done both in the SQA environment and production environment.
- **Regression testing:** Comprehensive Regression Testing must be conducted following any testing/bug fixing phase. It is recommended that the Consultant shall make a Regression Testing suite available for the use of ACO.



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- **API and Performance testing:** API Testing will involve testing application programming interfaces (APIs) directly and as part of integration testing to determine if they meet expectations for functionality, reliability, performance, and security. API testing will be considered critical for testing in this project because APIs serve as the primary interface to application logic. The vendor will perform extensive API tests to ensure correctness of the functionalities and to identify code segments/functions creating bottlenecks in terms of performance.
  - **Load testing:** Load testing will also be performed to determine the system's behaviour under both normal and anticipated peak load conditions. It will help to identify the maximum operating capacity of the system as well as any bottlenecks and determine which element(s) is(are) causing performance degradation. The test will also involve stress testing, to test the system's response at unusually high or peak loads.
  - **Deployment Testing:** Once a deployment is made in the production environment, the Consultant has to facilitate an effective and timely testing. The features that depend on the deployment environment must be clearly identified and separate test datasets must be ready for that. According to industry practice, any bug fixes at this stage must also follow a comprehensive regression testing phase.
  - **Security Testing:** In order to ensure the security of the system, it is necessary to design a security development lifecycle. Security should be considered and tested throughout the project lifecycle. Ensuring security is one of the crucial challenges in this project as it deals with crucial and sensitive data and information. Security testing will be performed to ensure that the system protects the data and maintains its integrity and intended functionality. The bidder must state their plan about how the database administrative password will be stored and how its security will be ensured. The security testing will involve an active analysis of the application for all possible weaknesses, technical flaws, or vulnerabilities. The primary purpose will be to identify the vulnerabilities, and subsequently fix them.

Security aspects that the vendor will need to address include, but are not limited to, the following:

- Confidentiality – Information should be accessible to only those with authorized access.
- Authentication – The identity of each user must be verified.
- Authorization – An user will only be allowed to avail services and perform actions according to his access privilege.
- Non-repudiation – Subsequent denial of an already performed action must be prevented.
- Integrity – Accuracy and consistency of data must be ensured during storing, processing and retrieval thereof.
- Availability – Information and communication services as well as the data should be ready as and when needed.

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The vendor team will perform extensive tests to check the system for security vulnerabilities and critical portions of the source codes should also be reviewed for different security threats. The vendor team will solve all the security-related problems (both discovered during the testing and later) and report to the ACO with their findings about security vulnerabilities and their implemented measures. The ACO will analyze the report and discuss with the vendor team to mitigate the security issues. After a number of times this test-solve-report cycle gets iterated to ensure the safety of the system, the ACO will perform an independent security testing.

The tests carried out by the vendor team must include, but should not be limited to, the following security aspects:

- SQL Injection
- Cross Site Scripting
- Session hijacking
- Broken Authentication and Session Management
- Insecure Direct Object References
- Cross Site Request Forgery
- Security Misconfiguration
- Insecure Cryptographic Storage
- Failure to restrict URL Access
- Insufficient Transport Layer Protection
- Unvalidated Redirects and Forwards
- Sensitive Data Exposure
- Encryption and decryption
- Using components with known vulnerabilities

There are several tools available for security testing, e.g., Zed Attack Proxy (ZAP), Metasploit, Arachni, Vega, SQLMap, etc., several of which should be used for testing the application for security vulnerabilities. The vendor team is required to provide a brief plan of their security testing. The plan should explicitly list the vulnerabilities that the vendor plans to address and the tools they will be using to detect them.

Following industry practice, standard bug management tools should be used to record, track, prioritize and triage bugs. ACO should be given access to the tool for monitoring bug backlog as well as reporting bugs resulting from its own testing efforts.

All testing and the outcomes thereof must be documented in an appropriate format following good industry practices. In addition to the testing reports, the vendor will prepare an estimation (with proper justification and clearly spelled out assumptions and methodologies) for the required optimal resources for the system intended for different numbers of users/offices through analyzing the results obtained from load and performance testing. This analysis report will be used to provision the resources as per need in future.

### **Data Entry and Migration:**

- Master data entry needs to be performed.
- Required data migration needs to be performed.
- Required data cleansing as well as consistency checking needs to be done to migrate the existing data to the new database architecture.

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- Data quality/authenticity has to be ensured.
  - Periodic reports have to be made available to the project office with the progress of data entry/migration at the production server. Upon completion of master data entry and migration, a completion report must be submitted.

**Backup-recovery-archiving:** The vendor has to provide own-built/free utility to back up the database regularly as well as to perform long-term archiving. The system must be user-friendly ensuring the following:

- Safeguarding against data loss due to failure of underlying infrastructure components like storage or the server itself.
- Safeguarding against data corruption and unwanted or malicious loss of data.
- Migrating production databases into development or test environments, and restoring as and when needed.
- This should be managed through appropriate software components independent of the underlying DBMS.

**Deployment:** The vendor must develop (or use) an automated system to quickly deploy developed software modules at SQA/UAT server (both their own and at client premise) and Production server. Any changes have to be reflected in the production environment in a short time after proper testing. The Continuous Integration and Continuous Delivery Pipeline have to be implemented. That means, each change in code will trigger an automated build-and-test sequence, providing feedback to the developer.

**Implementation:** Once the system is tested by the ACO and representatives of end-users, the implementation phase will begin.

- The data migration and master data entry must be completed in a timely fashion to facilitate relevant and appropriate testing before going live.
- The User manuals (to be elaborated later) must be made available and accepted before the implementation phase begins.
- Periodic progress reports of implementation at different stakeholders have to be made readily available to the Project Office by generating real-time updated reports for every module. For example: How many boards have implemented specific features of their websites? How many institutions have provided their teachers' information? In this regard a report format for each stakeholder will be prepared in consultation with the respective stakeholder and ACO before the implementation phase.
- Identification and mitigation of performance bottlenecks along with other required changes during and post Implementation will be ensured by the Consultant. When the system is deployed, the vendor has to undertake different measures to detect and recover any possible bottleneck in the end-to-end system.
- For the modules implemented before the start of maintenance period, the Consultant will provide operational support, bug fixing and implement change requests.

**Source Code and API Documentation:** The vendor has to provide a well-documented source code. Comments should be written alongside code segments for easy understandability of the logical flow and any intricate or delicate constructs. The source code must adhere to standard coding practices. All APIs must be further documented in a separate API documentation. For each API, the vendor must document API endpoint, parameter

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list, expected output, error scenarios and corresponding error codes. The expected response time of the API should also be mentioned. The API documentation must also include demo code exercising each API.

- **Maintenance:** The Maintenance Period shall commence once all the assigned modules have reached the Go Live stage and the end of implementation has been marked by the Client. The Consultant shall provide adequate operation and support services for the modules as and when appropriate before the maintenance period officially commences. The vendor has to maintain and update the software after its delivery to the stakeholders in order to fix various issues identified after the deployment, and to improve performance or adapt to a changed environment. Identifying and fixing various bugs will be crucial to keep the system up and running. There has to be a dedicated skilled maintenance team capable of updating the software in a very short time to fix newly-found bugs. All the changes made to the software need to be properly logged and approved by the Project Office or its designated entity.

In what follows various types of fixes and extensions that need to be considered during the maintenance phase are listed.

- The application may need to be extended beyond its original functional requirements as and if needed. The maintenance team should be able to accommodate such extensions, or can consider recruiting a skilled team in case the requested extension is too intense to handle by the original maintenance team.
- The usability, reliability, and performance of the application should be monitored regularly, and appropriate modifications need to be applied for possible improvements.
- The maintenance team should modify the system as and when necessary to prevent future problems of the software. It aims to attend problems, which are not significant at this moment but may cause issue(s) in future.
- Periodical database backup, recovery, and archiving should also be considered as a part of the maintenance.
- For a detailed maintenance plan, please refer to Annexure 6: Guidelines for the Maintenance Support

## **Transfer of Knowledge (Training)**

Please refer to Annexure 7: Training Requirements for a detailed plan on training.

## **List of Reports/Documents, Schedule of Deliveries, Period of Performance**

Here we present the expected schedule of deliveries for reports/documents, prototypes, and application modules with associated services. The bidder must consider this in their work plan and detail scheduling. The development and implementation time is estimated as 10 months (expected from September 2020 to June 2021).

If the bidder has any observation about the timeline, it has to be presented in the Inception Report with proper rationale and the duration may be adjusted accordingly within the overall time frame without exceeding it subject to an approval from the Project Office.

Note that all the delivered reports/documents will be reviewed by the consultants and will be formally submitted as Annexure in Progress Reports. The progress reports will summarize the works done up to that phase. Also, the reports must be submitted after completion of corresponding tasks.

<b>Deliverable reports</b>	<b>Deadline from the date of contract</b>
Inception report	Month 1
Requirement analysis outcome by SRS	Month 2
Test cases design Report	Month 2.5
SDD	Month 2.5
Intermediate Testing Reports	Monthly from Month 4 to Month 8
Master Data entry and migration completion report	Month 8
User training manual	Month 8
Final test report	Month 9
Source code and API documentation	Month 9
Final report (end of implementation, user acceptance and completion of 1 month live operation)	Month 9
Periodic Maintenance Report	Every 6 months during the Maintenance Period.
Maintenance completion report at the end of maintenance period	At the end of the Maintenance Period.

<b>Deliverable product/service</b>	<b>Estimated time from the date of contract</b>
Deployment# 1 at test environment for integration (functional), and security and performance testing by consultants	Month 5
Deployment# 2 at test environment for integration (functional), and security and performance testing by consultants	Month 6
Deployment for training at training server	Month 7
Deployment for user acceptance test	Month 7
Deployment at production server for Go-Live	Month 8
Automated data backup and recovery module	Month 9

#### **Special Conditions for the Consultant:**

The following issues/aspects shall have to be finalized in consultation with the ACO and subsequent approval from the client:

- A. The choice of underlying architecture, software and other frameworks and DBMS
- B. Data backup, replication and synchronization strategies and supporting tools
- C. Deployment of the different components of the software modules

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## **Data, Facilities and Local Services to be Provided by the Client of the IEIMS Project**

### **Data:**

Relevant documents and reports of different relevant stakeholders of IEIMS project will be provided under a non-disclosure agreement (NDA).

### **Facilities:**

- The hardware and network infrastructure for deployment in the training and implementation phases.
- Space for the employees of the vendor assigned to analyze requirements, offer user training, and also serve as support engineers during project implementation.

### **Services:**

The client will provide the following support:

- They will arrange a team of focal points for each or a group of entities/stakeholders (e.g., BANBEIS, DSHE, BTEB, etc.) where the system will be deployed. The focal points will facilitate requirement collection in every possible way.
- Clients will ensure timely feedback from their stakeholders on the initial functional requirement specifications.
- During training, the client will ensure the presence of the trainees. Besides, the client will provide all logistic supports (excluding the training materials) during the training.
- During implementation, the client will ensure that the employees put reasonable efforts to use the system.

The client will also provide services throughout the period through the ACO.

### **Services to be offered by the ACO (CSE, BUET):**

- Will provide a detailed Technical Guideline for various technical requirements and relevant services.
- Will arbitrate issues regarding finalizing software requirements.
- Will supervise design and development.
- Will review code.
- Will review the test plan and test cases.
- Will monitor and perform (within their scope) functional testing and comprehensive performance testing (load, security, etc.).
- Will monitor and guide training and implementation.
- Will monitor Go-Live.

---

FORMAT

LOGO

[Insert Full Contact Details of the Client]

## Commencement of Services

Office Memo No:

Date:

To:

*[Name of the Consultant]*

*[Address]*

Contract Reference:

Pursuant to GCC Sub Clause 17.1 of the above mentioned Contract Agreement, this is to notify you that the following precedent conditions have been duly fulfilled:

- (i) the Contract Agreement has been signed; and
- (ii) the advance payment has been made *(delete if not appropriate)*.

You are therefore requested to:

1. Commence carrying out the Services, in accordance with GCC Sub Clause 19.1, within *(specify date)*;
2. take out the insurance against the risks, and for the coverage as specified in the Contract, in accordance with GCC Sub Clause 33.2, within *(specify date)* and maintain.  
*(delete if not appropriate)*

Signed

Duly authorized to sign for and on behalf of  
*[name of Client]*

Date:

Page 1 of n

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## A Sample CONTRACT AMENDMENT

Contract No.	
Amendment No.	
Approval Reference No.	

Contract No. [insert number/year] by and between the [insert Client's name] and [insert Consultant's legal title] for the contract named [insert name of the Consulting Service] is amended as follows:

1. GCC Clause [insert clause no], is hereby revised as \_\_\_\_\_

\_\_\_\_\_.

2. GCC Clause [insert clause no], is hereby revised as \_\_\_\_\_

\_\_\_\_\_.

\_\_\_\_\_.

and so on .

The effective date of this Amendment is [insert effective date] or upon execution whichever is later.

**ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT SHALL REMAIN IN FULL FORCE AND EFFECT**

THIS AMENDMENT, consisting of [insert number] page(s) and [insert number] attachment(s), is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Contract.

IN WITNESS WHEREOF, the Client and the Consultant have signed this Amendment.

[Consultant's Authorized Signatory][Client's Authorized Signatory]

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title



---

**FORMAT  
LOGO**  
[Insert Full Contact Details of Issuing Authority]

---

Office Memo no: \_\_\_\_\_

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

**COMPLETION CERTIFICATE**

01	Client Details		
	(a) Division	:	
	(b) Circle/Directorate	:	
	(c) Zone/Region	:	
	(d) Others ( <i>specify</i> )	:	
02	Name of Assignment	:	
03	Contract No	:	
04	Consultant's Legal Title	:	
05	Consultant's Contact Details	:	
06	Consultant's Registration Details	:	
07	Reference to LOI to sign Contract with Date	:	
08	Original Contract Price	:	
09	Final Contract Price as Performed	:	
10	Original Contract Period		
	(a) Date of Commencement	:	
	(b) Date of Completion	:	
11	Actual Implementation Period		
	(a) Date of Actual Commencement	:	
	(b) Date of Actual Completion	:	
12	Days/Months Contract Period Extended	:	
13	Special Note ( <i>if any</i> )	:	

Certified that the Services under the Contract has been performed and completed in all respects in strict compliance with the “**Description of Services**” including all modifications thereof as per satisfaction of the Client.

**Signature of the Issuing Authority with Designation**  
*please turn over*

**Details of Services Performed**

Consultant: [insert legal title]		
N o	Major Components of Assignment	Total Value (in Contract Currency)

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## Joint Venture

[delete, if not appropriate]

Leading Partner: [insert legal title]		
No	Components/Activities [reference drawn to JV Agreement]	Value (in Contract Currency)

Co-partner: [insert legal title]		
No	Components/Activities [reference drawn to JV Agreement]	Value (in Contract Currency)

Co-partner: [insert legal title]		
No	Components/Activities [reference drawn to JV Agreement]	Value (in Contract Currency)

Note: Figures shown must correspond to Total Value

## Sub-Consultant

[delete, if not appropriate]

Sub-Consultant: [insert legal title] [delete, if not appropriate]		
No	Components/Activities [reference drawn to Sub-Consultant Information]	Value (in Contract Currency)

Name and Signature of the Issuing Authority with Designation