

**Empanelment of Consulting Companies
for
Government Project/Services
The Dialogue and Development Commission of Delhi
(DDCD)
Govt. of NCT of Delhi
33, Shamnath Marg
Delhi - 110054**

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1. Introduction

- 1.1. The Dialogue and Development Commission of Delhi (DDCD) is a premier think-tank of the Government of NCT of Delhi and advises the government in finding sustainable, people-centric solutions to the critical development challenges facing Delhi. To fulfil its mandate, the DDCD follows an 'outside-in' and 'inside-out' strategy.
 - 1.1.1. DDCD acts as a bridge between external stakeholders and the Government of NCT of Delhi in the effective formulation and implementation of policies. Examples of "Outside-In" activities include:
 - 1.1.1.1. Policy Research
 - 1.1.1.2. Task Forces & Committees
 - 1.1.1.3. Policy Advisory
 - 1.1.1.4. Stakeholder Consultations
 - 1.1.2. DDCD strives to make the governance reforms and performance of various government schemes transparent and more accessible to the people of Delhi. Examples of "Inside-Out" activities include:
 - 1.1.2.1. Outcome Budgets
 - 1.1.2.2. Performance Reports
- 1.2. Towards Governance initiatives, DDCD proposes to empanel reputed consultancy firms having relevant experience in the key domain areas for projects of DDCD or any other entity i.e. Govt. Department / Agency / Organisation / Institution etc of GNCTD.
- 1.3. The empaneled bidders would be expected to provide consultants to the on-going/new projects. Such support would be for a definite period and will not amount to any kind of employment obligation on the part of DDCD for projects of DDCD or any other entity i.e. Govt. Department / Agency / Organisation / Institution etc of GNCTD.
- 1.4. Interested parties may view and download the tender document containing the detailed terms & conditions, free of cost, from the website of eProcurement, Govt. of NCT of Delhi. The bids are to be submitted as per procedure given in this document.
- 1.5. The jobs to the empaneled bidders shall be assigned in two ways:
 - 1.5.1. Consulting Assignment (Capacity Augmentation) : The Government of NCT of Delhi intends to empanel agencies for projects of DDCD or any other entity i.e. Govt. Department / Agency / Organisation / Institution etc for technical manpower / management / functional needs for a defined period of time to provide support to existing officials through payment as per finalized rates.
 - 1.5.2. Deliverable based Assignment: Scope of work and deliverables are standard, reasonably well known and/or can be clearly specified and involves time bound delivery.

- 1.6. DDCD reserves the right to disqualify those bids where the quoted rates are not realistic & extremely low and are seriously deviating from prevalent market trends.

2. Definitions/Abbreviations

In this document, the abbreviations are given in the Annexure. Following terms shall have respective meanings as indicated:

- 2.1. "DDCD" shall mean The Dialogue and Development Commission of Delhi (DDCD), Government of NCT of Delhi.
- 2.2. "Client/User" shall mean the department/organization for which the order is being placed.
- 2.3. "RFP" shall mean Request for Proposal, Tender Document or Bidding Document including the written clarifications issued by DDCD in respect of the RFP.
- 2.4. "Authorized Representative/Agency" shall mean any person /agency authorized by the agency.
- 2.5. "Contract" shall mean the Work Order placed by User Department /agency /organisation / Institution as the case may be on successful Bidder and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications thereto.
- 2.6. "Site" shall mean the location(s) for which the work has been allotted and where the services are to be delivered.
- 2.7. "Specifications" shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Bidding Documents.
- 2.8. "Bidder" means the firm offering the solution(s), services and/or materials required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after intimation of Successful Bidder shall mean the Successful Bidder, also called "Agency", on whom User Department /agency /organisation / Institution as the case may be places Work Order for Delivery of services.
- 2.9. "Party" shall mean DDCD or the User Department /agency /organisation / Institution as the case may be or Bidder individually and "Parties" shall mean DDCD or the User Department /agency /organisation / Institution as the case maybe and Bidder collectively.
- 2.10. "Services" means requirements defined in this document including all additional services associated thereto to be delivered by the Bidder.
- 2.11. "Law" or "Legislation" - shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of NCT of Delhi or regulatory authority or subdivision of government agency.

Further, the act /law /guidelines /orders /memorandum / issued by the Govt. or its agencies from time to time.

- 2.12.** "Third Party Agency" shall mean any agency appointed by DDCD or User Department /agency /organisation / Institution as the case maybe for monitoring during commissioning and operation.

3. Scope of Tender

- 3.1.** An indicative list of key domain areas under which the empaneled bidders would be expected to perform through their consultants with Management and /or Technical profile is as given in Annexure D: "Indicative Work Profiles for Various Positions". As part of e-governance initiatives, the jobs may be in any of the sectors like Education, Agriculture, Rural development, Environment etc. Therefore, the consulting firms must have consultants experienced in various disciplines as given in the Annexure.

- 3.2.** From the above list, a job will be assigned to any one of the empaneled bidders in any of the following models (as given in Annexure J: "Project Execution Models")

3.2.1. Consulting Assignment (Capacity Augmentation)

For each job, the bidder will prepare a list of Consultants indicating their experience in the area based on requirement as mentioned in the Terms of Reference in Annexure K: "Proposed Consultants for Capacity Augmentation". A Project Review Committee (PRC), constituted for the purpose of selection of consultants, may shortlist the consultants for deployment in man-month mode. In case PRC desires, the consultants may be called for personal interaction /presentation. After selection of consultants by PRC, DDCD or the User Department /agency /organisation / Institution as the case may be, will issue a work order for job assignment.

3.2.2. Deliverable based Assignment.

For each job, the bidder will prepare an estimated time /cost document as per Annexure L: "Estimated Resource Deployment Proposal" indicating the man-month efforts of bidder's consultants at various levels at the rates finalized through this tender. A Project Review Committee (PRC) may evaluate the proposals for selection of one of the empaneled bidders. In case PRC desires, the bidders may be called for a presentation. After approval of the cost /time estimates by a Project Review Committee (PRC), DDCD or the User Department /agency /organisation /Institution as the case may be will issue a work order for job assignment.

- 3.3.** The bidders will prepare such time /cost documents free of charge.

- 3.4.** Bidder's consultants deployed on a job will use their own infrastructure when working from DDCD or the User Department /agency /organisation / Institution (as the case may be) premises.

4. Eligibility Criteria

- 4.1. The bidder should be a Company registered in India under the Companies Act 1956 or a partnership registered under the India Partnership Act 1932 with their registered office in India for the last five years. Certificate of Incorporation, Copies of Articles of Association (in case of registered firms), Bye laws and certificate of registration (in case of registered societies), Partnership deed (in case of partnership firm) /summary for partnership should be submitted.
- 4.2. To confirm in Yes or No, whether it falls under the Micro, Small and Medium Enterprises Development Act, 2006. If yes, a copy of the Registration Certificate must be provided to DDCD. Further, keep informed to DDCD whether there is any change of the status of the company.
- 4.3. The bidder should be registered with the GST department and carry a valid PAN. Copy of PAN,GST registration should be submitted.
- 4.4. An undertaking (self-certificate) is to be submitted in Annexure R: “Bid Form -3” that the bidder hasn’t been blacklisted by a central / state Government institution and there has been no litigation with any government department on account of any kind of services. Further, an undertaking certificate with respect to agency not having been prosecuted, whether pending or otherwise, by any court of law of the land or any law agency of the land such as ED, NIA, CBI etc.
- 4.5. The bidder should be a consulting firm operating in India for the last five financial years i.e. 2017-18; 2018-19; 2019-20; 2020-21 & 2021-22.
- 4.6. The bidder should have a minimum number of sources on their roles as per qualification & experience in the domain area etc. as defined in Annexure C: “Educational Qualification & Experience”.
- 4.7. **Additional Eligibility Criteria for Tier-1 category:**
 - 4.7.1. The bidder’s average annual turnover from consultancy services in India should be Rs. 1000 crores or more in the last three financial years i.e. 2019-20, 2020-21 & 2021-22. Audited Balance sheet of respective financial year is to be enclosed along with turnover certificate duly certified by registered CA. Financial standing should be based on the latest ITCC, Annual report (balance sheet and profit and Loss account) of the last 3 years. In addition to the CA certificate and audited balance sheet the bidders should submit the P&L account as well. In case, the audited Balance sheet, P & L Account for the financial year 2021-22 is not available, then a certificate from registered CA is to be submitted certifying the annual turnover of the company / firm for the FY 2021-22 compulsorily.
 - 4.7.2. The bidder’s average annual turnover from Government consultancy in India should be Rs. 100 crores or more in the corresponding 3 years as above. The turnover certificate duly certified by registered CA should be submitted in support of Government Consultancy. Financial standing should be based on the latest ITCC, Annual report(balance sheet and profit and Loss account) of the last 3 years. In addition to the CA certificate and audited balance sheet the bidders should submit the P&L account as well.
 - 4.7.3. The bidder should have completed at least 5 Government consultancy jobs each of value more than Rs 05 Crore or must have achieved project milestone value more than Rs. 05 crores in each of the 5 IT Consultancy/e-Gov. projects /BFSI in the last 3

financial years i.e. 2019-20; 2020-21 & 2021-22. Information on the work order may be furnished as per Annexure- G: Technical Bid of the relevant section.

- 4.7.4. The bidder should have a minimum number of resources on their roles as per qualification & experience in the domain area etc. as defined in Annexure-C: Educational Qualification & Experience”.

4.8. Additional Eligibility Criteria for Tier-2 category:

- 4.8.1. The bidder’s average annual turnover from consultancy services in India should be Rs. 500 crores or more in the last three financial years i.e. 2019-20; 2020-21 & 2021-22. Audited Balance sheet of respective financial year is to be enclosed along with turnover certificate duly certified by registered CA. Financial standing should be based on the latest ITCC, Annual report(balance sheet and profit and Loss account) of the last 3 years. In addition to the CA certificate and audited balance sheet the bidders should submit the P&L account as well. In case, the audited Balance sheet, P & L Account for the financial year 2021-22 is not available, then a certificate from registered CA is to be submitted certifying the annual turnover of the company / firm for the FY 2021-22 compulsorily.

- 4.8.2. The bidder’s average annual turnover from Government consultancy in India should be Rs. 50 crores or more in the corresponding 3 years as above. The turnover certificate duly certified by registered CA should be submitted in support of Government Consultancy. Financial standing should be based on the latest ITCC, Annual report(balance sheet and profit and Loss account) of the last 3 years. In addition to the CA certificate and audited balance sheet the bidders should submit the P&L account as well.

- 4.8.3. The bidder should have completed at least 5 Government consultancy jobs each of value more than Rs. 50 lacs or must have achieved project milestone value more than Rs. 50 lacs in each of the 5 IT Consultancy/e-Gov. projects /BFSI in the last 3 financial years i.e. 2019-20; 2020-21 & 2021-22. Information on the work order may be furnished as per Annexure-G: Technical Bid of the relevant section.

- 4.8.4. The bidder should have minimum number of resources on their roles as per qualification & experience in domain area etc. as defined in Annexure-C: Educational Qualification & Experience”

4.9. Additional Eligibility Criteria for Tier-3 category:

- 4.9.1. The bidder’s average annual turnover from consultancy services in India should be Rs. 50 crores or more in the last three financial years i.e. 2019-20; 2020-21 & 2021-22. Audited Balance sheet of respective financial year is to be enclosed along with turnover certificate duly certified by registered CA. Financial standing should be based on the latest ITCC, Annual report(balance sheet and profit and Loss account) of the last 3 years. In addition to the CA certificate and audited balance sheet the bidders should submit the P&L account as well. In case, the audited Balance sheet, P & L Account for the financial year 2021-22 is not available, then a certificate from registered CA is to be submitted certifying the annual turnover of the company / firm for the FY 2021-22 compulsorily.

- 4.9.2. The bidder’s average annual turnover from Government consultancy in India should be Rs. 10 crores or more in the corresponding 3 years as above. The turnover certificate duly certified by registered CA should be submitted in support of Government Consultancy. Financial standing should be based on the latest ITCC, Annual report(balance sheet and profit and Loss account) of the last 3 years. In

addition to the CA certificate and audited balance sheet the bidders should submit the P&L account as well.

- 4.9.3. The bidder should have completed at least 5 Government consultancy jobs each of value more than Rs. 10 lacs or must have achieved project milestone value more than Rs. 10 lacs in each of the 5 IT Consultancy/e-Gov. projects/BFSI in the last 3 financial years i.e. 2019-20; 2020-21 & 2021-22. Information on the work order may be furnished as per Annexure-G: Technical Bid of the relevant section.
- 4.9.4. The bidder should have minimum number of resources on their roles as per qualification & experience in domain area etc. as defined in Annexure-C: Educational Qualification & Experience”

5. Bidding Process

Bidders are advised to study the Bid Document carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the bidding document with full understanding of its implications. Bids not complying with all the given clauses in this bidding document or failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at bidder’s risk and may result in the rejection of Bid. **Online submission of bids on the government’s e-procurement portal is a mandatory condition for consideration of bids.**

5.1. Pre-bid Meeting

- 5.1.1. DDCD shall hold a pre-bid meeting with the prospective bidders at **DDCD conference hall, 33 Shamnath Marg, Delhi - 110054**. Queries received, from the bidders, two days prior to the pre- bid meeting shall be addressed. The queries can be sent to DDCD through email at ddc.delhi@gov.in in .xls or .xlsx format carrying details like S. No., referred clause, query/suggestion. Queries not sent in the required format shall not be entertained.

5.2. Amendment of Bidding Documents

- 5.2.1. At any time prior to the last date for receipt of bids, DDCD, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by an amendment. The amendment will be notified on the DDCD website ddc.delhi.gov.in as well as the e procurement portal of the Government, which will be binding on the prospective bidders to consider the amendment for quoting.
- 5.2.2. In order to give prospective bidders reasonable time to take the amendment into account in preparing their bids, DDCD may, at its discretion, extend the last date for the receipt of bids.
- 5.2.3. No bid can be modified subsequent to the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the bid. Withdrawal of a bid during this interval may result in blacklisting of the firm/agency.

5.3. Language of Bid

- 5.3.1.** The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and DDCD, shall be written in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the **English translation version** shall govern. Information supplied in another language without proper translation shall be rejected.

5.4. Bidding Cost.

- 5.4.1.** The Bidder shall bear all costs associated with the preparation/submission of bid, presentations/demonstration during technical evaluation of the Bid. DDCD will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.5. Bank Guarantee

- 5.5.1.** As per rule 171 of GFR 2017, read with Govt. of India, Ministry of Finance, Department of Expenditure, O.M. Dated 12.11.2020 & 30.12.2021, the performance Security will be 3% of the value of the contract in respect of all tenders/contracts issued/concluded till 31.03.2023.
- 5.5.2.** In case DDCD or the user department /agency /organisation / Institution as the case may be assigns jobs to the empanelled bidders just before the end of the empanelment, the BG shall be extended for the period of one more year or till the satisfactory job completion, whichever is earlier.
- 5.5.3.** Performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. The BG shall be released after ascertaining that no obligation is pending on the part of the bidder.

5.6. Bid Submission

- 5.6.1.** Tender bids must contain the name, office and after office hours addresses including mobile telephone number(s) of the person(s) who are authorized to submit the bid with their signatures.
- 5.6.2.** Un-signed & un-stamped bids shall not be accepted.
- 5.6.3.** All pages of the bid being submitted must be signed and sequentially numbered by the bidder irrespective of the nature of content of the documents.
- 5.6.4.** Bids NOT submitted as per the specified format and nomenclature will be outrightly rejected.
- 5.6.5.** Ambiguous bids will be outrightly rejected. DDCD will NOT be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the tender bids.
- 5.6.6.** Bidders shall indicate their rates in clear/visible figures as well as in words. In case of a mismatch, the rates written in words will prevail.

- 5.6.7.** Financial bid may be submitted as per “Annexure: Financial bid format (Abridged Financial Bid & Detailed Financial Bid)” for the corresponding description.
- 5.6.8.** The Technical and Financial bids have to be uploaded as given in the Appendix for Uploading Procedure. Therefore, except for Annexure Q & R i.e. Bid Form 2 & 3, no physical document is to be submitted by the agencies.
- 5.6.9.** As the bids can be uploaded only up to the defined date and time, there can't be any late bids. DDCD will not be responsible for any delay in obtaining the terms and conditions of the tender or uploading of the bid on Govt. of Delhi's e-procurement portal before the due date and time of submission.
- 5.6.10.** Bids, complete in all respects, must be uploaded on the mentioned site by the due date and time.
- 5.6.11.** DDCD may, at its own discretion, extend the date for uploading of bids. In such a case all rights and obligations of DDCD and the bidders shall be applicable to the extended time frame.
- 5.6.12.** At any time prior to the last date for receipt of bids, DDCD, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective agency, modify the Tender Document by an amendment. The amendment will be notified on DDCD website <https://ddc.delhi.gov.in> as well as the e procurement portal of the Government and should be taken into consideration by the prospective agencies while preparing their bids.
- 5.6.13.** The offers submitted as documents, by telex/telegram/fax/Email or any manner other than specified above will not be considered. No correspondence will be entertained on this matter.
- 5.6.14.** Bids not quoted as per the format given by DDCD will be rejected straightway.
- 5.6.15.** No deviation from the tender specifications & terms and conditions will be accepted.
- 5.6.16.** Printed terms and conditions of the bidders will not be considered as forming part of their bid. In case terms and conditions of the contract applicable to the Invitation of bid are not acceptable to any bidder, they should clearly specify the deviations in the bids in pre-bid meeting..
- 5.6.17.** Tender process will be over with the issue of empanelment letter(s) to the selected vendor(s).
- 5.6.18.** The bids should be submitted as per Annexure B: Bid Submission Procedure.
- 5.6.19.** For all updates and amendments in the bid process bidders are advised to refer to official website of DDCD i.e. ddc.delhi.gov.in as well as the e procurement portal of the Government, from time to time.

5.7. Bid Validity

All the bids must be valid for a period of 90 days from the last date of bid submission. However, the rates should be valid for the initial/extended period of empanelment from the date of empanelment. No request will be considered for price revision during the empanelment (contract) period. If necessary, DDCD will seek extension in the bid validity period beyond 90 days.

6. Bid Evaluation

1. The empanelment will be a two phase process i.e. technical evaluation followed by financial evaluation of the technically qualified bidders.

2. Any effort by a bidder to influence DDCD or user department for bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's bid.
3. When deemed necessary, DDCD may seek clarifications on any aspect of their bid from the bidder. However, that would not entitle the bidder in the substance of the tender submitted or price quoted. This would also not mean that their bid has been accepted.
4. DDCD reserves the right to accept any bid, and to cancel/abort the Tender process and reject all bids at any time prior to finalization of empanelment process, without thereby incurring any liability to the affected bidder or bidders, of any obligation to inform the affected bidder of the grounds for DDCD action and without assigning any reasons.

6.1. Technical Evaluation

- 6.1.1. The technical bids shall be evaluated by a duly constituted Technical Evaluation Committee (TEC).
- 6.1.2. The first process for the TEC is to examine the eligibility of the bidders as per the tender specifications.
- 6.1.3. Bids of the bidders, not satisfying the eligibility criteria shall be rejected.
- 6.1.4. On request from the TEC, the bidders may have to submit additional information. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted.
- 6.1.5. The TEC shall call the eligible bidders for a presentation of the projects handled by them and quoted in their bids here. The time limit, in which the bidders' have to submit the additional information or present their projects, will be decided by the TEC and its decision will be final in this regard. Bidders failing to adhere to the specified time limit will be rejected.
- 6.1.6. The TEC will then evaluate information submitted in Packet 3-“Technical Bid” as per tender terms and work out marks obtained by each bidder on the basis of information submitted in Annexure E: “Technical Evaluation Criteria”.
- 6.1.7. **Bidders securing 75% and above marks will only be considered technically qualified.**
- 6.1.8. The financial evaluation will be followed for technically qualified bidders only.

6.2. Financial Evaluation

- 6.2.1. The financial bids will be opened in the presence of bidders' representatives (one per bidder) failing which the bids will be opened without waiting for the bidders' representatives.
- 6.2.2. A Financial Evaluation Committee (FEC) would scrutinize the commercial bids. The bids, found lacking in strict compliance to the commercial bid format shall be rejected straightaway.
- 6.2.3. Financial bids will be evaluated on the basis of total price. Any alteration / overwriting / cutting in the bid should be duly countersigned else it will be outrightly rejected. Conditional tenders shall NOT be accepted on any ground and shall be rejected straightaway.
- 6.2.4. For consideration of their bids, the bidders have to quote rates for all the 15 resource levels (Management/Functional Profile, Technology Profile and Subject Matter Expert) in the detailed financial bid (Annexure-“Detailed Financial Bid”).
- 6.2.5. The rates quoted should be as per industry standards for the educational qualifications and experience as per Annexure C: “Educational Qualification & Experience”.
- 6.2.6. For any of the resource levels, bids, quoting zero or incredibly low rates compared to the realistic industry prevalent rates, will be rejected.
- 6.2.7. Commercial Bids with GTVs that are less or more than 30% of the average bid price will be disqualified. The average bid price is computed by adding GTVs of ALL the technically qualified bidders and dividing the same by the number of technically qualified bidders

- 6.2.8. L1 agency shall be the one quoting least value of GTV in the Abridged Financial Bid and shall be determined amongst the bidders qualified after point 6.2.7 above. In case more than one agency quotes the same value of GTV then the agency having maximum total turnover will be reckoned as L1. A list of L1, L2, L3.....and so on will be prepared and a detailed financial bid of the L1 bidder shall be examined / opened.

6.3. Panel Formation

- 6.3.1. If L1 bidder as decided on the basis of GTV quotes zero or incredibly low rates or failed to quote in any of the constituent items in the detailed cost breakup, its bid will be rejected. The next successive lowest quoting bidder will be declared as L1, if found in order as per tender terms and conditions and so on.
- 6.3.2. A panel of up to Five vendors will be formed by giving successive opportunities to L2, L3, L4.... bidders to match the lowest unit rates finalized as above.

7. Award of Contract (Empanelment)

7.1. Signing of Contract

- 7.1.1. DDCCD will have a panel of up to **five bidders, in each tier, for availing the services during the period of empanelment**, which will be **initially for two years**. Depending on the project requirements and upon the request of the user department, DDCCD **may extend the period of empanelment for additional one year through mutual consent and on same rates and same terms and conditions**. The empanelled bidders will have to renew/re-submit the security deposit for the extended period of empanelment.
- 7.1.2. On written communication from DDCCD for having qualified for empanelment the bidder will sign the contract (letter of empanelment) within 7 days of such communication. Failing which the offer will be treated as withdrawn. DDCCD reserves the right to extend the offer to the next eligible bidder.
- 7.1.3. The conditions stipulated in the contract will be strictly adhered to and violation of any of these conditions will entail termination of the contract without prejudice to the rights of the DDCCD user department.
- 7.1.4. The incidental expenses of execution of agreement/contract shall be borne solely by the bidders.

7.2. Confidentiality

- 7.2.1. The empanelled bidder and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or business or operations of DDCCD or the user department / agency / organisation / Institution as the case may be without the prior written consent of DDCCD or the user department / agency /organisation / Institution as the case may be.
- 7.2.2. The agency will ensure that no information about the software, hardware, and database the policies of the client organization are taken out in any form including electronic form or otherwise, from the client site or any other source by the workforce posted by them.

8. Project Process/Work Orders

8.1. Placement of Work Orders

- 8.1.1. DDCD or the user department / agency / organisation / institution as the case may be may place the work orders on the empanelled agencies for its requirement or its projects.. The Work Order may encompass the complete scope of work or may require few services. Depending on the requirement, the work orders may be placed to any one of the empanelled agencies; more than one depending on the project requirement or the TOR may be given to more than one empanelled agency for their proposals for the specific scope of work.
- 8.1.2. In case of hiring the services of Consultants for Capacity Augmentation, the work order will be released in man-month mode with payment on submission of monthly bills with the user department.
- 8.1.3. In case of the Delivery Based Model, the estimated effort will be the basis for arriving at lump-sum cost and accordingly, the work order will be released indicating the lump sum amount with break-up on consultancy services..

8.2. Project Review Committee

The projects will be executed as per project execution models defined in Annexure J: “Project Execution Models”. The role of PRC will be as follows:

- 8.2.1. Define the scope of the project to the bidder to facilitate preparation of Annexure-“Proposed Consultants for Capacity Building” or Annexure-“Estimated Resource Deployment Proposal” depending on the model selected.
- 8.2.2. Assess/recommend the time period and man power efforts for project assignment to the empanelled bidders.
- 8.2.3. Act as an interface between the bidder and user department, if any.
- 8.2.4. Supervise the project progress until its full implementation. PRC will ensure that the assigned job is completed as per the schedules given in the work order.
- 8.2.5. PRC would advise the bidder to post additional manpower, free of any additional charge, if there are perceived slippages on the time schedules.
- 8.2.6. Offer clarifications to the bidder queries vis-a-vis project objectives.
- 8.2.7. Recommend release of funds and penalties for delay. For long duration projects the payments will be activity based while for short duration projects (less than 3 months) payments will be released on project completion.
- 8.2.8. The PRC may monitor following:
 - 8.2.8.1. Review the progress of the project as per TOR and contractual obligations of the bidders involved in the project in terms of deliverables and timelines.
 - 8.2.8.2. Assess the quality of deliverables and to accept or reject any part of the assignment/work order.
 - 8.2.8.3. Decide on levying appropriate liquidated damages or penalty if the assignment is not carried out as per the assigned work order and/or if the quality of services is found inferior.

8.3. Project Schedule

- 8.3.1. Project assignments to the empanelled bidders will be on the basis of time/cost estimates submitted by the bidders, duly evaluated by the PRC of the user department and approved by the competent authority.
- 8.3.2. Each project, therefore, will have a definite date of project completion. For any time slippages, the bidders can induct more resources at their cost to meet the time schedules. Project delays on account of the Bidder will attract a penalty as per penalty terms & conditions.

9. Payment Terms

- 9.1.1. The payment has been envisaged based on the scope of work for which the work order has been placed with the vendor.
- 9.1.2. All payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the Income Tax Act, 1961 and other applicable taxes if any as per Government of India /state Government rules.
- 9.1.3. GST or any other applicable Government levies will be payable irrespective of the fact that these are specifically mentioned in Appendix for FEC: Financial Bid Information or not.
- 9.1.4. All payments shall be made subject to adjustment of applicable penalties.
- 9.1.5. For long term projects, phase wise payments will be released as approved by the competent authority and duly recommended by the PRC of the user department. However, payments for short duration projects (less than 3 months) will be made on project completion on submission of a Performance Report/Project Review Report.
- 9.1.6. The payments will be released against pre-receipted bills in triplicate in the name of User A/c user department accompanied with Performance Report/Project Review Report. **Payment will be made within 30 days of submission of completed documents.**
- 9.1.7. In case the submission of bills to user department, along with the necessary documents i.e. POD's/BG's etc., is delayed by the vendor beyond 30 days from the date of issue of bill or delivery of materials etc., whichever is earlier, the entire liability towards payment of interest/penalty to the tax authorities would be on the cost of respective vendors so that the user department is not burdened unnecessarily with this amount. The entire amount will be deducted from the payment due to the respective vendor.
- 9.1.8. The agency would submit pre-receipted bills in the name of the user department, a/c user department, on a quarterly basis. The bills will be processed within 30 days if they are complete in all respects. The bills should carry a "satisfactory performance certificate" from the client.

9.2. Penalty

- 9.2.1. Project delays on account of the Bidder will attract a penalty of 1% (one percent) per week of the total project value up to 6 weeks. Thereafter, work order will be treated as cancelled and cancellation charges of 10% of work order value will be levied. In addition, security money/BG will be forfeited and the user department will be free to get the job done from an alternate source / open market at the risk and cost of the defaulting bidder.

10. Terms and Conditions

10.1. General

- 10.1.1. The agency would take adequate measures such as to maintain the sanctity of the database, if any, by keeping appropriate backups and to prevent database contents, either in part or in full, falling into the hands of any unauthorized person(s)/entity.
- 10.1.2. The professionals have to use their own resources such as laptops, mobile, internet etc. for doing the project work.
- 10.1.3. All panel bidders automatically agree with orders placed by DDCD or the user department as the case may be for honouring all aspects of fair trade practices in executing the work orders placed by orders placed by DDCD or the user department as the case may be.
- 10.1.4. The bidder shall be responsible for any damage to equipment, property, data and third party liabilities caused by acts on part of its deployed manpower at DDCD or the user department premises as the case may be. All equipment shall be used only for the purpose of carrying out legitimate business of client organization and shall not be put into any other use.

- 10.1.5.** The staff deployed by the bidder at the client's site, if any, shall maintain office decorum. They shall be courteous, polite and cooperative and able to resolve the users' problems. The bidder shall verify the character & antecedents, at their own cost, before deploying any person at DDCD or the user department/ agency/organisation / institution etc as the case may be.
- 10.1.6.** For the manpower deployed, the bidder shall keep with them, their present and permanent address, contact number, educational and technical qualification details, specimen signature, two passport size photographs and furnish these details/information to DDCD or the user department/ agency/organisation / institution etc as the case may be, as and when required.
- 10.1.7.** The empanelled bidder will not be entitled to make any claim, whatsoever, against DDCD under or by virtue of or arising out of this contract nor will DDCD entertain or consider any such claim for the jobs accepted post empanelment.
- 10.1.8.** During the empanelment period if the bidder's name got changed due to acquisition, amalgamation etc. The bidder must inform DDCD with all required documents within one month of its name change. DDCD will not entertain any name change requests during the bidding process. In this case the bid will be rejected straightaway.
- 10.1.9.** The selected bidder shall not outsource the work to any other associate/franchisee/third party under any circumstances. If it so happens, then DDCD or the user department/ agency/organisation /institution etc as the case may be shall impose sanctions which shall include: forfeiture of the security deposit, revocation of bank guarantees (including the ones submitted for other work orders) and termination of the Contract for default.
- 10.1.10.** DDCD or the user department/ agency/organisation institution etc as the case may be by written notice sent to the selected bidder, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination shall specify that termination is for DDCD or the user department/ agency/organisation / institution etc as the case may be convenient, the extent to which performance of work under the work order and/or the contract is terminated, and the date upon which such termination becomes effective. DDCD reserves the right to cancel the remaining part and pay to the selected bidder an agreed amount for partially completed Services.
- 10.1.11.** In the event of the bidder's company or the concerned division of the company is taken over/bought over by another company, all the obligations under the agreement with DDCD or the user department/ agency/organisation / institution etc as the case may be, should be passed on for compliance by the new company / new division in the negotiation for their transfer.
- 10.1.12.** The aggregate liability of the empanelled agency under this agreement, or otherwise in connection with the services to be performed hereunder, shall in no event exceed the total fees payable to the empanelled agency hereunder. The empanelled agency shall only be liable for the direct damages or loss arising out of this agreement or otherwise from its services and not for any indirect or consequential damages. The preceding limitation shall not apply to liability arising as a result of the Consultant's fraud or wilful misconduct in performance of the services hereunder.

10.2. Indemnity

- 10.2.1.** DDCD or the user department/ agency/organisation institution etc as the case may stand indemnified of all legal obligations, past/present/future, and the bidder may have with its professionals.
- 10.2.2.** DDCD or the user department/ agency/organisation /institution etc as the case may be absolved for any liability on account of death or injury sustained by the Bidder staff during the performance of the empanelment and also for any damages or compensation due to any dispute between the bidder and its staff.
- 10.2.3.** The empanelled Bidder will indemnify DDCD or the user department/ agency/organisation/ institution etc as the case may be of any infringement of third party

rights be they under the Patents Act or the IPR.

10.3. Intellectual Property Rights

- 10.3.1.** The IPR and copyright will be with DDCD or the user department/ agency/organisation / institution etc as the case may be and the bidder will not have any stake in the deliverables during the course of assignment.
- 10.3.2.** The agency or its deployed personnel, by virtue of working on DDCD or the user department/ agency/organisation/ institution etc as the case may be, can't claim any rights on the work performed by them. DDCD or the user department/ agency/organisation/institution etc as the case may be will have absolute rights on the work assigned and performed by them. Neither claims of the agency or its deployed professionals will be entertained on the deliverables.

10.4. Termination for Insolvency & default

- 10.4.1. Suspension:** DDCD or the user department/ agency/organisation/institution etc as the case may be, may by a written notice of suspension, suspend all payments to the empanelled bidder under the contract, if the empanelled bidder fails to perform any of its obligations under this contract provided that such notice of suspension:
 - 10.4.1.1.** will specify the nature of the failure and
 - 10.4.1.2.** will request the empanelled bidder to remedy such failure within a specified period from the date of issue of such notice of suspension.
- 10.4.2. Termination for Insolvency:**
 - 10.4.2.1.** DDCD or the user department/ agency/organisation/institution etc as the case may be, may at any time terminate the work order / contract by giving written notice of upto four weeks to the bidder, without any compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent.
 - 10.4.2.2.** DDCD or the user department/ agency/organisation/institution etc as the case may be, may at any time terminate the empanelment by giving written notice to the Bidder without any compensation if the empanelled bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to DDCD or the user department/ agency/organisation/institution etc as the case may be.
 - 10.4.2.3.** Termination for Convenience: DDCD or the user department/ agency/organisation/ institution etc as the case may be, reserves the right to terminate by prior written notice, the whole or part of the contract. The notice of termination will specify that termination is for DDCD or the user department/ agency/organisation/institution etc as the case may be convenient, the extent to which performance of work under the contract is terminated and the date on which such termination becomes effective.

10.5. Termination for default:

- 10.5.1.** Default is said to have occurred
 - 10.5.1.1.1.** If the bidder fails to deliver any or all of the services within the time period(s) specified in the work order or any extension thereof granted by DDCD or the user department/ agency/organisation/institution etc as the case may be.
 - 10.5.1.1.2.** If the bidder fails to perform any other obligation(s) under the contract / work order.
- 10.5.2.** If the bidder, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from DDCD (or takes longer period

in spite of what DDCD or the user department/ agency/organisation/institution etc as the case may be may authorize in writing), DDCD or the user department/ agency/organisation/institution etc as the case may be may terminate the contract / work order in whole or in part. In addition to above, DDCD or the user department/ agency/organisation/institution etc as the case may be, may at its discretion also take the following actions.

- 10.5.2.1.** DDCD or the user department/ agency/organisation/institution etc as the case may be may transfer upon such terms and in such manner, as it deems appropriate work order for similar support service to other bidder and the defaulting bidder shall be liable to compensate DDCD or the user department/ agency/organisation/institution etc as the case may be for any extra expenditure involved towards support service to complete the scope of work totally.

10.6. Force Majeure

- 10.6.1.** Force majeure clause shall mean and be limited to the following in the execution of the contract orders placed by DDCD or the user department/ agency/organisation/institution etc as the case may be :-

- 10.6.1.1.1.** War / hostilities.

- 10.6.1.1.2.** Riot or Civil commotion.

- 10.6.1.1.3.** Earthquake, flood, tempest, lightning or other natural physical disaster.

- 10.6.1.1.4.** Restriction imposed by the Government or other statutory bodies, which is beyond the control of the bidders, which prevent or delay the execution of the order by the bidder.

- 10.6.2.** The bidder shall advise DDCD or the user department/ agency/organisation/institution etc as the case may be in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, DDCD or the user department/ agency/organisation/institution etc as the case may reserve the right to cancel the order without any obligation to compensate the bidder in any manner for whatsoever reason.

- 10.6.3.** Notwithstanding the provisions of the tender, the Bidder will not be liable for forfeiture of its performance guarantee, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

- 10.6.4.** For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of DDCD or the user department/ agency/organisation/institution etc as the case may be either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- 10.6.5.** If a Force Majeure situation arises, the empanelled Bidder will promptly notify DDCD or the user department/ agency/organisation/institution etc as the case may be in writing of such conditions and the cause thereof. Unless otherwise directed by DDCD or the user department/ agency/organisation/institution etc as the case may be in writing, the Bidder will continue to perform its obligations under the contract as far as reasonably practical and will seek all reasonable alternative means for performance not prevented by the Force Majeure event. DDCD or the user department/ agency/organisation/institution etc as the case may be may terminate this contract, by giving a written notice of minimum 30 days to the Bidder, if as a result of Force Majeure, the Bidder being unable to perform a material portion of the services for a period of more than 60 days.

10.7. Arbitration/ Dispute Resolution

DDCD or the user department/ agency/organisation/institution etc as the case may be and the bidder will make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the work order. If any dispute will arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute will be referred to two arbitrators, one to be appointed by each party and the third to be appointed by the Govt. of NCT of Delhi and the award of the arbitration, as the case may be, will be final and binding on both the parties. The arbitrators with the consent of parties may modify the time frame for making and publishing the award. Such arbitration will be governed in all respects by the provision of the Indian Arbitration Act, 1996 or later and the rules there under and any statutory modification or reenactment, thereof. The arbitration proceedings will be held in New Delhi, India.

10.8. Applicable law

The work orders will be governed by the laws and procedures established by Govt. of NCT of Delhi, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing. Any default in the terms and conditions of the tender by the bidder will lead to rejection of bid/work order and forfeiture of EMD/Security Deposit.

ANNEXURE A: Abbreviations

Acronym	Description
CMM	Capability Maturity Model
DD	Demand Draft
DGM	Deputy General Manager
DM	Deputy Manager
EOI	Expression of Interest
EMD	Earnest Money Deposit
FAQ	Frequently Asked Question
FEC	Financial Evaluation Committee
GTV	Gross Total Value
GUI	Graphical User Interface
HOD	Head of Department
ISO	International Organisation of Standards
MD	Managing Director
DDCD	Dialogue and Development Commission of Delhi
PEC	Project Execution Committee
PLC	Project Life Cycle
PM	Project Manager
PRC	Project Review Committee
SDLC	Software Development Life Cycle
SEI	Software Engineering Institute
SLA	Service Level Agreement
SOW	Scope of Work
TD	Tender Document
TDS	Tax Deduction at Source
TEC	Technical Evaluation Committee
TESA	Tender, Empanelment and Strategic Alliances
TOR	Terms of Reference
WO	Work Order

ANNEXURE B: BID SUBMISSION PROCEDURE

Following procedure should be followed for uploading of documents for all categories.

a. The bids for this tender have to be submitted in accordance with the instructions given below:

The packets as mentioned below have to be uploaded online on the e procurement website of Govt. of NCT of Delhi. For this, the agencies must have obtained a class 2/class 3 digital signature certificate as described on the afore-mentioned portal.

Packet – 1	<p>The file should be saved in a PDF version and marked as: “EMD_<Bidder’s Name>_Tier-<1 or 2 or 3 > .pdf” and should comprise of the following items:</p> <ul style="list-style-type: none"> ● Scanned copy of the Bid Security Declaration in prescribed format as per Annexure Q. ● Authorization letter /PoA of the bidder. ● Bid Summary as per Annexure O: Bidder’s Summary <p>The PDF file not containing the above documents or containing the financial bid in explicit / implicit form will lead to rejection of the bid.</p>
Packet -2	<p>The file should be saved in a PDF version and marked as “Eligibility_<Bidder’s Name>_Tier-<1 or 2 or 3>.pdf” and should comprise of the information asked in Eligibility Criteria Section of the tender document and contain the following information:-</p> <ul style="list-style-type: none"> ● Compliance sheet as per Annexure-P: Eligibility Criteria Sheet ● All the necessary Annexure related to the eligibility criteria ● All supporting documents asked for eligibility criteria. <p>The PDF file not containing the above documents or containing the financial bid in explicit / implicit form will lead to rejection of the bid.</p>
Packet – 3	<p>The file should be saved in a PDF version and marked as “Technical_<Bidder’s Name>_Tier-<1 or 2 or 3>.pdf” and should comprise the information asked in the Technical Evaluation Criteria Section of the tender document.</p> <ul style="list-style-type: none"> ● Duly, signed and Sealed scanned copy sheet as per Annexure-F: TEC Form 1 ● Duly, signed and Sealed scanned copy sheet as per Annexure-G: TEC Form 2 ● All the necessary Annexure(s) related to the Technical evaluation criteria and Technical Bid. ● All supporting documents as asked for technical evaluation criteria and Technical Bid. <p>All supporting documents asked for Technical evaluation criteria. The PDF file not containing the above documents or containing the financial bid in explicit / implicit form will lead to rejection of the bid.</p>

Packet – 4	The should be saved in a XLS version and marked as “ Abridged _ <Bidder’s Name> _Tier-<1 or 2 or 3>.xls ” and should contain the financial bid as per the format provided in Annexure-I: ABRIDGED FINANCIAL BID read with Annexure H: DETAILED FINANCIAL BID of the tender document.
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- b. DDCD will not accept delivery of proposals in any manner other than that specified in this section. Proposals delivered in any other manner shall be treated as defective, invalid and rejected.
- c. Eligibility/Technical proposal should not contain any commercial information.
- d. A board resolution/ power of attorney (as the case may be) authorizing the Bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP shall be included in Packet-1.
- e. The bids submitted **online** on the Delhi government’s e-procurement portal only shall be considered. Bids submitted by any other mode shall be rejected summarily without assigning any reason.

ANNEXURE C: EDUCATIONAL QUALIFICATIONS AND EXPERIENCE

f. *Table-1 : Management/Functional Profile*

Qualifications:

- a. Minimum Graduate with MBA/ MA or CA/CS/LLB

S. No.	Resources (MKA)	Min. Experience in no. of years	Min. No. of Resources on Bidder's Roll for Tier-1	Min. No. of Resources on Bidder's Roll for Tier-2	Min. No. of Resources on Bidder's Roll for Tier-3
1	Consultants (15 yrs & above)	15	30	5	2
2	Consultants (10 yrs and < 15 Yrs)	10	40	10	4
3	Consultants (6 yrs and < 10 Yrs)	6	50	15	6
4	Consultants (3 yrs and < 6 Yrs)	3	60	20	8
5	Consultants (< 3 Yrs)	1	x	x	2

g. *Table-2 : Technology Profile*

Qualifications:

- a. Minimum B.E./B. Tech./MCA/M. Tech. or equivalent or
 b. Engineering Graduate/ Post Graduate with certification or specialization in domain areas

S. No.	Resources (MKA)	Min. Experience in no. of years	Min. No. of Resources on Bidder's Roll for Tier-1	Min. No. of Resources on Bidder's Roll for Tier-2	Min. No. of Resources on Bidder's Roll for Tier-3
1	Consultants (15 yrs & above)	15	30	5	2
2	Consultants (10 yrs and < 15 Yrs)	10	40	10	4
3	Consultants (6 yrs and < 10 Yrs)	6	50	15	6
4	Consultants (3 yrs and < 6 Yrs)	3	60	20	8
5	Consultants (< 3 Yrs)	1	x	x	2

Note:

The bidder has to submit the details of resources as per above in the format provided in **Annexure -N: Employee Details.**

ANNEXURE D: INDICATIVE WORK PROFILES FOR VARIOUS POSITIONS

h. Management/Functional Profile

#	Profile/ Discipline	Indicative Work Description
1	Business Process Re-Engineering	Study of business processes, Organization structure of government departments, preparation of As-Is Process maps, identification and analysis of gaps and proposing To-Be processes for improved and efficient delivery of G2G, G2B and G2C services.
2	Strategy & Management	Consultancy for strategic planning and management during any/all phases of assessment/planning/implementation/continuous strategy for implementation and rollout of large/medium/small Government service delivery project including feasibility study/policy assessment/impact assessment/IT roadmap/ Economist, Investment attraction and facilitation, Trade promotion, Startup promotion, Ease of doing business and living, Industrial development etc. etc.
3	Application Rollout & Performance audit	To provide consultancy support in any/all phases of the project viz initiation, planning, executing, transitioning while managing scope, time, risk etc. before, during and after implementation of any Government service delivery project
4	DPR, RFP Preparation & Bid process Management	Consultancy during any/ all phases of Bid Process Management including preparation of Detailed Project Report (DPR), Business model, risk analysis, stakeholder analysis, RFP Preparation (requirement gathering / functional specifications / implementation timelines / defining levels / payment terms / contract finalization / costing model etc.), pre-bid meetings, evaluation Qualification /Technical / Financial) etc.
5	Finance & Accounts	Provide consultancy during any/all phases of planning/operations for department/organization/institution on matters related to finance and accounts which may include accounting processes, advisory, analysis, chart of Accounts and audits etc.
6	Procurement Policies	Provide consultancy on procurement matters in Government department/organization/institution including providing assistance on procurement of goods and services. Advise/manage on matters related to Procurement/ tender process/ policies/ standard operating procedures/ templates etc.
7	HR Management, capacity building	Consultancy on preparation of HR Policy, manpower and organization re-structure, training, capacity building, organization development, HR manuals etc.

8	Legal Matters	Consultancy support during any/all phases of the project on matters related to contract drafting & validation, legal vetting etc. The candidate should have legal qualifications/ legal background. It may also include functional advisory on ICT enablement projects with departments/ organizations/ institutions. The resource should be well conversant with IT acts & related matters.
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i. Technology Profile

#	Profile/ Discipline	Indicative Work Description
1	Software Solution Architect	Consultancy during any/all phases of the project on design and architecture for Hardware/Software requirements in simple/complex heterogeneous systems environments for large/medium/small projects leading to enablement of IT enabled service delivery (G2G/G2B/G2C) departments/organizations/institutions.
2	Compute, storage, virtualization	Consultancy during any/all phases of the project on sizing/solutions design for large/medium/small may have requirements (Computing/Storage/ Virtualization) in heterogeneous systems environments leading to enablement of IT enabled service delivery (G2G/G2B/G2C) for government departments/organizations/institutions.
3	Data Centre Power Infrastructure	Consultancy during any/all phases of the project on conceptualization/design/architecture/analysis/monitoring/performance improvement for Electrical Power requirements for Large/Medium/Small Server Room/Data Centre requirements.
4	Data Centre Cooling Infrastructure	Consultancy during any/all phases of the project on conceptualization/design/architecture/analysis/monitoring/performance improvement for Large/Medium/Small Server Room/Data Centre Cooling requirements.
5	IT Network Specialist	Consultancy during any/all phases of the project on conceptualization/design/architecture/analysis/SLA monitoring/Third Party Audit/performance Large/Medium/Small Networking/LAN/WAN/eGovernance project with government departments/ organizations/ institutions
6	IT Security Specialist	Consultancy on IT Security during any/all phases of the project on conceptualization/design/architecture/analysis/ SLA monitoring/Third Party ISO27001/Security Audit/performance Large/Medium/Small delivery/eGovernance project with government departments/organizations/ institutions.

j. Subject Matters Expert:

1	Subject Matters Expert	Post Graduate with minimum 12+ years of experience and certification or specialization in domain areas Consultancy support during any/all phases of the project in a particular sector. Subject Matter Expert shall exhibit the highest level of experience in performing a specialized job, task or skill in the concerned domain related to Governance subject.
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ANNEXURE E: TECHNICAL EVALUATION CRITERIA

1. TECHNICAL EVALUATION CRITERIA FOR CATEGORY Tier-1

k. Number of years of Consulting firm's (Max Marks 5)

S. No.	No. of Years	Max Marks	Marks Obtained
1	5+ years	3	
2	6+ years	4	
3	7+ years	5	

l. Average Annual Turnover from Consulting Services in India in last three years (Max Marks 5)

S. No.	Turnover	Max Marks	Marks Obtained
1	Rs. 1000+ Crores	3	
2	Rs. 1200+ Crores	4	
3	Rs. 1500+ Crores	5	

m. Average Annual Turnover from Government Consulting Services in India in last three years (Max Marks 5)

S. No.	Turnover	Max Marks	Marks Obtained
1	Rs. 100+ Crores	3	
2	Rs. 120+ Crores	4	
3	Rs. 150+ Crores	5	

n. Number of Govt. consultancy jobs of value more than Rs. 5 Crore in the last three years. One extra mark is awarded for every additional project. However 2 marks would be provided for each project with value more than Rs. 10 Crore. Above 10 projects, maximum marks 15 would be provided. (Max Marks 15)

S. No.	No. of Projects	Max Marks	Marks Obtained
1	5 Projects	10	
2	6 Projects	11	
3	7 Projects	12	
4	8 Projects	13	
5	9 Projects	14	
6	10 Projects	15	

- o. Personnel proposed to be deployed on DDCD projects or the user department/ agency/organisation/ institution etc as the case may be . The evaluation would be based on educational qualification and experience of the personnel as per Annexure-C “Educational Qualification & Experience” Table T1, T2. (Max Marks 30)

S. No.	Turnover	Min. No. of Resources Required on Bidder's Roll	No. of Resources Available on Bidder's Roll	Marks allocated $C=(B/A)-1$	Maximum Marks	Marks Obtained
		A	B	C	E	F
1	Consultants (15 yrs & above)	30			6	
2	Consultants (10 yrs and < 15 Yrs)	40			8	
3	Consultants (6 yrs and < 10 Yrs)	50			8	
4	Consultants (3 yrs and < 6 Yrs)	60			8	
5	Consultants (< 3 Yrs)	X			X	

- p. Number of projects handled for various functional areas. Each project will carry 1 mark. The projects with Project Management in Management Profile and Solution Architect in Technology Profile will carry 2 marks. (Max. Marks – 30)

S. No.	Project Profile	Max Marks		Marks Obtained	
		Govt. Project	Pvt. Sector Projects	Govt. Project	Pvt. Sector Projects
1	Management Profile	10	5		
2	Technology Profile	10	5		
Total		20	10		

- q. Technical Presentation (Max. Marks – 20)
 r. Total Marks – 110

2. TECHNICAL EVALUATION CRITERIA FOR CATEGORY Tier-2

1. Number of years of Consulting firm's (Max Marks 5)

S. No.	No. of Years	Max Marks	Marks Obtained
1	3+ years	3	
2	4+ years	4	
3	5+ years	5	

2. Average Annual Turnover from Consulting Services in India in last three years (Max Marks 5)

S. No.	Turnover	Max Marks	Marks Obtained
1	Rs. 500+ Crores	3	
2	Rs. 600+ Crores	4	
3	Rs. 700+ Crores	5	

3. Average Annual Turnover from Govt. Services in India in last three years (Max Marks 5)

S. No.	Turnover	Max Marks	Marks Obtained
1	Rs. 50+ Crores	3	
2	Rs. 60+ Crores	4	
3	Rs. 70+ Crores	5	

4. Number of Govt. consultancy jobs of value more than Rs. 50 lakhs in the last three years. One extra mark is awarded for every additional project. However 2 marks would be provided for each project with value more than Rs. 01 Crore. Above 10 projects, maximum marks 15 would be provided.(Max. Marks 15)

S. No.	No. of Projects	Max Marks	Marks Obtained
1	5 Projects	10	
2	6 Projects	11	
3	7 Projects	12	
4	8 Projects	13	
5	9 Projects	14	
6	10 Projects	15	

5. Personnel proposed to be deployed on DDCD projects or the user department/ agency/organisation/institution etc as the case may be. The evaluation would be based on educational qualification and experience of the personnel as per Annexure-C-“Educational Qualification & Experience” Table T1, T2. (Max Marks 30)

S. No.	Turnover	Min. No. of Resources Required on Bidder's Roll	No. of Resources Available on Bidder's Roll	Marks allocated C=(B/A)-1	Max Marks	Marks Obtained
		A	B	C	E	F
1	Consultants (15 yrs & above)	5			6	
2	Consultants (10 yrs and < 15 Yrs)	10			8	
3	Consultants (6 yrs and < 10 Yrs)	15			8	
4	Consultants (3 yrs and < 6 Yrs)	20			8	
5	Consultants (< 3 Yrs)	X			X	

6. Number of projects handled for various functional areas. Each project will carry 1 mark. The projects with Project Management in Management Profile and Solution Architect in Technology Profile will carry 2 marks. (Max. Marks – 30)

S. No.	Project Profile	Max Marks		Marks Obtained	
		Govt. Project	Pvt. Sector Projects	Govt. Project	Pvt. Sector Projects
1	Management Profile	10	5		
2	Technology Profile	10	5		
Total		20	10		

7. Technical Presentation (Max. Marks – 20)
 8. Total Marks – 110

3. TECHNICAL EVALUATION CRITERIA FOR CATEGORY Tier-3

1. Number of years of Consulting firm's (Max Marks 5)

S. No.	No. of Years	Max Marks	Marks Obtained
1	3+ years	3	
2	4+ years	4	
3	5+ years	5	

2. Average Annual Turnover from Consulting Services in India in last three years (Max Marks 5)

S. No.	Turnover	Max Marks	Marks Obtained
1	Rs. 50+ Crores	3	
2	Rs. 60+ Crores	4	
3	Rs. 70+ Crores	5	

3. Average Annual Turnover from Govt. Services in India in last three years (Max Marks 5)

S. No.	Turnover	Max Marks	Marks Obtained
1	Rs. 10+ Lacs	3	
2	Rs. 15+ Lacs	4	
3	Rs. 20+ Lacs	5	

4. Number of Govt. consultancy jobs of value more than Rs. 10 lakhs in the last three years. One extra mark is awarded for every additional project. However 2 marks would be provided for each project with value more than Rs. 20 lacs. Above 10 projects, maximum marks 15 would be provided.(Max. Marks 15)

S. No.	No. of Projects	Max Marks	Marks Obtained
1	5 Projects	10	
2	6 Projects	11	
3	7 Projects	12	
4	8 Projects	13	
5	9 Projects	14	
6	10 Projects	15	

5. Personnel proposed to be deployed on DDCD projects. The evaluation would be based on educational qualification and experience of the personnel as per Annexure-C-“Educational Qualification & Experience” Table T1, T2. (Max Marks 30)

#	Turnover	Min. No. of Resources Required on Bidder's Roll	No. of Resources Available on Bidder's Roll	Marks allocated $C=(B/A)-1$	Max Marks	Marks Obtained
		A	B	C	E	F
1	Consultants (15 yrs & above)	2			4	
2	Consultants (10 yrs and < 15 Yrs)	4			8	
3	Consultants (6 yrs and < 10 Yrs)	6			8	
4	Consultants (3 yrs and < 6 Yrs)	8			8	
5	Consultants (< 3 Yrs)	2			2	

6. Number of projects handled for various functional areas. Each project will carry 1 mark. The projects with Project Management in Management Profile and Solution Architect in Technology Profile will carry 2 marks. (Max. Marks – 30)

S. No.	Project Profile	Max Marks		Marks Obtained	
		Govt. Project	Pvt. Sector Projects	Govt. Project	Pvt. Sector Projects
1	Management Profile	10	5		
2	Technology Profile	10	5		
Total		20	10		

7. Technical Presentation (Max. Marks – 20)
8. Total Marks – 110

ANNEXURE F: TEC FORM 1: COVERING LETTER

To

The Vice Chairperson,
Dialogue and Development Commission
of Delhi,
33, Shamnath Marg, Civil lines,
Delhi-110054

Sub: Bid for Empanelment of Consulting Companies for Government Project/Services for
..... **(Mention the category Tier-1/Tier-2/Tier-3 under which bid is being submitted).**

Dear Sir,

1. Having examined the BID document and appendix thereto, we, the undersigned, in conformity with the said document, offer to provide the said services as given in the BID document and the terms of reference to be signed upon the award of contract for empanelment.
2. We acknowledge having received the following addendum to the proposal document:

Addendum No.	Dated

3. We undertake, if our proposal is accepted, to provide the services enlisted in the contract within the time frame specified, starting from the date of receipt of empanelment letter from DDCD.
4. We agree to execute a contract in the form to be communicated by DDCD, incorporating all agreements with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard and notice of the award within time prescribed after notification of your intention to accept this proposal.
5. Unless and until a formal agreement is prepared and executed this proposal together with your written acceptance thereof shall constitute a binding contract agreement.
6. We would like to clearly state that we qualify for empanelment as our Bidder meets all the eligibility criteria indicated by you in the BID document.

We understand that if the details given in support of claims made above are found to be untenable or unverifiable or both our proposal may be rejected without any reference to us. We further clearly understand that DDCD is not obliged to inform us of the reasons for rejection of our proposal.

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of BID and are liable to any punitive action for furnishing false information/documents.

Dated this _____ day of <YYYY>

Signature

(BidderSeal)

In the capacity of Duly authorized to sign documents/proposals for and on behalf of:

ANNEXURE G: TEC FORM 2: TECHNICAL BID

- s. Name of the Agency: _____
- t. Address of the Agency: _____

 District _____ PIN _____
- u. Email Address: _____
- v. Phone: _____
- w. Incorporated as : _____ in year _____ at _____
 (State Registered Firm, Co-operative Society or Partnership Firm)
- x. Whether any Legal Arbitration/proceeding is /has been/had been instituted against the Agency or the Agency has lodged any claim in connection with works carried out by them (Yes/No): _____
 If yes, please give details. _____
- y. Whether the agency complies with the requirement of Registration under the Contract Labour (Regulation and Abolition) Act (Yes/No): _____
- z. Agency profile (*)
- a. Name of the top executive: _____
 and designation: _____
- b. Email Address: _____
- c. Mobile Number: _____
- d. GSTIN: _____
- e. PAN: _____
- f. CIN: _____
- g. Office Strength: Technical: _Nos. Administrative: _Nos. Management: _Nos.

aa. Bidder's Turnover (In Rs. Crores)

Turnover from		2019-20	2020-21	2021-22	Average Turnover
1		2	3	4	5
Consultancy	A				
Government Consultancy	B				

- bb. Please specify five consultancy jobs each of value more than specified limit as may be in case of Tier-1 or Tier-2 or Tier-3 undertaken and successfully completed in the last three years. Information may be submitted in the following format. Please attach a separate sheet for each project and submit work orders & satisfactory completion certificates from the clients.

S. No.	Consultancy Assignment	Details
1	Name of the Client with address	
2	Year of undertaking the project	
3	Project Name and summary (5 lines)	
4	Project Start Date	
5	Project Completion Date	
6	Project Cost	
7	Name of the Client's Contact person with phone number	

cc. Payment Details (as applicable)

Particulars	Amount (in Rs.)	Instrument No.	Date	Bank	Branch

Documents in support of the above may be furnished with page numbers indicated in the index. Please use separate sheets wherever necessary.

(* If the Agency has branch offices in India, please give a profile of the branch offices as per item (e) above.

Date:

Place

Authorised Signatory Name

Company Seal

ANNEXURE H: DETAILED FINANCIAL BID

dd. DETAILED FINANCIAL BID FOR CATEGORY Tier-1/ Tier- 2/ Tier - 3

Name of the Agency: _____

Resource Rates:

Table 1: Management/Functional Profile for Tier-1/ Tier 2/Tier 3

S. No.	Resources with Experience	Month rate of the agency (without tax)	Year rate of the agency (without tax)	Weight	Total (M)	Total (Y)
	1	2	3	4	5=2x4	6=3x4
1	Consultants (15 yrs & above)			0.08		
2	Consultants (10 years and < 15 years)			0.09		
3	Consultants (6 years and < 10 years)			0.11		
4	Consultants (3 years and < 6 years)			0.11		
5	Consultants (< 3 years)			0.08		
X1 = Sum of Column (5) of Rows 1 to 5						

Table 2: Technology Profile for Tier-1/ Tier 2/ Tier 3

S. No.	Resources with Experience	Month rate of the agency (without tax)	Year rate of the agency (without tax)	Weight	Total (M)	Total (Y)
	1	2	3	4	5=2x4	6=3x4
1	Consultants (15 yrs & above)			0.08		
2	Consultants (10 years and < 15 years)			0.09		
3	Consultants (6 years and < 10 years)			0.11		
4	Consultants (3 years and < 6 years)			0.11		
5	Consultants (< 3 years)			0.08		
X2 = Sum of Column (5) of Rows 1 to 5						

Table 3: Subject Matter Expert for Tier-1/ Tier 2/ Tier 3

S. No.	Resources with Experience	Month rate of the agency (without tax)	Year rate of the agency (without tax)	Weight	Total (M)	Total (Y)
	1	2	3	4	5=2x4	6=3x4
1	Subject Matter Expert			0.06		
X3 = Value of Column (5) of Rows 1						

GROSS TOTAL VALUE (GTV) = X1 +X2 +X3 (as calculated above) =X

X=.....

1. The resources to be deployed at the above levels should be the bidder’s employees and respectively they should have regular educational qualifications and experience as per Annexure-C “Educational Qualification and Experience”. /DDCD or the user department as the case may be may call for this information for a professional before her/his deployment.
2. For consideration of their bids, the bidders have to quote for all the resource levels. The rates quoted should be as per industry standards for the prescribed experience. For any of the resource levels, bids quoting zero or incredibly low rates compared to the realistic industry prevalent rates will be rejected.
3. The rates finalized will not be changed throughout the period of empanelment/extended empanelment.
4. The empanelled agencies will provide service within the territory of Delhi. If a resource has to undertake a tour in the interest of the DDCD project or the user department / agency / organisation / institution as the case may be, the same shall be done with the prior approval of the competent authority. Further, TA/DA if applicable, shall be in accordance with the guidelines/circulars/orders on the subject matter issued by Government from time to time.
5. Out of Pocket Expenses (OPE) for Consultants will be reimbursed on production of original documents.
6. Each work order will be considered a project and OPE shouldn’t exceed 15% of the work order value. In case of DDCD empanelment is utilized by other Govt. department/State govt., Consultants’ lodging, boarding, daily expenses etc related to the project would be paid extra limited to 15% of the work order value.
7. All applicable taxes will be paid extra.
8. Each Job assignment will be done at the cost finalized depending on the Project Execution Model used in TOR.

Date:

Authorised Signatory Name

Place

Company Seal

ANNEXURE I: ABRIDGED FINANCIAL BID

Name of the Bidder: _____

Category : (Mention the category Tier-1 or 2 or 3 for which bid is submitted)

Prices should be quoted in Indian Rupees and indicated both in figures and words. Price in words will prevail, in the event of any mismatch.

GROSS TOTAL VALUE (GTV) X= for Tier (in numbers)	
(in words)	Rupees.....

1. The bidder must first fill rates in the applicable category as per Detailed Financial Bid. Rates for all the items have to be quoted for consideration of their bid.
2. In this proforma, the GROSS TOTAL VALUE (X) as calculated in Detailed Financial Bid has to be reproduced as above.
3. This proforma shouldn't contain any detailed rates otherwise the bid will be rejected.

Place:

Name:

ANNEXURE J: PROJECT EXECUTION MODELS

Model – 1 Consulting Assignment (Capacity Augmentation)

- a. Communication for initiating the project from the user department/ agency/organisation/ institution etc as the case may be.
- b. Preparation of Terms of Reference (TOR) prepared by DDCCD or the user department as the case may be indicating nature of work, duration, resources required, place of deployment, reporting officer, deliverables, selection criteria etc. for hiring the services of consultants from empanelled bidders
- c. Constitution of Project Review Committee (PRC) and/or other such committees by Ministry /Department with members from DDCCD or the user department/ agency/organisation/ institution etc as the case may be as well.
- d. Approval of TOR by the user department/ agency/organisation/institution etc as the case may be
- e. Circulation of resource requirement/TOR to empanelled bidders by DDCCD or the user department/ agency/organisation/institution etc as the case may be
- f. Selection of resources from empanelled bidders by PRC
- g. Order placement by DDCCD or the user department/ agency/organisation/institution etc as the case may be to selected empanelled bidder(s)
- h. Deployment of resources by empanelled agency and their joining at designated places
- i. Preparation of Monthly Performance Report (MPR) format for each deployed resource indicating key performance indicators likely to be achieved during the period of deployment
- j. MPR submission by Reporting Officer for resources indicating the KPIs achieved
- k. Raising of monthly bills along with MPR by empanelled bidder to DDCCD or the user department/ agency/organisation/institution etc as the case may be for release of payment as per Work Order
- l. Project Closure on its completion by DDCCD or the user department/ agency/organisation/institution etc as the case may be

Model – 2 Deliverable based Assignment

- m. Communication for initiating the project from the user department/ agency/organisation/institution etc as the case may be.
- n. Preparation of Terms of Reference (TOR) prepared by DDCD or the user department as the case may be indicating nature/scope of work, supporting documents, duration, place of deployment, milestones, deliverables, selection criteria etc. for deliverable based consulting assignment from empanelled bidders
- o. Constitution of Project Review Committee (PRC)/ Nodal Officer and/or other such committees by Ministry/Department with members from DDCD or the user department as the case may be as well
- p. Approval of TOR by DDCD or the user department as the case may be
- q. Circulation of TOR along with supporting documents to empanelled bidders by DDCD or the user department as the case may be
- r. Selection of bidder and cost as per selection criteria defined in TOR by PRC/ Nodal Officers.
- s. Approval of Committee Minutes by DDCD or the user department/ agency /organisation as the case may be
- t. Order Placement by DDCD or the user department/ agency /organisation/institution etc as the case may be to selected bidder
- u. Deployment of resources, if required, at designated places, finalisation of Milestone Performance Report (MPR) indicating milestones, deliverables, key performance indicators, quality parameters for deliverables etc.
- v. Project Execution by selected bidder under the guidance of PRC.
- w. MPR submission by Reporting Officer to bidder at the end of each milestone based on PRC review
- x. Raising of bills along with MPR by empanelled bidder to DDCD or the user department/ agency /organisation as the case may be for release of payment as per Work Order
- y. Sign-off by Ministry/Department
- z. Project Closure on its completion by DDCD or the user department/ agency /organisation/institution etc as the case may be

ANNEXURE K: PROPOSED CONSULTANTS FOR CAPACITY AUGMENTATION

Name of the Agency: _____

Address of the Agency: _____ District _____ PIN _____

DDCDEmpanelment No.: _____ Date _____

Empanelment valid upto: _____

Division handling the project: _____

Ministry/Department: _____

Job Location: _____

Job Profile: _____

(Summary of job to be done) _____

(Use additional sheets if required) _____

Resource Proposed for Deployment

S. No	Resource Name	Qualification	Relevant Experience	Resource Category	No. of Months	Rate/months as finalised	Cost of the Project (In Rs.)
1	2a	2b	2c	3	4	5	6=4x5
1							
2							
3							
...							
A	Resource Cost (RC)						RC=
B	Out of Pocket Expenses, if any (should not exceed 15% of RC)						OPE=
C	Total Cost (C = RC+OPE)						C=

The detailed CVs/supporting documents may be provided to justify qualification as per empanelment and relevant experience

Out of Pocket Expenses will be reimbursed as per actuals or 15% of RC whichever is less.

During the periodic review of the job progress, if the PRC finds that the deployed resources are not performing as per KPI defined; the bidder will either deploy additional resources without any extra charge to meet the KPIs defined or replace the existing resource as per terms and conditions.

Name

Authorised Signatory

Date

Company Seal

Place

ANNEXURE L: ESTIMATED RESOURCE DEPLOYMENT PROPOSAL

Name of the Agency: _____

Address of the Agency: _____ District _____ PIN _____

DDCDEmpanelment No.: _____ Date _____

Empanelment valid upto: _____

Division handling the project: _____

Ministry/Department: _____

Job Location: _____

Job Profile: _____

(Summary of job to be done) _____

(Use additional sheets if required) _____

Estimated Resource Deployment

S. No.	Resources (MKA)	No. Required	No. of Months	Rate/months as finalised	Cost of the Project (In Rs.)
1	2	3	4	5	6=3x4x5
1	Consultants (15 yrs & above)				
2	Consultants (10 yrs and < 15 Yrs)				
3	Consultants (6 yrs and < 10 Yrs)				
4	Consultants (3 yrs and < 6 Yrs)				
5	Consultants (< 3 Yrs)				
6	Resource Cost (RC=total from 1 to 5)				RC=
7	Out of Pocket Expenses, if any (should not exceed 15% of RC)				OPE=
8	Total Cost (C = RC+OPE)				C=

For each job/location, the bidder will assess resource requirements as above and submit a complete proposal for appropriate approvals.

Out of Pocket expenses will be reimbursed as per actuals or 15% of RC whichever is less.

During the periodic review of the job progress, if the PRC finds that the job is not progressing towards its scheduled completion; the bidder will deploy additional resources without any extra charge.

For long duration projects, the bidder will also prepare a phased delivery and payment schedule to enable PRC to recommend phased payments.

Name	Place
Date	Authorised signatory & Company Seal

ANNEXURE M: SECURITY DEPOSIT

Performance Bank Guarantee (PBG)

Validity	A period of <u>sixty (60) days</u> beyond the date of completion of all contractual obligations of the Vendor pertaining to the particular Work Order.
Instrument	One single deposit in the form of Bank Guarantee to be submitted within 15 days since date of issuance of work order
Amount	Equal to <u>3% of Work Order Value*</u>

- ★ This is subject to revision in accordance with order/guidelines/memorandum issued by the Government from time to time on the subject matter.

ANNEXURE N: EMPLOYEE DETAILS

<On Company's Letter Head>

1. Tier Category:
2. Name of the bidder:
3. Name of Profile (Management/Functional or Technology Profile):.....
4. Resource Category(Consultants (15yrs & above)/ (6yrs and < 10Yrs)/ (3yrs and < 6 Yrs) /(< 3 Yrs)):.....
5. No. of Resources in each Category:

S.no	Name of the Employee	Educational Qualifications	Total Experience in years	Numbers of years with the company	email Id of the employee
1					
2					
.					
.					
.					
.					

Note: One sheet may be filled for each resource category against each profile.

Signature of HR Representative:

Name:

Designation:

Date and Company Seal:

Note:

- 1) Bidders has to submit the list of the consultant/ employees for each profile and categories as per details given in Annexure-C: Educational Qualifications and Experience. DDCD may verify the genuineness on the sample basis up to the satisfaction, by asking the detailed CV and other details.
- 2) The bidder has to mention the details of employees as mentioned in the Annexure-C: Educational Qualifications and Experience for all the applicable categories.

ANNEXURE O: BIDDER'S SUMMARY

1. Details of Bidder

#	Particulars	Details
1	Name	
2	Category (Tier 1 or 2 or 3)	
3	Address (Corporate Office)	
4	Name of Authorized Person	
5	Telephone	
6	Mobile No.	
7	Fax / Email id	
8	Website	

Date:
Place

Company Seal

ANNEXURE P: ELIGIBILITY CRITERIA SHEET

S. No.	Eligibility Criteria	Proof / Documents to be submitted	Compliance (YES/NO)	Reference/page enclosed in the bid
1.	The bidder should be a Company registered in India under the Companies Act 1956 or a partnership registered under the India Partnership Act 1932 or Limited Liability Partnership Firm registered under the Limited Liability Partnership Act 2008 with their registered office in India for the last Five years.	Certificate of Incorporation, Copies of Articles of Association (in case of registered firms), By laws and certificate of registration (in case of registered co-operative societies), Partnership deed (in case of partnership firm) /summary for partnership should be submitted.		
2.	To confirm in Yes or No, whether it falls under the Micro, Small and Medium Enterprises Development Act, 2006. Further, keep informed to DDCD whether there is any change of the status of the company.	If yes, a copy of the Registration Certificate must be provided to DDCD		
3.	The bidder should be registered with the GST department and carry a valid PAN.	Copy of PAN, GST registration should be submitted.		
4.	An undertaking (self-certificate) that the bidder hasn't been blacklisted by a central / state Government institution as per Annexure R	An undertaking (self-certificate)		
Additional Eligibility Criteria for Tier-1 category				
5.	The bidder should be consulting firm operating in India for the last five financial years	Necessary documents / proofs substantiating such as CA certificate confirming the cumulative turnover of the bidder from the given activities for the stated financial years must be submitted. The bidder should also submit the documents such as work orders etc. for confirmation of its revenue from IT consultancy Services.		
6.	The bidder's average annual turnover from consultancy services in India should be Rs.1000 crores in the last three financial years i.e. 2019-20, 2020-21 & 2021-22.	Audited Balance sheet of respective financial year is to be enclosed along with turnover certificate duly certified by registered CA.		

7.	The bidder's average annual turnover from Government consultancy in India should be average Rs. 100 crores in the corresponding 3 years as above.	The turnover certificate duly certified by registered CA should be submitted in support of Government Consultancy.		
----	---	--	--	--

S. No.	Eligibility Criteria	Proof / Documents to be submitted	Compliance (YES/ NO)	Reference/ page enclosed in the bid
8.	The bidder should have completed at least 5 Government consultancy jobs each of value more than 5 Crore or must have achieved project milestone value more than 1 Crore in each of the 5 IT Consultancy/e-Gov. project/BFSI in the last three financial years i.e. 2019-20, 2020-21 & 2021-22.	Information on the work order may be furnished as per Annexure-G - "TEC Form-2 Technical Bid" along with the supporting documents /proof of work completion/payment received.		
9.	The bidder should have a minimum number of resources on their roles as per qualification & experience in the domain area etc. as defined in Annexure-C "Educational Qualification & Experience".	Information and supporting document as defined in Annexure-C - "Educational Qualification & Experience" and Annexure-N - "Employee details" to be submitted.		
Additional Eligibility Criteria for Tier-2 category				
10.	The bidder should be consulting firm operating in India for the last Five financial years	Necessary documents /proofs substantiating such as CA certificate confirming the cumulative turnover of the bidder from the given activities for the stated financial years must be submitted. The bidder should also submit the documents such as work orders etc. for confirmation of its revenue from IT consultancy Services.		
11.	The bidder's average annual turnover from consultancy services in India should be Rs. 500 crores or more in the last three financial years i.e. 2019-20, 2020-21 & 2021-22 viz.. Audited Balance sheet of respective financial year is to be enclosed along with turnover certificate duly certified by registered CA.	Audited Balance sheet of respective financial year is to be enclosed along with turnover certificate duly certified by registered CA.		

12.	The bidder's average annual turnover from Government consultancy in India should be average Rs. 50 crore in the corresponding 3 years as above. The turnover certificate duly certified by registered CA should be submitted in support of Government Consultancy.	The turnover certificate duly certified by registered CA should be submitted in support of Government Consultancy.		
13.	The bidder should have completed at least 5 Government consultancy jobs each of value more than 50 lacs or must have achieved project milestone value more than 50 lacs in each of the 5 IT Consultancy/e-Gov. project/BFSI in the last 3 financial years.	Information on the work order may be furnished as per Annexure-G – “TEC Form-2 Technical Bid” along with the supporting documents		
14.	The bidder should have a minimum number of resources on their roles as per qualification & experience in the domain area etc. as defined in Annexure-C “Educational Qualification & Experience”.	Information and supporting document as defined in Annexure-C “Educational Qualification & Experience” and “Annexure-N Employee details” must be submitted		
Additional Eligibility Criteria for Tier-3 category				
15	The bidder should be consulting firm operating in India for the last Five financial years	Necessary documents /proofs substantiating such as CA certificate confirming the cumulative turnover of the bidder from the given activities for the stated financial years must be submitted. The bidder should also submit the documents such as work orders etc. for confirmation of its revenue from IT consultancy Services.		
16	The bidder's average annual turnover from consultancy services in India should be Rs. 50 crores or more in the last three financial years i.e. 2019-20, 2020-21 & 2021-22 viz.. Audited Balance sheet of respective financial year is to be enclosed along with turnover certificate duly certified by registered CA.	Audited Balance sheet of respective financial year is to be enclosed along with turnover certificate duly certified by registered CA.		
17	The bidder's average annual turnover from Government consultancy in India should be average Rs. 10 crore in the corresponding 3 years as above. The turnover certificate duly certified by registered CA should be submitted in support of Government Consultancy.	The turnover certificate duly certified by registered CA should be submitted in support of Government Consultancy.		
18	The bidder should have completed at least 5 Government consultancy jobs each of	Information on the work order may be furnished as per		

	value more than 6 lacs or must have achieved project milestone value more than 10 lacs in each of the 5 IT Consultancy/e-Gov. project/BFSI in the last 3 financial years.	Annexure-G – “TEC Form-2 Technical Bid” along with the supporting documents		
	The bidder should have a minimum number of resources on their roles as per qualification & experience in the domain area etc. as defined in Annexure-C “Educational Qualification & Experience”.	Information and supporting document as defined in Annexure-C “Educational Qualification & Experience” and “Annexure-N Employee details” must be submitted		

- a) The bidder should be a consulting firm operating in India for the last five financial years.
- b) All bid documents must be clearly signed and stamped by the Authorized Signatory of the bidder.
- c) Only those bidders, who satisfy the eligibility requirements and accept the terms and conditions of this RFP document without any pre-condition shall be short-listed for further evaluation.

Date:

Place

Name

Company Seal

ANNEXURE Q: BID FORM-2

Form of Bid Security Declaration

To,

The Vice Chairperson
Dialogue & Development Commission of Delhi
33, Sham Nath Marg,
New Delhi

Reference: Tender No/Bid No. dated

I/We understand that, as per clause _____ of tender/bid condition, bids must be supported by a Bid Security Declaration in-lieu of Earnest Money Deposit.

I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of three (03) years from the date of disqualification as may be notified by you (without prejudice to Dialogue & Development Commission of Delhi rights to claim damages or any other legal recourse) if,

- 1) I am /We are in a breach of any of the obligations under the bid conditions,
- 2) I/We withdraw or unilaterally modify/amend/revise my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
- 3) On acceptance of our bid by the Dialogue & Development Commission of Delhi, I/we fail to deposit the prescribed Performance Security Deposit or fail to execute the agreement or fail to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Dated on ____ day of _____ month, _____ year _____

Name & signature of the authorized signatory with the seal.

ANNEXURE R: BID FORM-3

Submission of Self Declaration

That I/We _____ M/s _____

Address _____

certified that our firm has never been blacklisted in the past by any Govt. Department/ Agency.

Further, it is also hereby certified that any of the Partner / Director has never been convicted under IPC or any law of the land and further that no proceedings are pending against the firm under IPC-1860 or any other law of the land.

**Name and Signature of the
Authorised Signatory of the Firm / Partner of the
firm / Director
with Rubber Stamp**

Place:

Date: