

Request for Proposal (RFP)

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|----|---|---|--|
| a) | RFP Ref.No. | : | NABCONS.CO\ 1183 \2018-19 |
| b) | Date of RFP | : | 12 October 2018 |
| c) | Date of Pre-Bid Meeting | : | 10:00 AM on 22 October 2018 |
| d) | Time and Last Date for
Submission of Bids | : | 04:30 PM on 26 October 2018 |
| e) | Bid Security Value | : | Rs. 5,000/- |
| f) | Time and Date of opening of
Technical Offer | : | 5:00 PM on 26 October 2018 |
| g) | Time and Date of opening of
Commercial Offer | : | To be decided and will be communicated
to technically qualified bidders separately. |

(This document contains 25 pages including the Title Page & Table of Content)

NABARD Consultancy Services (NABCONS) invites sealed offers from established consultancy bodies for identifying suitable alternatives for setting up a Toll Free Telephone Line based "Helpline Facility" and to prepare a EoI / RFP for the required set-up and guide NABCONS in selection of a suitable service provider along with subsequent drafting/finalizing of Work Orders / MoU / Contract documents etc.

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1. Introduction

NABARD Consultancy Services (NABCONS) Private Limited is a wholly owned subsidiary promoted by National Bank for Agriculture and Rural Development (NABARD) and is engaged in providing consultancy in all spheres of agriculture, rural development and allied areas. The Company is registered under the Company's Act, 1956, with an authorized capital of Rs 2,500 Lakh and paid up capital of Rs 500 Lakh.

In tune with NABARD's mission to bring about rural prosperity, NABCONS has more than just commercial interest in the assignments it undertakes. The broad areas of specific competence in which the consultancy assignments are taken up by NABCONS are feasibility studies, project formulation, appraisal, financing arrangement, project management and monitoring, concurrent and impact evaluation, restructuring of Agri. business units, vision documentation, development administration and reforms, institution development and turnaround of rural financial institutions, performance rating of rural agencies, bank supervision, policy and action research studies, seminars on rural development themes, micro finance related training, exposure visits and capacity building, training of trainers and building up training institutions etc.

The corporate office of NABCONS is at New Delhi. NABCONS also has Zonal Offices at Mumbai (which is also its registered office), Guwahati and Hyderabad. Apart from these NABCONS also has Regional Offices in all the States of India.

NABCONS is presently executing a Consultancy assignment related to Skills Development of rural youth in the State of Jammu & Kashmir. The Client is situated in Jammu & Kashmir but candidates are located in Jammu & Kashmir and outside as well. NABCONS intends to provide a toll free telephone line based "Helpline Facility" under this project. The facility will be operational 24 x 7, however the dedicated Human operators will attend the calls from 10:00 AM to 06:00 PM, from Monday to Saturday. The helpline number will be on 'auto-record' mode for the remaining hours. All the calls received on the dedicated helpline number will be duly recorded and converted to a verbatim transcript. All verbatim transcript along with audio recordings needs to be shared with NABCONS or its client for necessary action. The purpose of setting up of this helpline facility is to enable the candidates to register / file their grievances with the Client. Accordingly, NABCONS intends to draft a suitable EoI/RFP for selection of service providers to set-up such a facility and is looking for a suitable Consultant to guide NABCONS in this regards.

2. Objective of RFP

To engage a qualified and experienced consultant having experience in the field of RFP / Tender / Bid Drafting and Management preferably for bids related to ITeS or tele-calling industry related Products / Services. The consultant shall be required to suggest

suitable alternatives for setting up a Toll Free Telephone Line based “Helpline Facility” as per the requirement of the Company. The consultant would also be required to prepare a EoI / RFP for the required set-up and guide NABCONS in selection of a suitable service provider and subsequent drafting/finalizing of Work Orders / MoU / Contract documents etc.

3. Scope of Work

3.1 Study the Company’s requirement for establishing a “Helpline Facility” for its client located in the State of Jammu & Kashmir

3.2 Study the features and capabilities of existing service providers and software solutions for establishing such facility.

3.5 Suggest alternatives for our requirement for setting up of such a facility and evaluate alternatives on the basis of expected implementation timelines and required financial outlay.

3.6 Prepare a EoI / RFP for selection of service provider establishing the required facility. The RFP should contain among others, the technical evaluation / scoring mechanism to compare the technical proposals of the bidders. The EoI / RFP should be in tune with NABCONS’ procurement policy and other statutory requirements.

3.7 Provide Consultancy to NABCONS during pre-bid meetings and give clarifications to queries / questions raised by the bidding agencies during the meeting and also otherwise.

3.8 Provide Consultancy to NABCONS during Technical evaluation of bids received. Evaluate the completeness, correctness and technical soundness of the technical offers received. Provide consultancy to NABCONS regarding the adequacy of the solutions offered by the bidders. Recommend selection of the most suitable agency on the basis of offered solutions.

3.9 Handhold NABCONS during finalization of Documents related to Work Order / MoU / Contract and Service Level Agreements to be entered into with the shortlisted service provider.

3.10 Any other item of work related to above.

4. Pre-Bid Meeting

A pre-bid meeting would be held at 10:00 AM on 22 October 2018 at the Corporate Office of NABCONS located at 24, Rajendra Place, New Delhi-110125. Bidders are required to direct all communications for any clarification related to this RFP, to NABCONS either during the pre-bid meeting or through email to newdelhi@nabcons.in (latest by 21 October 2018). All queries relating to the RFP, technical or otherwise, must be in writing only. NABCONS will try to reply, without any obligation in respect thereof, every reasonable query raised by the bidders. However, NABCONS will not answer any communication initiated by bidders after the completion of pre-bid meeting. Bidders should invariably provide details of their email address(es) as responses to queries will only be provided to the bidder via email. If NABCONS in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then NABCONS reserves the right to communicate such response to all bidders.

5. Eligibility Criterion

5.1 The bidder should be a registered consultancy body.

Copy of Certificate of registration is required to be submitted by the bidder.

5.2 Consultancy organizations that are tele-calling or telecom service providers or affiliated with providers of telecom services are not qualified for this assignment.

Self-Declaration as per Annexure A is required to be submitted by the bidder.

5.3 Minimum two years' experience in providing consultancy services related to RFP / Tender preparation and bid management. Bidders having experience in RFP preparation and bid management for procuring and implementing ITeS services or tele-calling services shall be preferred.

Work Order / Work Completion certificates (at least 1 for each of the previous 2 years) supporting the above experience of the bidder is required to be submitted in support of the same.

5.4 Preference shall be given to Bidders having at-least 1 Program Management Experience of RFP Preparation / Bid management for a government sector body in the last 2 years.

Work completion certificate issued by the respective client is required to be submitted in support of the same.

5.5 Experienced and qualified professionals permanently engaged / employed with Consultancy organization with in depth knowledge of tele-calling industry and related software products/solution.

Self-Declaration as per Annexure C providing details regarding the above is required to be submitted by the bidder.

5.6 The consultancy organization shall be a profit making organization for the last three financial years.

Last three years statement of Annual accounts/CA Certificate indicating total turnover and profits for the year is required to be submitted by the bidder.

5.7 The vendor is not blacklisted by any Central/State Govt. Depts. /Public Sector Banks / Financial Institutions in India.

Self-Declaration as per Annexure A is required to be submitted by the bidder.

5.8 The bidder is required to submit all documents such as Work Completion Certificate, Financial Statements, self-declaration etc. in support of the bidder's claim for eligibility. NABCONS reserves the right to verify / evaluate the claims made by the vendor independently or to ask for any additional documents during eligibility verification stage. Proposal of bidders who do not fulfill the above criteria or who fail to submit documentary evidence thereon would be rejected.

6. Bid Security

6.1 The consultant shall furnish a Bid Security for an amount of Rs.5,000/- (Rupees Five Thousand only) in the form of a Demand Draft / Pay Order / Bank Guarantee obtained from a scheduled commercial bank drawn / executed in favor of NABARD Consultancy Services payable / enforceable at New Delhi.

6.2 The bid security should form part of the Technical Offer submitted by the vendor. Failure to comply with this condition, viz., submission of Bid Security of Rs.5,000/- (Rupees Five Thousand only) shall result in summary rejection of the tender offer. Submission of the Bid Security in the Commercial Offer shall render the bid being rejected on the grounds of non-submission of the Bid Security.

6.3 The bid security of unsuccessful consultants shall be returned within two weeks after the successful completion of the Bid Process. No interest is payable on such amount.

6.4 The bid security of successful consultant will be returned only upon the vendor's completion of indicated scope of work. NO INTEREST would be payable on this amount.

6.5. The bid security shall be forfeited:

- i. If a consultant withdraws his offer during the period of validity of the bid.
- ii. If the successful consultant fails to execute the project within the stipulated time schedule.

6.6 If the consultant fails to deliver its study report or other envisaged deliverables within the stipulated time schedule or by the date extended by NABCONS, it will be a breach of contract. In such case, NABCONS may foreclose the aforesaid security without any notice.

7. Term of execution of work

The consultant shall study NABCONS' requirement of establishing a "Helpline Facility" for its client located in the State of Jammu & Kashmir and deliver report along with recommendations and EoI / RFP for required solution to NABCONS within Four (4) weeks from the date of issue of Work Order. Time is of the essence. The activity wise timelines for the assignment is as under:-

The consultant shall initiate his study within 3 Days of the award of the work contract.

- 7.1 The consultant shall present alternative solutions for our requirement to our Top Management within 1 week of the award of work contract.
- 7.2 The consultant shall submit his draft report detailing solution proposed for NABCONS along with a draft EoI / RFP for the same within 03 weeks of the award of work contract. The consultant shall also arrange and organize initial meetings of NABCONS with the providers of the candidate solutions before submission of the draft RFP.
- 7.3 The consultant shall submit final report and EoI / RFP document, incorporating the feedback of NABCONS on the draft report within 04 weeks of the award of work contract.
- 7.4 The consultant shall handhold NABCONS during pre-bid meetings and technical evaluation of bids received for setting up a "Helpline Facility" and give clarifications to queries / questions raised by bidding agencies. Technical evaluation is expected to be completed within 3 weeks from the receipt of bids.
- 7.5 The consultant shall consult NABCONS during finalization of Documents related to Work Order / MoU / Contract and Service Level Agreement to be entered into with the shortlisted service provider. The documents are expected to be finalized within 3 weeks form the shortlisting of the solution provider.

8. Penalty for Delay

In case, the consultant fails to deliver the EoI / RFP within the required timelines, a penalty equivalent to 1% of the total fees may be imposed for each day of delay. Decision of NABCONS in this regard shall be final and binding. The penalty may be adjusted against the payments to be made to the consultant.

9. Two Part Offer:

- 9.1 The offer will be in two parts; **Technical Offer & Commercial Offer**. Both the parts must be submitted at the same time but in separate sealed covers, giving full particulars, addressed to the Managing Director, NABARD Consultancy Services, 24 Rajendra Place, New Delhi duly super-scribed on each envelope **“Technical Offer for Consultancy Assignment for Setting Up for a Helpline Facility.”** and **“Commercial Offer for Consultancy Assignment for Setting Up for a Helpline Facility”** respectively.
- 9.2 The Commercial Offer (CO) should give all relevant price information and quote prices only in Indian Rupees. The CO should not contradict the Technical Offer (TO) in any manner. This must contain all price information exclusive of all taxes, duties, local levies, etc. Such taxes and duties shall be paid as per actuals on production of Invoice / Receipt.
- 9.3 The offers must reach our office on or before **04:30 PM on 26 October 2018**.

10. Offer Validity Period

The offer should remain valid for a minimum period of **90 days** from the last date of submission. NABCONS reserves the right to request the consultant for extension of offer validity.

11. Technical Offer (TO)

- 11.1 The Technical Offer (TO) should be complete in all respects and contain all information asked for in this document. **It should not contain any price information. However, TO should confirm that all required rates have been quoted in Commercial Offer (CO)**, without showing the actual amounts in the TO.
- 11.2 The TO must be submitted in an organized and structured manner. No brochures / leaflets, etc. should be submitted in loose form.

11.3 The consultants may be required to give a presentation to a committee setup by NABCONS explaining their organisation's profile, work experience and their proposed methodology for the given assignment. The presentation, if required, would be a part of the Technical Evaluation.

11.4 The TO should Include the following.

- i. A statement / write-up as to why the bidder (consultancy body) is well qualified to do this work.
- ii. Acceptance of Terms and Conditions (Refer Annexure – A).
- iii. Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the vendor. These should be filed separately and properly indexed for easy reference.
- iv. Bid security of Rs.5,000, in the form of a demand draft or a bank guarantee issued by the scheduled commercial bank favoring NABARD Consultancy Services, payable at Delhi.
- v. Self-Declaration Letter stating that the bidding consultant is neither a tele-calling or telecom service provider nor affiliated with providers of telecom services.

12. Erasures or Alterations

12.1 Technical details and commercial quotes must be completely filled up and should be typed neatly. Handwritten information will not be accepted. The corrections or alterations, if any should be authenticated. In the case of the corrections / alteration not properly authenticated, the offer will be liable for rejection.

13. Price Composition

13.1 The prices should be quoted only in Indian Rupees.

13.2 The prices should be exclusive of all taxes, duties, local levies, etc. Such taxes and duties shall be paid as per actuals on production of Invoice / Receipt.

13.3 All payments would be subjected to tax deduction at source as per the statutory requirements.

14. Evaluation process

14.1 Only offers received on or before the stipulated date and time for responding to the RFP will be considered for evaluation.

14.2 NABCONS reserves the right to reject any or all offers under any of the following circumstances:-

- i. Bid security / bid document fee is not submitted
 - ii. Offer is incomplete and / or not accompanied by all stipulated documents
 - iii. Offer is not in conformity with the terms and conditions stipulated in this document and letter as per Annexure A is not submitted.
- 14.3 The competitive bids shall be submitted in two stages:
Stage 1 – Eligibility criteria and Technical Bid
Stage 2 – Commercial Bid
- 14.4 Eligibility criteria for the service providers to qualify this stage are mentioned in Point 5 (Page 6) of this document. Consultancy organisations who meet all these criteria would qualify for the Technical Evaluation. The bidder would also need to provide supporting documents for eligibility proof. All the credentials of the bidder should necessarily pertain to the Indian market.
- 14.5 Technical offers will be evaluated on the basis of overall profile of the consultant, its experience in the area and other terms and conditions stipulated in the RFP. The bidder may be required to make a presentation to NABCONS detailing their profile and proposed methodology for the assignment.
- 14.6 The technical offer would be evaluated and each bidder would be awarded a score out of 100. The breakup of the scores would be as follows:-
 - i) 40 Marks for Organisation’s Profile.
 - ii) 40 Marks for Work Experience / Projects handled in the last 2 years.
 - iii) 20 Marks for the rating of Technical Offer / Presentations made by the bidder
- 14.7 A bidder must score at least 70 marks out of 100 and at least 70% in each of the sub-points of evaluation to be declared technically qualified.
- 14.8 The bidder scoring highest marks in technical Evaluation will be given 70 marks. The other bidders marks score will be as follows: -
Technical Evaluation Marks = ((Marks of bidder in Technical Evaluation) / (Total Marks of the Highest scoring Bidder in Technical Evaluation)) *70
- 14.9 Commercial offers of only those vendors who qualify in the technical evaluation would be opened.
- 14.10 The bidder quoting lowest price will be given 30 marks. The other bidders will get marks as follows:-

Commercial Evaluation Marks = (Cost quoted by the lowest bidder) / (Cost quoted by the bidder) * 30

14.11 Total marks of the Bidder = Technical Evaluation Marks as mentioned above + Commercial Evaluation Marks

The bidder scoring the highest total marks for the bid will be declared L1 bidder. The assignment will be awarded to the L1 bidder selected on the basis of the above criteria and will be declared as the successful bidder.

15. No commitment to accept lowest or any tender

15.1 NABCONS shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever.

16. Payment Terms

The Total Cost of the Consultancy Assignment (TCoCA) as quoted in Part D of the Commercial Bid shall be payable to the selected consultants as per follows:-

- I. 10% (Ten Percent) of the TCoCA will be payable upon commencement of the study.
- II. 20% (Twenty Percent) of the TCoCA will payable upon submission of draft report detailing alternative solutions proposed for NABCONS along with a draft EoI / RFP for the same.
- III. 20% (Twenty Percent) of the TCoCA will be payable after acceptance of final report and EoI / RFP document, incorporating the feedback of NABCONS on the draft report.
- IV. 10% (Ten Percent) of the TCoCA will be payable after successful conducting the pre-bid meeting and drafting of the replies to pre-bid queries upto the satisfaction of NABCONS.
- V. 10% (Ten Percent) of the TCoCA will be payable after completion of Technical Evaluation of bids received for the proposed software.
- VI. Remaining 30% (Twenty Percent) payment will be payable after finalization and acceptance of Documents related to Work Order / MoU / Contract / Service Level Agreements etc. to be entered into with the shortlisted software vendor.
- VII. All payments will be made electronically from Corporate Office of NABCONS, New Delhi. Further, all payments would be subject to deductions of taxes at source as per the statutory requirements. Further, the payments may be subject to penalties imposed, if any.

17. Confidentiality

Each Party agrees that all Intellectual Property, including but not limited to the Source Code, object codes, content of unpublished patent applications, inventions, algorithms, know-how and ideas, that it obtains from the other and all other business, technical and financial information it obtains from the other are the confidential property of the disclosing Party if identified as such at or before the time of the disclosure ("Confidential Information"). All source and object code, documentation and underlying inventions, content of unpublished patent applications, algorithms, know-how and ideas provided by the Consultant to NABCONS at any time during the Term are hereby identified as Consultant's Confidential Information. Except as expressly and unambiguously allowed herein, the NABCONS will hold in confidence and not use or disclose any Confidential Information and shall similarly bind its employees and contractors in writing.

18. Force Majeure

In case either party is prevented from performing any of its obligations due to any cause beyond its control, including but not limited to act of God, fire, flood, explosion, war, action or request of governmental authority, systemic breakdown, failure of electricity supply, accident and labor trouble, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other party of any such factors or inability to perform and resume performance as soon as such factors disappear or are circumvented. Decision of NABCONS in this regard shall be final and shall not be questioned in arbitration or other legal proceedings.

19. Dispute Resolution

- 19.1 In case of any dispute arises between the Parties, the same shall be resolved by consultation. If the dispute has not resolved through consultations within fifteen days (15 days) after one Party has served written notice on the other Party requesting the commencement of such discussions, either party may in writing demand that the dispute be finally settled by the arbitration in accordance with Arbitration and Conciliation Act, 1996. The sole arbitrator shall be appointed by Party A in case of dispute raised by Party A, from the panel of three persons nominated by Party B. Similarly, the sole arbitrator shall be appointed by Party B if dispute is raised by Party B from the panel of three persons nominated by Party A. The language of the Arbitration shall be English and the arbitrator shall be fluent in English. The arbitrator should be person of repute and integrity and place of arbitration shall be Mumbai." F
- 19.2 Work under the contract shall be continued by the selected bidder during the arbitration proceedings unless otherwise direct in writing by NABCONS unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained and save as those which are otherwise explicitly provided in the

contract, no payment due, or payable by NABCONS, to the bidder shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.

20. Limitation of Liability

20.1 Notwithstanding anything to the contrary elsewhere contained in this Agreement, neither Party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, However, the foregoing shall not include any loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages.

20.2 Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the aggregate liability of CONSULTANT under the Agreement shall not exceed the amount of Professional Fees actually paid by NABCONS. Provided, that aforesaid limitation of liability shall not be applicable in respect of claims arising as a result of infringement of Intellectual Property Rights of a third party

21. Right to Accept/Reject the Offer

NABCONS reserves the right to accept or reject any offer submitted in response to this RFP and to annul the process at any time prior to placing of purchase order, without thereby incurring any liability to the affected vendor or any obligation to inform the affected vendors of the grounds for NABCONS's action.

22. Termination

22.1 Default: If either party breaches any of its material obligations under this Agreement and fails to cure such breach within thirty (30) days following receipt of a notice of default from the other party, the non-defaulting party may terminate this Agreement, effective from the date specified in the notice of default.

22.2 Other Conditions: A party may immediately terminate this Agreement in its entirety upon written notice to the other party in the event the other party (a) has intentionally disclosed such party's Confidential Information, without prior consent of the disclosing party; (b) makes a general assignment for the benefit of creditors; applies for the appointment of a trustee, liquidator or receiver for its business or property, or one is assigned involuntarily; (c) is subject to a proceeding for bankruptcy, receivership, insolvency, dissolution or liquidation; or (d) is adjudicated insolvent or bankrupt.

- 22.3 Continuing Obligations: Termination of this Agreement shall not relieve either party from any obligations accrued through the date of termination. In addition, the terms and conditions set forth in this Agreement, which by their nature would continue beyond termination of this Agreement, including the provision with respect to Confidentiality, shall survive the termination of this Agreement.
- 22.4 Termination by NABCONS. NABCONS shall have the right, upon a Material Failure by Consultant to perform its responsibilities and obligations hereunder, to terminate this Agreement. Such termination shall be effective thirty (30) days following NABCONS's written notice of the same to Consultant. Such termination shall entitle NABCONS to claim reimbursement of any amount paid under any of the agreements for the Solution on a pro-rata basis.
- 22.5 Termination by Consultant: Consultant shall have the right, upon a Material Failure by NABCONS to perform its responsibilities and obligations hereunder, to terminate this Agreement. Any such termination shall become effective thirty (30) days following Consultant notice, unless NABCONS has corrected the failure to Consultant reasonable satisfaction prior to that time. Material Failure by NABCONS means nonpayment of Professional Fees by NABCONS in the stipulated time period.
- 22.6 Effects of Termination: Upon termination of this Agreement,(i) maintain in confidence all knowledge of the Company's System and Processes and its use as provided hereunder; and (ii) at the option of Consultant, either return to Consultant or destroy all physical embodiments of the Company's internal documents, and certify to Consultant in writing that such destruction has occurred. (iii) All rights and procedures set forth in this section are optional and permissive and are in addition to any and all other rights available hereunder or otherwise at law to either party.

23. Professional Fees and Taxes

- 23.1 The fees payable by NABCONS to Consultant shall be inclusive of all costs such as insurance, transportation etc. that may be levied, imposed, charged or incurred and NABCONS shall pay the fees due under this Agreement after deducting any tax deductible as source ("TDS") as applicable.

24 INTELLECTUAL PROPERTY RIGHTS

- 24.1 All Intellectual Property Rights that is conceived in Consultant performance of its Services under this Agreement, by the personnel of Consultant during the course of work undertaken for NABCONS, shall vest with Consultant. Consultant grants NABCONS the right to use such Intellectual Property for the purposes mentioned in this Agreement. NABCONS shall extend all desirable assistance and shall co-ordinate with Consultant in getting such intellectual properties registered in the name of Consultant.

25 INDEMNITY

25.1 Consultant hereby indemnifies NABCONS against any loss or damage arising out of loss of data, claims of infringement of third party Intellectual Property Rights infringement claims concerning the assignment provided by NABCONS.

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Annexure – A (Acceptance of Terms and Conditions)
(Letter on the bidder’s letterhead)

To

The Managing Director
NABARD Consultancy Services
NABARD Tower
7th Floor
24, Rajendra Place
Delhi - 100 125.

Dear Sir,

Sub: RFP for “Consultancy Assignment for setting up of Helpline Facility”

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the above referred RFP.

2. We hereby declare that we are neither a tele-calling or a telecom service providers nor are We affiliated with providers of telecom services.
3. We further declare that we have not been blacklisted by any Central / State Govt. Depts. / Public Sector Banks / Financial Institutions in India
4. We hereby confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as per Annexure B. We have enclosed a technical and commercial bid as per the format indicated in the RFP.
5. We also confirm that our offer remains valid for **90 days** from the last date of submission. We also understand that NABCONS is not bound to accept the offer either in part or in full and that it has right to reject the offer in full or in part without assigning any reasons whatsoever.
6. We furnish here under the details of Demand Draft / PO / Bank Guarantee submitted towards RFP document fees and bid security.

Bid Security Details	
RFP Ref.No.. and Date	
DD / PO / Guarantee No.	
Date	
Name of the Issuing Bank	
Name of the Branch	

Amount	Rs.5,000/- (Rupees Five Thousand only)
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Yours faithfully,

Authorised Signatories
(Name & Designation, seal of the organization)
Date:

Annexure - B (Organization Profile and Work Experience)

The details filled in this form must be truthful and complete. The vendor should be able to provide sufficient documentary evidence, if sought, failing which the offer will be rejected summarily.

SNo.	Details	Response	
1	Category of the Organisation Company Partnership Firm Any Other		
2.	Number of year in Consultancy Business		
3.	Number of year in the Business as Consultants for in ITeS or tele-calling industry.		
4.	Turnover (From Indian Operations) a. 2017-18 b. 2016-17 c. 2015-16 NB: Provide only the figures In INR (Please provide copies of the appropriate documents in support of the stated turnover)		
6.	Gross Profit a. 2017-18 b. 2016-17 c. 2015-16 NB: Provide Only the Figures (Please provide copies of the Balance Sheet and P&L Account in support of Profit)		
7.	<p>Details of customers whom similar consultancy was provided in the past two years including client details like contact person/number etc. (Please provide Work Completion Certificate in support of the same) (at least 1 consultancy services related to RFP / Tender preparation and bid management for each of the previous 2 years)</p> <p>Preference shall be given to Bidders having at-least 1 Program Management Experience of RFP Preparation / Bid management for a government sector body in the last 2 years.</p>	<p>Please use separate sheets for each customer to describe your response clearly stating the customer's name, industry, location, size, when the project started and stopped, what the client's objectives were, what services this consultancy delivered, what obstacles were encountered, and what the outcome of the project was.</p>	

Annexure – C (List of Consultants engaged / enrolled with Consultancy Organisation)

S.No	
Name of the Consultant	
Age of the Consultant	
Qualifications of the consultant	
Experience of the Consultant	
Nature of Works Handled	
Name of the projects handled (costing more than Rs.8.00 Lakhs)	
Date from which employed in the present organisation	
Indicate special experience, if any	

Note: Please use separate sheets for each consultant.

Annexure – D (Commercial Offer)

Commercial Bid Form

The Bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP.

Part A

		(Amt. in Rs.)
Sr. No	Item Description	Cost exclusive of all taxes/levies etc.
1	Study the Company's requirement for establishing a "Helpline Facility", Suggest and generate alternatives for our requirement, evaluate alternatives and preparation of EoI / RFP documents	
2	Any other Charges (Please Specify)	
	Total	

Part B

				(Amt. in Rs.)
Sr. No (A)	Item Description (B)	Per Consultant per Day Cost Exclusive of all Taxes / Levies (C)	Multiplication Factor (1 consultants for a period of 10 days) (D)	Cost exclusive of all taxes/levies etc (E) = (C) X (D)
1	Consultancy to NABCONS during pre-bid meetings, Technical evaluation, Recommendation of selection of the most suitable agency		10	
2	Any other Charges (Please Specify on per person per day basis)		10	
	Total			

Part C

(Amt. in Rs.)

Sr. No (A)	Item Description (B)	Cost exclusive of all taxes/levies etc
1	Consultancy to NABCONS during finalization of Documents related to Work Order / MoU / Contract and Service Level Agreements to be entered into with the shortlisted service provider.	
2	Any other Charges (Please Specify)	
	Total	

Part D

(Amt. in Rs.)

Sr. No	Item Description	Cost exclusive of all taxes/levies etc
1	Total Cost as specified in Part A	
2	Total Cost as specified in Part B	
3	Total Cost as specified in Part C	
	Grand Total Cost of the Consultancy Assignment (In Figures)	
	Grand Total Cost of the Consultancy Assignment (In Words)	

Please Note

a) The Total Cost quoted should be exclusive of all taxes/levies, etc., which will be paid on actual.

b) The value quoted in Part D as the sum of Part A, Part B and Part C would be used for computing the Total Cost of the Consultancy Assignment (TCOCA). However, the actual payment related to Part B and would be made as per the actual number of consultants' engaged and actual utilization of the days. NABCONS' shall assess the number of man-days required, for this part, on the basis of the total number of bids received. The same shall be final and binding on the consultant.

Annexure – E (Bank Guarantee in Lieu of Bid Security)

To
The Managing Director
NABARD Consultancy Services
NABARD Tower
7th Floor
24, Rajendra Place
Delhi - 100 125.

Dear Sir

WHEREAS the NABARD Consultancy Services, a wholly owned subsidiary of NABARD (hereinafter referred to as NABCONS, which expression shall, include its successors and assigns) has invited tenders for supply of **“Consultancy Assignment for setting up of HelpLine Facility”** (hereinafter referred to as “said Assignment”) at its office at Rajendra Place, New Delhi.

2) WHEREAS M/s _____ who are our constituents (hereinafter referred to as "the Consultant", which expression shall include the successors and assigns) have taken the RFP for the said work.

(3) AND WHEREAS it is one of the condition of the said RFP that the Consultant shall deposit with the NABCONS at the time of submitting the bid a sum of Rs.5,000/- (Rupees Five Thousand only) as and by way of Bid Security (BS), which Bid Security (BS) shall not bear any interest and which shall be liable for forfeiture in the event of the consultant, after acceptance of his bid by NABCONS, failing to observe any of the terms and conditions of the RFP or the consultant not delivering the required report to the satisfaction of NABCONS.

(4) AND WHEREAS at the request of the consultant, NABCONS has agreed not to insist for payment of the said Bid Security (BS) in cash and accept the guarantee from a Scheduled Commercial Bank in lieu thereof and have agreed to accept the same from us, the Bank, as hereinafter contained.

(5) In the premises aforesaid and in consideration of NABCONS having agreed at our request to exempt the consultant from depositing the said Bid Security (BS) in cash. WE, _____ Bank having our Head Office at _____ and our Branch at _____

(6) Do hereby unconditionally and irrevocably guarantee unto the NABCONS that the consultant, upon acceptance of the bid by NABCONS, will diligently, efficiently and satisfactorily perform all their obligations under the various terms and conditions of the said

RFP(read with any amendments made thereto by mutual consent of NABCONS and the consultant) and supply the said license in the satisfaction of the NABCONS within the time stipulated therein, failing which WE the_____Bank shall, on demand and without demur, pay unto the NABCONS the sum **Rs.5,000/- (Rupees Five Thousand only)** at its office at New Delhi.

(7) We _____Bank further covenant that :

- (a) We shall pay the aforesaid sum on demand made in writing by NABCONS without reference to the consultant and notwithstanding any dispute or difference that any exist or arise between the NABCONS and the consultant;
- (b) that this guarantee shall be a continuing guarantee and shall not be revoked by us without prior consent in writing of NABCONS.
- (c) that the decision of NABCONS on the breach of any of the terms and conditions of the said contract / RFP by the consultant or their failure to perform their obligations or discharge their duties under the said RFP/ contract shall be final and binding on us and shall not be disputed by us inside or outside the court, tribunal, arbitration or other authority;
- (d) that the notice of demand in writing issued by NABCONS shall be conclusive proof as regards the amount due and payable to NABCONS under this guarantee and it shall not be disputed by us either inside or outside the court, tribunal or arbitration or other authority;
- (e) that any neglect or forbearance on the part of NABCONS in enforcing any of the terms and conditions of the said RFP/ contract or any indulgence shown by NABCONS to the consultant or any variation in the said RFP/ contract terms made by mutual agreement between NABCONS and the consultant or any other act or deed on the part of NABCONS which but for this clause may have the effect of discharging us under the law relating to guarantee / sureties shall not discharge us from our obligations herein and we shall be discharged only by compliance by the vendor with all their obligations / duties under the said RFP/ contract or by payment of the sum.
- (f) that this guarantee shall not be effected by any infirmity or absence or irregularity in the exercise of the powers by or on behalf of the consultant to submit the said RFP and enter into the said contract or any change in the constitution or dissolution of the vendor or change in its name;

- (g) that it shall not be necessary for NABCONS to exhaust its remedies against the consultant before invoking this guarantee and the guarantee therein contained shall be enforceable against us notwithstanding any other security which the NABCONS may have obtained or may hereafter be obtained from the consultant at the time when this guarantee is invoked is outstanding and unrealized;

- (h) that we hereby agree that this guarantee shall be valid and be in force for a period of four months i.e. upto _____ and we hereby agree to renew this guarantee for such further period or periods at the request of NABCONS in the event of the works specified in the RFP are finally awarded to the consultant and / or the works awarded are not completed within the stipulated period and such renewal shall be entirely at the cost and expense of the consultant.

- (i) Any claim arising under this guarantee shall be preferred by NABCONS within a period of four months from the aforesaid date of expiry or, in the event of any renewal, from such renewed date, and unless the claim is so preferred against us, we shall stand discharged of all our liabilities hereunder.

Yours faithfully

For and on behalf of

Bank (Authorized Official)