Government of West Bengal

TENDER FOR SELECTION OF

PROGRAM MANAGEMENT CONSULTANT

FOR

RASHTRIYA MADHYAMIK SHIKSHA ABHIYAN (RMSA),

WEST BENGAL

TENDER NO71/62/RMSA/2010

The West Bengal Society for Rashtriya Madhyamik Siksha Mission
2nd Floor, Bikash Bhavan,
Sector II, Salt Lake,
Kolkata-700091, West Bengal
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# TENDER NOTICE

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<th>Tender Inviting authority</th>
<th>The West Bengal Society for Rashtriya Madhyamik Siksha Mission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the Work</td>
<td>Selection of Program Management Consultant for Rashtriya Madhyamik Shiksha Abhiyan</td>
</tr>
<tr>
<td>Tender Reference</td>
<td>71/62/RMSA/2010</td>
</tr>
<tr>
<td>Start Date for the Sale of Tender Documents</td>
<td>29/04/2010, 11:00hrs</td>
</tr>
<tr>
<td>Last date &amp; Time for Sale of Tender documents</td>
<td>29/05/2010, 11:00hrs</td>
</tr>
<tr>
<td>Cost of Tender Document</td>
<td>Rs. 15000 (Rupees Fifteen Thousand only)</td>
</tr>
<tr>
<td>Last date and time for submission of Bids</td>
<td>29/05/2010, 15:00hrs</td>
</tr>
<tr>
<td>Opening of Technical Proposal</td>
<td>29/05/2010, 17:00hrs</td>
</tr>
</tbody>
</table>
| Place of Opening of Technical Proposal | Office of State Project Director, Rashtriya Madhyamik Shiksha Abhiyan  
2nd Floor, Bikash Bhavan,  
Sector – II, Salt Lake,  
Kolkata-700091, West Bengal |
| Opening of Financial Proposal | Would be informed later to only those who pass the cut off marks in the Technical Evaluation |
| Earnest Money Deposit (EMD) | Rs. 5,00,000 (Rupees Five Lakh only)                       |
| Contact Person and Designation | State Project Director, Rashtriya Madhyamik Shiksha Abhiyan |
| Address for Communication | State Project Director, Rashtriya Madhyamik Shiksha Abhiyan,  
2nd Floor, Bikash Bhavan,  
Sector-II, Salt Lake, Kolkata-700091, West Bengal |

Email id “pbrmsa.spo@gmail.com”

**Other important criteria specified by the Tender Inviting Authority:**
1. Detailed eligibility criteria is given in the Tender Document
2. Two - Bid System (i.e.) Technical Bid and Financial Bid will be followed.
3. Tender received after due date and time will be summarily rejected.
2 TENDER DETAILS

2.1 Introduction

As per the announcement made by the Hon’ble Prime Minister in his Independence Day, 2007 speech, a proposed Centrally Sponsored Scheme for Universalisation of Access to and Improvement of Quality of Education at Secondary Stage (SUCCESS) {also known as Rashtriya Madhyamik Shiksha Abhiyan (RMSA)} was proposed to be implemented during 11th five year Plan period. The scheme envisages:

(i) provision for infrastructure and resources in the secondary education sector to create higher capacity in secondary schools in the country, and for improvement in quality of learning in the school;
(ii) provision for filling the missing gaps in the existing secondary schools’ system;
(iii) provision of extra support for education of girls, rural children and students belonging to SC/ST, minority and other weaker sections of the society; and
(iv) a holistic convergent framework for implementation of various schemes in secondary education.

The goal of RMSA is to make secondary education of good quality available, accessible and affordable to all young students in the age group 15-16 years (classes IX and X).

The major target of the scheme is

1) Universal access of Secondary level education to all students in the age group 15-16 years by 2015 by providing a secondary school within 5 kilometers of any habitation and a higher secondary school within 7 kilometer of any habitation and

2) Universal retention by 2020.

Key Strategies envisaged for implementation of RMSA are:

(i) To provide access of secondary school to students, following has been proposed:

(a) upgradation of upper primary schools through construction of classrooms laboratories, computer rooms, headmaster room, library rooms, separate toilets for girls and boys, appointment of additional teachers

(b) Strengthening of existing secondary schools through construction of classrooms, computer rooms, separate toilets for girls and boys, appointment of additional teachers, strengthening of lab facilities and repair and renovation of existing school buildings.

(ii) To remove the disparity among the different social groups of people, the scheme envisages the special inventive for students belonging to SC/ST/minority/other weaker sections of the society.

(iii) To improve the quality the RMSA scheme proposes for: -

a. Construction of science lab, libraries

b. In service training of teachers
c. Leadership training of school head

d. Curricular reforms

e. Science and Maths education

f. Computer aided education

g. Co-curricular activities

h. Teaching learning aids

The West Bengal Society for Rashtriya Madhyamik Siksha Mission, (hereinafter referred to as PBRMSA) a registered Govt society operating under the aegis of the School Education Dept, Govt of West Bengal has decided to review and revamp the process of plan preparation and monitoring of progress related to the programme. It therefore wishes to engage a consulting agency to assist it in the tasks of planning, research, pedagogy, equity, civil construction and educational. The activities to be undertaken by the consultant are mentioned in the terms of reference elsewhere in this document.

The PBRMSA is headed by the State Project Director (SPD). The SPD, PBRMSA is also the SPD, Sarva Shiksha Abhiyan. The PBRMSA operates through the SPD, PBRMSA.
2.2 Eligibility Criteria

The Bidder should have the following Eligibility Criteria and should enclose documentary proof in Technical Bid:

1. The bidder should be a registered company under the Indian Company Act, 1956 or should be a partnership firm, having their registered offices in India and should have been in existence for a period of at least 5 years as on 31st March 2009.

2. The average annual turnover of the bidder should not be less than Rs. 100 crores over the last 3 financial years as on 31 March 2009. Auditor certificate/ audited accounts would have to be submitted.

3. The average annual turnover of the bidder should not be less than Rs. 50 crores from consulting/ advisory services over the last 3 financial years as on 31 March 2009. Auditor certificate/ audited accounts would have to be submitted.

4. The bidder should have a minimum of 100 qualified consultants (BE/B.Tech/MBA/other relevant qualification) on its rolls as on 31 March 2009.

5. The bidder should have had experience of at least five consultancy projects with State/ Central Government, each of order value of a minimum of Rs. 25 lakhs, out of which two should be having a consultancy fee of more than Rs. 50 lakhs each in the last 3 years.

6. The bidder should have been associated with at least one consultancy project in the education sector for a state/central government in the last 3 years.

7. The bidder should have experience in handling bid process including preparation of the RFP/RFQ documents and selection of developers/ vendors for at least two projects, with consultancy value of at least Rs. 25 lakhs each in the last 5 financial years.

8. The bidder should have experience in program management for state/central government initiatives, for at least 2 projects, with consultancy value of at least Rs. 50 lakhs each in the last 5 financial years.

9. No Consortium would be allowed and the bids are to be in Sole Bidding Format only. Specialist resources may be subcontracted by the bidders, which may be mentioned in the proposal submitted by the bidder.
2.3 Scope of Work

2.3.1 Terms of reference

As a part of streamlining of the Rashtriya Madhyamik Shiksha Abhiyan (RMSA) in the state, the PBRMSA desires to engage a program management consultant immediately to assist it in the following tasks:

As-Is Study Phase

- Understand the current state of infrastructure and resources in the secondary education sector at the State
- Assess the quality of learning at the school level by undertaking sampling studies
- Identify the gaps in the existing secondary schools system, with a special focus on education of girls, rural children, deprived children, children with special needs and students belonging to SC/ST, minority and other weaker sections of the society
- Understand the current framework for implementation of various schemes in secondary education, and identify any shortcomings based on the feedback
- Understand the key functions and processes related to development of the requisite MIS reports needed by PBRMSA alongwith suggesting improvements in the core functions like Student and Academic Management, Staff Management, Infrastructure Management and General Administration
- Interact with the identified nodal officials to understand the key initiatives being undertaken in the past for performance of the core functions of PBRMSA
- Develop an As-Is report based on the understanding of the existing processes being followed for the core functions and the associated MIS preparation

Best Practices Study Phase

- Conduct a best practice study on similar setups/initiatives elsewhere and identify learning which can be used in the State for the envisaged project
- Prepare a best practice study report highlighting the key things which can be adopted

To-Be Design Phase

- Identify changes required to upgrade upper primary schools through construction of classrooms laboratories, computer rooms, headmaster room, library rooms, separate toilets for girls and boys, appointment of additional teachers etc.
- Similarly, identify appropriate changes needed for existing secondary schools
- Develop appropriate special incentives for students belonging to SC/ST/minority/other weaker sections of the society
- Prepare actionable recommendations on trainings and capacity building efforts required for the teachers and related staff
- Develop suitable recommendations on various aspects studied as part of As-Is for aligning the initiative etc fulfill the RMSA scheme’s objectives
- Work on developing a suitable To-Be scenario for processes to be followed at the PBRMSA for effective functioning of the core processes and enabling the generation of requisite MIS reports
• Develop an outline of the proposed IT system to get the intended applications (for the above mentioned functions) and MIS generation capabilities in place at PBRMSA

• Identify all components which will be required for the implementation of the proposed system

• Perform a gap assessment on the current infrastructure available within PBRMSA vis-à-vis the proposed infrastructure and identify a tentative cost outlay for the PBRMSA in getting the initiative implemented over the next 5 years

• Highlight the process changes required for the proposed system to be successfully implemented

• Do a brief study on the capacity available within RMSA and all associated offices for implementing and undertaking the outlined implementation, and identify the requisite change management and capacity building interventions for the same

### Bid Process Management Phase

• Prepare the requisite RFP/RFQ documents for all work components as identified above

• Support the PBRMSA in conduction of the bid processes identified above

• Assist in conduction of the pre-bid and bid clarification meetings

• Assist in evaluation of the bids received and provide recommendations on the most suitable vendor for each bid as per the agreed evaluation criteria

• Support the PBRMSA in finalizing the contracting with the selected vendor

### Program Management Phase

• Monitor the implementation done by the selected vendors throughout the agreed contracting period

• Keep a close watch on the risks and issues faced and aptly highlight the same to PBRMSA

• Provide a weekly progress report on the work progress across different work components

• Verify the intermediate and final work products and deliverables by the vendors for suitability and conformance to the stated and agreed requirements

#### 2.3.2 Project Location:

Since the project requires regular interaction with the officers of Abhiyan, it is proposed that the selected bidder deploys necessary resources in the PBRMSA office. It is imperative that the bidder appoints a Programme Manager from amongst the team, who would have sufficient experience to lead the team and provide overall guidance to the team and consultancy to the department.

Note: the PM Consultants would be a part of the PMU which would be located within the PBRMSA SPO.
Bids Unit

<table>
<thead>
<tr>
<th>Resource description</th>
<th>Qualification</th>
<th>Job Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal Consultant (1 No.)</td>
<td>B.E./B.Tech with a relevant post graduation degree/diploma • Minimum 10 years of experience</td>
<td>Project Manager and Team Leader</td>
</tr>
<tr>
<td>Senior Consultant (2 No.)</td>
<td>B.E./B.Tech with a relevant post graduation degree/diploma • Minimum 5 years of experience</td>
<td>Project Consulting and Management</td>
</tr>
<tr>
<td>Support Consultant (1 No.)</td>
<td>B.E./B.Tech with a relevant post graduation degree/diploma • Minimum 2 years of experience</td>
<td>Project Consulting and Management</td>
</tr>
<tr>
<td>Specialist Resource (Civil)</td>
<td>Relevant qualification for the role</td>
<td>Project Consulting for Civil Infrastructure Components</td>
</tr>
<tr>
<td>Specialist Resource (Academics)</td>
<td>Relevant qualification for the role</td>
<td>Academic Specialist</td>
</tr>
<tr>
<td>Specialist Resource (NGO Interface)</td>
<td>Relevant qualification for the role</td>
<td>Assistance in Survey, Assessment of Social Scenario &amp; Requirement and Planning Quality Interventions</td>
</tr>
</tbody>
</table>

The total cost of such a team with a minimum of the resources as mentioned above would be the financial bid unit.

Note:

1. Except the specialist resources, all other resources should be the permanent employees of the bidder as on the date of bid submission.

2. The resources of the proposed Programme Management Team (mentioned in the table above) given in the technical proposal will be treated as final and cannot be substituted/ changed or amended without prior approval of PBRMSA. The substituted / changed resources should be of same or higher qualification/experience as per
the defined criteria. The decision of PBRMSA shall be final in this regard and the bidder would need to provide an undertaking duly signed by the authorized signatory in this regard.

2.3.3 **Project Timelines**

The PMC would be in existence for a minimum period of 24 months renewable as per the clause in this RFP.

<table>
<thead>
<tr>
<th>Serial Number</th>
<th>Description of the Deliverable</th>
<th>Expected Timeline for 2010-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Inception Report</td>
<td>T + 2 weeks</td>
</tr>
<tr>
<td>2.</td>
<td>As-Is Report</td>
<td>T + 8 weeks</td>
</tr>
<tr>
<td>4.</td>
<td>To-Be / Envisaged System Report</td>
<td>T + 24 weeks</td>
</tr>
<tr>
<td>5.</td>
<td>Bid Documents</td>
<td>As per agreed timeline</td>
</tr>
<tr>
<td>6.</td>
<td>Monthly Status report</td>
<td>By 15th of each month for the previous month</td>
</tr>
</tbody>
</table>

Notes: The consultants will be expected to assist the Mission in finalising templates and preparation of other reports which will / may be sought by Government of India.
2.4 Cost of the Tender Document
The Tender document is available for sale against non-refundable payment of Rs.15,000/- (Rupees Fifteen Thousand only) by demand draft drawn in favour of “The West Bengal Society for Rashtriya Madhyamik Siksha Mission” payable at Kolkata. The Tender Document is not transferable to any other bidder.

The tender document can also be emailed on request being sent to pbrmsa.spo@gmail.com. However the discretion of sending the soft copy over email would rest solely with the SPD, PBRMSA.

The cost of tender document must be deposited in such cases along with submission of such Bid documents in the mode as aforesaid.

2.5 Tender Schedule
The following schedule will be followed during this tender process unless otherwise notified by the PBRMSA

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Key Activities</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Start date of Sale of Tender Documents</td>
<td>29/04/2010</td>
<td>11.00 hrs</td>
</tr>
<tr>
<td>2.</td>
<td>Last date for Sale of Tender Documents</td>
<td>29/05/2010</td>
<td>11.00 hrs</td>
</tr>
<tr>
<td>3.</td>
<td>Last Date for submission of Proposals</td>
<td>29/05/2010</td>
<td>15.00 hrs</td>
</tr>
<tr>
<td>4.</td>
<td>Opening of Technical Bids</td>
<td>29/05/2010</td>
<td>17.00 hrs</td>
</tr>
<tr>
<td>5.</td>
<td>Presentation by Bidders</td>
<td>To Be Announced</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Opening of Commercial Bids</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2.6 Due date and Time
The sealed tenders should reach State Project Director, Rashtriya Madhyamik Shiksha Abhiyan, 2nd Floor, Bikash Bhavan, Salt Lake, Kolkata-700091, West Bengal, not later than the date and time mentioned in clause 2.5 of this RFP.

2.7 Submission beyond due date
The tenders received after the due date and time specified or unsealed or incomplete or received by facsimile or email will be summarily rejected.

The State Project Director may, in exceptional circumstances and at his discretion, extend the deadline for submission of proposals by issuing an Addendum or by intimating all bidders who have been provided the tender documents, in writing or
by facsimile or through email.

However, till such communication is received by the bidders in the above mentioned form, bidders may not assume any change in the schedule.

2.8 Mode of Submission

a. The bid document may be submitted through speed post. They must be addressed to the State Project Director, Rashtriya Madhyamik Siksha Abhiyan by designation only.

b. Tenders can be submitted in person on or before the due date and time specified in the Tender Notice.

2.9 Pre-Bid Meeting

In case there are inquiries submitted by the interested bidders in writing, PBRMSA may organize a pre-bid meeting. The details of the same will be announced and intimated in writing, through facsimile, through email or by post. The bidder or his official representative is welcome to attend the pre-bid meeting. The purpose of the meeting will be to clarify issues and to address clarifications sought by the bidders in this context. The responses for the clarifications sought by the bidders will be distributed to all the bidders. Any modifications in the bidding documents, which may become necessary as a result of the pre-bid meeting shall be made by the PBRMSA through the issue of an Addendum. The decision of the PBRMSA on the need for any modification shall be final and binding on all.

However, it is not binding on the PBRMSA to hold a pre-bid meeting or restrict itself to holding only one such meeting. If the SPD feels that the clarifications sought by the bidders do not warrant a pre-bid meeting, he can cancel the meeting and send the replies to the bidders by email.

2.10 Bidder Inquiries and Responses

All enquiries / clarifications from the bidders, related to this tender must be directed in writing exclusively to the contact person notified by the PBRMSA. The preferred mode of delivering written questions to the aforementioned contact person would be through mail or email. Telephone calls will not be accepted. In no
event will the PBRMSA be responsible for ensuring that bidders’ inquiries have been received by the PBRMSA.

After the date of sale of the tender document, the contact person notified by the State Project Director, Rashtriya Madhyamik Shiksha Abhiyan will begin accepting written questions from the bidders, who have bought the Tender document. The PBRMSA will endeavour to provide a full, complete and accurate response to all questions at the pre-bid meeting or any other time informed thereof. However, State Project Director, PBRMSA, makes no representation or warranty as to the completeness or accuracy of any response, nor does PBRMSA undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all. No request for clarification from any bidder shall be entertained on the responses given in the pre-bid meeting.

**2.11 Proposal Preparation Costs**

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other due diligence activities, participation in meetings /discussions /presentations, preparation of proposal, in providing any additional information required by State Project Director, PBRMSA to facilitate the evaluation process, and in negotiating a definitive Service Agreement or all such activities related to the bid process. This RFP does not commit the Government of West Bengal to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

**2.12 Right to Terminate the Process**

a. The right of final acceptance of the tender is entirely vested with the State Project Director, Rashtriya Madhyamik Shiksha Abhiyan who reserves the right to accept or reject, any or all of the tenders in full or in parts without assigning any reason whatsoever.

b. There is no obligation on the part of the PBRMSA or the Govt of West Bengal to communicate with rejected Bidders
2.13  **Bid Security and its Amount (Earnest Money Deposit - EMD)**

a. Bidders shall submit, along with their Bids, a Bid security amount or EMD of Rs. 500,000 (Rupees Five Lakhs only), in the form of a Demand Draft or Bank Guarantee in favour of ‘The West Bengal Society for Rashtriya Madhyamik Siksha Mission’, payable at Kolkata.

b. The EMD would be refunded to all unsuccessful bidders at the expense of the Bidders within a reasonable time consistent with the rules and regulations in this behalf. The EMD of successful bidder would be adjusted towards partial fulfillment of the requirement of Performance Guarantee with reference to the deliverables and time frame specified and will be returned only after the successful fulfillment of the Contract.

c. Bid without adequate bid security/ EMD will be liable for rejection without providing any further opportunity to the bidder concerned.

d. The above EMD will be held by the PBRMSA till it is returned to the unsuccessful Bidders and will not earn any interest thereof.

2.14  **Bid Opening**

a. The tenders will be received up to 15:00 hrs on 29/05/2010 and will be opened at 17:00 hrs on the same date in the office of State Project Director, Rashtriya Madhyamik Shiksha Abhiyan or any other venue announced by him in the presence of such of those Bidders or their representatives who may be present at the time of opening.

b. The Bids will be evaluated as per the evaluation criteria specified in the Tender. Tenders may be rejected on the basis of the criteria mentioned in 2.15 below. The decision of the State Project Director, Rashtriya Madhyamik Shiksha Abhiyan shall be final in this regard.

2.15  **Tender Rejection Criteria**

a. The tenders with the Technical Bid not containing Tender Document cost (for those Bidders who have downloaded the document) and/or EMD amount will be summarily rejected.
b. Tenders not submitted in the form specified as per the format given in this Tender document will be summarily rejected.

c. Tenders with incomplete information, subjective and conditional offers as well as partial offers will be liable for rejection.

d. Tenders submitted without the separate “Technical Bid” and “Financial Bid” will be liable for rejection.

e. Tenders with variance/contradiction between Technical Bid and Financial Bid will be liable for rejection.

f. Tenders submitted without audited financial statements of the Bidder are liable for rejection.

g. Tenders submitted without the undertaking related to pledging the lock in (as prescribed on page 9 vide Note 2) for the team proposed are liable for rejection.

h. In addition to the above rejection criteria, if there is non-compliance of any of the clauses of this Tender Document, the Tenders are liable for rejection.

i. Incomplete details as above will be treated as non-responsive offer and the tender is liable for rejection.

j. The State Project Director, Rashtriya Madhyamik Shiksha Abhiyan Society reserves the right to reject any or all the tenders without assigning any reason whatsoever.

k. The State Project Director, Rashtriya Madhyamik Shiksha Abhiyan Society is not bound to accept the lowest or any bid response it receive. Tendering Authority also reserves the right in absolute sense to reject all or any of the products/service specified in the bid response without assigning any reason whatsoever.

l. The bidders will submit a declaration of acceptance for accepting all the terms as mentioned in this document alongwith their Technical Bid.

2.16 Submission of Tender-Two Cover System
The bidder must submit, in separate covers “Technical Bid” and a “Financial Bid”. Failure to submit separate technical and financial bids may result in
disqualification of the proposal. The technical proposal shall not contain any price/rate details.

Bid submitted by the bidder shall comprise the following documents:

a. This tender duly signed on all pages as acceptance of terms and conditions by the bidder.

b. The cost of Tender Document by way of crossed DD for Rs. 15,000 (Rupees Fifteen Thousand only) for those bidders, who have downloaded the bid documents. The bidders who have purchased the bid document need to submit a copy of the receipt.

c. EMD amount of Rs. 5,00,000 (Rupees Five Lakhs) in the form of DD or Bank Guarantee.

d. Proposal’s covering letter.

e. Technical Bid in the format as specified in the 2.17 of this Tender.

f. Financial Bid as specified in section 2.18 of this Tender.

g. Two copies of the bids should be submitted – one marked “Original” and the other “Copy”.

h. Any other information that is required to be submitted in the proposal process.

2.17 Technical Bid

a. The Technical Bid cover should be super-scribed as “Technical Bid – Selection of Program Management Consultant - Tender Ref : 71/62/RMSA/2010”

b. The technical Bid should contain the signed and sealed completed forms of the Technical bid along with relevant enclosures and supporting documents.

c. The technical proposal should address the following at the minimum:

i. Proposed Approach & Methodology of the bidder for project

ii. Project team structure and CVs of proposed resources

d. The technical proposal must not contain any pricing information.
e. In submitting additional information, please mark it as supplemental to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal.

f. The templates related to the technical bid are included in Annexure I.

g. The address of the Bidder should be clearly written on the covering letter and on the reverse of the envelopes.

2.18 Financial Bid

The Financial Bid as prescribed in the Tender should be filled up and sealed along with enclosures in a separate cover super-scribed as “Financial Bid – Selection of Program Management Consultant, Tender Ref: 71/62/RMSA/2010”. The address of the bidder should be clearly written in the cover. The Financial Bid format is given in Annexure II.

The PBRMSA does not bind itself in any way to select the bidder(s) offering the lowest price.

2.19 Outer Cover

Both the Technical Bid cover and Financial Bid cover should be placed in a single outer cover, sealed and be super-scribed as “Tender for Selection of Program Management Consultant - Tender Ref: 71/62/RMSA/2010”. The address of the bidder should be clearly written on the cover. The covers received without superscription are liable for rejection. The tenders not submitted as specified in the above clauses will be summarily rejected.

2.20 Signature

The covering letter must be signed with the bidder’s name and by a representative of the bidder, who is authorized to commit the bidder to contractual obligations. All obligations committed by such signatories must be fulfilled.

2.21 Submission of Proposals

a. The bidder shall submit a sealed cover consisting of two (2) copies of all the bid documents. Sealed proposals must be submitted at the office of the State Project Director, Rashtriya Madhyamik Siksha Abhiyan by 15.00 HRS on 29/05/2010.
Both of the copies of the bids (Original and Duplicate) must consist of the following:

i. Technical Bid, superscribing on the top of the cover as Technical Bid.

ii. Financial Bid superscribing on the top of the cover as Financial Bid.

b. The PBRMSA will not accept delivery of proposal by fax or e-mail. Proposal thus received shall be treated as defective, invalid and rejected.

c. The proposal documents shall be submitted as two complete sets following exactly, the conventions set forth above, clearly marked Original and Duplicate. Incase of discrepancy, the copy marked original shall be treated as correct.

d. The original and copies of the financial bid, each consisting of the documents listed in instructions and Proposal Cover Letters, shall be typed or written in indelible ink and shall be signed by the bidder or a person/persons duly authorized to bind the Bidder to the contract.

2.22 Period of Validity of Proposals

a. The offer submitted by the bidder shall be valid for a period of 60 days from the date of submission of the tender. A proposal valid for a shorter period may be rejected as non-responsive.

b. In exceptional circumstances, the State Project Director, Rashtriya Madhyamik Siksha Abhiyan may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing (or by fax or email).

2.23 Late Proposals

a. Any proposal received at the PBRMSA's office (address mentioned in this Tender document), after the specified time for receipt of the same will not be considered unless it is received before award is made, and: (i) it was sent by mail and it is determined by the State Project Director, PBRMSA that the late receipt was solely due to mishandling after receipt at the PBRMSA; or (ii) it is the only proposal received.
3 BID EVALUATION PROCESS

All evaluation will be carried out by the PBRMSA as detailed below:

The PBRMSA will prepare a list of firms based on the compliance to all the terms and conditions of the tender. The tenders, which do not conform to the tender conditions and tenders from firms without adequate capabilities as per tender requirements shall be straight away rejected, without specifying any reason. All eligible tenders will be considered for further evaluation. The decision of the PBRMSA will be final in this regard.

To assist the PBRMSA in the Technical Bid Evaluation process the State Project Director, PBRMSA may be advised by a Technical Bid Evaluation Committee.

3.1 Evaluation of Technical Bids

The Technical Bid will be examined by the PBRMSA on the basis of responsiveness to the Terms of Reference, applying the evaluation criteria and points system specified.

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Max % of Marks</th>
<th>Point System</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bidder’s Profile</strong></td>
<td>15</td>
<td>3-5 years – 1 pt</td>
</tr>
<tr>
<td>Number of years of operation in India (3 marks)</td>
<td></td>
<td>More than 5 years – Less than 8 years - 2 pts</td>
</tr>
<tr>
<td>Number of relevant human resources in India (4 marks)</td>
<td></td>
<td>8 or more years – 3 pts</td>
</tr>
<tr>
<td>The Bidder should submit proof of having at least 100 full time consulting professionals on its payroll duly signed by Company Secretary of the bidding organisation. A further clarification may be asked for by the SPD, PBRMSA when the bidder would be expected to submit a sheet having the Names of these employees, their Educational Qualifications, experience in Project Management or experience in consulting.</td>
<td>201 – 299 – 1 pt</td>
<td>300 – 399 – 2 pts</td>
</tr>
<tr>
<td>Average annual turn over of the bidder from consultancy services in last 3 years (4 marks)</td>
<td>400 - 499 – 3 pts</td>
<td>500 or more – 4 pts</td>
</tr>
<tr>
<td></td>
<td></td>
<td>50 Crores – Less than 55 Crores - 1 pt</td>
</tr>
<tr>
<td></td>
<td></td>
<td>55 Crores - Less than 60 Crores – 2 pts</td>
</tr>
<tr>
<td></td>
<td></td>
<td>60 Crores – Less than 65 Crores – 3 pts</td>
</tr>
</tbody>
</table>
### Average total annual turn over of the bidder in last 3 years (4 marks)

<table>
<thead>
<tr>
<th>Turn Over Range</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>65 Crores or more</td>
<td>4 pts</td>
</tr>
<tr>
<td>100 Crores – Less than 125 Crores</td>
<td>0 pts</td>
</tr>
<tr>
<td>125 Crores – Less than 150 Crores</td>
<td>1 pt</td>
</tr>
<tr>
<td>150 Crores – Less than 175 Crores</td>
<td>2 pts</td>
</tr>
<tr>
<td>175 Crores or more</td>
<td>4 pts</td>
</tr>
</tbody>
</table>

### Bidder’s Experience in India

**Consultancy projects in the Government sector** – (5 marks max)

- 5 projects: 1 pt
- 6 – 8 projects: 2 pts
- 9 – 11 projects: 3 pts
- 12 – 14 projects: 4 pts
- 15 or more: 5 pts

**Consultancy projects in the Education space** – (5 marks max)

- 1 project: 3 pts
- 2 or more projects: 5 pts

**Experience in bid process management for government projects** (5 marks max)

- 1 project: 1 pt
- 2 projects: 2 pts
- 3 projects: 3 pts
- 4 projects: 4 pts
- 5 or more: 5 pts

**Experience in program management for government projects** (5 marks max)

- 1 project: 1 pt
- 2 projects: 2 pts
- 3 projects: 3 pts
- 4 projects: 4 pts
- 5 or more: 5 pts
Bidder’s Team

Educational Qualification and Work Experience of the proposed team members (Max 10 marks)  
Team Deployment schedule and its adequacy to requirements and work plan (10 marks)

Bidder’s Approach and Methodology

Understanding of the project (Max 5 marks)  
Adequacy of the approach to tender requirements (10 marks)  
Adequacy of the work plan to address the requirements (10 marks)  
Understanding of key risks, issues and success factors (5 marks)

Presentation to the Technical Committee on the Technical Proposal

15  
evaluation based on the technical presentation made by the bidder

Total  
100

Note: Any (in part or whole) Workorders / Purchase Orders along with Completion/Work in Progress Certificates and other Credentials in the name of Joint Ventures / Special Purpose Vehicles of the Bidder Organisation will not be considered for evaluation.

a. Proposal Presentations: The SPD, PBRMSA will invite the eligible bidders to make a presentation to the Technical Bid Evaluation Committee at a date, time and location determined by the SPD, PBRMSA. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and the key points in their proposals.

b. The Technical Bid Evaluation Committee may undertake oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid.
documents. These would provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state his/her/its proposal. The SPD, PBRMSA may seek inputs from their professional, technical faculties in the evaluation process. However, no additional documents will be allowed to be submitted by the bidder after the formal submission of the bid and the clarifications, if any have to be provided from documents already submitted.

c. Depending on the evaluation methodology mentioned above in (a) & (b) each Technical Bid will be assigned a technical score (TS) out of a maximum of 100 points.

The Bidder would need a score of 70 marks to qualify for Financial Bid Opening.

3.2 Evaluation of Financial bids

a. All bidders will be informed of the date and time of opening of the financial bids. The technically qualified bidders would be allowed to send up to two representatives during the opening of Financial Bids which shall take place in the office of the SPD, PBRMSA.

b. The official designated by the State Project Director will declare the successful bidders during the financial bid opening.

NOTE:

- The L1 bidder will be awarded 100% score.
- Financial Scores for other than L1 bidders will be evaluated using the following formula Financial Score of a Bidder (FS) = \( \frac{\text{Financial bid of L1 bidder}}{\text{Financial bid of the Bidder}} \times 100 \% \) (adjusted to 2 decimals)
3.3 Composite evaluation of bids to identify successful bidder

a. PBRMSA shall follow a best value bid selection process, based on the quality and cost.

b. The overall rating for the bidder shall be done on the basis of weightages assigned as described below:

- Technical score – 75%
- Financial score - 25%
- Award of the contract shall be made to the Bidder with the highest Overall Score (Overall Score = TS*0.75 + FS*0.25).

In case of a tie in the overall score bidder with the superior technical score will be selected.

c. PBRMSA does not bind itself in any way to select the bidder(s) offering the lowest price

3.4 Negotiations with the Successful Bidder

PBRMSA reserves the right to further negotiate with the Successful Bidder. While negotiating, the following aspects may be considered:

- Further reduction in consultancy charges for undertaking the Work
- Advancing the delivery schedule
- Additional services
4 AWARD OF CONTRACT

4.1 Letter of Acceptance

After successful completion of the negotiations, a Letter of Acceptance of tender will be issued to the successful Bidder by the PBRMSA.

4.2 Forfeiture of EMD

If the successful Bidder fails to act according to the tender conditions or backs out after his tender has been accepted, his EMD will be forfeited and the second lowest bidder would be invited to undertake the assignment as the PMC after due negotiations if any.

4.3 Signing of Contract

i. The successful Bidder should execute an agreement for the fulfillment of the contract with PBRMSA at the time of execution within one week from the date of acceptance of the tender. If the same is not executed within 10 days, the EMD of the Bidder will be forfeited and their tender will be held as non-responsive.

ii. The expenses incidental to the execution of the agreement should be borne by the successful Bidder.

iii. Inordinate delays would be considered on the sole prerogative of the SPD, PBRSA

4.4 Performance Bank Guarantee (PBG)

a. The successful bidder shall at his own expense deposit with the PBRMSA, within fifteen (15) working days of the date of issue of the letter of engagement or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a scheduled bank, payable on demand, for the due performance and fulfillment of the contract by the bidder.

b. This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value. All incidental charges whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. The Bank Guarantee shall be valid for a period of one and a half year from the date of signing of contract. If the accepted Bidder fails to furnish the bank guarantee within the above said period, the EMD remitted by him will be forfeited to the PBRMSA and his tender will be held void. The PBG furnished
by the Bidder in respect of his tender will be returned to him at the end of the contract period subject to submission of all reports to satisfaction of the PBRMSA.

c. If the Bidder fails to act up on to the tender conditions or backs out when his tender is accepted, his PBG mentioned above will also be forfeited to the PBRMSA.

4.5 Release of Work Order

After the execution of the agreements specified in the Tender Document and after receipt of the PBG, the PBRMSA will release the formal work order to the successful Bidder.

4.6 Execution of Work Order

The successful Bidder should nominate and intimate to the PBRMSA the names of the Project Management Team members.

Additionally the Authorized Signatory of the successful bidder would be responsible on any issues pertaining to the proper functioning of the PMC.

4.7 Assigning of Tender whole or in part

The successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. He shall not underlet or sublet to any person(s) or body corporate for the execution of the contract or any part thereof.

4.8 Submission of Deliverables

The submission of Deliverables should be made strictly in accordance with the Scope of Work in the Tender Document and should get necessary approval from the SPD, PBRMSA. If the delivery is not affected as per tender, the SPD, PBRMSA shall have the right to cancel the order and to take any such action which will be deemed fit in such circumstances.

4.9 Termination of Services

The SPD, PBRMSA reserves the right to ask the PMC to terminate the services of any member of the PMC, if it finds the work unsatisfactory, at any stage during the contract period by giving a notice of fifteen (15) days.
5 OTHER TERMS AND CONDITIONS

5.1] MISCELLANEOUS

a. During the evaluation process, the PBRMSA reserves the right, to request additional information or clarification from bidders. Such request and response to the same shall be purely of a clarifying nature, with no impact on the substantive content, quality or cost of the services offered.

b. All supporting materials (including all data, material, and documentation originated and prepared for the PBRMSA pursuant to this RFP, and including correspondence relating to this RFP) shall, upon delivery to the PBRMSA become the property of the PBRMSA and its assigns.

c. The Bids should be submitted neatly and all corrections, over-typing should be attested with seal.

d. The medium of language in the Bids must be English.

e. The PBRMSA reserves the right to reject any or all the tenders without assigning any reason, to relax or waive any of the conditions stipulated in the terms and conditions of tender as deemed necessary in the best interest of Government of West Bengal for good and sufficient reasons.

f. The successful Bidder selected against this tender should not participate in the operating agency tenders for project implementation/ rollouts to be initiated as part of this consultancy activity.

g. Any bidder participating in this Bid must not be associated in any way whatsoever with the PBRMSA to ensure fairness and transparency.

5.2] Payment Terms

The bidders are requested to mention their proposed payment terms as a part of the proposal. However the absolute terms of payment would be finalized in the agreement between the successful bidder and the PBRMSA.

5.3] Arbitration

In case of any dispute, the matter will be referred to an Arbitrator under "Arbitration and Conciliation Act 1996". The arbitration shall be held in Kolkata only and the Courts at Kolkata only shall have jurisdiction in relation thereto.
ANNEXURE

Annexure I – Technical Bid Format

Form A - General Information about Company

<table>
<thead>
<tr>
<th>S. No</th>
<th>Particulars</th>
<th>Details to be furnished</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Details of the Bidder (firm/company)</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Telephone</td>
<td>Fax</td>
</tr>
<tr>
<td>4.</td>
<td>E-mail</td>
<td>Website</td>
</tr>
<tr>
<td></td>
<td>Details of Authorized person</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Telephone</td>
<td>E-mail</td>
</tr>
<tr>
<td></td>
<td>Information about the company</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Status of company (Public Ltd./ Pvt. Ltd.)</td>
<td>Date</td>
</tr>
<tr>
<td>9.</td>
<td>Number of professionals</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Locations and addresses of offices (in India and overseas)</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Service Tax Registration Number</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Enclose Latest STCC</td>
<td></td>
</tr>
</tbody>
</table>
Form B: Financial Information (Please attach copies of Audited Financial Statements)

<table>
<thead>
<tr>
<th>Turnover of the Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2006-07</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Form C: Summary of Government Consultancy Projects in India

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of the Customer</th>
<th>Project name</th>
<th>Start date</th>
<th>End Date</th>
<th>Order Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:
1. Please provide details of the above projects in form D.
2. Highlight the single consultancy project of value more than Rs.50 Lakhs

Form D: Details of the consultancy projects in India (Use separate tables for each project)

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**General Information**

1. Customer Name/Government Department

2. Name of the Contact Person and Contact details for the project

**Project Details**

3. Name of the project

4. Start Date/End Date
5. Current Status (work in progress, completed?)

6. Contract Tenure

**Size of the project**

7. Order Value of the project (in lakhs)

8. Total cost of the services provided (by the Bidder)

**Description of the services provide by the bidder** (Please provide in details in relevance to the scope of this RFP)

Please provide testimonials or certificates from customer in support of the project experience

---

**Form E: CV’s of the Project Team**

Give the profiles of key people/core members who will be involved in the assignments. This should consist of one Prin. Consultant, two Senior Consultants, key Consultants (as per clause on Bid Unit in the RFP), who will carry out major tasks, Domain experts having relevant experience.

<table>
<thead>
<tr>
<th>S. No</th>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Role in current project</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Current job title</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Experience in yrs.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Number of years with the organization</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Current job responsibilities</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Summary of Professional / Domain experience</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Highlights of assignments handled and significant accomplishments</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Educational Background, Training/Certifications</td>
<td></td>
</tr>
</tbody>
</table>

Please attach the detailed CV and provide reference of the same.
## Annexure II- Financial Bid Formats

<table>
<thead>
<tr>
<th>Description of Expense head</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Fees</td>
<td></td>
</tr>
<tr>
<td>Out of Pocket Expenses and other miscellaneous</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
</tr>
<tr>
<td>Applicable Taxes</td>
<td></td>
</tr>
<tr>
<td>Total Price</td>
<td></td>
</tr>
</tbody>
</table>

**Total Amount (in words):**

1. All prices should be in Indian Rupees and the total price shall be specified in both figures and words.
2. Total Price should be inclusive of all taxes.
3. No discounts or any other value apart from that mentioned in the column for Total Amount would be considered.