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DRUK HOLDING & INVESTMENTS LTD.

REQUEST FOR PROPOSAL

Hiring of Consultant
to
conduct Customer Satisfaction Survey

(Tender No.: DHI/PROC-11/2024/527)

May 2024

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SECTION 1

NIQ No.: DHI/PROC-11/2024/527

May 17, 2024

Notice Inviting Quotation

1. Druk Holding and Investments Limited (DHI) and its seven subsidiary companies hereinafter referred to as the “Client” invite proposals/bids from consulting firms/organisations with valid Trade License, hereinafter referred to as the “Consultant”, to conduct a *Customer Satisfaction Survey*, as per the schedule below:

Activity	Time
Mode of Tendering	Single Stage - Two Envelope
Proposals Submission	June 3, 2024 at 1230 hours
Technical Proposals Opening	June 3, 2024 at 1430 hours

2. Accessibility to Bid Documents shall not automatically construe that the Consultant(s) fulfil the Qualifying Requirements which shall be determined during tender evaluation based on proposals submitted by the Consultant(s).
3. Proposals shall be submitted online through the e-procurement website: www.tender.bt. The proposals shall be opened on the specified date and time in the presence of Consultant(s)/representatives who choose to attend.
4. Proposals must be accompanied by Bid Security for an amount of BTN 40,000.00 [Ngultrum Forty-Thousand only] in favour of the *Director, Department of Finance, Druk Holding Investments Limited* and shall remain valid for 90 days from the date of the opening of the proposals.
5. Scope of Work, Terms & Conditions and Terms of Reference are given in this Request for Proposal (hereinafter referred to as “RFP”) document.
6. DHI reserves the right to accept or reject any Proposal partly or fully or cancel the bidding process without assigning any reasons thereof and in such case, no Consultant/intending Consultant shall have any claim arising out of such action of the company.

(Dorji Nima)
Director, Corporate Performance Department
Druk Holding and Investments Limited

SECTION 2

Terms and Conditions

1. Scope of Work

- 1.1. Druk Holding and Investments Limited (DHI) was established in November 2007 in accordance with the Royal Charter by His Majesty the King. The primary purpose of DHI is to hold and manage commercially oriented state-owned enterprises and make new investments on behalf of the Royal Government.
- 1.2. One of the key focus areas of DHI is to continuously improve customer service in its subsidiary companies. To this end, DHI in collaboration with its seven service-oriented companies, viz., Bhutan Power Corporation (BPC), Bhutan Telecom Limited (BTL), Drukair Corporation Limited (DACL), Natural Resource Development Corporation Limited (NRDCL), Bank of Bhutan Limited (BoB), Menjong Sorig Pharmaceuticals Corporation Limited (MSPCL), and Thimphu TechPark Ltd. (TTPL) shall conduct the customer satisfaction survey in 2024.

2. Clarification of the RFP document

- 2.1. Further clarifications can be obtained in writing from the addresses below during office hours no later than 7 days from the date of submission of Proposals.

SN	Name	Address
1	Ms. Kinley Bidha	Sr. Analyst Department of Corporate Performance Druk Holding and Investments Limited +975 17755447 kinleybidha@dhi.bt
2	Ms. Kinley Gyem	Assoc. Manager Corporate Services Division Druk Holding and Investments Limited +975 17787782 kinleygyem@dhi.bt

3. Submission of Proposals

- 3.1. Consultant(s) must submit the proposals through the e-procurement website: www.tender.bt. Refer [User Manual for Vendor Registration](#) and [User Manual for Bidding](#) available under the *Downloads* section on the website to guide you through the proposal submission process.

- 3.2. The mode of tendering is *Single Staged - Two Envelope*. Only the Technical proposal shall be opened first, publicly at the date, time and place mentioned in the Bidding Documents and the financial proposal shall remain unopened. Only those Consultants whose proposals are technically qualified and found responsive shall be invited to witness the opening of the financial proposal at the date, time and place mentioned in the invitation letter. The financial proposals of the Consultants whose technical proposal are not qualified shall be remain unopened after the completion of the technical evaluation.
- 3.3. A proposal in which the Bid Submission Form is not duly filled, signed and sealed by the Consultant shall be rejected.
- 3.4. The Consultant(s) shall refer [Checklist for Bid Submission](#) to assist in the proposal submission.
- 3.5. The following timeline shall be followed:

SN	Date & Time	Activity
1	June 3, 2024 at 1230 hours	Submission of Proposals <i>The Proposals shall be submitted on www.tender.bt. Proposals in hard copy shall not be accepted.</i>
2	June 3, 2024 at 1430 hours	Opening of Technical Proposals <i>The Technical Proposals shall be opened in the presence of Consultant(s) or their representatives who choose to attend.</i>
3	June <i>(The exact dates would be communicated at a later date)</i>	Opening of Financial Proposals <i>The Financial Proposals of the technically qualified Consultant(s) shall be opened in the presence of Consultant(s) or their representatives who choose to attend.</i>
4	June <i>(The exact dates would be communicated at a later date)</i>	Award of Work <i>The Client shall award the Contract to the Consultant whose offer has been determined to be the lowest evaluated proposal.</i>
5	June <i>(The exact dates would be communicated at a later date)</i>	Instrument Finalization
6	July <i>(The exact dates would be communicated at a later date)</i>	Enumerators Training
7	July - September <i>(The exact dates would be communicated at a later date)</i>	Survey

SN	Date & Time	Activity
8	November <i>(The exact dates would be communicated at a later date)</i>	Presentation of Report
9	December	Final Payment

- 3.6. *Alternate or Multiple Proposal:* The Consultant shall submit only one Technical Proposal and one Financial Proposal. Submission of alternate or multiple proposals shall result in the rejection of the proposals.

4. Bid Price/Quotation

- 4.1. All prices shall be quoted in *Ngultrum*.
- 4.2. The quoted price shall be *inclusive of all related costs including taxes, duties and other levies* to the final place of delivery.
- 4.3. The final place of delivery is *DHI, Norzin Lam, 5th Floor new BOB Building, Thimphu*, addressed to the *Director, Department of Corporate Performance, Druk Holding and Investments Limited*.

5. Validity of the Proposals

- 5.1. The proposals shall be valid for *90 days* from the date of submission of the bid. In exceptional circumstances, prior to the expiration of the proposal validity period, the Client may solicit the Consultant's consent to an extension of the proposal validity period. The request and responses shall be made in writing.

6. Bid Security or EMD

- 6.1. The proposal shall be accompanied by a Bid Security of *BTN 40,000/-* in the form of a Cash Warrant/ Unconditional Bank Guarantee/ Banker Cheque/ Demand draft drawn in favour of the *Director, Department of Finance, Druk Holding and Investments Limited* issued by the Financial Institution enforceable in any Banks in Bhutan:
- The Bid security shall be valid up to *90 days* from the date of submission of the bid.
 - The scanned version of the Bid Security should be submitted with the proposal (refer [User Manual for EMD Upload](#) available under the Downloads section on www.tender.bt) and the *original Bid Security* shall be submitted to the Procurement Unit, DHI on/before the date of submission of the Bid.

- If the Consultant(s) opts to Bank Transfer the Bid Security, it may be deposited to the DHI's BOB Account No. 100893691, and submit the transaction details along with other documents during proposal submission as well as email to deki@dhi.bt / kinleygyem@dhi.bt

6.2. The bid security shall be forfeited in the following cases:

- If the Consultant withdraws the proposal after the proposal opening during the period of proposal validity.
- If a Consultant doesn't accept the arithmetical corrections of its bids.
- In the case of a successful Consultant, if the Consultant fails to sign the contract within the specified prescribed time and/or furnish the performance security within the prescribed time.

7. Performance Security

7.1. The Supplier shall be required to furnish Performance Security of 10% of the quoted price in the form of a cash warrant, demand draft or unconditional Bank Guarantee in the name of *Director, Department of Finance, Druk Holding and Investments Limited* issued by a financial institution enforceable in any Banks in Bhutan, which shall be furnished upon issuance of notification of the award.

8. Evaluation of Proposals

8.1. *Method of Selection:* Quality and Cost-Based Selection (QCBS)

QCBS uses a competitive process among the consultants that takes into account the quality of the technical proposal and the cost of the services proposed in the selection of a successful consultant. Cost as a factor of selection shall be used judiciously. The relative weightage to be given to the quality and cost shall be determined depending on the nature of the assignment.

8.2. The evaluation of the bids shall be based on the following weighted categories:

SN	Category	Weightage
1	Technical Proposal	60%
2	Financial Proposal	40%

8.3. Criteria and the points system for the evaluation of Technical proposals are mentioned below:

SN	Criteria	Points
A	Company Profile and Experience	30
B	Methodology and Approach	20
C	Team Composition and Task Assigned	30
D	Work Schedule and Personnel Schedule	20
Total		100

8.4. The minimum score required to qualify through the technical proposal is 70.

8.5. The Bids scoring a minimum qualifying score of 70 points out of 100 will then be considered for the second stage of proposal evaluation. 60% of the technical evaluation score shall be carried forward to the second stage of evaluation. This score will be combined with their financial proposal to obtain the overall technical-financial score.

The financial score is obtained by using the following formula for any qualified Consultant (A) using the following formula:

$$\text{Financial Score of A} = \frac{\text{Lowest quoted Financial Proposal}}{\text{Financial Proposal of Consultant A}} * 100$$

The overall technical and financial score is obtained by using the following formula for any qualified Consultant (A):

$$\text{Overall Score of A} = 60\% \text{ of Technical Score} + 40\% \text{ of Financial Score}$$

8.6. During financial evaluation, the Client will determine for each proposal by making any correction for any arithmetical errors as follows; where there is a discrepancy between amounts in figures and in words, the amount in words will govern;

8.6. where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern unless in the opinion of the Client, there is an obvious gross misplacement of the decimal point in the unit rate, in which case the line-item total as quoted shall govern, and the unit rate shall be corrected.

8.6. To assist in the evaluation, comparison of the proposals, the Client may, at its discretion, ask any Consultant for a clarification of its proposals. Any clarification submitted by a Consultant that is not in response to a request by the Client shall not be considered.

9. Client's right to accept or reject any or all proposals

- 9.1. The Client is not bound to accept the lowest proposals and reserves the right to accept or reject any or all the proposals without assigning any reason whatsoever.
- 9.2. The Consultant shall bear all costs associated with the preparation and submission of their proposals and contract negotiation.

10. Quantity Variation

- 10.1. Depending on the final requirement, at the time of the award of the Contract, the Client may increase or decrease the quantities by twenty-five per cent (25%) of the indicated quantity.

11. Award of Work

- 11.1. The Client shall award the Contract to the Consultant whose offer has been determined to be the lowest evaluated proposal. The Client shall issue a Notification of Award to the successful Consultant.
- 11.2. The contract period shall be at the discretion of the Client.

12. Delivery Schedule

- 12.1. The execution schedule shall be specified in the Purchase Order, or the contract [if applicable].

13. Liquidated Damages

- 13.1. In case of a delay in the completion of the work, liquidated damages at the rate of 0.1% per day of delay, a maximum of 10% shall be levied for the number of days of delay. The work shall be completed within the stipulated date and time.

14. Quality of Works

- 14.1. The quality/standard of the work shall be maintained strictly and the work order for the selected firm not meeting the quality/standard of the work, will be cancelled and forfeit the performance security deposit. The work will be awarded to the next consultant.

15. Verification and Acceptance of Work

- 15.1. DHI shall carry out detailed verification and acceptance of the awarded work, and in case of fault, mismatching of requirements or any other issues found, DHI reserves the right to reject any or all of the works without assigning any reason. It will be at DHI's discretion to take the final decision on such a situation if pertains.

16. Payment Terms

- 16.1. The payment for the awarded work shall be made within 30 days upon verification and acceptance by DHI, based on the receipt of bill/invoice from the firm.
- 16.2. At the time of release of payment, Tax shall be Deducted at Source [TDS] from the gross amount of bills as per the Income Tax Act of the Bhutan.
- 16.3. The Company may provide interest free advance payment, up to 30% of the contract amount, on request from the Consultant/Service Provider. The advance shall be secured against a bank guarantee acceptable to the Company for an equivalent amount of advance requested. Under exceptional circumstances, the Client may waive of the Bank Guarantee.

17. Confidentiality

- 17.1. From the time the Proposals are opened to the time the Contract is awarded, the Consultant shall not contact the Company on any matter related to its Technical and/or Financial Proposal. Any effort by any Consultant to influence the Company in the examination, evaluation, ranking of Proposals, and recommendation for Award of Contract may result in the rejection of the Consultant's Proposal.
- 17.2. After the opening of Proposals, information concerning the Proposal documents or any part of the contents thereof shall not be released to any person or party that is not a member of the Proposal Evaluation Committee. The evaluation proceedings shall be kept confidential at all times until the award of the Contract is announced.
- 17.3. Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.
- 17.4. The Consultant shall not, either during the term of this Contract or within expiration of this Contract, disclose any proprietary or confidential information relating to the Client's business or operations and the results of the survey without the prior written consent of the Client.

18. Termination

- 18.1. The Client may, by written notice, terminate the Purchase Order or Contract [if applicable] in whole or in part at any time for its convenience:
 - if the Consultant fails to perform any other terms and conditions specified with the Purchase Order/ Contract or exceeds the maximum amount of Liquidated Damages; and
 - if the Consultant fails to perform any other obligation(s) under the Purchase Order / Contract, and if the does not take any remedial action within a period of 7 *days* after receipt

of a notice of default from the Client specifying the nature of the default(s).

19. Governing Law

- 19.1. The Contract/Purchase Order shall be governed by and interpreted in accordance with the Laws of Bhutan.

20. Dispute Resolution

- 20.1. Any settlement of dispute or arbitration of matter arising from the contract shall be settled as per the Alternative Dispute Resolution Act of Bhutan 2013 for Bhutanese Supplier and United Nations Commission on International Trade Law [UNCITRAL] Arbitration Rules of 1976 for International Supplier and will be binding for both parties.

SECTION 3

Terms of Reference

Scope and Coverage

The successful Consultant shall be responsible for conducting a customer satisfaction survey for the year 2024, in seven (7) subsidiary companies of DHI, viz., BPC, BTL, Drukair, NRDCL, BoBL, MSPCL and TTPL. The survey shall follow the same time schedule as mentioned in RFP.

The main purpose of the survey is to measure the customer satisfaction of the service-oriented companies mentioned above. The survey should measure the following eight Key Result Areas (KRAs):

1. Quality of services
2. Value for money
3. Service efficiency
4. Service Accessibility
5. Customer care
6. Handling of complaints
7. Trustworthiness and reliability
8. Product/service innovations

To maintain consistency and facilitate yearly comparisons of survey findings, the Consultant should adopt same survey design and methodology including questionnaires used in 2023 Customer Satisfaction Survey. The Consultant may modify the survey questionnaire and sampling size only in consultation with the DHI and companies concerned. Sample questionnaires and sampling framework may be collected from DHI office in order to estimate the work volume.

The Consultant's tasks shall include: recruiting and training enumerators, conducting field surveys, entering data into Statistical Package for Social Sciences (SPSS) or any other statistical software deemed appropriate for analysis, conducting data analysis and preparing reports. Details of deliverables are mentioned below.

Expected Outputs

The expected outputs of the assignment are as follows:

1. The Consultant should prepare one consolidated report and individual company specific reports for the seven companies. The reports should cover study objectives, methodology, findings & discussions of results and recommendations. Specifically, report should include but not be limited to the following:
 - a. Determine the quality of service delivery as perceived by the customers in terms of the eight KRAs identified in the Scope and Coverage above;

- b. Develop a composite measure of customer satisfaction index (CSI) with proper weightings on each KRA to determine the overall rating of the current level of satisfaction;
 - c. Determining the impact of KRA reforms on service delivery;
 - d. Identify the sources and frequency of customers' complaints in regard to service delivery;
 - e. Establish the effectiveness of dispute resolution and the current mechanism of addressing customers' complaints;
 - f. Propose service improvement measures; an action plan with specific steps to achieve those improvements.
2. Draft reports shall be presented to Client and comments received from the Client shall be incorporated into the final report. A presentation of the final report shall also be made to the Client.

Deliverables

Upon the acceptance of the final reports by the Client, the Consultant should deliver the following:

1. A consolidated report of all companies.
2. Individual company specific reports of the participating companies.
3. Soft copies of consolidated report and company specific reports.
4. Soft copy of survey framework and methodology including survey questionnaires.
5. Primary data file of the survey in SPSS or agreed statistical package.

SECTION 4

Technical Proposal Forms

To maintain consistency and facilitate yearly comparisons of survey findings, the Consultant should adopt the same survey design and methodology including questionnaires used in the 2023 Customer Satisfaction Survey. The sampling framework and sample questionnaires could be collected from DHI. Technical Proposal should include information indicated in the following paragraphs from (a) to (e):

- a. A brief description of the Consultant's organization and an outline of the recent experience of the Consultant;
- b. The list of the team composition and task assignment;
- c. The list of the proposed team of experts and CVs of the experts;
- d. Personnel Schedule; and
- e. Work Schedule.

Submission of the wrong type of Technical Proposal shall result in the proposal being deemed non-responsive. The evaluation committee may request a prospective Consultant to present their proposal and if so requested, the presentation shall be made without any charge to the Client and within a notice period of not less than five (5) working days.

Technical Form 1

Bid Submission Form

[The Consultant shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date : _____ *[insert date of Bid submission]*

Tender No.: _____ *[insert number]*

To : _____ *[insert complete name of the Client]*

We, the undersigned, declare that:

- a. We have examined and have no reservations about the Bidding Documents, including Addenda number: _____ *[insert the number and date of issue of each addendum]*;
- b. We offer to deliver the services in conformity with the Bidding Documents and in accordance with the Price Schedule: _____ *[insert a brief description of the Services]*;
- c. Our proposals shall be valid for a period of *90 days* from the date fixed for the Bid submission deadline and it shall remain binding upon us and may be accepted at any time before the expiry of that period;
- d. We have no conflict of interest;
- e. Our firm, its affiliates or subsidiaries - including any subcontractors or suppliers for any part of the contract - has not been declared ineligible by the Client under the laws or official regulations of Bhutan;
- f. We have read the terms and conditions carefully, understood and agree to comply with all the clauses which are mentioned therein. In case of any breach of any condition on our part, we shall be liable for actions as per the terms and conditions of the Contract.
- g. We understand that this Bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us until a formal contract is prepared and executed.
- h. We understand that you are not bound to accept the lowest evaluated proposal or any other proposal that you may receive.

Signed: _____ *[insert signature of person whose name and capacity are shown]*

In the capacity of _____ *[insert legal capacity of person signing the Bid Submission Form]*

Name: _____ *[insert complete name of person signing the Bid Submission Form]*

Duly authorized to sign the proposal for and on behalf of: _____ *[insert complete name of Consultant]*

Dated on _____ day of _____ *[insert date of signing]*

Technical Form 2

A brief description of the Consultant's organization and an outline of the recent experience of the Consultant

In this form, the consultants will offer a brief description of their organization and outline similar experiences. To facilitate evaluation, they will list and provide documentary evidence of their experience, such as Work Orders or Certificates.

Technical Form 3

Methodology and Approach

In this form, the consultants should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the company), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing an understanding of the ToR and the ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Technical Form 5.

Technical Form 4

Team Composition and Task Assignment

The consultants shall use the following table to list the proposed team members to carry out the Customer Satisfaction survey. Additional rows may be added as deemed necessary by the consultant.

SN	Proposed Team Member	Role	Qualification	Years of experience
1				
2				
3				
4				
5				

Note:

1. The consultants must submit CVs of the proposed Team Members.

Technical Form 5

Work Schedule and Personnel Schedule

The consultants may use the table below for work schedule and personnel schedule.

SN	Activities	Months															
		1				2				3				4			

Note:

1. Indicate all main activities of the assignment, including delivery of reports (e.g; inception, interim, and final reports), and other benchmarks such as company's approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
2. The duration of activities shall be indicated in the form of a bar chart (horizontal).

Technical Form 6

Integrity Pact Statement

1. General:

Whereas (*Name of head of the procuring agency or his/her authorized representative, with power of attorney*) representing the (*Name of procuring agency*), <*name of the company*>, hereinafter referred to as the **“Employer”** on one part, and (*Name of bidder or his/her authorized representative, with power of attorney*) representing M/s. (*Name of firm*), hereinafter referred to as the **“Bidder”** on the other part hereby execute this agreement as follows:

- 1.1. This agreement shall be a part of the standard bidding document, which shall be signed by both the parties at the time of purchase of bidding documents and submitted along with the tender document. This IP is applicable only to **“large”** scale works, goods and services, the threshold of which will be announced by the government from time to time. The signing of the IP shall not apply to framework contracting such as annual office supplies etc.

2. Objectives:

Whereas, the Employer and the Bidder agree to enter into this agreement, hereinafter referred to as IP, to avoid all forms of corruption or deceptive practice by following a system that is fair, transparent and free from any influence/unprejudiced dealings in the **bidding process**¹ and **contract administration**², with a view to:

- 2.1. Enabling the Employer to obtain the desired contract at a reasonable and competitive price in conformity to the defined specifications of the works or goods or services; and
- 2.2. Enabling bidders to abstain from bribing or any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also refrain from bribing and other corrupt practices.

3. Scope:

The validity of this IP shall cover the bidding process and contract administration period.

4. Commitments of the Employer:

The Employer Commits itself to the following: -

- 4.1. The Employer hereby undertakes that no officials of the Employer, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process and contract administration.
- 4.2. The Employer further confirms that its officials shall not favor any prospective bidder in any form that could afford an undue advantage to that particular bidder in the bidding process and contract administration and will treat all Bidders alike.
- 4.3. Officials of the Employer, who may have observed or noticed or have reasonable suspicion shall report to the head of the employing agency or an appropriate government office any violation or attempted violation of clauses 4.1 and 4.2.

¹ Bidding process, for the purpose of this IP, shall mean the procedures covering tendering process starting from bid preparation, bid submission, bid processing, and bid evaluation.

² Contract administration, for the purpose of this IP, shall mean contract award, contract implementation, un-authorized sub-contracting and contract handing/taking over.

4.4. Following report on violation of clauses 4.1 and 4.2 by official (s), through any source, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings shall be initiated by the Employer and such a person shall be debarred from further dealings related to the bidding process and contract administration.

5. Commitments of Bidders

The Bidder commits himself/herself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of the bidding process and contract administration in order to secure the contract or in furtherance to secure it and in particular commits himself/herself to the following: -

- 5.1. The Bidder shall not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Employer, connected directly or indirectly with the bidding process and contract administration, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding process and contract administration.
- 5.2. The Bidder shall not collude with other parties interested in the contract to manipulate in whatsoever form or manner, the bidding process and contract administration.
- 5.3. If the bidder(s) have observed or noticed or have reasonable suspicion that the provisions of the IP have been violated by the procuring agency or other bidders, the bidder shall report such violations to the head of the procuring agency.

6. Sanctions for Violation:

The breach of any of the aforesaid provisions shall result in administrative charges or penal actions as per the relevant rules and laws.

- 6.1. The breach of the IP or commission of any offence (forgery, providing false information, mis-representation, providing false/fake documents, bid rigging, bid steering or coercion) by the Bidder, or any one employed by him, or acting on his/her behalf (whether with or without the knowledge of the Bidder), shall be dealt with as per the terms and conditions of the contract and other provisions of the relevant laws, including Debarment Rules.
- 6.2. The breach of the IP or commission of any offence by the officials of the procuring agency shall be dealt with as per the rules and laws of the land in vogue.

7. Monitoring and Administration:

- 7.1. The respective procuring agency shall be responsible for administration and monitoring of the IP as per the relevant laws.
- 7.2. The bidder shall have the right to appeal as per the arbitration mechanism contained in the relevant rules.

We, hereby declare that we have read and understood the clauses of this agreement and shall abide by it.

The parties hereby sign this Integrity Pact at *(place)* _____ on *(date)* _____

Affix
Legal
Stamp

Affix
Legal
Stamp

EMPLOYER Name: _____ CID: _____ WITNESS Name: _____ CID: _____ Signature: _____	BIDDER/REPRESENTATIVE Name: _____ CID: _____ WITNESS Name: _____ CID: _____ Signature: _____
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Financial Proposal Forms

The Financial Proposal shall list all costs associated with the assignment including:

- a. Hiring and training of enumerators;
- b. Remuneration for man-power;
- c. Report preparation, stationery, printing and binding of documents and
- d. Transportation and other miscellaneous expenses.

No part of the financial proposals shall be included in the technical proposal. Inclusion of financial information in the technical proposal will result in the rejection of the proposal.

Financial Form 1

Summary of Costs

Indicate the total costs, inclusive of all taxes, to be paid by the Consultant for each activity in each currency. Such total costs must coincide with the sum of the relevant Subtotals indicated in all [Financial Form 2](#) provided with the Proposal.

Activity	Unit	Rate (BTN)	Amount (BTN)
Overall cost associated with conducting the Customer Satisfactory Survey			

Overall quoted amount in words:

.....

.....

Financial Form 2

Breakdown of Costs

The consultant should utilize the following table to specify the breakdown of costs. Additional activities may be added as necessary. The total quoted amount should align with the summary of costs in [Financial Form 1](#). In case of discrepancies between the two, the Total Quoted Amount in this form shall take precedence.

SN	Activity	Unit	Quantity	Rate (BTN)	Amount (BTN)
1	Hiring and training of enumerators				
2	Remuneration for man-power				
3	Report preparation, stationery, printing and binding of documents				
4	Transportation and other miscellaneous expenses.				
5					
6					
7					
Total Quoted Amount					

Total quoted amount in words:

.....

Financial Form 3

Breakdown of Remuneration

Information provided in this form will be used to facilitate payments to the Consultant for any potential additional services requested by the Client.

SN	Team Member	Role	Man day rate (BTN)	Man month rate (BTN)

SECTION 5

Checklist for Proposals Submission

The table below is provided to assist the Consultants in submitting their proposals. Ensure that the contents of the technical proposal and financial proposal are not mixed.

SN	Document	Contents of Proposal	Client's Requirement	Consultant(s) to fill up
			Required (✓) or not (✗)?	Submitted (✓) or not (✗)?
1	Technical Proposal	Technical Form 1 : Bid Submission Form	✓	
		Technical Form 2 : Company profile and Work Experience	✓	
		Technical Form 3 : Methodology and Approach	✓	
		Technical Form 4 : Team Composition and Task Assignment	✓	
		Technical Form 5 : Work Schedule and Personal Schedule	✓	
		Technical Form 6 : Signed Integrity Pact Statement	✓	
		Valid Trade License	✓	
		Tax Clearance Certificate	✓	
		Bid Security	✓	
2	Financial Proposal	Financial Form 1 : Summary of Costs	✓	
		Financial Form 2 : Breakdown of Costs	✓	
		Financial Form 3 : Breakdown of Remuneration	✓	