



GOVERNMENT OF ASSAM

ASSAM INLAND WATER TRANSPORT DEVELOPMENT SOCIETY

3rd Floor, Directorate of Inland Water Transport, Assam::Ulubari, Guwahati-781007:: email: dir.iwtds-as@gov.in, Tel: 0361-2462677

Request for Quotation Non-Consulting Services

Employer: Assam Inland Water Transport Development Society

Project: Assam Inland Water Transport Development Project

Contract title: Selection of Agency for Design, Development, Implementation, Training and Support of Online Grievance Management System, Call Centre, Tracking System Cum Customer Relationship Management System.

Country : India

Loan No. /Credit No. / Grant No.: IBRD Loan No. 9026 –IN

RFQ No. : IN-IWT-325885-NC-RFQ

Issued on : 20th December, 2022

1. Government of India has received loan for financing from the World Bank equivalent to US\$ 88 Million towards the cost of the Assam Inland Water Transport (AIWT) Project and intends to apply part of the proceeds of this credit to eligible payments under the contract for “Selection of Agency for Design, Development, Implementation, Training and Support of Online Grievance Management System, Call Centre, Tracking System Cum Customer Relationship Management System”.
2. The AIWT Project in Assam state is being implemented by Assam Inland Water Transport Development Society (AIWTDS), which is an autonomous society registered under the Societies Registration Act.
3. The Assam Inland Water Transport Development Society now invites Quotation from eligible agencies for Design, Development, Implementation, Training and Support of Online Grievance Management System and Tracking System.
4. Quotation process will be conducted through open competitive procurement using a Request for Quotation (RFQ) as specified in the “Procurement Regulations for IPF Borrowers, July 2016, Revised November 2017, July 2018 and November 2020 (“Procurement Regulations”), and is open to all eligible Bidders as defined in the Procurement Regulations. In addition, please refer to paragraphs 3.14 and 3.15 of the Procurement Regulations setting forth the World Bank’s policy on conflict of interest.

5. The Quotation document is available online on www.assamtenders.gov.in, www.iwtdirectorate.assam.gov.in , www.aiwtdsociety.in and quotationers will be required to register on the e-portal, which is free of cost. The bidders would be responsible for ensuring that any addenda available on the website/e-portal is also downloaded and incorporated
 6. This e-Procurement notice includes the terms and conditions applicable to submission of quotations; criteria for qualification, evaluation, and for award of supply order(s); and relevant forms to be filled by the bidders. AIWTD Society has not issued a separate RFQ document for this purchase. The e-Procurement notice including the terms and conditions etc. can be downloaded free of cost by logging on to the website <https://assamtenders.gov.in>, www.iwtdirectorate.assam.gov.in , www.aiwtdsociety.in
 7. For submission of the quote, the quotationer is required to have Digital Signature Certificate (DSC) from one of the authorized Certifying Authorities authorised by Government of India for issuing DSC. Aspiring quotationers who have not obtained the user ID and password for participating in e-procurement in this Project, may obtain the same from the website: <https://assamtenders.gov.in> . Quotation must be submitted online on www.assamtenders.gov.in on or before the deadline for submission of quote, and will be opened online at the specified time and date for opening of quote, as given below.
 8. A Virtual Pre quote meeting will be held through video conferencing, **on 29th December, 2022 at 13:00 hours**. The person attending the pre bid conference should express their interest through an email request to dir.iwtds-as@gov.in latest by 16:00 hours on or before 28/12/2022 indicating the Name and e-mail id of representative(s) who wish to participate in the meeting. A link will be sent to those email ids to participate in the meeting.
 9. The dates of quotations of as below :
 - (a) Date of commencement for download of quotation document : 22-12-2022 at 10:00 hours
 - (b) Date and Time of Pre-quote Meeting : 29-12-2022 at 13:00 hours
 - (c) Last date and time for Submission of quotation : 11-01-2023 at 14:00 hours
 - (d) Time and date of opening of quotation : 11-01-2023 at 16:00 hours
 11. The Quotationers are required to submit Power of attorney to sign the quotation on non-judicial stamp paper to “Additional State Project Director Assam Inland Water
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Transport Development Society”3rd floor, Directorate of Inland Water Transport, Assam, Ulubari, Guwahati - 781007, Assam, India before 14:00 hrs on 11.01.2023 either by registered post/speed post/courier or by hand.

12. Quotations shall be submitted on <https://assamtenders.gov.in> on or before 14:00 hours (IST) on 11.01.2023. Any quotation or modifications to quotation received outside e-procurement system will not be considered. The electronic bidding system would not allow late submission of quotations. The Quotations will be opened online on 11.01.2023 at 16:00 hours (IST) and this can also be viewed by the bidders online. The electronic summary of quotation opening will be generated and uploaded online.
13. All Bids must be accompanied by a bid securing declaration as per form provided in Annexure –A -Bid Securing Declaration in the RFB
14. The Bidders are required to submit (a) Original Power of Attorney to Sign the Bid (b) Original Bid Securing Declaration as per the format to the Office of the Assam Inland Water Transport Development Society, (AIWTDS), Near Ulubari Flyover, GUWAHATI –781007, Assam (hereinafter referred as “the Employer”) before the bid submission deadline, either by registered post/speed post/courier or by hand.
15. Other details can be seen in the bidding document. The Purchaser shall not be held liable for any delays due to system failure beyond its control. Even though the system will attempt to notify the bidders of any bid updates, the Purchaser shall not be liable for any information not received by the bidder. It is the bidders’ responsibility to verify the website for the latest information related to this bid.
16. The address for communication is as under:
 - (a) Designation of Officer : State Project Director
 - (b) Official Address :Assam Inland Water Transport Development Society, 3rd Floor, Directorate of IWT Assam, Ulubari, Guwahati 781 007
 - (c) Email :dir.iwtas-as@gov.in
 - (d) Telephone:+91 361 2462677

Sd/-

Mr. Ankur Jain, IPS
State Project Director
Assam Inland Water Transport Development Society,
3rd floor, Directorate of Inland Water Transport, Assam,

Instructions to Quotationers

SECTION - A

1. Scope of services

The Assam Inland Water Transport Development Society (AIWTDS) (Employer) invites quotations for the services as mentioned in the table given below

Brief Description of the services
Selection of Agency for Design, Development, Implementation, Training and Support of Online Grievance Management System, Call Centre, Tracking System Cum Customer Relationship Management System.

The successful Quotationer will be expected to complete the services as specified in Section C: Activity Schedule/ Terms of Reference.

2. Qualification of the Quotationer: The Quotationer shall provide qualification information which shall include:-

- a) The Quotationer must be a registered service provider agency having valid registration certificate.
- b) The average of the Quotationer's total turnover in the last three immediately preceding years should be equal to or more than INR 10.00 Lakhs. (Financial Year 2019-20, 2020-21, 2021-22). Bidder should provide either CA certificate mentioning the turnover or should furnish CA certified P&L account and balance sheet.
- c) The Bidder must comply with the statutory requirement, PAN /TIN/TAN, GSTIN, etc. Bidder should provide copy of PAN, GSTIN etc.
- d) Details of any litigation, current or during the last 3 years in which the bidder is involved, the parties concerned and disputed amount or awards in each case.

3. To qualify for award of the contract the Quotationer must fulfill following criteria (supporting documents to be provided).

- a) The Bidder must have successfully completed at least one similar World Bank funded grievance management system as per the guidelines and approval of the authorized Govt. agencies under any state govt. /Central Govt. /PSU.
- b) The Bidder must have at least 2 years of experience in providing support for similar call centre and grievance management system for any state govt. /central Govt. /PSU. Details of the Services executed by the firm should be furnished along with the experience certificates/Client certificate.

- c) The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent Practices with any Central or State Government departments/ agencies/ ministries or PSU's and should not be blacklisted as on submission of the RFQ. A declaration in this regard to be provided.
- d) A write up containing the approach and methodology to be taken to execute the scope of works which should include:
 - (i) Experience in Information Architecture including wire frame design.
 - (ii) Proposed Security model, Roles creation, Data Safety with authorizations and authentications, System Level Security, Application Level Security, User Level Security, Database Security, Transaction Level Security.

4. Bid Price

- a) The contract shall be for the whole of the services as mentioned in the Terms of reference.
- b) All duties, taxes, charges and other levies payable by the Quotationers except GST under the contract shall be included in the total price.
- c) The rates quoted by the Quotationers shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- d) The rates should be quoted in Indian Rupees only.

5. Submission of Quotations

- 5.1 The Quotationer is advised to visit the site/place of works at his own expense and obtain all information that may be necessary for preparing the quotation.
- 5.2 Each Quotationer shall submit only one quotation. Quotationer shall not contact other Quotationer on matters relating to this quotation.
- 5.3 The quotation submitted by the Quotationer shall comprise the following: -
 - (a) Quotation- BOQ (BOQ- This format shall be available in excel format under BOQ folder in e-procurement portal, Quotationer shall fill the BOQ format and need to upload the same).
 - (b) Letter of Quote
 - (c) Signed Activity Schedule-Terms of Reference given in **Section C**; and
 - (d) Qualification information form given in Section B duly completed.

(e) Curriculum Vitae (CV) form given in Section B of key personnel as mentioned in Terms of Reference.

(f) Valid Trade License, Valid GST registration, Audited Balance sheet for last three financial years.

(g) Contact details of owner/ lessee with valid CIN, GSTIN and/ or PAN card.

(h) All necessary documents in support of Qualification of Quotationer.

5.4 The Quotationers shall submit the original document authorisation of submission of Quotation (Power of Attorney) in a sealed envelope addressed to the Additional State Project Director, Assam Inland Water Transport Development Society, DIWT Office, Ulubari, Guwahati (Purchaser). The envelope will also bear the following identification: -

- Quotation for Selection of Agency for Design, Development, Implementation, Training and Support of Online Grievance Management System, Call Centre, Tracking System Cum Customer Relationship Management System
- Do not open before 11th January'2023.

6. **Validity of Quotation**

Quotation shall remain valid for a period not less than 120 days after the deadline date specified for submission.

7. **Opening of Quotations**

Quotations will be opened online through Assam tenders portal <https://assamtenders.gov.in> at date and time and at the place specified in the bid document.

8. Information relating to evaluation of quotations and recommendations for the award of contract shall not be disclosed to Quotationers or any other persons not officially concerned with the process until the award to the successful Quotationers is announced.

9. **Evaluation of Quotations**

The Employer will evaluate and compare the quotations determined to be substantially responsive i.e. which

- (a) meet the qualification criteria specified in clause 2 & 3 above;
- (b) are properly signed; and

(c) conform to the Activity Schedule-terms of reference, without deviations.

14. Award of contract

The Employer will award the contract to the Quotationers whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price and who meets the specified qualification criteria.

14.1 Notwithstanding the above, the Employer reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

14.2 The Quotationers whose bid is accepted will be notified of the award of contract by the Employer prior to expiration of the quotation validity period.

14.3 A contract as per Section F shall be entered with the successful bidder after submission of Performance Security.

15. Contract Period:

The Contract shall be valid for a period of two (02) years from the date of commencement of the service which may be extended at mutual consent of both parties. The agency shall take over and commence the service within 10 days from the date of issue of Letter of Award and signing of Contract Agreement. If the agency commits default in the commencement of service within 10 days of issue of LOA, the AIWTD Society shall without prejudice to any other right or remedy be at liberty to cancel the Contract and forfeit the Performance Security.

16. Performance Security:

Within 10 days of receipt of LOA, the agency shall furnish to the AIWTD Society a performance security in the form of Performance Bank Guarantee or Fix deposits pledged in favour of "Assam Inland Water Transport Development Society", from an Indian Nationalized Bank or any Scheduled Bank in India for an amount equal to (5) five percent of the originally awarded contract price by way of guarantee valid till one month beyond the Contract period as mentioned in the LOA/Contract for the due and faithful performance of the contract along with the other terms and conditions agreed upon.

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SECTION - B

- 1. Format for Qualification Information.**
- 2. Format for Submission of Quotation.**
- 3. Letter of Quote**
- 4. Format for Curriculum Vitae (CV)**

QUALIFICATION INFORMATION

1 For Details of the Quotationers

1.1 Principal place of business: _____

Power of attorney of signatory of Quotation.
[Attach copy]

1.2 Total value of Similar Works performed in the last three years (in Rs. Lakhs)

	2021-22	_____
	2020-21	_____
	2019-20	_____

1.3 Service performed as an agency (in the same name) on works of a similar nature over the last three years.

<u>Project Name</u>	<u>Name of Employer</u>	<u>Description of service</u>	<u>Contract No.</u>	<u>Value of contract (Rs.Lakhs)</u>	<u>Date of issue of Work Order</u>	<u>Stipulated period of completion</u>	<u>Actual date of completion</u>	<u>Remarks explaining reasons for delay and service completed</u>

Existing commitments and on-going services:

Description of service	Place & State	Contract No. & Date	Value of Contract (Rs. Lakh)	Stipulated period of Completion	Value of services* remaining to be completed (Rs. Lakhs)	Anticipated date of completion
(1)	(2)	(3)	(4)	(5)	(6)	(7)

* Enclose a certificate from Employer concerned.

1.4 Proposed subcontracts and firms involved.

Sections of the services	Value of Sub-contract	Sub-contractor (name & address)	Experience in similar service
*	*	*	*
	*	*	
*	*	*	*
	*	*	
*	*	*	*
	*	*	

1.5 Evidence of access to financial resources to meet the requirements of working capital: cash in hand, lines of credit, etc. List them below and attach copies of support documents.

1.6 Name, address, and telephone, telex, and fax numbers of the Quotationers' bankers who may provide references if contacted by the Employer.

1.7 Information on litigation history in which the Quotationers' is involved.

Other party(ies)	Employer Cause of dispute	Amount involved	Remarks showing present status
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QUOTATION (BOQ)

(This format shall be available in excel format under BOQ folder in e-procurement portal <https://assamtenders.gov.in> only and Quotationer shall fill the BOQ format and need to upload the same at e-tender portal)

Sl. No	Item Description	Unit	Qty*	INR / Unit (All Inclusive)	GST
1.	Completion of Requirement Analysis, Solution Design, Functional and Technical Design Document etc; Completion of Development of grievance management system Portal which includes Unit Testing, System & Integration Testing, Load & Performance Testing, Content Upload; Training to identified stakeholders; Deployment In Production and Go-Live & One year Operation and Maintenance/ Support	Lump sum			
2.	Maintenance for 1 additional year	Lump sum			

Letter of Quote

The Quotationer must prepare this Letter of Quote on stationery with its letterhead clearly showing the Quotationer's complete name and business address.

Date of this Quote submission: *[insert date (as day, month and year) of Bid submission]*

RFQ No.: *[insert number of RFB process]*

Alternative No.:*[insert identification No if this is a Bid for an alternative]*

We, the undersigned, declare that:

To: ***[insert complete name of Employer]***

- (a) **No reservations:** We have examined and have no reservations to the RFQ document, including Addenda issued in accordance with provision of RFQ;
- (b) **Eligibility:** We meet the eligibility requirements and have no conflict of interest in accordance with provision of RFQ;
- (c) **Quote-Securing Declaration:** We have not been suspended nor declared ineligible by the Employer based on execution of a Quote-Securing Declaration in the Employer's Country in accordance with provision of RFQ
- (d) **Conformity:** We offer to provide the Non-Consulting Services in conformity with the Quotation document of the following :

Hiring of services of Non Governmental Organization (NGO) for assisting in implementation of Jibondinga Scheme under AIWT Project
- (e) **Quote Price:** The total price of our quote, excluding any discounts offered in item (f) below is: *[Insert one of the options below as appropriate]*
- (f) **Discounts:** The discounts offered and the methodology for their application are:
 - (i) The discounts offered are: *[Specify in detail each discount offered.]*
 - (ii) The exact method of calculations to determine the net price after application of discounts is shown below: *[Specify in detail the method that shall be used to apply the discounts];*
- (g) **Quote Validity Period:** Our Quote shall be valid 120 days, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

- (h) **Performance Security:** If our quote is accepted, we commit to obtain a Performance Security in accordance with the quote document;
- (i) **One quote Per quotationer:** We are not submitting any other Quote(s) as an individual quotationer, and we are not participating in any other Quote(s) as a Joint Venture member or as a subcontractor.
- (j) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the World Bank Group or a debarment imposed by the World Bank Group in accordance with the Agreement for Mutual Enforcement of Debarment Decisions between the World Bank and other development banks. Further, we are not ineligible under the Employer’s Country laws or official regulations or pursuant to a decision of the United Nations Security Council;
- (k) **Commissions, gratuities and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the quotation process or execution of the Contract: *[insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity]*

Name of Recipient	Address	Reason	Amount

(If none has been paid or is to be paid, indicate “none.”)

- (l) **Binding Contract:** We understand that this quote, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- (m) **Not Bound to Accept:** We understand that you are not bound to accept the lowest evaluated cost quote, the Most Advantageous quote or any other quote that you may receive; and
- (n) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf engages in any type of Fraud and Corruption.

Name of the Quotationer: **[insert complete name of the Quotationer]*

Name of the person duly authorized to sign the Bid on behalf of the Quotationer: ***[insert complete name of person duly authorized to sign the Bid]*

Designation of the person signing the Quote: *[insert complete Designation of the person signing the Quote]*

Signature of the person named above: *[insert signature of person whose name and capacity are shown above]*

Date signed *[insert date of signing]* **day of** *[insert month]*, *[insert year]*

CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, TEAM LEADER}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact information for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of, advisor/consultant/ For references: Tel...../e-mail.....; Mr. Hbbbb, deputy minister]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work): _____

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant's/ NGO of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks as in which the Expert will be involved)	

SECTION - C

1. Activity Schedule (Terms of Reference)

1. Introduction

- 1.1. The Government of Assam plans to transform the quality of inland water transport services and integrate high quality passenger and vehicle ferry services into Assam's wider transport network.
- 1.2. The Government of Assam (GoA) has received funding from the World Bank to support the Assam Inland Water Transport Project (AIWTP). The project has led to the establishment of an Assam Inland Water Transport Development Society (AIWTDS), under the existing Directorate of Inland Water Transport Assam, to implement the project.
- 1.3. The Directorate of Inland Waterway Transport Assam (DIWTA), established in 1958 and part of the Assam Transport Department, is responsible for developing, maintaining and regulating IWT services in the state. It also operates and maintains many of the passenger transport services, ferry terminals and navigation aids on both Brahmaputra and Barak Rivers. Headquartered in Guwahati, it has three divisional offices in Guwahati, Dibrugarh and Silchar; five sub-divisional offices in Guwahati, Goalpara, Jorhat, Dibrugarh and Hailakandi; and three commercial offices at Guwahati, Goalpara and Dibrugarh. It also has a Crew Training Centre at Guwahati. DIWTA currently has a total of about 3398 regular staff.
- 1.4. The project intends to target beneficiaries mainly located at Barpeta, Bongaigaon, Darrang, Dhubri, Goalpara, Dibrugarh, Jorhat, Guwahati, Lakhimpur, Marigaon, Nalbari, Sonitpur, Tinsukia, Silchar and other district as and when comes under the perview.
- 1.5. The AIWTDS intends to apply part of the proceeds for "Selection of Agency for Design, Development, Implementation, Training and Support of Online Grievance Management System and Tracking System".
- 1.6. The Development Objective (PDO) of AIWT Project is:
 - To improve passenger ferry infrastructure and services in Assam
 - To improve the institutional capacity and framework

2. Description of the service

A) INTRODUCTION

Assam Inland Water Transport Development Society (AIWTDS) intends to develop a monitoring system where all the issues of the citizens are registered, evaluated, tracked, monitored, escalated and ultimately resolved in a smooth, seamless and flawless manner through a web portal service under different Departments in an efficient and transparent manner. The citizens should require calling in the toll free number, through What's App, Email and other social media like twitter, Facebook etc published by AIWTDS which should be on Physical

Server at Department and State Data Centre based system. In this process of Application Submission of processing of the submitted applications, various issues related to Women, Child Harassment/ Technical/Operational/Public Grievance as well as Functional had been raised by different users which require immediate attention. AIWTDS intends to track the issues and the escalation levels for a systematized and efficient citizen centric Online Grievance Management System and Tracking System Cum Customer Relationship Management System to monitor and resolve them in a priority basis and deescalate complaints.

Following are the design goals of Issue Tracker reference architecture in using this tool as Incident Management System with the following proposals.

- (a) Set up of Physical Server at Department and State Data Centre based call Centre with toll free number, through What's App, Email and other social media like twitter, Facebook etc Including all accessories like IP Phone, Handset, Compatible PC System etc which will be integrated with the software.
- (b) Responsive design so that it automatically scales its content and elements to match the Screen size on which it is viewed.
- (c) Support multiple browsers.
- (d) Adopt service oriented architecture.
- (e) Ensure confidentiality of citizen's data.
- (f) Enable easy discovery of information.
- (g) SMS Notification, Email Notification, What's app Notification, Facebook responses ,Twitter responses with SR number generation with SLA and Resolution message through mention medium should to communicated accordingly.

SCOPE OF WORK

Scope of work includes but not limited to the following.

1. Requirement Gathering.
2. Preparation of design documents (Technical, Functional design & Database Design).
3. Portal development as per government standards
4. Development of User Workflows.
5. Testing
6. Deployment Physical Server at Department and State Data Centre based call centre
7. Training for the staff.
8. Audit.
9. Deployment in Production environment.
10. Support and Maintenance.
11. Integartion of email API, SMS gateway, What's app API, Facebook, Twitter with integrated call center with software.
12. Establish a centralized unit that handle inbound and outbound calls from current and potential users.
13. Generation of MIS report hourly/daily/weekly/monthly/quarterly/half yearly/early
14. Dashboard for review status, (This API should to share with main ICCC dashboard)

15. All calls should be recorded.

3. Detailed Scope of Work:

Task : 1 – Requirement Gathering

For requirement gathering following activities needs to be done:

- (a) Studying of similar Online Grievance Management System and Tracking System Cum Customer Relationship Management System.
- (b) Refining the requirement into presentable format to be feed into the portal.
- (c) Formulate requirements for applications/services.
- (d) Apart from standard portal requirements emphasis needs to be laid on Citizen Specific Services

Task : 2 - Portal Development

The Online Grievance Management System and Tracking System Cum Customer Relationship Management System Portal development should include the following:

- (a) The Agile software development methodology based on iterative model should be used
- (b) The portal should be responsive in design and should work on multiple browsers and platforms.
- (c) Design of data models and their relationship.
- (d) Portal development should be done as per Government Guidelines.
- (e) Work out methodology to implement efficient and meaningful search facility/sign on etc.
- (f) Employee Login/Registration System for availing services along with super admin login.
- (g) Provision for user profile updation based on OTP authentication
- (h) Integration with SMS & e-Mail services. Along with email API, SMS gateway, What's app API, Facebook, Twitter with integrated call center with software generated SR number.
- (i) Study the parameters required for implementation of portal analytics e.g. number of users, page views count
- (j) Development of User login Module and workflows.
- (k) An Appellate authority with supreme access.

Task: 3 - Development of User Workflows

Following workflow needs to be designed and developed:

- (a) Employee Login Module: Login module can contain the following:

- (b) Login Using User_Id/Password& Logout
- (c) Forget Password Option
- (d) Creation of User Profile by the Admin User.
- (e) Assigning/Updation of Role to the User by Admin.
- (f) Each User can access the different workflows as per his assigned role.
- (g) Storing application data to the system after validation
- (h) Receiving of Applications and Processing of Applications.
- (i) Notification to accounts team in case application is approved.
- (j) Generation of summary and detailed Reports based on dates, applicant details.
- (k) A centralized department that handles inbound and outbound calls from current and potential users which will be integrated with the software.

Task: 4 – Testing

Following tests needs to be carried out:

- a) Preparation of Test cases.
- b) Unit Testing,
- c) System Testing
- d) Performance & Load Testing
- e) Accessibility Testing.
- f) Testing results report.

Task: 5 – Training for the staff

Following are the trainings that needs to be imparted:

- a) Training on Content Management System.
- b) Training of work flow management.
- c) Training on Online Grievance Management System and Tracking System Cum Customer Relationship Management System.
- d) Training to attend calls, what's app, Facebook, twitter and other social media generated SR's.
- e) Training on centralized department that handles inbound and outbound calls from current and potential users.

Task: 6 - Deployment of Physical Server at Department and State Data Centre Based Call centre

- a) Need establish a centralized department that handles inbound and outbound calls from current and potential users
- b) IVR (Interactive Voice Response) system to be integrated which will be integrated with software.
- c) 1800 Toll Free number for voice response system which will be integrated with software.
- d) Response of Grievances from toll free number, emails, website, what's app, facebook, twitter, and other social media.

Task: 7- Maintenance

After the Go-Live, the selected agency is to provide operation and maintenance of the Online Grievance Management System and Tracking System Cum Customer Relationship Management System portal and deployment infrastructure for a period of 2 years from the date of Go-Live. During this period the selected agency is required to provide all the necessary support and resolution for any technical or functional issue in the Portal and bug fixing. Upon completion of the initial 2 years of O&M, the department may extend the support services based on the requirement.

During O&M phase, selected agency should engage resources to communicate with the department. The detailed Service Level Agreement (SLA) will be finalized after generation of work order in consultation with both the parties (department & selected agency).

4. ARCHITECTURAL REQUIREMENTS

(a) Technologies To Be Used

Platform/Media	Portal/DB/Server Technologies
Portal (Should support all Operating System and all the browsers)	<ul style="list-style-type: none">• HTML 5• CSS 3(Cascading Style Sheets)• JavaScript(Server Side and Client Side)• Java• MySQL database• Open Standard CMS

(b) Hardware requirement:

- **3 nos of Compatible Computer system with all accessories.**

SL No	Item & Specification	Unit	Quantity
1	All in one Desktop Processor(CPU): Intel Core i5, RAM size (GB): 16, SSD Capacity (GB): 512, Operating System (Factory Pre- Loaded): Windows 10 Professional , Original Microsoft office, With AIO three years warranty.	Nos	3

- IVR (Interactive Voice Response) system hardware like IP Phone, Handset etc which will be integrated with software
- And other required hardware.

(c) Deployment of Physical Server at Department and Cloud will be at State Data Centre:

This server has to be deployed at AIWTDS office for Online Grievance Management System and Tracking System Cum Customer Relationship Management System and call center. As well as this server will be used in other activity as and when required so the vendor has to install the same.

5. Software Development Model

Agile Process of Software Development should be used while developing Online Grievance Management System and Tracking System Cum Customer Relationship Management System web portal.

Agile Software Development is the iterative development process and development process practices that focus on collaboration of people involved and provide a better procedure to allow revisions, adaptations and evolution of web application requirements. Agile development method breaks product development work into small increments that minimize the amount of up-front planning and design. Iterations, or sprints, are short time frame that typically last from one to four weeks. Each iteration involves a cross-functional team working in all functions: planning, analysis, design, coding, unit testing, and acceptance testing. At the end of the iteration a working product is demonstrated to stakeholders. This minimizes overall risk and allows the product to adapt to changes quickly. Iteration might not add enough functionality to warrant a market release, but the goal is to have an available release (with minimal bugs) at the end of each iteration. Multiple iterations might be required to release a product or new features. Working software is the primary measure of progress.

The Manifesto for Agile Software Development is based on twelve principles:

1. Customer satisfaction by early and continuous delivery of valuable software.
2. Welcome changing requirements, even in late development.
3. Deliver working software frequently (weeks rather than months)
4. Close, daily cooperation between business people and developers
5. Projects are built around motivated individuals, who should be trusted
6. Face-to-face conversation is the best form of communication (co-location)
7. Working software is the primary measure of progress
8. Sustainable development, able to maintain a constant pace
9. Continuous attention to technical excellence and good design
10. Simplicity—the art of maximizing the amount of work not done—is essential
11. Best architectures, requirements, and designs emerge from self-organizing teams
12. Regularly, the team reflects on how to become more effective, and adjusts accordingly.

6. Security

Security is of prime concern in any web application. The proposed portal's security framework should be designed strictly following security standards such as ISO 270001, as well as Standard Information Systems Security policies and Guidelines issued by STQC. The security framework will ensure that any request landing in the portal will be validated for any security threat like SQL Injection, XSS etc. The security frame work should be properly implemented with presentation layer services like User Registration, Authentication and Authorization services and Single Sign On services.

Data Security

The Government data is a very valuable resource, and establishing a secure data environment is a key component of the Technical Architecture, particularly since more and more applications use the Internet to access data. It is critical that the data be protected against any unauthorized access. Data security should be designed to protect data against the following threats:

- a) Unauthorized use of the database or application.
- b) Accidental modifications and deletions.
- c) Confidentiality and integrity breaches for data in data transport and physical storage.
- d) Disasters.

7. Data View

Data and information are extremely valuable assets of the state. Data view establishes an infrastructure for providing access to high quality, consistent data wherever and whenever it is needed. Following best practices would be while followed managing data.

SI No	Data Model	Description
1	Design a flexible data model	Design data model such that any future changes in business requirements can be accommodated.
2	Minimize manual entry of data	a. Use look-up tables wherever appropriate b. In the design phase, consider the values that may be input into a field.
3	Use normalize and de-normalize patterns accordingly for performance	a. The third normal form is the most commonly recommended form for the ER model. b. To increase the performance a de-normalized database can be used as there can be fewer joins, or reduced access to multiple tables.
4	Setup indexes and relationships	a. Limit the number of indexes on databases that will be experiencing significant insert and update activity. When an insert is performed, not only is there cord updated, but all the indexes are updated as well. b. Increase the number of indexes on databases where importance lies in retrieval time. c. Indexes can increase performance on retrieval time. Before creating a database, indexes, or data access programs, verify that all relationships have been documented.
5	Archive and protect the data model	Data models along with data must be archived and stored in a secured position to minimize the loss of data
6	Keep consolidated metadata repository up-to-date	The repository must be actively maintained (e.g. changes to metadata occur in the repository whenever new content is published at portals

7	Communicate and share metadata definition	Information about standard metadata model should be easily available and communicated to all concerned parties.
8	Define review process for metadata	Design reviews are essential to ensure that shared content data is defined consistently across all portals. Design reviews also determine whether data that already exists is consistently defined and not redundantly stored.
9	Define metadata standard taking into consideration in use models	Review the existing standard and proposed data elements in the consolidated metadata repository before implementing a new database to ensure data elements are defined according to standards.
10	Govern metadata	Follow a well-defined process to govern all changes to metadata
11	Use industry standard database connectivity	Use industry standard tools like JDBC, ODBC, Hibernate etc. to access data base instead of vendor specific accessing tools. These standards are highly adaptive for changes in database without much effort and cost.
12	Avoid usage of vendor specific extensions	Database vendor shave its own proprietary extensions to perform certain functionality on databases .Use ANSI-SQL standards rather than using these extensions otherwise there would be vendor lock-in.

8. Ownership of Application Source Code

Assam Inland Water transport Development Society (AIWTDS), Govt. of Assam shall be the sole owner of the application source code and the database. The IA shall hand over the source code (in a suitable media) immediately after the successful acceptance testing of the main version of the application and at every subsequent revision of the application.

As and when required all the necessary APIs have to provide by the Vendor to the notified organization in a working manner and required API's should be integrated in the software which will be given by AIWTDS notified vendor or other notified organization.

9. Manpower Deployment Model

Following resources needs to be deployed at the client site during the course of project development.

SL No	Job Profile	Nos
1	Graphics/UI Designer	1
2	Team Leader	1

3	Call Centre Agent(From AIWTDS end)	3
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10. Operations and Maintenance - Post Implementation Services

After the Go-Live, the selected agency is to provide operation and maintenance of the web based application for a period of 2 years from the date of Go-Live. During this period the selected agency is required to provide all the necessary support and resolution for any technical or functional issue in the application including any enhancement or bug fixing and updation of the application.

Upon completion of the initial 2 years of contract, the department may extend the support services based on the requirement.

During O&M phase, selected agency should engage resources with following skill sets. The detailed Service Level Agreement (SLA) will be finalized after generation of work order in consultation with both the parties (AIWTDS & selected agency). The selected agency should engage manpower against the following positions during O&M phase:

- a) Service Administrator for integrated Application with Call Center.
- c) Database Administrator

11. Delivery Milestone

Sl No	Milestone	Time (T=3 Days)
1	Signing of the Master Service Agreement/ Work Order	T
2	Completion of Requirement Analysis, Solution Design, Functional and Technical Design Document etc	T+4
3	Completion of Development of grievance management system Portal which includes Unit Testing, System & Integration Testing, Load & Performance Testing, Content Upload	T+18
4	Web Accessibility Testing	T+20
5	Training to identified stakeholders	T+25
6	Deployment In Production and Go-Live (T1) & One year Operation and Maintenance/ Support (T2)	T+30 = T1 T2=T1+365

7	Operation and Maintenance/ Support for additional one year	T2+365 Years
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12. Payment Terms

SI No	Milestone	Amount in percentage of total project value
1	Completion of Development of grievance management system Portal which includes Unit Testing, System & Integration Testing, Load Testing and Content Upload	30%
2	UAT sign off and Training completion	25%
3	Deployment in Production and Go-Live	25%
4	Operation and Maintenance for 1 st year after Go-Live	20%
5	Operation and Maintenance for 2 nd year (After end of 2 nd year)	100% quoted for 2 nd year

13. Service Level Requirements

The purpose of this Service Level Requirements (SLR) is to clearly define the levels of service which shall be provided by the Implementing Agency to Assam Inland Water Transport Development Society, Govt. of Assam for the duration of this contract for the grievance management system Portal Project. Although the implementation SLRs is not specified here, it will be taken care of during Master Service Agreement.

Annexure- A: Form of Bid-Securing Declaration

[The Bidder shall fill in this Form in accordance with the instructions indicated.]

Date: *[date (as day, month and year)]*

RFQ No.: *[number of Bidding process]*

Alternative No.: *[insert identification No if this is a Bid for an alternative]*

To: *[complete name of Employer]*

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid-Securing Declaration.

We accept that we will automatically be suspended from being eligible for Bidding or submitting proposals in any contract with the Employer for the period of time of *one year* starting on *1st February '2023*, if we are in breach of our obligation(s) under the Bid conditions, because we:

- (a) have withdrawn our Bid prior to the expiry date of the Bid validity specified in the Letter of Bid or any extended date provided by us; or
- (b) having been notified of the acceptance of our Bid by the Employer prior to the expiry date of the Bid validity in the Letter of Bid or any extended date provided by us, (i) fail to sign the Contract agreement; or (ii) fail or refuse to furnish the Performance Security, if required.

We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight days after the expiry date of the Bid validity.

Name of the Bidder* _____

Name of the person duly authorized to sign the Bid on behalf of the Bidder** _____

Title of the person signing the Bid _____

Signature of the person named above _____

Date signed _____ day of _____, _____

*: In the case of the Bid submitted by joint venture specify the name of the Joint Venture as Bidder

** : Person signing the Bid shall have the power of attorney given by the Bidder attached to the Bid

[Note: In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all members to the Joint Venture that submits the Bid.]

Section D - General Conditions of Contract

A. General Provisions

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) The Adjudicator is the person appointed jointly by the Employer and the Service Provider to resolve disputes in the first instance, as provided for in Sub-Clause 8.2 hereunder.
- (b) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
- (c) “Bank” means the International Bank for Reconstruction and Development, Washington, D.C., U.S.A.;
- (c) “Association” means the International Development Association, Washington, D.C., U.S.A.;
- (d) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer
- (e) “Contract” means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
- (f) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6;
- (g) “Dayworks” means varied work inputs subject to payment on a time basis for the Service Provider’s employees and equipment, in addition to payments for associated materials and administration.
- (h) “Employer” means the party who employs the Service Provider
- (i) “Employer’s Personnel” means all staff, labor and other employees of the Employer engaged in fulfilling the Employer’s obligations under the Contract; and any other personnel identified as Employer’s Personnel, by a notice from the Employer to the Service provider.
- (j) “ES” means Environmental and Social, as applicable, (including Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH)).

- (k) “Foreign Currency” means any currency other than the currency of the country of the Employer;
- (l) “GCC” means these General Conditions of Contract;
- (m) “Government” means the Government of the Employer’s Country;
- (n) “Local Currency” means the currency of the country of the Employer;
- (o) “Member,” in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; “Members” means all these entities, and “Member in Charge” means the entity specified in the SC to act on their behalf in exercising all the Service Provider’ rights and obligations towards the Employer under this Contract;
- (p) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
- (q) “Service Provider” is a person or corporate body whose Bid to provide the Services has been accepted by the Employer;
- (r) “Service Provider’s Bid” means the completed Bidding Document submitted by the Service Provider to the Employer
- (s) “Service Provider’s Personnel” means all personnel whom the Service Provider utilizes in the execution of the Services, including the staff, labor and other employees of the Service Provider and each Subcontractor; and any other personnel assisting the Service Provider in the execution of the Services;
- (t) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;
- (u) “Specifications” means the specifications of the service included in the Bidding Document submitted by the Service Provider to the Employer
- (v) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider’s Bid.
- (w) “Sexual Exploitation and Abuse” “(SEA)” means the following:

Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust,

for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Sexual Abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

(x)“Sexual Harassment” “(SH)” is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by the Service Provider’s Personnel with other Service Provider’s Personnel or Employer’s Personnel;

(y) “Subcontractor” means any entity to which the Service Provider subcontracts any part of the Services in accordance with the provisions of Sub-Clauses 3.5 and 4.

1.2 Applicable Law The Contract shall be interpreted in accordance with the laws of the Employer’s Country, unless otherwise **specified in the Special Conditions of Contract (SCC)**.

1.3 Language This Contract has been executed in the language **specified in the SCC**, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address **specified in the SCC**.

1.5 Location The Services shall be performed at such locations as are specified in Appendix A, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in the Government’s country or elsewhere, as the Employer may approve.

1.6 Authorized Representatives Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials **specified in the SCC**.

1.7 Inspection and Audit by the Bank Pursuant to paragraph 2.2 e. of Attachment 1 to the General Conditions, the Service Provider shall permit and shall cause its agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit, the Bank and/or persons appointed by the Bank to inspect the site and/or the accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have such accounts, records and other documents audited by auditors appointed by the Bank. The Service Provider's and its Subcontractors' and subconsultants' attention is drawn to Sub-Clause 3.10 (Fraud and Corruption) which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank's prevailing sanctions procedures).

1.8 Taxes and Duties The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

2. Commencement, Completion, Modification, and Termination of Contract

2.1 Effectiveness of Contract This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be **stated in the SCC.**

2.2 Commencement of Services

2.2.1 Program Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general methods, arrangements, order and timing for all activities. Such submission to the Employer shall include any applicable environmental and social management plan to manage environmental and social risks and impacts.

The Services shall be carried out in accordance with the approved Program as updated.

2.2.2 Starting Date The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be **specified in the SCC.**

2.3 Intended Completion Date Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is **specified in the SCC.** If the Service Provider does not

complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.

2.4 Modification

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties and shall not be effective until the consent of the Bank or of the Association, as the case may be, has been obtained.

2.4.1 Value Engineering

The Service Provider may prepare, at its own cost, a value engineering proposal at any time during the performance of the contract. The value engineering proposal shall, at a minimum, include the following;

- (a) the proposed change(s), and a description of the difference to the existing contract requirements;
- (b) a full cost/benefit analysis of the proposed change(s) including a description and estimate of costs (including life cycle costs, if applicable) the Employer may incur in implementing the value engineering proposal; and
- (c) a description of any effect(s) of the change on performance/functionality.

The Employer may accept the value engineering proposal if the proposal demonstrates benefits that:

- (a) accelerates the delivery period; or
- (b) reduces the Contract Price or the life cycle costs to the Employer; or
- (c) improves the quality, efficiency, safety or sustainability of the services; or
- (d) yields any other benefits to the Employer,

without compromising the necessary functions of the Services.

If the value engineering proposal is approved by the Employer and results in:

- (a) a reduction of the Contract Price; the amount to be paid to the Service Provider shall be the percentage specified in the

SCC of the reduction in the Contract Price; or

- (b) an increase in the Contract Price; but results in a reduction in life cycle costs due to any benefit described in (a) to (d) above, the amount to be paid to the Service Provider shall be the full increase in the Contract Price.

2.5 Force Majeure

2.5.1 Definition For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

2.5.2 No Breach of Contract The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

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

2.5.4 Payments During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

2.6 Termination

2.6.1 By the Employer

The Employer may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:

- (a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;
- (b) if the Service Provider become insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Service Provider, in the judgment of the Employer has engaged in Fraud and Corruption, as defined in paragraph 2.2 a. of Attachment 1 to the GCC, in competing for or in executing the Contract

2.6.2 By the Service Provider

The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

2.6.3 Suspension of Loan or Credit

In the event that the World Bank suspends the loan or Credit to the Employer, from which part of the payments to the Service Provider are being made:

- (a) The Employer is obligated to notify the Service Provider of such suspension within 7 days of having received the World Bank's suspension notice.
- (b) If the Service Provider has not received sums due to by the due date stated in the SCC in accordance with Sub-Clause 6.5 the Service Provider may immediately issue a 14 day

termination notice.

2.6.4 Payment upon Termination Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Service Provider's Personnel.

3. Obligations of the Service Provider

3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods.

The Service Provider shall at all times take all reasonable precautions to maintain the health and safety of the Service Provider's Personnel employed for the execution of Services at the locations in the Employer's country where the Services are executed.

If **required in the SCC**, the Service Provider shall submit to the Employer for its approval a health and safety manual which has been specifically prepared for the Contract.

The health and safety manual shall be in addition to any other similar document required under applicable health and safety regulations and laws.

The health and safety manual shall set out any applicable health and safety requirement under the Contract,

- (a) which may include:
 - (i) the procedures to establish and maintain a safe working environment;
 - (ii) the procedures for prevention, preparedness and response activities to be implemented in the case of an emergency event (i.e. an unanticipated incident, arising from natural or man-made

hazards);

(iii) the measures to be taken to avoid or minimize the potential for community exposure to water-borne, water-based, water-related, and vector-borne diseases,

(iv) the measures to be implemented to avoid or minimize the spread of communicable diseases; and

(b) any other requirements stated in the Employer's Requirements.

The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with Subcontractors or third parties.

The Service Provider shall require that its Subcontractors execute the Services in accordance with the Contract, including complying with applicable ES requirements and the obligations set out in GCC Sub-Clause 3.12.

3.2 Conflict of Interests

3.2.1 Service Provider Not to Benefit from Commissions and Discounts.

The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Service Provider's Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project

The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

3.2.3 Prohibition of Conflicting

Neither the Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any

Activities business or professional activity that would conflict with the activities assigned to them under this Contract. The Service provider has an obligation and shall ensure that its Service Provider's Personnel and Sub-consultants shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Employer, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.

3.3 Confidentiality The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.

3.4 Insurance to be Taken Out by the Service Provider The Service Provider (a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Subcontractors', as the case may be) own cost but on terms and conditions approved by the Employer, insurance against the risks, and for the coverage, as shall be **specified in the SCC**; and (b) at the Employer's request, shall provide evidence to the Employer showing that such insurance has been taken out and maintained and that the current premiums have been paid.

3.5 Service Provider's Actions Requiring Employer's Prior Approval The Service Provider shall obtain the Employer's prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"),
- (c) changing the Program of activities; and
- (d) any other action that may be **specified in the SCC**.

3.6 Reporting Obligations The Service Provider shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.

If specified in Appendix B, the reporting requirements shall include applicable environmental and social aspects.

The Service Provider shall inform the Employer immediately of

any allegation, incident or accident in the locations in the Employer's country where the Services are executed, which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Employer's Personnel or Service Provider's Personnel. This includes, but is not limited to, any incident or accident causing fatality or serious injury; significant adverse effects or damage to private property; or any allegation of SEA and/or SH. In case of SEA and/or SH, while maintaining confidentiality as appropriate, the type of allegation (sexual exploitation, sexual abuse or sexual harassment), gender and age of the person who experienced the alleged incident should be included in the information.

The Service Provider, upon becoming aware of the allegation, incident or accident, shall also immediately inform the Employer of any such incident or accident on the Subcontractors' or suppliers' premises relating to the Services which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Employer's Personnel or Service Provider's, its Subcontractors' and suppliers' Personnel. The notification shall provide sufficient detail regarding such incidents or accidents. The Service provider shall provide full details of such incidents or accidents to the Employer within the timeframe agreed with the Employer.

The Service Provider shall require its Subcontractors and suppliers to immediately notify the Service Provider of any incidents or accidents referred to in this Sub- Clause.

3.7 Documents Prepared by the Service Provider to Be the Property of the Employer

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.6 shall become and remain the property of the Employer, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be **specified in the SCC**.

3.8 Liquidated Damages

3.8.1 Payments of Liquidated Damages

The Service Provider shall pay liquidated damages to the Employer at the rate per day **stated in the SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed

the amount **defined in the SCC**. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.

3.8.2 Correction for Over-payment

If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Sub-Clause 6.5.

3.8.3 Lack of performance penalty

If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Sub-Clause 7.2 and **specified in the SCC**.

3.9 Performance Security

If required as **specified in the SCC**, the Service Provider shall provide to the Employer a Performance Security for the performance of the Contract, in the amount **specified in the SCC** and no later than the date specified in the Letter of acceptance.

As **specified in the SCC**, the Performance Security, if required, shall be denominated in the currency(ies) of the Contract, or in a freely convertible currency acceptable to the Employer; and shall be in one of the format stipulated by the Employer in the **SCC**, or in another format acceptable to the Employer.

The performance Security shall be valid until a date 28 days from the Completion Date of the Contract in case of a bank guarantee, and until one year from the Completion Date of the Contract in the case of a Performance Bond.

3.10 Fraud and Corruption

The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in the Attachment 1 to the GCC.

The Employer requires the Service Provider to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the bidding process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission,

gratuity or fee.

3.11 Sustainable Procurement

The Service Provider shall conform to the sustainable procurement contractual provisions, if and as specified in the SCC.

3.12 Code of Conduct

The Service Provider shall have a Code of Conduct for the Service Provider's Personnel employed for the execution of the Services at the locations in the Employer's country where the Services are provided.

The Service Provider shall take all necessary measures to ensure that each Service Provider's Personnel is made aware of the Code of Conduct including specific behaviors that are prohibited, and understands the consequences of engaging in such prohibited behaviors.

These measures include providing instructions and documentation that can be understood by the Service Provider's Personnel and seeking to obtain that person's signature acknowledging receipt of such instructions and/or documentation, as appropriate.

The Service Provider shall also ensure, as applicable, that the Code of Conduct is visibly displayed in locations in the Employer's country where the Services are executed as well as in areas outside the locations accessible to the local community and any project affected people. The posted Code of Conduct shall be provided in languages comprehensible to Service Provider's Personnel, Employer's Personnel and the local community.

The Service Provider's Management Strategy and Implementation Plans, as applicable, shall include appropriate processes for the Service Provider to verify compliance with these obligations.

3.13 Training of Service Provider's Personnel

The Service Provider shall provide appropriate training to its relevant personnel on any applicable ES aspects of the Contract, including appropriate sensitization on prohibition of SEA/SH.

As stated in the Employer's Requirements or as instructed by the Employer, the Service Provider shall also allow appropriate opportunities for the relevant Service Provider's Personnel to be trained on applicable ES aspects of the Contract by the Employer's Personnel and/or other personnel assigned by the Employer.

The Service Provider shall provide training on SEA and SH, including its prevention, to any of its personnel who has a role to supervise other Service Provider's Personnel.

3.14 Security of the Site

Unless stated otherwise in the SCC, the Service Provider shall be responsible for the security at the locations in the Employer's country where the services are carried out including providing and maintaining at its own expense all lighting, fencing, and watching when and where necessary for the proper execution and the protection of the locations, or for the safety of the owners and occupiers of adjacent property and for the safety of the public.

If required in the SCC, prior to the Starting Date for the commencement of Services, the Service Provider shall submit for the Employer's No-objection a security management plan that sets the security arrangements for the locations in the Employer's country where the Services are executed.

In making security arrangements, the Service Provider shall be guided by applicable laws and any other requirements that may be stated in the Employer's Requirements.

The Service Provider shall (i) conduct appropriate background checks on any personnel retained to provide security; (ii) train the security personnel adequately (or determine that they are properly trained) in the use of force (and where applicable, firearms), and appropriate conduct towards the Service Provider's personnel, Employer's personnel and affected communities; and (iii) require the security personnel to act within the applicable Laws and any requirements set out in the Employer's Requirements.

The Service Provider shall not permit any use of force by security personnel in providing security except when used for preventive and defensive purposes in proportion to the nature and extent of the threat.

3.15 Protection of the Environment

As applicable, the Service Provider shall take all necessary measures to:

- i. protect the environment (both on and off the locations where the Services are executed) from damages resulting from its operations/and or activities; and
- ii. limit damage and nuisance to people and property resulting from pollution, noise and other results of

the Service Provider's operations and/ or activities.

The Service Provider shall ensure that any emissions, surface discharges, effluent and any other pollutants from the its activities shall exceed neither the values that may be indicated in the Employer's Requirements, nor those prescribed by applicable laws.

In the event of damage to the environment, property and/or nuisance to people, on or off the locations where the Services are carried out, as a result of the Service Provider's operations and/or activities, the Service Provider shall agree with the Employer the appropriate actions and time scale to remedy, as practicable, the damaged environment to its former condition. The Service Provider shall implement such remedies at its cost to the satisfaction of the Employer.

3.16 Cultural Heritage Findings

All fossils, coins, articles of value or antiquity, structures, groups of structures, and other remains or items of geological, archaeological, paleontological, historical, architectural, religious interest found on the locations in the Employer's country where the Services are carried out shall be placed under the care and custody of the Employer.

As soon as practicable after discovery of any such finding, the Service Provider shall give a notice to the Employer, to give the Employer the opportunity to promptly inspect and/or investigate the finding before it is disturbed and to issue instructions for dealing with it.

4. Service Provider's Personnel

4.1 Description of Personnel

The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.

4.2 Removal and/or Replacement of Personnel

(a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.

(b) The Employer may require the Service Provider to remove (or cause to be removed) a Service Provider's Personnel, who:

- (i) persists in any misconduct or lack of care;
- (ii) carries out duties incompetently or negligently;
- (iii) fails to comply with any provision of the Contract;
- (iv) persists in any conduct which is prejudicial to safety, health, or the protection of the environment;
- (v) based on reasonable evidence, is determined to have engaged in Fraud and Corruption during the execution of the Contract;
- (vi) has been recruited from the Employer's Personnel;
- (vii) undertakes behavior which breaches the Code of Conduct (ES), as applicable.

As appropriate, the Service provider shall then promptly appoint (or cause to be appointed) a suitable replacement with equivalent skills and experience.

withstanding any requirement from the Employer to remove or cause to remove any person, the Service provider shall take immediate action as appropriate in response to any violation of (i) through (vii) above. Such immediate action shall include removing (or causing to be removed) from the locations where the Services are carried out, any Service Provider's Personnel who engages in (i), (ii), (iii), (iv), (v) or (vii) above or has been recruited as stated in (vi) above.

- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

4.3 Service Provider's Personnel

Engagement of Service Provider's Personnel

The Service Provider shall make arrangements for the engagement of the Service Provider's Personnel.

The Service Provider is encouraged, to the extent practicable and reasonable, to use local labor that has the necessary skills.

Subject to GCC 5.1, the Service Provider shall be responsible for obtaining all necessary permit(s) and/or visa(s) from the appropriate authorities for the entry of all personnel to be employed for the Services into the Employer's country.

The Service Provider shall at its own expense provide the means of repatriation to all of its personnel employed for the execution of the

Services to the place where they were recruited or to their domicile. It shall also provide suitable temporary maintenance of all such persons from the cessation of their employment on the Contract to the date programmed for their departure.

Persons in the Service of Employer

The Service Provider shall not recruit, or attempt to recruit, staff and labor from amongst the Employer's Personnel.

Labor Laws

The Service provider shall comply with all the relevant labor laws applicable to the Service Provider's Personnel, including laws relating to their employment, health, safety, welfare, immigration and emigration, and shall allow them all their legal rights.

The Service Provider shall at all times during the progress of the Contract use its best endeavors to prevent any unlawful, riotous or disorderly conduct or behavior by or amongst its employees and the labor of its Subcontractors.

The Service Provider shall, in all dealings with its personnel currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs and all local laws and regulations pertaining to the employment of labor.

Rates of Wages and Conditions of Labor

The Service Provider shall pay rates of wages, and observe conditions of labor, which are not lower than those established for the trade or industry where the Service is carried out. If no established rates or conditions are applicable, the Service Provider shall pay rates of wages and observe conditions which are not lower than the general level of wages and conditions observed locally by employers whose trade or industry is similar to that of the Service Provider.

The Service Provider shall inform the Service Provider's Personnel about their liability to pay personal income taxes in the Employer's country in respect of such of their salaries, wages, allowances and any benefits as are subject to tax under the laws of the country for the time being in force, and the Service provider shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws.

Facilities for Service Provider's Personnel

If stated in the SCC and subject to GCC Sub-Clause 5.3, the Service Provider shall provide and maintain all necessary accommodation and welfare facilities for the Service Provider's Personnel employed for the execution of the Contract at the

locations in the Employer's country where the Services are provided.

In the event of the death of any of the Service Provider's Personnel or accompanying members of their families, the Service Provider shall be responsible for making the appropriate arrangements for their return or burial, unless otherwise specified in the SCC.

Workers' Organizations

In countries where the relevant labor laws recognize workers' rights to form and to join workers' organizations of their choosing and to bargain collectively without interference, the Service Provider shall comply with such laws. In such circumstances, the role of legally established workers' organizations and legitimate workers' representatives will be respected, and they will be provided with information needed for meaningful negotiation in a timely manner. Where the relevant labor laws substantially restrict workers' organizations, the Service Provider shall enable alternative means for the service provider's Personnel to express their grievances and protect their rights regarding working conditions and terms of employment. The Service Provider shall not seek to influence or control these alternative means. The Service Provider shall not discriminate or retaliate against the Service Provider's Personnel who participate, or seek to participate, in such organizations and collective bargaining or alternative mechanisms. Workers' organizations are expected to fairly represent the workers in the workforce.

Non-Discrimination and Equal Opportunity

The Service Provider shall not make decisions relating to the employment or treatment of Service Provider's Personnel on the basis of personal characteristics unrelated to inherent job requirements. The Service Provider shall base the employment of Service Provider's Personnel on the principle of equal opportunity and fair treatment, and shall not discriminate with respect to any aspects of the employment relationship, including recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, and disciplinary practices.

Special measures of protection or assistance to remedy past discrimination or selection for a particular job based on the inherent requirements of the job shall not be deemed discrimination. The Service Provider shall provide protection and assistance as necessary to ensure non-discrimination and equal opportunity, including for specific groups such as women, people with disabilities, migrant workers and children (of working age in

accordance with this Sub-Clause).

Forced Labor

The Service Provider, including its Subcontractors, shall not employ or engage forced labor. Forced labor consists of any work or service, not voluntarily performed, that is exacted from an individual under threat of force or penalty, and includes any kind of involuntary or compulsory labor, such as indentured labor, bonded labor or similar labor-contracting arrangements.

No persons shall be employed or engaged who have been subject to trafficking. Trafficking in persons is defined as the recruitment, transportation, transfer, harbouring or receipt of persons by means of the threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation.

Child Labor

The Service Provider, including its Subcontractors, shall not employ or engage a child under the age of 14 unless the national law specifies a higher age (the minimum age).

The Service Provider, including its Subcontractors, shall not employ or engage a child between the minimum age and the age of 18 in a manner that is likely to be hazardous, or to interfere with, the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.

The Service Provider including its Subcontractors, shall only employ or engage children between the minimum age and the age of 18 after an appropriate risk assessment has been conducted by the Service Provider with the Employer's consent. The Service Provider shall be subject to regular monitoring by the Employer that includes monitoring of health, working conditions and hours of work.

Work considered hazardous for children is work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize the health, safety, or morals of children. Such work activities prohibited for children include work:

- (a) with exposure to physical, psychological or sexual abuse;
- (b) underground, underwater, working at heights or in confined spaces;
- (c) with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads;

- (d) in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise or vibration damaging to health; or
- (e) under difficult conditions such as work for long hours, during the night or in confinement on the premises of the employer.

5. Obligations of the Employer

- 5.1 Assistance and Exemptions** The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as **specified in the SCC.**
- 5.2 Change in the Applicable Law** If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses 6.2 (a) or (b), as the case may be.
- 5.3 Services and Facilities** The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

6. Payments to the Service Provider

- 6.1 Lump-Sum Remuneration** The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.
- 6.2 Contract Price**
- (a) The price payable in local currency is **set forth in the SCC.**
 - (b) The price payable in foreign currency is set **forth in the SCC.**
- 6.3 Payment for Additional Services, and Performance Incentive Compensation**
- 6.3.1 For the purpose of determining the remuneration due for additional Services as may be agreed under Sub-Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.
 - 6.3.2 **If the SCC so specify,** the service provider shall be paid

performance incentive compensation as set out in the Performance Incentive Compensation appendix.

6.4 Terms and Conditions of Payment

Payments will be made to the Service Provider according to the payment schedule **stated in the SCC. Unless otherwise stated in the SCC**, the advance payment (Advance for Mobilization, Materials and Supplies) shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period **stated in the SCC**. Any other payment shall be made after the conditions **listed in the SCC** for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.

6.5 Interest on Delayed Payments

If the Employer has delayed payments beyond fifteen (15) days after the due date stated in the SCC, interest shall be paid to the Service Provider for each day of delay at the rate stated in the SCC.

6.6 Price Adjustment

6.6.1 Prices shall be adjusted for fluctuations in the cost of inputs only if **provided for in the SCC**. If so provided, the amounts certified in each payment certificate, after deducting for Advance Payment, shall be adjusted by applying the respective price adjustment factor to the payment amounts due in each currency. A separate formula of the type indicated below applies to each Contract currency:

$$P_c = A_c + B_c L_{mc}/L_{oc} + C_c I_{mc}/I_{oc}$$

Where:

P_c is the adjustment factor for the portion of the Contract Price payable in a specific currency “c”.

A_c , B_c and C_c are coefficients specified in the SCC, representing: A_c the nonadjustable portion; B_c the adjustable portion relative to labor costs and C_c the adjustable portion for other inputs, of the Contract Price payable in that specific currency “c”; and

L_{mc} is the index prevailing at the first day of the month of the corresponding invoice date and L_{oc} is the index prevailing 28 days before Bid opening for labor; both in the specific currency “c”.

I_{mc} is the index prevailing at the first day of the month of the corresponding invoice date and I_{oc} is the index prevailing 28 days before Bid opening for other inputs payable; both in the specific currency “c”.

If a price adjustment factor is applied to payments made in a

currency other than the currency of the source of the index for a particular indexed input, a correction factor Z_o/Z_n will be applied to the respective component factor of pn for the formula of the relevant currency. Z_o is the number of units of currency of the country of the index, equivalent to one unit of the currency payment on the date of the base index, and Z_n is the corresponding number of such currency units on the date of the current index.

6.6.2 If the value of the index is changed after it has been used in a calculation, the calculation shall be corrected and an adjustment made in the next payment certificate. The index value shall be deemed to take account of all changes in cost due to fluctuations in costs.

6.7 Dayworks

6.7.1 If applicable, the Daywork rates in the Service Provider's Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.

6.7.2 All work to be paid for as Dayworks shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.

6.7.3 The Service Provider shall be paid for Dayworks subject to obtaining signed Dayworks forms as indicated in Sub-Clause 6.7.2

7. Quality Control

7.1 Identifying Defects

The principle and modalities of Inspection of the Services by the Employer shall be as **indicated in the SCC**. The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as **defined in the SCC**.

7.2 Correction of Defects, and Lack of Performance Penalty

(a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

(b) Every time notice a Defect is given, the Service Provider shall

correct the notified Defect within the length of time specified by the Employer's notice.

- (c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in Sub-Clause 3.8.

8. Settlement of Disputes

8.1 Amicable Settlement

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

8.2 Dispute Settlement

8.2.1 If any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Adjudicator within 14 days of the notification of disagreement of one party to the other.

8.2.2 The Adjudicator shall give a decision in writing within 28 days of receipt of a notification of a dispute.

8.2.3 The Adjudicator shall be paid by the hour at the rate **specified in the BDS and SCC**, together with reimbursable expenses of the types **specified in the SCC**, and the cost shall be divided equally between the Employer and the Service Provider, whatever decision is reached by the Adjudicator. Either party may refer a decision of the Adjudicator to an Arbitrator within 28 days of the Adjudicator's written decision. If neither party refers the dispute to arbitration within the above 28 days, the Adjudicator's decision will be final and binding.

8.2.4 Unless otherwise agreed by both the Employer and the Service Provider, arbitration shall be conducted as follows:

- (a) For contracts with foreign Service Providers:

unless otherwise specified in the SCC; the dispute shall be finally settled under the Rules of Arbitration of the International Chamber of Commerce; by one or three arbitrators appointed in accordance with these Rules. The place of arbitration shall be the neutral location **stated in the SCC**; and the arbitration shall be conducted in the ruling language **stated in the SCC**;

and

(b) For contracts with national Service Providers, arbitration with proceedings conducted in accordance with the laws of the Employer's country.

8.2.5 Should the Adjudicator resign or die, or should the Employer and the Service Provider agree that the Adjudicator is not functioning in accordance with the provisions of the Contract, a new Adjudicator will be jointly appointed by the Employer and the Service Provider. In case of disagreement between the Employer and the Service Provider, within 30 days, the Adjudicator shall be designated by the Appointing Authority **designated in the SCC** at the request of either party, within 14 days of receipt of such request.

ATTACHMENT 1

Fraud and Corruption

(Text in this Attachment shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

a. Defines, for the purposes of this provision, the terms set forth below as follows:

- i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
- iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- v. "obstructive practice" is:
 - (a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - (b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

- b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;
- d. Pursuant to the Bank's Anti- Corruption Guidelines and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;¹ (ii) to be a nominated² sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;
- e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents personnel, permit the Bank to inspect³ all accounts, records and other documents relating to procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

¹ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

² A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

³ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

Section E - Special Conditions of Contract

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1	The words “in the Government’s country” are amended to read “in India.”
1.1(a)	The Adjudicator is:
1.1(e)	The contract name is “ <i>Selection of Agency for Design, Development, Implementation, Training and Support of Online Grievance Management System, Call Centre, Tracking System Cum Customer Relationship Management System.</i> ”
1.1(h)	The Employer is <i>Assam Inland Water Transport Development Society</i>
1.1(o)	<i>NA</i>
1.1(q)	The Service Provider is _____
1.2	The Applicable Law is: Republic of India
1.3	The language is <i>English</i>
1.4	<p>The addresses are:</p> <p>Attention: State Project Director</p> <p>Address: Assam Inland Water Transport Development Society, 3rd Floor, Directorate of Inland Water Transport, Assam, Guwahati - 7, India</p> <p>Telephone: +91 361 2462677</p> <p>Electronic mail address: dir.iwtds-as@gov.in</p> <p>Website: https://aiwtdsociety.in/ and www.iwtdirectorate.assam.gov.in</p> <p>Service Provider: _____</p> <p>Attention: _____</p> <p>Telex: _____</p> <p>Facsimile: _____</p>
1.6	<p>The Authorized Representatives are:</p> <p>For the Employer: _____</p> <p>For the Service Provider: _____</p>
2.1	The date on which this Contract shall come into effect is <i>Date of signing of</i>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	<i>contract</i>
2.2.2	The Starting Date for the commencement of Services is _____.
2.3	The Intended Completion Date is <i>Two year from signing of Contract.</i>
2.4.1	Not Applicable
3.1	Health and safety manual is not required.
3.2.3	Activities prohibited after termination of this Contract are: The created content/ software/ document shall be under the ownership of the employer and shall not be used/promoted/ reproduced in any other way without prior written permission from the employer. Infringement of intellectual rights.
3.4	The risks and coverage by insurance shall be: <ul style="list-style-type: none"> (i) Third Party motor vehicle: Yes (ii) Third Party liability: Yes (iii) Employer’s liability and workers’ compensation: Yes (iv) Professional liability: Yes (v) Loss or damage to equipment and property: Yes
3.5(d)	Not Applicable
3.7	Restrictions on the use of documents prepared by the Service Provider are: The created content/ software/ document shall be under the ownership of the employer and shall not be used/ promoted/ reproduced in any other way without prior written permission from the employer. Infringement of intellectual rights.
3.8.1	The liquidated damages rate is 0.05% per day The maximum amount of liquidated damages for the whole contract is tenpercent of the final Contract Price.
3.8.3	The percentage to be used for the calculation of Lack of performance Penalty is 5%. Lack of performance Penalty(ies) is 5 %
3.9	A Performance Security shall <i>be required</i> If required, the Performance Security shall be in the form of: <i>a Bank</i>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract																		
	<p><i>Guarantee</i></p> <p><i>the amount of the Performance Security shall be: 10% of the Contract Price.</i></p>																		
3.11	<i>Deleted</i>																		
3.13	The Service Provider shall not submit a security management plan.																		
5.1	<p>The assistance provided to the Service Provider are:</p> <ol style="list-style-type: none"> 1. Project related information 2. Updates 3. Requirement <p>No e exemptions shall be provided to the Service Provider.</p>																		
6.2(a)	The amount in local currency is INR.																		
6.2(b)	The amount in foreign currency or currencies is Not Applicable.																		
6.3.2	The performance incentive paid to the Service Provider shall be: Not Applicable																		
6.4	<p>Payments shall be made according to the following schedule:</p> <p>The payment under this assignment shall be made, after due acceptance of the deliverables by the society, as per the milestones detailed below:</p> <table border="1" data-bbox="411 1263 1334 1877"> <thead> <tr> <th data-bbox="419 1274 507 1406">Sl No</th> <th data-bbox="515 1274 1070 1406">Milestone</th> <th data-bbox="1078 1274 1326 1406">Amount in percentage of total project value</th> </tr> </thead> <tbody> <tr> <td data-bbox="419 1413 507 1523">1</td> <td data-bbox="515 1413 1070 1523">Completion of Development of grievance management system Portal which includes Unit Testing, System & Integration Testing, Load Testing and Content Upload</td> <td data-bbox="1078 1413 1326 1523">30%</td> </tr> <tr> <td data-bbox="419 1529 507 1594">2</td> <td data-bbox="515 1529 1070 1594">UAT sign off and Training completion</td> <td data-bbox="1078 1529 1326 1594">25%</td> </tr> <tr> <td data-bbox="419 1601 507 1666">3</td> <td data-bbox="515 1601 1070 1666">Deployment in Production and Go-Live</td> <td data-bbox="1078 1601 1326 1666">25%</td> </tr> <tr> <td data-bbox="419 1673 507 1783">4</td> <td data-bbox="515 1673 1070 1783">Operation and Maintenance for 1st year after Go-Live</td> <td data-bbox="1078 1673 1326 1783">20%</td> </tr> <tr> <td data-bbox="419 1789 507 1877">5</td> <td data-bbox="515 1789 1070 1877">Operation and Maintenance for 2nd year (After end of 2nd year)</td> <td data-bbox="1078 1789 1326 1877">100% quoted for 2nd year</td> </tr> </tbody> </table>	Sl No	Milestone	Amount in percentage of total project value	1	Completion of Development of grievance management system Portal which includes Unit Testing, System & Integration Testing, Load Testing and Content Upload	30%	2	UAT sign off and Training completion	25%	3	Deployment in Production and Go-Live	25%	4	Operation and Maintenance for 1 st year after Go-Live	20%	5	Operation and Maintenance for 2 nd year (After end of 2 nd year)	100% quoted for 2 nd year
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6.5	Payment shall be made within 60 days of receipt of the invoice and the																		

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	<p>relevant documents specified in Sub-Clause 6.4, and within 60days in the case of the final payment.</p> <p>The interest rate is <i>based on Prime Bank lending rate of State Bank of India applicable from the date of delay.</i></p>
6.6.1	Price adjustment is Not Applicable in accordance with Sub-Clause 6.6.
7.1	<p>The principle and modalities of inspection of the Services by the Employer are as follows: <i>Section C – Activity Schedule</i></p> <p>The Defects Liability Period is 12 months from the date of acceptance of any deliverables.</p>
8.2.3	The Adjudicator is to be provided at the time of signing of contract, who will be paid a rate of Rs.10,000/-per 8 hourly of work. The following reimbursable expenses are recognized: None.
8.2.4	<p>Rules of arbitration</p> <p>GCC 8.2.4 (a) <i>shall not</i> apply.</p> <p>GCC Sub-Clause 8.2.4 (b): <i>shall apply.</i></p>
8.2.5	The designated Appointing Authority for a new Adjudicator is Indian Council of Arbitration

Section F- Form of Contract

[letterhead paper of the Employer]

LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the “Contract”) is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Employer]* (hereinafter called the “Employer”) and, on the other hand, *[name of Service Provider]* (hereinafter called the “Service Provider”).

*[Note: In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Employer”) and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider’s obligations under this Contract, namely, *[name of Service Provider]* and *[name of Service Provider]* (hereinafter called the “Service Provider”).]*

WHEREAS

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;
- (c) the Employer has received *[or has applied for]* a loan from the International Bank for Reconstruction and Development (hereinafter called the “Bank”) *[or a credit from the International Development Association (hereinafter called the “Association”)]* towards the cost of the Services and intends to apply a portion of the proceeds of this loan *[or credit]* to eligible payments under this Contract, it being understood (i) that payments by the Bank *[or Association]* will be made only at the request of the Employer and upon approval by the Bank *[or Association]*, (ii) that such payments will be subject, in all respects, to the terms and conditions of the agreement providing for the loan *[or credit]*, and (iii) that no party other than the Employer shall derive any rights from the agreement providing for the loan *[or credit]* or have any claim to the loan *[or credit]* proceeds;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider’s Bid

- (c) the Special Conditions of Contract;
- (d) the General Conditions of Contract;
- (e) the Specifications;
- (f) the Priced Activity Schedule; and
- (g) The following Appendices: [*Note: If any of these Appendices are not used, the words "Not Used" should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.*]

Appendix A: Description of the Services

Appendix B: Schedule of Payments

Appendix C: Key Personnel and Subcontractors

Appendix D: Breakdown of Contract Price in Foreign Currency

Appendix E: Breakdown of Contract Price in Local Currency

Appendix F: Services and Facilities Provided by the Employer

Appendix G: Performance Incentive Compensation

Appendix H: Code of Conduct for Service Provider's Personnel

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

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

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

[*Authorized Representative*]

For and on behalf of [*name of Service Provider*]

[*Authorized Representative*]

[Note: If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]

For and on behalf of each of the Members of the Service Provider

[name of member]

[Authorized Representative]

Performance Security

Bank Guarantee

[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: *[insert name and Address of Employer]*

Date: *_ [Insert date of issue]*

PERFORMANCE GUARANTEE No.: *[Insert guarantee reference number]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that *_ [insert name of Service Provider which in the case of a joint venture shall be the name of the joint venture]* (hereinafter called "the Applicant") has entered into Contract No. *[insert reference number of the contract]* dated *[insert date]* with the Beneficiary, for the Non-Consulting Services of *_ [insert name of contract and brief description of the Non-Consulting Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert amount in figures]* () *[insert amount in words]*,¹ such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the Contract, without the Beneficiary needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the Day of, 2...², and any demand for payment under it must be received by us at this office indicated above on or before that date.

¹ *The Guarantor shall insert an amount representing the percentage of the Accepted Contract Amount specified in the Letter of Acceptance, and denominated either in the currency (ies) of the Contract or a freely convertible currency acceptable to the Beneficiary.*

² *Insert the date twenty-eight days after the expected completion date as described in GCC. The Service Provider should note that in the event of an extension of this date for completion of the Contract, the Service Provider would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date*

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under Article 15(a) is hereby excluded.

[signature(s)]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.

established in the guarantee. In preparing this guarantee, the Service Provider might consider adding the following text to the form, at the end of the penultimate paragraph: "The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months] [one year], in response to the Beneficiary's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee."