

Request for Bids Non-Consulting Services

Procurement of:

Hiring of Service Provider for the Provision of a business plan and set up of implementation and governance structure for National Enterprise Architecture (BND A)

RFB No: EDGE-NS1

Project: Enhancing Digital Government and Economy (EDGE)

Employer: Bangladesh Computer Council (BCC)

Country: Bangladesh

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Part I – Bidding Procedures

Section I - Instructions to Bidders

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Section I - Instructions to Bidders

A. General

1. **Scope of Bid**
- 1.1 In connection with the Specific Procurement Notice - Request for Bids (RFB), specified in the Bid Data Sheet (BDS), the Employer, as specified in the BDS, issues this bidding document for the delivery of Non-Consulting Services, as specified in Section VII, Employer's Requirements. The name, identification and number of lots (contracts) of this RFB procurement are specified in the BDS.
- 1.2 Throughout this bidding document:
- (a) the term "in writing" means communicated in written form (e.g. by mail, e-mail, fax, including if specified in the BDS, distributed or received through the electronic-procurement system used by the Employer) with proof of receipt;
 - (b) if the context so requires, "singular" means "plural" and vice versa; and
 - (c) "Day" means calendar day, unless otherwise specified as "Business Day". A Business Day is any day that is an official working day of the Borrower. It excludes the Borrower's official public holidays;
 - (d) "ES" means environmental and social, as applicable, (including Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH));
 - (e) "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.
 - (f) "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 or Employer's Personnel;

- (g) “Service Provider’s Personnel” is as defined in GCC Sub-Clause 1.1; and
- (h) “Employer’s Personnel” is as defined in GCC Sub-Clause 1.1.

A non-exhaustive list of (i) behaviors which constitute SEA and (ii) behaviors which constitute SH is attached to the Code of Conduct form in Section IV.

- 1.3 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date provided in the BDS.
2. **Source of Funds**
- 2.1 The Borrower or Recipient (hereinafter called “Borrower”) specified in the BDS has applied for or received financing (hereinafter called “funds”) from the International Bank for Reconstruction and Development or the International Development Association (hereinafter called “the Bank”) in an amount specified in the BDS, toward the project named in the BDS. The Borrower intends to apply a portion of the funds to eligible payments under the contract for which this bidding document is issued.
 - 2.2 Payment by the Bank will be made only at the request of the Borrower and upon approval by the Bank in accordance with the terms and conditions of the Loan (or other financing) Agreement. The Loan (or other financing) Agreement prohibits a withdrawal from the loan account for the purpose of any payment to persons or entities, or for any import of goods, equipment or materials if such payment or import is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than the Borrower shall derive any rights from the Loan (or other financing) Agreement or have any claim to the proceeds of the Loan (or other financing).
3. **Fraud and Corruption**
- 3.1 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 Section VI.
 - 3.2 In further pursuance of this policy, Bidders shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit the Bank to inspect all accounts, records and other documents relating to any initial selection process, prequalification process, bid submission, proposal submission and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.

4. Eligible Bidders

- 4.1 A Bidder may be a firm that is a private entity, a state-owned entity or institution subject to ITB 4.6, or any combination of such entities in the form of a Joint Venture (JV) under an existing agreement or with the intent to enter into such an agreement supported by a letter of intent. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the entire Contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the Bidding process and, in the event the JV is awarded the Contract, during contract execution. Unless specified in the BDS, there is no limit on the number of members in a JV.
- 4.2 A Bidder shall not have a conflict of interest. Any Bidder found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest for the purpose of this Bidding process, if the Bidder:
- (a) directly or indirectly controls, is controlled by or is under common control with another Bidder; or
 - (b) receives or has received any direct or indirect subsidy from another Bidder; or
 - (c) has the same legal representative as another Bidder; or
 - (d) has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the Bid of another Bidder, or influence the decisions of the Employer regarding this Bidding process; or

- (e) or any of its affiliates participated as a consultant in the preparation of the Employer's Requirements (including Activities Schedules, Performance Specifications and Drawings) for the Non-Consulting Services that are the subject of the Bid; or
 - (f) or any of its affiliates has been hired (or is proposed to be hired) by the Employer or Borrower for the Contract implementation; or
 - (g) would be providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of the project specified in the BDS ITB 2.1 that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or
 - (h) has a close business or family relationship with a professional staff of the Borrower (or of the project implementing agency, or of a recipient of a part of the loan) who: (i) are directly or indirectly involved in the preparation of the bidding document or specifications of the contract, and/or the Bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Bank throughout the procurement process and execution of the Contract.
- 4.3 A firm that is a Bidder (either individually or as a JV member) shall not participate in more than one Bid, except for permitted alternative Bids. This includes participation as a subcontractor. Such participation shall result in the disqualification of all Bids in which the firm is involved. A firm that is not a Bidder or a JV member, may participate as a sub-contractor in more than one Bid.
- 4.4 A Bidder may have the nationality of any country, subject to the restrictions pursuant to ITB 4.8. A Bidder shall be deemed to have the nationality of a country if the Bidder is constituted, incorporated or registered in and operates in conformity with the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case may be. This criterion also shall apply to the determination of the nationality of proposed subcontractors or subconsultants for any part of the Contract including related Services.
- 4.5 A Bidder that has been sanctioned by the Bank, pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework as described in Section VI paragraph

2.2 d., shall be ineligible to be prequalified for, initially selected for, bid for, propose for, or be awarded a Bank-financed contract or benefit from a Bank-financed contract, financially or otherwise, during such period of time as the Bank shall have determined. The list of debarred firms and individuals is available at the electronic address specified in the BDS.

4.6 Bidders that are state-owned enterprises or institutions in the Employer's Country may be eligible to compete and be awarded a Contract(s) only if they can establish, in a manner acceptable to the Bank, that they: (i) are legally and financially autonomous; (ii) operate under commercial law; and (iii) are not under supervision of the Employer.

4.7 A Bidder shall not be under suspension from Bidding by the Employer as the result of the operation of a Bid-Securing Declaration or Proposal-Securing Declaration.

4.8 Firms and individuals may be ineligible if so indicated in Section V and (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the supply of goods or the contracting of works or services required; or (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's country prohibits any import of goods or contracting of works or services from that country, or any payments to any country, person, or entity in that country.

4.9 This Bidding is open for all eligible Bidders, unless otherwise specified in ITB 18.4.

4.10 A Bidder shall provide such documentary evidence of eligibility satisfactory to the Employer, as the Employer shall reasonably request.

4.11 A firm that is under a sanction of debarment by the Borrower from being awarded a contract is eligible to participate in this procurement, unless the Bank, at the Borrower's request, is satisfied that the debarment; (a) relates to fraud or corruption, and (b) followed a judicial or administrative proceeding that afforded the firm adequate due process.

5. Qualification of the Bidder

5.1 All Bidders shall provide in Section IV, Bidding Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

5.2 In the event that prequalification of Bidders has been undertaken as stated in ITB 18.4, the provisions on qualifications of the Section III, Evaluation and Qualification Criteria shall not apply.

6. **Sections of Bidding Document**

6.1 The bidding document consists of Parts 1, 2, and 3, which include all the sections indicated below, and should be read in conjunction with any Addenda issued in accordance with ITB 9.

PART 1: Bidding Procedures

- Section I - Instructions to Bidders (ITB)
- Section II - Bid Data Sheet (BDS)
- Section III - Evaluation and Qualification Criteria
- Section IV - Bidding Forms
- Section V - Eligible Countries
- Section VI - Fraud and Corruption

PART 2: Employer's Requirements

- Section VII - Employer's Requirements

PART 3: Contract

- Section VIII - General Conditions of Contract (GCC)
- Section IX - Special Conditions of Contract (SCC)
- Section X - Contract Forms

6.2 The Specific Procurement Notice - Request for Bids (RFB) or the notice to prequalified Bidders, as the case may be issued by the Employer is not part of this bidding document.

6.3 Unless obtained directly from the Employer, the Employer is not responsible for the completeness of the document, responses to requests for clarification, the Minutes of the pre-Bid meeting (if any), or Addenda to the bidding document in accordance with ITB 9. In case of any contradiction, documents obtained directly from the Employer shall prevail.

6.4 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding document and to furnish with its Bid all information or documentation as is required by the bidding document.

7. **Site Visit** 7.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the locations of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the locations of required Services and its surroundings shall be at the Bidder's own expense.
8. **Clarification of Bidding Document** 8.1 A Bidder requiring any clarification of the bidding document shall contact the Employer in writing at the Employer's address specified **in the BDS**. The Employer will respond in writing to any request for clarification, provided that such request is received prior to the deadline for submission of Bids within a period specified **in the BDS**. The Employer shall forward copies of its response to all Bidders who have acquired the bidding document in accordance with ITB 6.3, including a description of the inquiry but without identifying its source. If so specified **in the BDS**, the Employer shall also promptly publish its response at the web page identified **in the BDS**. Should the clarification result in changes to the essential elements of the bidding document, the Employer shall amend the bidding document following the procedure under ITB 9 and ITB 23.2.
9. **Amendment of Bidding Document** 9.1 At any time prior to the deadline for submission of Bids, the Employer may amend the bidding document by issuing addenda.
- 9.2 Any addendum issued shall be part of the bidding document and shall be communicated in writing to all who have obtained the bidding document from the Employer in accordance with ITB 6.3. The Employer shall also promptly publish the addendum on the Employer's web page in accordance with ITB 8.1.
- 9.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their Bids, the Employer shall extend, as necessary, the deadline for submission of Bids, in accordance with ITB 23.2 below.

B. Preparation of Bids

10. **Cost of Bidding** 10.1 The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Employer shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.
11. **Language of Bid** 11.1 The Bid as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Employer shall be written in the language specified **in the BDS**. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages into the language specified **in**

the BDS, in which case, for purposes of interpretation of the Bid, such translation shall govern.

**12. Documents
Comprising the
Bid**

12.1 The Bid shall comprise two Parts, namely the Technical Part and the Financial Part. These two Parts shall be submitted simultaneously in two separate sealed envelopes (two-envelope Bidding process). One envelope shall contain only information relating to the Technical Part and the other, only information relating to the Financial Part. These two envelopes shall be enclosed in a separate sealed outer envelope marked "ORIGINAL BID".

12.2 The Technical Part shall contain the following:

- (a) **Letter of Bid** -Technical Part, prepared in accordance with ITB 13;
- (b) **Bid Security or Bid-Securing Declaration** in accordance with ITB 20.1;
- (c) **Alternative Bid** - Technical Part:: if permissible in accordance with ITB 14, the Technical Part of any Alternative Bid;
- (d) **Authorization:** written confirmation authorizing the signatory of the Bid to commit the Bidder, in accordance with ITB 21.3;
- (e) **Qualifications:** documentary evidence in accordance with ITB 18 establishing the Bidder's qualifications to perform the Contract if its Bid is accepted;
- (f) **Bidder's Eligibility:** documentary evidence in accordance with ITB 18 establishing the Bidder's eligibility to Bid;
- (g) **Conformity:** documentary evidence in accordance with ITB 17, that the Services conform to the bidding document; and
- (h) any other document required **in the BDS**.

12.3 The Financial Part shall contain the following:

- (a) Letter of Bid – Financial Part: prepared in accordance with ITB 13 and ITB 15;
- (b) **Schedule:** Priced Activity Schedule completed in accordance with ITB 13 and ITB 15;
- (c) Alternative Bid - Financial Part: if permissible in accordance with ITB 14, the Financial Part of any Alternative Bid; and
- (d) any other document required **in the BDS**.

12.4 The Technical Part shall not include any information related to the Bid price. Where material financial information related to the Bid

price is contained in the Technical Part the Bid shall be declared non-responsive.

- 12.5 In addition to the requirements under ITB 12.2, Bids submitted by a JV shall include in the Technical Part a copy of the Joint Venture Agreement entered into by all members. Alternatively, a letter of intent to execute a Joint Venture Agreement in the event of a successful Bid shall be signed by all members and submitted with the Bid, together with a copy of the proposed Agreement.
- 12.6 The Bidder shall furnish in the Letter of Bid- Financial Part information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Bid.
- 13. Letters of Bid and Priced Activity Schedule**
- 13.1 The Letter of Bid - Technical Part, Letter of Bid- Financial Part and Priced Activity Schedule shall be prepared using the relevant forms furnished in Section IV, Bidding Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITB 21.3. All blank spaces shall be filled in with the information requested.
- 14. Alternative Bids**
- 14.1 Unless otherwise indicated **in the BDS**, alternative Bids shall not be considered. If alternatives are permitted, only the technical alternatives, if any, of the Most Advantageous Bidder shall be considered by the Employer.
- 14.2 When alternative times for completion are explicitly invited, a statement to that effect will be included **in the BDS** and the method of evaluating different time schedules will be described in Section III, Evaluation and Qualification Criteria.
- 14.3 14.3 When specified **in the BDS**, Bidders are permitted to submit alternative technical solutions for specified parts of the Services, and such parts will be identified **in the BDS**, as will the method for their evaluating, and described in Section VII, Employer's Requirements.
- 15. Bid Prices and Discounts**
- 15.1 The prices and discounts (including any price reduction) quoted by the Bidder in the Letter of Bid - Financial Part and in the Priced Activity Schedule(s) shall conform to the requirements specified below.
- 15.2 All lots (contracts) and items must be listed and priced separately in the Priced Activity Schedule(s).
- 15.3 The Contract shall be for the Services, as described in Appendix A to the Contract and in the Specifications, based on the Priced Activity Schedule, submitted by the Bidder.

- 15.4 The Bidder shall quote any discounts and indicate the methodology for their application in the Letter of Bid in accordance with ITB 13.1.
- 15.5 The Bidder shall fill in rates and prices for all items of the Services described in the Specifications, and listed in the Activity Schedule in Section VII, Employer's Requirements. Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Priced Activity Schedule.
- 15.6 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of Bids, shall be included in the total Bid price submitted by the Bidder.
- 15.7 If provided for **in the BDS**, the rates and prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract in accordance with and the provisions of Clause 6.6 of the General Conditions of Contract and/or Special Conditions of Contract. The Bidder shall submit with the Bid all the information required under the Special Conditions of Contract and of the General Conditions of Contract.
- 15.8 For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided by the Bidder in the form of Appendices D and E to the Contract.
- 16. Currencies of Bid and Payment**
- 16.1 The currency(ies) of the Bid and the currency(ies) of payments shall be the same. The Bidder shall quote in the currency of the Employer's Country the portion of the Bid price that corresponds to expenditures incurred in the currency of the Employer's Country, unless otherwise specified **in the BDS**.
- 16.2 The Bidder may express the Bid price in any currency. If the Bidder wishes to be paid in a combination of amounts in different currencies, it may quote its price accordingly but shall use no more than three foreign currencies in addition to the currency of the Employer's Country.
- 16.3 Bidders may be required by the Employer to justify their foreign currency requirements and to substantiate that the amounts included in the Lump-sum are reasonable and responsive to ITB 16.1 and 16.2.
- 17. Documents Establishing Conformity of Services**
- 17.1 To establish the conformity of the Non-Consulting Services to the bidding document, the Bidder shall furnish as part of its Bid the documentary evidence that Services provided conform to the technical specifications and standards specified in Section VII, Employer's Requirements.

- 17.2 Standards for provision of the Non-Consulting Services are intended to be descriptive only and not restrictive. The Bidder may offer other standards of quality provided that it demonstrates, to the Employer's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified in the Section VII, Employer's Requirements.
18. **Documents Establishing the Eligibility and Qualifications of the Bidder**
- 18.1 To establish Bidder's their eligibility in accordance with ITB 4, Bidders shall complete the Letter of Bid, included in Section IV, Bidding Forms.
- 18.2 The documentary evidence of the Bidder's qualifications to perform the Contract if its Bid is accepted shall establish to the Employer's satisfaction that the Bidder meets each of the qualification criterion specified in Section III, Evaluation and Qualification Criteria.
- 18.3 All Bidders shall provide in Section IV, Bidding Forms, a preliminary description of the proposed methodology, work plan and schedule.
- 18.4 In the event that prequalification of Bidders has been undertaken as stated in **the BDS**, only Bids from prequalified Bidders shall be considered for award of Contract. These qualified Bidders should submit with their Bids any information updating their original prequalification applications or, alternatively, confirm in their Bids that the originally submitted prequalification information remains essentially correct as of the date of Bid submission.
- 18.5 Any change in the structure or formation of a Bidder after being prequalified and invited to Bid, if applicable, (including, in the case of a JV, any change in the structure or formation of any member and also including any change in any specialized subcontractor whose qualifications were considered to prequalify the Applicant) shall be subject to the written approval of the Employer prior to the deadline for submission of Bids. Such approval shall be denied if (i) a Bidder proposes to associate with a disqualified Bidder or in case of a disqualified joint venture, any of its members; (ii) as a consequence of the change, the Bidder no longer substantially meets the qualification criteria; or (iii) in the opinion of the Employer, the change may result in a substantial reduction in competition. Any such change should be submitted to the Employer not later than fourteen (14) days after the date of the notice for RFB sent to the prequalified Bidders.
- 18.6 If prequalification has not taken place before Bidding, the qualification criteria for the Bidders are specified in Section III, Evaluation and Qualification Criteria.

**19. Period of
Validity of Bids**

- 19.1 Bids shall remain valid until the date specified **in the BDS** or any extended date if amended by the Employer in accordance with ITB 9. A Bid that is not valid until the date specified **in the BDS**, or any extended date if amended by the Employer in accordance with ITB 9, shall be rejected by the Employer as nonresponsive.
- 19.2 In exceptional circumstances, prior to the date of expiration of the Bid validity, the Employer may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing. If a Bid Security is requested in accordance with ITB 20, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its Bid, except as provided in ITB 19.3.
- 19.3 If the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial bid validity specified in accordance with ITB 19.1, the Contract price shall be determined as follows:
- (a) in the case of fixed price contracts, the Contract price shall be the Bid price adjusted by the factor specified **in the BDS**;
 - (b) in the case of adjustable price contracts, no adjustment shall be made; or
 - (c) in any case, Bid evaluation shall be based on the Bid price without taking into consideration the applicable correction from those indicated above.

20. Bid Security

- 20.1 The Bidder shall furnish as part of the Technical Part its Bid, either a Bid-Securing Declaration or a Bid security, as specified **in the BDS**, in original form and, in the case of a Bid Security, in the amount and currency specified **in the BDS**.
- 20.2 A Bid Securing Declaration shall use the form included in Section IV, Bidding Forms.
- 20.3 If a Bid Security is specified pursuant to ITB 20.1, the Bid Security shall be a demand guarantee, and in any of the following forms at the Bidder's option:
- (a) an unconditional guarantee issued by a bank or non-bank financial institution (such as an insurance, bonding or surety company);
 - (b) an irrevocable letter of credit;
 - (c) a cashier's or certified check; or
 - (d) another security specified **in the BDS**,

from a reputable source and an eligible country. If the unconditional guarantee is issued by a non-bank financial institution located outside the Employer's Country, the issuing non-bank financial institution

shall have a correspondent financial institution located in the Employer's Country to make it enforceable, unless the Employer has agreed in writing, prior to Bid submission, that a correspondent financial institution is not required. In the case of a bank guarantee, the Bid security shall be submitted either using the Bid Security Form included in Section IV, Bidding Forms, or in another substantially similar format approved by the Employer prior to Bid submission. The Bid Security shall be valid for twenty-eight (28) days beyond the original date of expiry of the Bid validity, or beyond any extended date if requested under ITB 19.2.

- 20.4 If a Bid Security is specified pursuant to ITB 20.1, any Bid not accompanied by a substantially responsive Bid Security shall be rejected by the Employer as non-responsive.
- 20.5 If a Bid Security is specified pursuant to ITB 20.1, the Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's signing the contract and furnishing the Performance Security pursuant to ITB 46.
- 20.6 The Bid Security of the successful Bidder shall be returned as promptly as possible once the successful Bidder has signed the Contract and furnished the required Performance Security.
- 20.7 The Bid Security may be forfeited:
- (a) if a Bidder withdraws its Bid prior to the expiry date of the Bid validity specified by the Bidder on the Letter of Bid or any extended date provided by the Bidder; or
 - (b) if the successful Bidder fails to:
 - (i) sign the Contract in accordance with ITB 45; or
 - (ii) furnish a performance security in accordance with ITB 46.
- 20.8 The Bid Security or Bid-Securing Declaration of a JV must be in the name of the JV that submits the Bid. If the JV has not been legally constituted into a legally enforceable JV at the time of Bidding, the Bid security or Bid-Securing Declaration shall be in the names of all future members as named in the letter of intent referred to in ITB 4.1 and ITB 12.5.
- 20.9 If a Bid Security is not required in the BDS, pursuant to ITB 20.1, and
- (a) if a Bidder withdraws its Bid prior to the expiry date of the Bid validity specified by the Bidder on the Letter of Bid, or any extended date provided by the Bidder; or
 - (b) if the successful Bidder fails to:

- (ii) sign the Contract in accordance with ITB 45; or
- (iii) furnish a performance security in accordance with ITB 46;

the Borrower may, if provided for **in the BDS**, declare the Bidder ineligible to be awarded a contract by the Employer for a period of time as stated **in the BDS**.

21. Format and Signing of Bid

- 21.1 The Bidder shall prepare the Bid, in accordance with this Instruction, ITB 12 and ITB 22.
- 21.2 Bidders shall mark as “CONFIDENTIAL” information in their Bids which is confidential to their business. This may include proprietary information, trade secrets, or commercial or financially sensitive information.
- 21.3 The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation as specified **in the BDS** and shall be attached to the Bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Bid where entries or amendments have been made shall be signed or initialed by the person signing the Bid.
- 21.4 In case the Bidder is a JV, the Bid shall be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.
- 21.5 Any inter-lineation, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Bid.

C. Submission of Bids

22. Sealing and Marking of Bids

- 22.1 The Bidder shall deliver the Bid in two separate, sealed envelopes (the Technical Part and the Financial Part). These two envelopes shall be enclosed in a separate sealed outer envelope marked “Original BID”. In addition, the Bidder shall submit copies of the Bid in the number specified **in the BDS**. Copies of the Technical Part shall be placed in a separate sealed envelope marked “COPIES: TECHNICAL PART”. Copies of the Financial Part shall be placed in a separate sealed envelope marked “COPIES: FINANCIAL PART”. The Bidder shall place both of these envelopes in a separate, sealed outer envelope marked “BID COPIES”. In the event of any discrepancy between the original and the copies, the original shall prevail.

If alternative Bids are permitted in accordance with ITB 14, the alternative Bids shall be submitted as follows: the original of the alternative Bid Technical Part shall be placed in a sealed envelope marked “ALTERNATIVE BID – TECHNICAL PART” and the Financial Part shall be placed in a sealed envelope marked “ALTERNATIVE BID – FINANCIAL PART” and these two separate sealed envelopes then enclosed within a sealed outer envelope marked “ALTERNATIVE BID – ORIGINAL”, the copies of the alternative Bid will be placed in separate sealed envelopes marked “ALTERNATIVE BID – COPIES OF TECHNICAL PART”, and “ALTERNATIVE BID – COPIES OF FINANCIAL PART” and enclosed in a separate sealed outer envelope marked “ALTERNATIVE BID - COPIES”.

22.2 The envelopes marked “ORIGINAL BID” and “BID COPIES” (and, if appropriate, a third envelope marked “ALTERNATIVE BID”) shall be enclosed in a separate sealed outer envelope for submission to the Employer.

22.3 All inner and outer envelopes shall:

- (a) bear the name and address of the Bidder;
- (b) be addressed to the Employer in accordance with ITB 23.1;
- (c) bear the specific identification of this Bidding process specified in accordance with BDS 1.1; and
- (d) bear a warning not to open before the time and date for Bid opening.

22.4 If all envelopes are not sealed and marked as required, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.

23. Deadline for Submission of Bids

23.1 Bids must be received by the Employer at the address and no later than the date and time specified **in the BDS**. When so specified **in the BDS**, Bidders shall have the option of submitting their Bids electronically. Bidders submitting Bids electronically shall follow the electronic Bid submission procedures specified **in the BDS**.

23.2 The Employer may, at its discretion, extend the deadline for the submission of Bids by amending the bidding document in accordance with ITB 9, in which case all rights and obligations of the Employer and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

24. Late Bids

24.1 The Employer shall not consider any Bid that arrives after the deadline for submission of Bids, in accordance with ITB 23. Any Bid received by the Employer after the deadline for submission of Bids shall be declared late, rejected, and returned unopened to the Bidder.

25. **Withdrawal, Substitution and Modification of Bids**

- 25.1 A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization (the power of attorney) in accordance with ITB 21.3, (except that withdrawal notices do not require copies). The corresponding substitution or modification of the Bid must accompany the respective written notice. All notices must be:
- (a) prepared and submitted in accordance with ITB 21 and ITB 22 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked “WITHDRAWAL,” “SUBSTITUTION,” or “MODIFICATION;” and
 - (b) received by the Employer prior to the deadline prescribed for submission of Bids, in accordance with ITB 23.
- 25.2 Bids requested to be withdrawn in accordance with ITB 25.1 shall be returned unopened to the Bidders.
- 25.3 No Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the date of expiry of the Bid validity specified by the Bidder on the Letter of Bid or any extended date thereof.

D. Public Opening of Technical Parts of Bids

26. **Public Bid Opening of Technical Parts of Bids**

- 26.1 Except as in the cases specified in ITB 24 and ITB 25.2, the Employer shall, at the Bid opening, publicly open and read out all Bids received by the deadline at the date, time and place specified **in the BDS** in the presence of Bidders’ designated representatives and anyone who choose to attend. Any specific electronic Bid opening procedures required if electronic bidding is permitted in accordance with ITB 23.1, shall be as specified **in the BDS**.
- 26.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding Bid shall not be opened but returned to the Bidder. If the withdrawal envelope does not contain a copy of the “power of attorney” confirming the signature as a person duly authorized to sign on behalf of the Bidder, the corresponding Bid will be opened. No Bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at Bid opening.
- 26.3 Next, envelopes marked “SUBSTITUTION” shall be opened and read out and exchanged with the corresponding Bid being substituted, and the substituted Bid shall not be opened, but returned to the Bidder. No Bid substitution shall be permitted unless the corresponding substitution notice contains a valid

authorization to request the substitution and is read out at Bid opening.

- 26.4 Next, envelopes marked “MODIFICATION” shall be opened and read out with the corresponding Bid. No Bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Bid opening.
- 26.5 Next, all other envelopes marked “TECHNICAL PART” shall be opened one at a time. All envelopes marked “SECOND ENVELOPE: Financial PART” shall remain sealed and kept by the Employer in safe custody until they are opened at a later public opening, following the evaluation of the Technical Part parts of the Bids. On opening the envelopes marked “TECHNICAL PART” the Employer shall read out: the name of the Bidder, the presence or the absence of a Bid Security, or Bid-Securing Declaration, if required, and whether there is a modification; and Alternative Bid - Technical Part; and any other details as the Employer may consider appropriate.
- 26.6 Only Technical Parts of Bids and Alternative Bid - Technical Parts that are read out at Bid opening shall be considered further for evaluation. The Letter of Bid- Technical Part and the separate sealed envelope marked “SECOND ENVELOPE: FINANCIAL PART” are to be initialed by representatives of the Employer attending Bid opening in the manner specified **in the BDS**.
- 26.7 The Employer shall neither discuss the merits of any Bid nor reject any Bid (except for late Bids, in accordance with ITB 24.1).
- 26.8 The Employer shall prepare a record of the Technical Parts of Bid opening that shall include, as a minimum:
- (a) the name of the Bidder and whether there is a withdrawal, substitution, or modification;
 - (b) the receipt of envelopes marked “SECOND ENVELOPE: FINANCIAL PART”; and
 - (c) if applicable, any alternative Bid- Technical Part;
 - (d) the presence or absence of a Bid Security or Bid-Securing Declaration, if one was required.
- 26.9 The Bidders’ representatives who are present shall be requested to sign the record. The omission of a Bidder’s signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Bidders.

E. Evaluation of Bids – General Provisions

- 27. Confidentiality**
- 27.1 Information relating to the evaluation of the Technical Part shall not be disclosed to Bidders or any other persons not officially concerned with the Bidding process until the notification of evaluation of the Technical Part in accordance with ITB 32. Information relating to the evaluation of Financial Part, the evaluation of combined Technical Part and Financial Part, and recommendation of contract award shall not be disclosed to Bidders or any other persons not officially concerned with the RFB process until the Notification of Intention to Award the Contract is transmitted to Bidders in accordance with ITB 41.
- 27.2 Any effort by a Bidder to influence the Employer in the evaluation or contract award decisions may result in the rejection of its Bid.
- 27.3 Notwithstanding ITB 27.2, from the time of Bid opening to the time of Contract Award, if any Bidder wishes to contact the Employer on any matter related to the Bidding process, it should do so in writing.
- 28. Clarification of Bids**
- 28.1 To assist in the examination, evaluation, and comparison of Bids, and qualification of the Bidders, the Employer may, at the Employer's discretion, ask any Bidder for clarification of its Bid including breakdowns of the prices in the Priced Activity Schedule, and other information that the Employer may require. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by the Employer shall not be considered. The Employer's request for clarification and the response shall be in writing. No change, including any voluntary increase or decrease, in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the Bids, in accordance with ITB 34.
- 28.2 If a Bidder does not provide clarifications of its Bid by the date and time set in the Employer's request for clarification, its Bid may be rejected.
- 29. Nonmaterial Nonconformities**
- 29.1 Provided that a Bid is substantially responsive, the Employer may waive any nonmaterial nonconformities in the Bid.
- 29.2 Provided that a Bid is substantially responsive, the Employer may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the Bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the

Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.

F. Evaluation of Technical Part of Bids

30. Determination of Responsiveness, Eligibility and Qualifications

- 30.1 The Employer's determination of the Technical Part's responsiveness shall be based on the contents of the Bid itself, as specified in ITB 12.
- 30.2 Preliminary examination of the Technical Part shall be carried out to identify proposals that are incomplete, invalid or substantially nonresponsive to the requirements of the Bidding documents. A substantially responsive Bid is one that materially conforms to the requirements of the bidding document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
- (a) if accepted, would:
 - (i) affect in any substantial way the scope, quality, or performance of the Non-Consulting Services specified in the Contract; or
 - (ii) limit in any substantial way, inconsistent with the bidding document, the Employer's rights or the Bidder's obligations under the Contract; or
 - (b) if rectified, would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.
- 30.3 The Employer shall determine to its satisfaction whether the Bidders that have been assessed to have submitted substantially responsive Bids are eligible, and meet the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.
- 30.4 The determination shall be based upon an examination of the documentary evidence of the Bidder's eligibility and qualifications submitted by the Bidder, pursuant to ITB 18. The determination shall not take into consideration the qualifications of other firms such as the Bidder's subsidiaries, parent entities, affiliates, subcontractors (other than Specialized Subcontractors if permitted in the bidding document), or any other firm.
- 30.5 Prior to Contract award, the Employer will verify that the successful Bidder (including each member of a JV) is not disqualified by the Bank due to noncompliance with contractual SEA/SH prevention and response obligations. The Employer will conduct the same verification for each subcontractor proposed by the successful Bidder. If any proposed subcontractor does not

meet the requirement, the Employer will require the Bidder to propose a replacement subcontractor.

- 30.6 Only substantially responsive bids submitted by eligible and qualified bidders shall proceed to the detailed technical evaluation specified in ITB 31.
31. **Detailed Evaluation of Technical Part**
- 31.1 The Employer's evaluation of Technical Part will be carried out as specified in Section III, Evaluation and Qualification Criteria
- 31.2 The scores to be given to technical factors and sub factors are specified **in the BDS**.

G. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts

32. **Notification of Evaluation of Technical Parts and Public Opening of Financial Parts**
- 32.1 Following the completion of the evaluation of the Technical Parts of the Bids, the Employer shall notify in writing those Bidders whose Bids were considered substantially non-responsive to the bidding document or failed to meet the eligibility and qualification requirements, advising them of the following information:
- (a) the grounds on which their Technical Part of Bid failed to meet the requirements of the bidding document;
 - (b) their envelopes marked "SECOND ENVELOPE: FINANCIAL PART" will be returned to them unopened after the completion of the selection process and the signing of the Contract; and
 - (c) notify them of the date, time and location of the public opening of the envelopes marked "SECOND ENVELOPE: FINANCIAL PART".
- 32.2 The Employer shall, simultaneously, notify in writing those Bidders whose Technical Part have been evaluated as substantially responsive to the bidding document and met the eligibility and qualification requirements, advising them of the following information:
- (a) their Bid has been evaluated as substantially responsive to the bidding document and met the eligibility and qualification requirements;
 - (b) their envelope marked "SECOND ENVELOPE: FINANCIAL PART" will be opened at the public opening of the Financial Parts; and

- (c) notify them of the date, time and location of the second public opening of the envelopes marked “SECOND ENVELOPE: FINANCIAL PART” as specified **in the BDS**.
- 32.3 The opening date shall be not less than ten (10) Business Days from the date of notification of the results of the technical evaluation, specified in ITB 32.1 and 32.2. However, if the Employer receives a complaint on the results of the technical evaluation within the ten (10) Business Days, the opening date shall be subject to ITB 48.1. The Financial Part of the Bid shall be opened publicly in the presence of Bidders’ designated representatives and anyone who chooses to attend.
- 32.4 At this public opening, the Financial Parts will be opened by the Employer in the presence of Bidders, or their designated representatives and anyone else who chooses to attend. Bidders who met the eligibility and qualification requirements and whose bids were evaluated as substantially responsive will have their envelopes marked “SECOND ENVELOPE: FINANCIAL PART” opened at the second public opening. Each of these envelopes marked “SECOND ENVELOPE: FINANCIAL PART” shall be inspected to confirm that they have remained sealed and unopened. These envelopes shall then be opened by the Employer. The Employer shall read out the names of each Bidder, the technical score and the total Bid prices, per lot (contract) if applicable, including any discounts and Alternative Bid - Financial Part, and any other details as the Employer may consider appropriate.
- 32.5 Only envelopes of Financial Part of Bids, Financial Parts of Alternative Bids and discounts that are opened and read out at Bid opening shall be considered further for evaluation. The Letter of Bid – Financial Part and the Priced Activity Schedules are to be initialed by a representative of the Employer attending the Bid opening in the manner specified **in the BDS**.
- 32.6 The Employer shall neither discuss the merits of any Bid nor reject any envelopes marked “SECOND ENVELOPE: FINANCIAL PART” at this public opening.
- 32.7 The Employer shall prepare a record of the Financial Part of the Bid opening that shall include, as a minimum:
- (a) the name of the Bidder whose Financial Part was opened;
 - (b) the Bid price, per lot (contract) if applicable, including any discounts; and
 - (c) if applicable, any Alternative Bid- Financial Part.
- 32.8 The Bidders whose envelopes marked “SECOND ENVELOPE: FINANCIAL PART” have been opened or their representatives who are present shall be requested to sign the record. The omission of

a Bidder's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Bidders.

H. Evaluation of Financial Part of Bids

33. **Adjustments for Nonmaterial Nonconformities** 33.1 Provided that a Bid is substantially responsive, the Employer shall rectify quantifiable nonmaterial nonconformities related to the Bid Price. To this effect, the Bid Price shall be adjusted, for comparison purposes only to reflect the price of a missing or non-conforming item or component, by adding the average price of the item or component quoted by substantially responsive Bidders. If the price of the item or component cannot be derived from the price of other substantially responsive Bids, the Employer shall use its best estimate
34. **Correction of Arithmetic Errors** 34.1 Provided that the Bid is substantially responsive, the Employer shall correct arithmetic errors on the following basis:
- (a) if there is discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Employer there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
 - (b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
- 34.2 Bidders shall be requested to accept correction of arithmetic errors. Failure to accept the correction in accordance with ITB 34.1, shall result in the rejection of the Bid.
35. **Evaluation Process, Financial Parts** 35.1 To evaluate the Financial Part, the Employer shall consider the following:
- (a) price adjustment for correction of arithmetic errors in accordance with ITB 34.1;
 - (b) price adjustment due to discounts offered in accordance with ITB 15.4;

- (c) converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with ITB 36;
 - (d) price adjustment due to quantifiable nonmaterial nonconformities in accordance with ITB 33.1;
 - (e) excluding provisional sums and the provision, if any, for contingencies in the Priced Activity Schedule but including Daywork, when requested in the Specifications; and
 - (f) the additional evaluation factors are specified in Section III, Evaluation and Qualification Criteria.
- 35.2 If price adjustment is allowed in accordance with ITB 15.7, the estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in Bid evaluation.
- 35.3 If this bidding document allows Bidders to quote separate prices for different lots (contracts), each lot will be evaluated separately to determine the Most Advantageous Bid using the methodology specified in in Section III, Evaluation and Qualification Criteria. **Discounts that are conditional on the award of more than one lot or slice shall not be considered for Bid evaluation.**
- 36. Conversion to Single Currency and Margin of Preference**
- 36.1 For evaluation and comparison purposes, the currency(ies) of the Bid shall be converted into a single currency **as specified in the BDS.**
- 36.2 Margin of domestic preference shall not apply.
- 37. Abnormally Low Bids**
- 37.1 An Abnormally Low Bid is one where the Bid price, in combination with other constituent elements of the Bid, appears unreasonably low to the extent that the Bid price raises material concerns as to the capability of the Bidder to perform the Contract for the offered Bid price.
- 37.2 In the event of identification of a potentially Abnormally Low Bid, the Employer shall seek written clarifications from the Bidder, including detailed price analyses of its Bid price in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document.
- 37.3 After evaluation of the price analyses, in the event that the Employer determines that the Bidder has failed to demonstrate its capability to perform the Contract for the offered Bid Price, the Employer shall reject the Bid.

I. Evaluation of Combined Technical and Financial Parts, Most Advantageous Bid and Notification of Intention to Award

38. **Evaluation of combined Technical and Financial Parts**
- 38.1 The Employer's evaluation of responsive Bids will take into account technical factors, in addition to cost factors in accordance with Section III Evaluation and Qualification Criteria. The weight to be assigned for the Technical factors and cost is specified **in the BDS**. The Employer will rank the Bids based on the evaluated Bid score (B).
- 38.2 The Employer will determine the Most Advantageous Bid. The Most Advantageous Bid is the Bid of the Bidder that meets the Qualification Criteria and whose Bid has been determined to be substantially responsive to the Bidding document and is the Bid with the highest combined technical and financial score.
39. **Employer's Right to Accept Any Bid, and to Reject Any or All Bids**
- 39.1 The Employer reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids at any time prior to Contract Award, without thereby incurring any liability to Bidders. In case of annulment, all Bids submitted and specifically, Bid securities, shall be promptly returned to the Bidders.
40. **Standstill Period**
- 40.1 The Contract shall not be awarded earlier than the expiry of the Standstill Period. The Standstill Period shall be ten (10) Business Days unless extended in accordance with ITB 44. The Standstill Period commences the day after the date the Employer has transmitted to each Bidder the Notification of Intention to Award the Contract. Where only one Bid is submitted, or if this contract is in response to an emergency situation recognized by the Bank, the Standstill Period shall not apply
41. **Notification of Intention to Award**
- 41.1 The Employer shall send to each Bidder (that has not already been notified that it has been unsuccessful), the Notification of Intention to Award the Contract to the successful Bidder. The Notification of Intention to Award shall contain, at a minimum, the following information:
- (a) the name and address of the Bidder submitting the successful Bid;
 - (b) the Contract price of the successful Bid;
 - (c) the total combined score of the successful Bidder;
 - (d) the names of all Bidders who submitted Bids, and their Bid prices as readout and as evaluated and technical scores;
 - (e) a statement of the reason(s) the Bid (of the unsuccessful Bidder to whom the notification is addressed) was unsuccessful;

- (f) the expiry date of the Standstill Period; and
- (g) instructions on how to request a debriefing or submit a complaint during the standstill period.

J. Award of Contract

- 42. **Award Criteria**
 - 1.1 Subject to ITB 39, the Employer shall award the Contract to the successful Bidder. This is the Bidder whose Bid has been determined to be the Most Advantageous Bid.
- 43. **Notification of Award**
 - 43.1 Prior to the date of expiry of the Bid validity and upon expiry of the Standstill Period, specified in ITB 40.1, or any extension thereof, and, upon satisfactorily addressing any complaint that has been filed within the Standstill Period, the Employer shall notify the successful Bidder, in writing, that its Bid has been accepted. The notification of award (hereinafter and in the Conditions of Contract and Contract Forms called the “Letter of Acceptance”) shall specify the sum that the Employer will pay the Service Provider in consideration of the execution of the Contract (hereinafter and in the Conditions of Contract and Contract Forms called “the Contract Price”).
 - 43.2 Within ten (10) Business Days after the date of transmission of the Letter of Acceptance, the Employer shall publish the Contract Award Notice which shall contain, at a minimum, the following information:
 - (a) name and address of the Employer;
 - (b) name and reference number of the contract being awarded, and the selection method used;
 - (c) names of all Bidders that submitted Bids, and their Bid prices as read out at Bid opening, and as evaluated;
 - (d) name of Bidders whose Bids were rejected and the reasons for their rejection;
 - (e) the name of the successful Bidder, the final total contract price, the contract duration and a summary of its scope; and
 - (f) successful Bidder’s Beneficial Ownership Disclosure Form.
 - 43.3 The Contract Award Notice shall be published on the Employer’s website with free access if available, or in at least one newspaper of national circulation in the Employer’s Country, or in the official gazette. The Employer shall also publish the contract award notice in UNDB online.
 - 43.4 Until a formal Contract is prepared and executed, the Letter of Acceptance shall constitute a binding Contract.

- 44. Debriefing by the Employer**
- 44.1 On receipt of the Borrower’s Notification of Intention to Award referred to in ITB 41, an unsuccessful Bidder has three (3) Business Days to make a written request to the Employer for a debriefing. The Employer shall provide a debriefing to all unsuccessful Bidders whose request is received within this deadline.
- 44.2 Where a request for debriefing is received within the deadline, the Employer shall provide a debriefing within five (5) Business Days, unless the Employer decides, for justifiable reasons, to provide the debriefing outside this timeframe. In that case, the standstill period shall automatically be extended until five (5) Business Days after such debriefing is provided. If more than one debriefing is so delayed, the standstill period shall not end earlier than five (5) Business Days after the last debriefing takes place. The Employer shall promptly inform, by the quickest means available, all Bidders of the extended standstill period.
- 44.3 Where a request for debriefing is received by the Employer later than the three (3)-Business Day deadline, the Employer should provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of Public Notice of Award of contract. Requests for debriefing received outside the three (3)-day deadline shall not lead to extension of the standstill period.
- 44.4 Debriefings of unsuccessful Bidders may be done in writing or verbally. The Bidder shall bear their own costs of attending such a debriefing meeting.
- 45. Signing of Contract**
- 45.1 The Employer shall send to the successful Bidder the Letter of Acceptance including the Contract Agreement, and a request to submit the Beneficial Ownership Disclosure Form providing additional information on its beneficial ownership. The Beneficial Ownership Disclosure Form shall be submitted within eight (8) Business Days of receiving this request.
- 45.2 The successful Bidder shall sign, date and return to the Employer, the Contract Agreement within twenty-eight (28) days of its receipt.
- 46. Performance Security**
- 46.1 Within twenty-eight (28) days of the receipt of the Letter of Acceptance from the Employer, the successful Bidder, if required, shall furnish the Performance Security in accordance with the GCC 3.9, using for that purpose the Performance Security Form included in Section X, Contract Forms, or another Form acceptable to the Employer. If the Performance Security furnished by the successful Bidder is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Bidder to be acceptable to the Employer. A foreign institution providing a bond shall have a correspondent financial institution

located in the Employer's Country, unless the Employer has agreed in writing that a correspondent financial institution is not required.

- 46.2 Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security. In that event the Employer may award the Contract to the Bidder offering the next Most Advantageous Bid.
47. **Adjudicator** 47.1 The Employer proposes the person named **in the BDS** to be appointed as Adjudicator under the Contract, at an hourly fee specified **in the BDS**, plus reimbursable expenses. If the Bidder disagrees with this Bid, the Bidder should so state in the Bid. If, in the Letter of Acceptance, the Employer has not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed by the Appointing Authority designated in the Special Conditions of Contract at the request of either party.
48. **Procurement Related Complaint** 48.1 The procedures for making a Procurement-related Complaint are as specified in the BDS.

Section II - Bid Data Sheet (BDS)

The following specific data for the Non-Consulting Services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

ITB Reference	A. General
ITB 1.1	<p>The reference number of the Request for Bids (RFB) is: EDGE-NS1</p> <p>The Employer is: Bangladesh Computer Council (BCC), Represented by Project Director, Enhancing Digital Government and Economy (EDGE) Project</p> <p>The name of the RFB is: Hiring of Service Provider for the Provision of a business plan and set up of implementation and governance structure for National Enterprise Architecture (BNDA).</p> <p>The number and identification of lots (contracts) comprising this RFB is: Single</p>
ITB 1.2(a)	Not Applicable
ITB 1.3	The Intended Completion Date is 18 months from the commencement date of the Contract.
ITB 2.1	<p>The Borrower is: The People's Republic of Bangladesh</p> <p>Loan or Financing Agreement amount: US\$ 295 million</p> <p>The name of the Project is: Enhancing Digital Government and Economy (EDGE) Project</p>
ITB 4.1	Maximum number of members in the Joint Venture (JV) shall be: Four (04)
ITB 4.5	A list of debarred firms and individuals is available on the Bank's external website: http://www.worldbank.org/debarr .
	B. Contents of Bidding Document

ITB 8.1	<p>For Clarification of Bid purposes only, the Employer's address is: Attention: Project Director, Enhancing Digital Government and Economy (EDGE) Project Address: Youth Tower (Level-5), 822/2, Rokeya Sarani, Dhaka-1216, Bangladesh Telephone: +88 02 55007193 Facsimile number: +88-02-55006791 Electronic mail address: piu.edge@bcc.gov.bd Requests for clarification should be received by the Employer no later than: 14 days from publication of Request for Bids. Web Page: www.bcc.gov.bd</p>
	C. Preparation of Bids
ITB 11.1	<p>The language of the Bid is: English. All correspondence exchange shall be in English language. Language for translation of supporting documents and printed literature is English.</p>
ITB 12.2 (h)	<p>The Bidder shall submit the following additional documents in the Technical Part of its Bid: h1: Code of Conduct for Service Provider's Personnel</p> <p>The Bidder shall submit its Code of Conduct that will apply to the Service Provider's Personnel (as defined in GCC Sub- Clause 1.1) employed for the execution of Services (defined in GCC Sub- Clause 1.1) at the locations in the Employer's country where the Services are required, to ensure compliance with the Service Provider's Environmental and/or Social, as applicable, obligations under the Contract. The Bidder shall use for this purpose the Code of Conduct form provided in Section IV. No substantial modifications shall be made to this form, except that the Bidder may introduce additional requirements, including as necessary to take into account specific Contract issues/risks.</p> <p>h2: Management Strategies and Implementation Plans (MSIP) to manage the (ES) risks</p> <p>The Bidder shall submit Management Strategies and Implementation Plans (MSIPs) to manage the following key Environmental and Social (ES) risks: <i>Sexual Exploitation, and Abuse (SEA) prevention and response action plan;</i></p> <p>h3: CVs of the Personnel Listed in Employer's Requirements.</p>

ITB 12.3 (d)	The Bidder shall submit the following additional documents in the Financial Part of its Bid: <i>None</i>
ITB 14.1	Alternative Bids <i>shall not be</i> considered.
ITB 14.2	Alternative times for completion shall not be permitted.
ITB 14.3	Alternative technical solutions shall be permitted for the following parts of the Services: None.
ITB 15.7	The prices quoted by the Bidder shall not be subject to adjustment during the performance of the Contract.
ITB 16.1	The Bidder <i>is</i> required to quote in the currency of the Employer's Country the portion of the Bid price that corresponds to expenditures incurred in that currency.
ITB 18.4	Prequalification has not been undertaken.
ITB 19.1	The Bid shall be valid until: date will be 180 days from the date of bid submission.
ITB 19.3 (a)	The Bid price shall be adjusted by the following factor(s): Not Applicable.
ITB 20.1	<p>A Bid Security shall be required.</p> <p>A Bid-Securing Declaration shall not be required.</p> <p>The amount and currency of the Bid Security shall be United States Dollar (US\$) 50,000 (US\$ Fifty- Thousand only) or Bangladesh Taka (BDT) 5,500,000.00 (BDT Five Million Five Hundred Thousand Only)</p> <p>Bid Security shall be issued by an internationally reputable Bank or Financial Institution. If an unconditional guarantee is issued by a Financial Institution located outside the Employer's Country, the issuing Financial Institution shall have a correspondent financial institution located in the Purchaser's Country to make security enforceable.</p> <p>Bid Security shall be submitted using the Bid Security Form included in Section IV.</p> <p>The Bidder shall furnish the Bid Security in favour of: Project Director, Enhancing Digital Government and Economy (EDGE) Project.</p>
ITB 20.3 (d)	Other types of acceptable securities: None.
ITB 20.9	Not Applicable.

ITB 21.3	<p>The written confirmation of authorization to sign on behalf of the Bidder shall consist of:</p> <p>(a) In case of bid signed by the Bidder's Director, Manager or other Officer, whose authority to commit the Bidder is granted by the Company Charter, Articles of Association, or equivalent statutory document: an extract from the Trade License indicating the name, position and authorization of bid's signatory; or a copy of the Company Charter (or equivalent statutory document), accompanied by a copy of Resolution, Order, Minutes of Board Meeting, or equivalent document evidencing appointment of Proposal's signatory to the position in question.</p> <p>(b) In case of Bid signed by any person whose authority to commit the Bidder is not granted by the Company Charter, Articles of Association, or equivalent statutory document then the person shall have an appropriate Power of Attorney issued on Bidder's letterhead.</p>
D. Submission of Bids	
ITB 22.1	<p>In addition to the original of the Bid, the number of copies is: Three (03).</p> <p>In addition, the original bid shall include electronic copy of bid on a Flash Drive. In case of any discrepancy in between the paper-based bid and the electronic copy of the bid, the paper-based bid shall prevail.</p>
ITB 23.1	<p>For <u>Bid submission purposes</u> only, the Employer's address is:</p> <p>Attention: Project Director, Enhancing Digital Government and Economy (EDGE) Project</p> <p>Address: Youth Tower (Level-5), 822/2, Rokeya Sarani, Dhaka-1216, Bangladesh</p>
ITB 23.1	<p>The deadline for Bid submission is:</p> <p>Date: 10 January 2023</p> <p>Time: 12.00 hours Bangladesh Standard Time (BST= GMT + 6:00 hours)</p> <p>Bidders shall not have the option of submitting their Bids electronically.</p> <p>The electronic Bid submission procedures shall be: Not Applicable.</p>
E. Public Opening of Technical Parts of Bids	
ITB 26.1	The Bid opening shall take place at:

	Address: Youth Tower (Level-5), 822/2, Rokeya Sarani, Dhaka-1216, Bangladesh Date: 10 January 2023 Time: 12.30 hours Bangladesh Standard Time (BST= GMT + 6:00 hours)								
ITB 26.1	The electronic Bid opening procedures shall be: Not Applicable.								
ITB 26.6	The Letter of Bid – Technical Part and the sealed envelope marked “Second Envelope: Financial Part” shall be initialed by representatives of the Employer conducting Bid opening. Each Bid shall be initialed by all representatives and shall be numbered.								
G. Evaluation of Technical Part of Bids									
ITB 31.2	The technical factors (sub-factors) and the corresponding weight out of 100% are: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: center;">Technical Factor</th> <th style="text-align: center;">weight in percentage</th> </tr> </thead> <tbody> <tr> <td>1. Method Statement;</td> <td style="text-align: center;">50%</td> </tr> <tr> <td>2. Work Plan</td> <td style="text-align: center;">10%</td> </tr> <tr> <td>3. Key Personnel qualifications and competence for the Assignment</td> <td style="text-align: center;">40%</td> </tr> </tbody> </table>	Technical Factor	weight in percentage	1. Method Statement;	50%	2. Work Plan	10%	3. Key Personnel qualifications and competence for the Assignment	40%
Technical Factor	weight in percentage								
1. Method Statement;	50%								
2. Work Plan	10%								
3. Key Personnel qualifications and competence for the Assignment	40%								
H. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts									
ITB 32.5	The Letter of Bid – Financial Part and Priced Activity Schedule shall be initialed by all representatives of the Employer conducting Bid opening. Each Financial Part of Bid shall be initialed by all representatives and shall be numbered, any modification to the unit or total price shall be initialed by the Representative of the Employer, etc.								
I. Evaluation of Financial Part of Bids									
ITB 35.1 (f)	Not Applicable Additional requirements apply. These are detailed in the evaluation criteria in Section III, Evaluation and Qualification Criteria.								
ITB 36.1	The currency that shall be used for Bid evaluation and comparison purposes to convert at the selling exchange rate all Bid prices expressed in various currencies into a single currency is: Bangladesh Taka (BDT)								

	<p>The source of exchange rate shall be: Bangladesh Bank (web site: https://www.bb.org.bd/en/index.php/econdata/exchangerate). the latest selling rate available on the date mentioned below shall be used</p> <p>The date for the exchange rate shall be: Fourteen (14) days prior to the date of bid submission.</p>
J. Evaluation of Combined Technical and Financial Parts and Most Advantageous Bid	
ITB 38.1	<p>The weight to be given for cost is: 0.80.</p> <p>The weight to be given for technical is: 0.20</p>
K. Award of Contract	
ITB 47	<p>The Adjudicator proposed by the Employer is Prof. Md. Mostofa Akbar, Dept. of CSE, BUET, Dhaka 1000, Bangladesh. The hourly fee for this proposed Adjudicator shall be BDT 5,000.00. The reimbursable expenses are travel, lodging, food, etc. The biographical data of the proposed Adjudicator is as follows</p> <p>Professor Prof. Md. Mostofa Akbar</p> <p>Department of Computer Science and Engineering Bangladesh University of Engineering and Technology Dhaka 1000, Bangladesh.</p> <p>Academic Background:</p> <p>Ph.D., 2002, University of Victoria, Canada M.Sc. in Computer Science and Engineering, 1998, BUET B.Sc. in Computer Science and Engineering, 1996, BUET.</p>
ITB 48.1	<p>The procedures for making a Procurement-related Complaint are detailed in the "Procurement Regulations for IPF Borrowers (Annex III)." If a Bidder wishes to make a Procurement-related Complaint, the Bidder should submit its complaint following these procedures, in writing (by the quickest means available, that is either by email or fax), to:</p> <p>For the attention: Nahid Sultana Mallik</p> <p>Title/position: Project Director, Enhancing Digital Government and Economy (EDGE) Project</p> <p>Employer: Bangladesh Computer Council (BCC)</p> <p>Email address: piu.edge@bcc.gov.bd</p> <p>In summary, a Procurement-related Complaint may challenge any of the following:</p>

	<ol style="list-style-type: none">1. the terms of the Bidding Documents;2. the Employer's decision to exclude a Bidder from the procurement process prior to the award of contract; and3. the Employer's decision to award the contract.
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Section III - Evaluation and Qualification Criteria

This section contains the criteria that the Employer shall use to evaluate Bids and qualify Bidders. No other factor methods or criteria shall be used other than specified in this bidding document. The Bidder shall provide all the information requested in the forms included in Section IV, Bidding Forms.

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1. Qualification

The Employer shall assess each bid against the following Qualification Criteria. Requirements not included in the text below shall not be used in the evaluation of the Bidder's qualifications.

1.1 To qualify for award of the Contract, Bidders shall meet the following minimum qualifying criteria:

- (a) The bidder must have minimum seven (7) years of experience in providing services;
- (b) The bidder should have specific experience as a Prime Service Provider in providing service with a minimum amount of contract value US\$ 2.0 million or equivalent amount under maximum two (2) contract(s) of a nature and complexity equivalent to the services required in this Request for Bids (RFB) during the last seven (7) years. The bidder must submit certificate(s) from the previous employer(s) stating successful completion of delivery against their claimed experiences;
- (c) The Bidder must have capacity of minimum US\$ 1.0 million or equivalent amount of liquid assets i.e., working capital or credit line(s), net of other contractual commitments.
- (d) The Bidder must demonstrate Average Annual Volume of Services of US\$ 2 million or equivalent amount within best three (3) years out of the last five (5) years.

1.2 Bids submitted by a joint venture of two or more firms as members shall comply with the following requirements, unless otherwise stated **below**:

- (a) the Bid shall include all the information listed ITP clause 11.1 for each joint venture member;
- (b) the Bid shall be signed so as to be legally binding on all members;
- (c) the Bid shall include a copy of the agreement entered into by the joint venture members defining the division of assignments to each member and establishing that all members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms; alternatively, a Letter of Intent to execute a joint venture agreement in the event of a successful Bid shall be signed by all members and submitted with the Bid, together with a copy of the proposed agreement;
- (d) one of the members shall be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all members of the joint venture; and
- (e) the execution of the entire Contract, including payment, shall be done exclusively with the member in charge.

The **minimum qualification requirements of Leading Partner and other Partner(s) of a Joint Venture (JV)** shall be as follows:

Qualification Criteria References	Requirements by summation	Requirements for Leading Partner	Requirements for another Partner(s)
1.1 (a)	Summation not applicable.	Must meet requirement as stated in Qualification Criteria	Must meet requirement as stated in Qualification Criteria
1.1 (b)	100%	At least one contract	Minimum requirement not applicable.
1.1 (c)	100%	Must meet. 40% of the requirement	Must meet. 25% of the requirement
1.1 (d)	100%	Must meet. 40% of the requirement	Must meet. 25% of the requirement

1.3 A consistent history of litigation or arbitration awards against the Bidder or any member of a Joint Venture may result in disqualification.

1.4 At the time of Contract award, successful Bidder (including each member of a JV) shall not be subject to disqualification by the Bank due to noncompliance with contractual SEA/SH prevention and response obligations. If any proposed subcontractor does not meet the requirement, the Employer will require the Bidder to propose a replacement subcontractor.

1.5 Subcontractors' experience and resources **will not be considered** in determining the Bidder's compliance with the qualifying criteria.

Declaration: Environmental and Social (ES) past performance

The Bidder (if joint venture, each member of a joint venture) shall declare, using the form in Section IV, any contract that has been suspended or terminated and/or performance security called by an employer, in the past five years, for reasons of breach of environmental or social (including Sexual Exploitation and Abuse) contractual obligations. The Employer may use this information to seek further information or clarifications in carrying out its due diligence.

2. Evaluation of Technical Proposal

Assessment of adequacy of Technical Proposal with Requirements in accordance with ITB 31.1:

The technical factors and sub factors and the corresponding scores are:

Technical Factor	Marks
1. Method Statement	50
2. Work Plan	10
3. Key Personnel qualifications and competence for the Assignment	40
Total	100

Technical Proposal Scoring Methodology

1. Adequacy and quality of the proposed method statement in responding to the Terms of Reference (TORs):

[Notes to Service Provider: the Employer will assess whether the proposed method statement is clear, responds to the TORs]

Score (of the total score for the factor)	Description	Remarks
0% to 59%	The technical approach or the methodology (or both) envisaged to carry out important activities indicated in the TOR is inappropriate or very poorly presented, indicating that the service provider has misunderstood important aspects of the scope of work. The list of contents of the Quality Plan is missing.	
60% to 79%	The way to carry out the different activities of the TOR is discussed generically. The approach is standard and not specifically tailored to the assignment. Although the approach and methodology are suitable, they do not include a discussion on how the service provider proposes to deal with critical characteristics of the assignment.	

	The list of contents of the Quality Plan is provided, but it is generic and does not reflect the specific features of the assignment.	
80% to 89%	The proposed approach is discussed in detail, and the methodology is specifically tailored to the characteristics of the assignment and flexible enough to allow it to adapt to changes that may occur during execution of the services. The list of contents of the Quality Plan is tailored to the specific characteristics of the assignment.	
90% to 100%	In addition to the requirements listed above description for score “80% to 89%”, important issues are approached in an innovative and efficient way, indicating that the consultants have understood the main issues of the assignment and have outstanding knowledge of new solutions. The proposal details ways to improve the results and the quality of the assignment by using advanced approaches, methodologies, and knowledge. A detailed description of the Quality Plan is provided in addition to its list of contents.	

2. Work plan in responding to the Terms of Reference (TORs):

[Notes to Service Provider: the Employer will assess whether the proposed work plan is realistic and implementable; and the work plan has right input of Experts]

Score (of the total score for the factor)	Description	Remarks
0% to 59%	The activity schedule omits important tasks; the timing of activities and correlation among them are inconsistent with the approach or methodology proposed. There is a lack of clarity and logic in the sequencing.	
60% to 79%	All key activities are included in the activity schedule, but they are not detailed. There are minor inconsistencies between timing, assignment outputs, and proposed approach.	
80% to 89%	The work plan responds well to the TOR; all important activities are indicated in the activity schedule, and their timing is appropriate and consistent with the assignment outputs. Moreover, the interrelation between the various activities is realistic and consistent with the proposed approach. There is a fair degree of detail that facilitates understanding of the proposed work plan.	

90% to 100%	In addition to the requirements listed above description for score “80% to 89%”, decision points and the sequence and timing of activities are very well defined, indicating that the service provider has optimized the use of resources. A specific chapter of the proposal explains the work plan in relation to the proposed approach. The work plan allows flexibility to accommodate contingencies.	
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3. Key Personnel qualifications and competence for the Assignment:

{Notes to Service Provider: Only the Key Personnel positions listed below will be scored in the technical evaluation. However, individual staff must be offered by the Service provider for all the positions listed in the TOR are required to meet the minimum qualification requirements specified for each position in the TOR. If any proposed staff does not meet the specified minimum qualification requirements, and if the proposing service provider still ends up achieving the overall highest combined technical and financial score, then the service provider will be required during Contract signing to replace the unqualified individual with another individual who fully meets the minimum qualification requirements for that position as specified in the TOR. CV must be in the format of Curriculum Vitae (CV) Form and must be signed by the experts.}

a) Position K-1: Team Leader	10
b) Position K-2: Enterprise Architecture Expert (4 positions)	24
c) Position K-3: Solution Architect	06
Total points for criterion (3):	40

The number of points to be assigned to each of the above positions shall be determined considering the following two sub-criteria and relevant percentage weights:

1) General qualifications (general education, training, and experience):	<u>20%</u>
2) Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments):	<u>80%</u>
Total weight:	100%

Alternative Technical Solutions for specified parts of the Works

If permitted under ITB 14, will be evaluated as follows: Not Applicable

.....

.....

3. Financial Evaluation

Criteria for Financial Evaluation

In addition to the criteria listed in ITB 35.1 (a) – (e) the following criteria shall apply:
None

4. Combined Evaluation

The Employer will evaluate and compare the Bids that have been determined to be substantially responsive.

An Evaluated Bid Score (B) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the evaluated cost and the technical merits of each Bid:

$$B \equiv \frac{C_{low}}{C} * X * 100 + \frac{T}{T_{high}} * (1 - X) * 100$$

Where:

- C = Evaluated Bid Cost
- C_{low} = the lowest of all Evaluated Bid Costs among responsive Bids
- T = the total Technical Score awarded to the Bid
- T_{high} = the Technical Score achieved by the Bid that was scored best among all responsive Bids
- X = weight for Cost as specified in the BDS

The Bid with the best evaluated Bid Score (B) among responsive Bids shall be the Most Advantageous Bid provided the Bidder is qualified to perform the Contract.

5. Multiple Contracts

If permitted under ITB 37.3, will be evaluated as follows: *Not Applicable*

- (i) Award Criteria for Multiple Contracts [ITB 37.3]:
[“If not applicable state ‘Not Applicable’.”]

If in accordance with ITB 1.1 Bids are invited for more than one lot or package, the contract will be awarded to the Bidder or Bidders with the Most advantageous Bid for the individual lots.

However, if a Bidder, with a Bid that is substantially responsive and with the highest evaluated score for individual lots, is not qualified for the combination of the lots, then the award will be made based on the highest total score for the combination of lots for which the Bidders are qualified.

Cross discounts for award of multiple lots will not be considered.

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Section IV- Bidding Forms

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Letter of Bid -Technical Part

INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

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

Note: All italicized text is to help Bidders in preparing this form.

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

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

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

We, the undersigned, hereby submit our Bid, in two parts, namely:

- (a) the Technical Part, and
- (b) the Financial Part

In submitting our Bid, we make the following declarations:

To: *[insert complete name of Employer]*

- (a) **No reservations:** We have examined and have no reservations to the bidding document, including Addenda issued in accordance with ITB 9;
- (b) **Eligibility:** We meet the eligibility requirements and have no conflict of interest in accordance with ITB 4;
- (c) **Bid-Securing Declaration:** We have not been suspended nor declared ineligible by the Employer based on execution of a Bid-Securing Declaration or Proposal-Securing Declaration in the Employer's country in accordance with ITB 4.7;
- (d) **Exploitation and Abuse (SEA) and/or Sexual Harassment (SH):** *[select the appropriate option from (i) to (iii) below and delete the others].*

We *[where JV, insert: "including any of our JV members"]*, and any of our subcontractors:

- (i) *[have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]*
- (ii) *[are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]*

- (iii) [had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. An arbitral award on the disqualification case has been made in our favor.]
- (e) **Conformity:** We offer to provide the Non-Consulting Services in conformity with the bidding document of the following: [*insert a brief description of the Non-Consulting Services*];
- (f) **Bid Validity Period:** Our Bid shall be valid until [*insert day, month and year in accordance with ITB 19.1*], and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (g) **Performance Security:** If our Bid is accepted, we commit to obtain a Performance Security in accordance with the bidding document;
- (h) **One Bid Per Bidder:** We are not submitting any other Bid(s) as an individual Bidder, and we are not participating in any other Bid(s) as a Joint Venture member or as a subcontractor, and meet the requirements of ITB 4.3, other than alternative Bids submitted in accordance with ITB 14;
- (i) **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;
- (j) **State-owned enterprise or institution:** [*select the appropriate option and delete the other*] [*We are not a state-owned enterprise or institution*] / [*We are a state-owned enterprise or institution but meet the requirements of ITB 4.6*];
- (k) **Binding Contract:** We understand that this Bid, 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;
- (l) **Not Bound to Accept:** We understand that you are not bound to accept the lowest evaluated cost Bid, the Most Advantageous Bid or any other Bid that you may receive; and
- (m) **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 Bidder: *[*insert complete name of the Bidder*]

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

Title of the person signing the Bid: *[insert complete title of the person signing the Bid]*

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]*

*: In the case of the Bid submitted by a 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. The power of attorney shall be attached with the Bid Schedules.

Appendix to Technical Part

The Bidder shall complete as appropriate and attach to the Letter of Bid-Technical Part, relevant documents, including the following, to demonstrate its qualifications and technical capacity to mobilize relevant resources for the contract, consistent with its proposal regarding work methods, scheduling etc., and fully in accordance with the requirements stipulated in Section VII, Employer's Requirements:

2. Bidder's qualifications;
3. Description of the Services, including demonstrating that the services will meet or exceed any specified performance requirements;
4. Method Statement;
5. Code of Conduct; and
6. Work Plan.

Bidder Information Form

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

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

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

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

Page _____ of _____ pages

1. Bidder's Name <i>[insert Bidder's legal name]</i>
2. In case of JV, legal name of each member : <i>[insert legal name of each member in JV]</i>
3. Bidder's actual or intended country of registration: <i>[insert actual or intended country of registration]</i>
4. Bidder's year of registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Address in country of registration: <i>[insert Bidder's legal address in country of registration]</i>
6. Bidder's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITB 4.4. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement, in accordance with ITB 4.1. <input type="checkbox"/> In case of state-owned enterprise or institution, in accordance with ITB 4.6 documents establishing: <ul style="list-style-type: none"> • Legal and financial autonomy • Operation under commercial law • Establishing that the Bidder is not under the supervision of the agency of the Employer
8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. <i>[The successful Bidder shall provide additional information on beneficial ownership, using the Beneficial Ownership Disclosure Form.]</i>

Bidder's JV Members Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below. The following table shall be filled in for the Bidder and for each member of a Joint Venture]].

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

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

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

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1. Bidder's Name: <i>[insert Bidder's legal name]</i>
2. Bidder's JV Member's name: <i>[insert JV's Member legal name]</i>
3. Bidder's JV Member's country of registration: <i>[insert JV's Member country of registration]</i>
4. Bidder's JV Member's year of registration: <i>[insert JV's Member year of registration]</i>
5. Bidder's JV Member's legal address in country of registration: <i>[insert JV's Member legal address in country of registration]</i>
6. Bidder's JV Member's authorized representative information Name: <i>[insert name of JV's Member authorized representative]</i> Address: <i>[insert address of JV's Member authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Member authorized representative]</i> Email Address: <i>[insert email address of JV's Member authorized representative]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or registration documents of the legal entity named above, in accordance with ITB 4.4. <input type="checkbox"/> In case of a state-owned enterprise or institution, documents establishing legal and financial autonomy, operation in accordance with commercial law, and that they are not under the supervision of the Employer, in accordance with ITB 4.6.
8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. <i>[The successful Bidder shall provide additional information on beneficial ownership for each JV member using the Beneficial Ownership Disclosure Form.]</i>

Qualification Information

1. Individual Bidders or Individual Members of Joint Ventures

- 1.1 Constitution or legal status of Bidder: *[attach copy]*
 Place of registration: *[insert]*
 Principal place of business: *[insert]*
 Power of attorney of signatory of Bid: *[attach]*
- 1.2 Total annual volume of Services performed in five years, in the internationally traded currency specified **in the BDS**: *[insert]*
- 1.3 Services performed as prime Service Provider on the provision of Services of a similar nature and volume over the last five years. The values should be indicated in the same currency used for Item 1.2 above. Also list details of Services under way or committed, including expected completion date.

Project name and country	Name of employer and contact person	Type of Services provided and year of completion	Value of contract
(a)			
(b)			

- 1.4 Major items of Service Provider's Equipment proposed for carrying out the Services. List all information requested below.

Item of equipment	Description, make, and age (years)	Condition (new, good, poor) and number available	Owned, leased (from whom?), or to be purchased (from whom?)
(a)			
(b)			

- 1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer to GCC Clause 4.1.

Position	Name	Years of experience (general)	Years of experience in proposed position
(a)			
(b)			

1.6 Proposed subcontracts and firms involved. Refer to GCC Clause 3.5.

Sections of the Services	Value of subcontract	Subcontractor (name and address)	Experience in providing similar Services
(a)			
(b)			

1.7 Financial reports for the last five years: balance sheets, profit and loss statements, auditors' reports, etc. List below and attach copies.

1.8 Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of support documents. We certify/confirm that we comply with eligibility requirements as per ITB 4.

1.9 Name, address, and telephone, telex, and facsimile numbers of banks that may provide references if contacted by the Employer.

1.10 Information regarding any litigation, current or within the last five years, in which the Bidder is or has been involved.

Other party(ies)	Cause of dispute	Details of litigation award	Amount involved
(a)			
(b)			

1.11 Statement of compliance with the requirements of ITB 4.2.

1.12 Environmental and Social (ES) performance declaration, if required, and Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment Performance Declaration, using the forms included in this Section IV.

1.13 Proposed Program (service work method and schedule). Descriptions, drawings, and charts, as necessary, to comply with the requirements of the bidding document.

2. Joint Ventures

2.1 The information listed in 1.1 - 1.12 above shall be provided for each member of the joint venture (and each subcontractor for the SEA/SH declaration).

2.2 The information in 1.13 above shall be provided for the joint venture.

- 2.3 Attach the power of attorney of the signatory(ies) of the Bid authorizing signature of the Bid on behalf of the joint venture.
 - 2.4 Attach the Agreement among all members of the joint venture (and which is legally binding on all members), which shows that
 - (a) all members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;
 - (b) one of the members will be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all members of the joint venture; and
 - (c) the execution of the entire Contract, including payment, shall be done exclusively with the member in charge.
- 3. Additional Requirements**
- 3.1 Bidders should provide any additional information required **in the BDS.**

Environmental and Social Performance Declaration

[Note to the Employer: Include this form if applicable in accordance with Section III]

[The following table shall be filled in for the Bidder and each member of a Joint Venture]

Bidder's Name: *[insert full name]*
 Date: *[insert day, month, year]*
 Joint Venture Member's Name: *[insert full name]*
 RFB No. and title: *[insert RFB number and title]*
 Page *[insert page number]* of *[insert total number]* pages

Environmental and Social Performance Declaration			
<input type="checkbox"/> No suspension or termination of contract: An employer has not suspended or terminated a contract and/or called the performance security for a contract for reasons related to Environmental or Social (ES) performance, in the past five years.			
<input type="checkbox"/> Declaration of suspension or termination of contract: The following contract(s) has/have been suspended or terminated and/or Performance Security called by an employer(s) for reasons related to Environmental or Social (ES) performance, in the past five years. Details are described below:			
Year	Suspended or terminated portion of contract	Contract Identification	Total Contract Amount (current value, currency, exchange rate and US\$ equivalent)
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Employer: <i>[insert full name]</i> Address of Employer: <i>[insert street/city/country]</i> Reason(s) for suspension or termination: <i>[indicate main reason(s) e.g. gender-based violence; sexual exploitation or sexual abuse breaches]</i>	<i>[insert amount]</i>
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Employer: <i>[insert full name]</i> Address of Employer: <i>[insert street/city/country]</i> Reason(s) for suspension or termination: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>
...	...	<i>[list all applicable contracts]</i>	...

Performance Security called by an employer(s) for reasons related to ES performance		
Year	Contract Identification	Total Contract Amount (current value, currency, exchange rate and US\$ equivalent)
<i>[insert year]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Employer: <i>[insert full name]</i> Address of Employer: <i>[insert street/city/country]</i> Reason(s) for calling of performance security: <i>[indicate main reason(s) e.g. gender-based violence; sexual exploitation, or sexual abuse breaches]</i>	<i>[insert amount]</i>

Unofficial Copy

Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment Performance Declaration

[The following table shall be filled in for the Bidder, each member of a Joint Venture and each subcontractor proposed by the Bidder]

Bidder's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member's or Subcontractor's Name: *[insert full name]*

RFB No. and title: *[insert RFB number and title]*

Page *[insert page number]* of *[insert total number]* pages

SEA and/or SH Declaration
<p>We:</p> <p><input type="checkbox"/> (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations</p> <p><input type="checkbox"/> (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations</p> <p><input type="checkbox"/> (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. An arbitral award on the disqualification case has been made in our favor.</p>
<p><i>[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]</i></p>

Services

The Bidder shall submit documentary evidence to demonstrate that the Services to be provided will meet or exceed the technical specifications and standards specified in Section VII, Employer's Requirements, including any specified performance requirements.

Unofficial Copy

Method Statement

The Proposer shall provide typical method statements to perform the activities for enhancing and upgrading the BNDA (Bangladesh National Digital Architecture) framework. Each method statement shall describe, inter alia,

1. Understanding the Project Requirements
2. Team Formation
3. Stakeholder Engagement
4. Detailed Proposal Preparation
 - (a) Technical Approach
 - (b) Timeline
 - (c) Resource Allocation
5. BNDA Framework Enhancement Approach
6. Capacity Development and Training
7. Knowledge Transfer Plan
8. Quality Control Strategy
9. Communication and Event Management
10. Compliance and Legal Considerations
11. Continuous Engagement
12. Review and Revision

Method Statement Form

DESCRIPTION OF APPROACH, METHODOLOGY, AND WORK PLAN IN RESPONDING TO THE TERMS OF REFERENCE

Method Statement Form: a description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training, if the Terms of Reference specify training as a specific component of the assignment.

{Suggested structure of your Technical Proposal:

- a) Technical Approach and Methodology
- b) Work Plan
- c) Organization and Staffing

- a) **Technical Approach and Methodology.** {Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TORs), the technical approach, and the methodology you would adopt for implementing the tasks, (including on addressing Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) risks and, as required in the TOR, on managing cyber security risks related to the proposed consulting services contract to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the TORs in here.}
- b) **Work Plan.** {Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Employer), and tentative delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the Work Schedule Form.}
- c) **Organization and Staffing.** {Please describe the structure and composition of your team, including the list of the personnel and relevant technical and administrative support staff.}

Code of Conduct for Service Provider's Personnel Form (ES)

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Note to the Bidder:

The minimum content of the Code of Conduct form as set out by the Employer shall not be substantially modified. However, the Bidder may add requirements as appropriate, including to take into account Contract-specific issues/risks.

The Bidder shall initial and submit the Code of Conduct form as part of its bid.

CODE OF CONDUCT FOR SERVICE PROVIDER'S PERSONNEL

We are the Service Provider, [*enter name of Service Provider*]. We have signed a contract with [*enter name of Employer*] for [*enter description of the Services*]. The Services will be carried out at [*enter the locations in the Employer's country where the Services are required, as applicable*]. Our contract requires us to implement measures to address *environmental and social risks* [**Note to Employer:** *depending on the nature of the contract and assessed risks, this may be replaced with social risks*], related to the Services.

This Code of Conduct is part of our measures to deal with environmental and social risks [**Note to Employer:** *depending on the nature of the contract and assessed risks, this may be replaced with social risks*] related to the Services.

All personnel that we utilize in the execution of the Services, including the staff, labor and other employees of us and each Subcontractor, and any other personnel assisting us in the execution of the Services, are referred to as Service Provider's Personnel.

This Code of Conduct identifies the behavior that we require from 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.

Our workplace is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

REQUIRED CONDUCT

Service Provider's Personnel employed for the execution of the Services at the locations in the Employer's country where the Services are provided shall:

1. carry out his/her duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Service Provider's Personnel and any other person;
3. maintain a safe working environment including by:
 - a. ensuring that workplaces, machinery, equipment and processes under each person's control are safe and without risk to health;
 - b. wearing required personal protective equipment;
 - c. using appropriate measures relating to chemical, physical and biological substances and agents; and
 - d. following applicable emergency operating procedures.
4. report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health;
5. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
6. not engage in any form of sexual harassment including unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Service Provider's or Employer's Personnel;
7. not engage in Sexual Exploitation, which means 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;
8. not engage in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;
9. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
10. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, and Sexual Exploitation and Abuse, and Sexual Harassment (SH);
11. report violations of this Code of Conduct; and
12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Employer, or who makes use of applicable grievance mechanism for Service Provider's Personnel or the project's Grievance Redress Mechanism.

RAISING CONCERNS

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [*enter name of the individual, with relevant experience, designated by the Service provider to handle these matters*] in writing at this address [] or by telephone at [] or in person at []; or
2. Call [] to reach the Service Provider's hotline (*if any*) and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.

There will be no retaliation against any person who raises a concern in good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by the Service Provider's Personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

FOR SERVICE PROVIDER'S PERSONNEL:

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact [*enter name of Service Provider's contact person(s) with relevant experience*] requesting an explanation.

Name of Service Provider's Personnel: [insert name]

Signature:

Date: (day month year): _____

Countersignature of authorized representative of the Service Provider:

Signature: _____

Date: (day month year): _____

ATTACHMENT 1: Behaviors constituting SEA and behaviors constituting SH

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM

**BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA) AND
BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)**

The following non-exhaustive list is intended to illustrate types of prohibited behaviors.

(1) **Examples of sexual exploitation and abuse** include, but are not limited to:

- A Service Provider's Personnel tells a member of the community that he/she can get them jobs related to the work site (e.g. cooking and cleaning) in exchange for sex.
- A Service Provider's Personnel that is connecting electricity input to households says that he can connect women headed households to the grid in exchange for sex.
- A Service Provider's Personnel rapes, or otherwise sexually assaults a member of the community.
- A Service Provider's Personnel denies a person access to the locations where the Services are executed unless he/she performs a sexual favor.
- A Service Provider's Personnel tells a person applying for employment under the Contract that he/she will only hire him/her if he/she has sex with him/her.

(2) **Examples of sexual harassment in a work context**

- A Service Provider's Personnel comment on the appearance of another Service Provider's Personnel (either positive or negative) and sexual desirability.
- When a Service Provider's Personnel complains about comments made by another Service Provider's Personnel on his/her appearance, the other Service Provider's Personnel comment that he/she is "asking for it" because of how he/she dresses.
- Unwelcome touching of a Service Provider's Personnel or Employer's Personnel by another Service Provider's Personnel.
- A Service Provider's Personnel tells another Service Provider's Personnel that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.

Work Plan

A comprehensive work plan for a project involving the enhancement and upgradation of the BNDA (Bangladesh National Digital Architecture) framework should encompass various critical components to ensure the successful execution of the project. Here are the key elements that are required from bidders when evaluating their work plans:

1. Project Initiation:

- Provide an overview of how the project will be initiated, including a project kickoff meeting and the formation of a project team.

2. Project Scope and Objectives:

- Clearly define the scope of work and the specific objectives to be achieved throughout the project.

3. Schedule and Milestones:

- Present a detailed project timeline with key milestones and deliverable deadlines.
- Include a Gantt chart or timeline visualization.

4. Resource Allocation:

- Specify the resources, both human and technical, allocated to the project.
- Describe the roles and responsibilities of team members.

5. Technical Approach:

- Detail the proposed technical approach for BNDA framework enhancement and National e-Service Bus upgradation.
- Explain how you will ensure compliance with data governance, security, privacy, interoperability, and service delivery standards.

6. Software Tools Deployment:

- Describe the software tools that will be deployed to support the enhanced framework and ensure interoperability with the National e-Service Bus.

7. Capacity Development and Training:

- Outline the strategy for capacity development and training programs.
- Specify the topics, duration, and target audience of the training sessions.

8. Knowledge Transfer:

Section IV - Bidding Forms

- Explain how knowledge transfer sessions will be conducted to empower stakeholders to independently utilize the upgraded BNDA framework.
- Describe the documentation and resources that will be created.

9. Quality Control:

- Detail the quality control strategy to ensure that the enhancements and modifications meet predefined standards.
- Explain how issues and challenges will be identified and resolved.

10. Communication and Event Management:

- Present a communication plan for disseminating information regarding the BNDA framework enhancements.
- Describe how events, workshops, and engagement with stakeholders will be planned and managed.

11. Risk Management:

- Address potential risks associated with the project and outline mitigation strategies.
- Specify how unexpected challenges will be handled.

12. Compliance and Legal Considerations:

- Ensure that all legal and compliance requirements are met and describe the mechanisms in place to guarantee compliance.

13. Reporting and Documentation:

- Explain how progress will be tracked, documented, and reported to stakeholders.
- Specify the frequency and format of progress reports.

14. Evaluation and Review:

- Present a strategy for ongoing evaluation, review, and adaptation of the work plan based on feedback and insights.

15. Project Closure:

- Describe how the project will be officially closed, including a final review and evaluation with stakeholders.

16. Ongoing Support and Monitoring:

- Explain how you will provide ongoing support and monitoring as stakeholders implement the upgraded BNDA framework and National e-Service Bus.

WORK SCHEDULE Form

WORK SCHEDULE AND PLANNING FOR DELIVERABLES

N°	Deliverables ¹ (D-..)	Months											TOTAL	
		1	2	3	4	5	6	7	8	9	n		
D-1	{e.g., Deliverable #1: Report A													
	1) data collection													
	2) drafting													
	3) inception report													
	4) incorporating comments													
	5) delivery of final report to Employer}													
D-2	{e.g., Deliverable #2:.....}													

- 1 List the deliverables with the breakdown for activities required to produce them and other benchmarks such as the Employer’s approvals. For phased assignments, indicate the activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in a form of a bar chart.
3. Include a legend, if necessary, to help read the chart.

CURRICULUM VITAE (CV) FORM

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}

Training: {Indicate significant training were obtained, which is relevant to the proposed tasks of the expert}

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 employers 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 to... 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): _____

Others - Time Schedule

(to be used by Bidder when alternative Time for Completion is invited in ITB 14.2)

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Form of Bid Security (Bank Guarantee)

[The bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: *[Employer to insert its name and address]*

RFB No.: *[Employer to insert reference number for the Request for Bids]*

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

Date: *[Insert date of issue]*

BID 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 the Bidder, which in the case of a joint venture shall be the name of the joint venture (whether legally constituted or prospective) or the names of all members thereof]* (hereinafter called "the Applicant") has submitted or will submit to the Beneficiary its Bid (hereinafter called "the Bid") for the execution of _____ under Request for Bids No. _____ ("the RFB").

Furthermore, we understand that, according to the Beneficiary's conditions, Bids must be supported by a Bid guarantee.

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 _____ (_____) upon receipt by us of the Beneficiary's complying demand, supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying or identifying the demand, stating that either the Applicant:

- (a) has withdrawn its Bid prior to the Bid validity expiry date set forth in the Bidder's Letter of Bid, or any extended date provided by the Applicant; or
- (b) having been notified of the acceptance of its Bid by the Beneficiary prior to the expiry date of the Bid validity or any extension thereto provided by the Applicant, (i) has failed to sign the contract agreement, or (ii) has failed to furnish the performance security, in accordance with the Instructions to Bidders ("ITB") of the Beneficiary's bidding document.

This guarantee will expire: (a) if the Applicant is the successful Bidder, upon our receipt of copies of the Contract agreement signed by the Applicant and the performance security issued to the Beneficiary in relation to such Contract agreement; or (b) if the Applicant is not the successful

Bidder, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the Bidding process; or (ii) twenty-eight days after the expiry date of the Bid validity.

Consequently, any demand for payment under this guarantee must be received by us at the office indicated above on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758.

[Signature(s)]

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

Form of Bid Security (Bid Bond) Not Applicable

[The Surety shall fill in this Bid Bond Form in accordance with the instructions indicated.]

BOND NO. _____

BY THIS BOND *[name of Bidder]* as Principal (hereinafter called “the Principal”), and *[name, legal title, and address of surety]*, **authorized to transact business in** *[name of country of Employer]*, as Surety (hereinafter called “the Surety”), are held and firmly bound unto *[name of Employer]* as Obligee (hereinafter called “the Employer”) in the sum of *[amount of Bond]*¹ *[amount in words]*, for the payment of which sum, well and truly to be made, we, the said Principal and Surety, bind ourselves, our successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Principal has submitted or will submit a written Bid to the Employer dated the ____ day of _____, 20__, for the supply of *[name of Contract]* (hereinafter called the “Bid”).

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that if the Principal:

- (a) withdraws its Bid prior to the Bid validity expiry date set forth in the Principal’s Letter of Bid, or any extended date provided by the Principal; or
- (b) having been notified of the acceptance of its Bid by the Employer prior to the expiry date of the Bid validity or any extension thereto provided by the Principal; (i) failed to execute the Contract agreement; or (ii) has failed to furnish the Performance Security, in accordance with the Instructions to Bidders (“ITB”) of the Employer’s bidding document.

then the Surety undertakes to immediately pay to the Employer up to the above amount upon receipt of the Employer’s first written demand, without the Employer having to substantiate its demand, provided that in its demand the Employer shall state that the demand arises from the occurrence of any of the above events, specifying which event(s) has occurred.

The Surety hereby agrees that its obligation will remain in full force and effect up to and including the date 28 days after the date of expiry of the Bid validity set forth in the Principal’s Letter of Bid or any extension thereto provided by the Principal.

IN TESTIMONY WHEREOF, the Principal and the Surety have caused these presents to be executed in their respective names this ____ day of _____ 20__.

Principal: _____ Surety: _____
Corporate Seal (where appropriate)

(Signature)
(Printed name and title)

(Signature)
(Printed name and title)

¹ The amount of the Bond shall be denominated in the currency of the Employer’s Country or the equivalent amount in a freely convertible currency.

Form of Bid-Securing Declaration Not Applicable

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

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

RFB 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 specified in Section II – Bid Data Sheet, 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, in accordance with the ITB.

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.]

Letter of Bid - Financial Part

INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

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

Note: All italicized text is to help Bidders in preparing this form.

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

Request for Bid No.: *[insert identification]*

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

To: *[insert complete name of Employer]*

We, the undersigned, hereby submit the second part of our Bid, the Bid Price and Priced Activity Schedule. This accompanies the Letter of Bid- Technical Part.

In submitting our Bid, we make the following additional declarations:

- (a) **Bid Validity:** Our Bid shall be valid until *[insert day, month and year in accordance with ITB 19.1]*, and it shall remain binding upon us and may be accepted at any time on or before this date;
- (b) **Total Price:** The total price of our Bid, excluding any discounts offered in item (c) below is: *[Insert one of the options below as appropriate]*

[Option 1, in case of one lot:] Total price is: [insert the total price of the Bid in words and figures, indicating the various amounts and the respective currencies];

Or

*[Option 2, in case of multiple lots:] (a) Total price of each lot *[insert the total price of each lot in words and figures, indicating the various amounts and the respective currencies]*; and (b) Total price of all lots (sum of all lots) *[insert the total price of all lots in words and figures, indicating the various amounts and the respective currencies]*;*

- (c) **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]*;
- (d) **Commissions, gratuities and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the Bidding 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.”)

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

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

Title of the person signing the Bid: *[insert complete title of the person signing the Bid]*

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]*

*: In the case of the Bid submitted by a 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. The power of attorney shall be attached with the Bid Schedules

Appendix to Financial Part

Schedule Forms

*[The Bidder shall fill in these Forms in accordance with the instructions indicated. The list of line items in column 1 of the Priced **Activity Schedules** shall coincide with the List of Non-Consulting Services specified in the Employer's Requirements.]*

Unofficial Copy

Priced Activity Schedule						
		Currencies in accordance with ITB 16			Date: _____ RFB No: EDGE-NS1	
1	2	3	4	5	6	7
Service N°	Description of Services	Unit	Delivery Date	Quantity and physical unit	Unit price	Total Price per Service (Col. 5*6)
1	BNDA framework enhancement and upgradation	Lump sum		1		
2	Professional Service for EA management tool	Lump sum		1		
3	Review existing BNDA framework	Lump sum		1		
4	Define and Establish BNDA Adoption Guide	Lump sum		1		
5	Arrange membership of The Open Group for BCC	Lump sum		1		
6	BNDA Maturity Assessment Tool	Lump sum		1		
7	TOGAF Certification	Lump sum		1		
8	Upgradation of National e-Service Bus	Lump sum		1		
9	Promotional Activities and Event Management	Lump sum		1		

	Total Bid Price	
<p>Note: The table may be modified by inserting new rows with new activities, if deemed necessary. Name of Bidder <i>[insert complete name of Bidder]</i> Signature of Bidder <i>[signature of person signing the Bid]</i> Date <i>[insert date]</i></p>		

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Section V - Eligible Countries

Eligibility for the Provision of Goods, Works and Services in Bank-Financed Procurement

In reference to ITB 4.8, for the information of the Bidders, at the present time firms, goods and services from the following countries are excluded from this Bidding process:

Under ITB 4.8 (a) **Israel**

Under ITB 4.8 (b) **None**

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Section VI - Fraud and Corruption

(Section VI 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 the 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.

Part II – Employer’s Requirement

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Section VII - Activity Schedule

The objective is to carry out the upgradation and modification of BNDA framework implementation and related activities. The Service Provider will be responsible to carry out all the tasks and activities mentioned in this ToR. During the period, quality control will have to be maintained by the Service Provider; however, Project Authority and BNDA team will also closely monitor and raise flags if there are challenges.

The assignments are divided into several parallel categories as the following:

- A. BNDA framework enhancement and upgradation
- B. Upgradation of National e-Service bus
- C. Capacity Development

The activities are described in a broader sense. The selected service provider is requested to define and understand the requirements in detail as much as possible and deliver the final output as per the Performance Specification/Terms of Reference (ToR). Upon specific approvals by respective authorities in the Government, the Service Provider shall be (but not limited to) responsible for below supports:

1. Responsible for carrying out tasks and activities associated with the aforementioned categories of tasks.
2. Responsible for any payments associated with the events organized under this ToR. This may include seminars, conferences, expert training, knowledge transfer sessions, MoU signing ceremonies, certification programs, etc.
3. Arrange accommodation for the foreign experts in the five-star hotels including all necessary deposits.
4. Arrange all meals for the foreign experts during the visit.
5. Arrange all logistic supports for the events, such as venue arrangement, sound systems, venue decoration, snacks, stationery, projection, etc.
6. Arrange food and refreshments for the participants of the event (including the guests).
7. Arrange registration fees for any international membership/event/venue.
8. Arrange promotional materials (Books / Goods / Digital Items) for event participants.
9. Arrange to print any publication or brochure decided by the PIU/BNDA team.
10. Have in place risk management procedures that enable prompt action to redress any unsatisfactory or unfortunate development associated with the implementation of any aspect of the programs, such as the arrangement of quarantine of any foreign expert if he/she gets covid positive during the visit.

The service provider, inter-alia will perform the following activities to implement the Services and Reporting Requirements as describe in Performance Specifications/Terms of Reference (ToR).

SL	Activity
1	BNDA framework enhancement and upgradation
2	Professional Service for EA management tool
3	Review existing BNDA framework
4	Define and Establish BNDA Adoption Guide
5	Arrange membership of The Open Group for BCC
6	BNDA Maturity Assessment Tool
7	TOGAF Certification
8	Upgradation of National e-Service Bus
9	Promotional Activities and Event Management

Performance Specifications/Terms of Reference (ToR)

Hiring of Service Provider for the Provision of a business plan and set up of implementation and governance structure for National Enterprise Architecture (BNDA) (Contract Package No. EDGE-NS1)

1. Background

The People’s Republic of Bangladesh has received Credit from the International Development Association (IDA) – a member of the World Bank Group – for financing the cost of the Enhancing Digital Government and Economy (EDGE) Project, being implemented by the Bangladesh Computer Council (BCC). BCC intends to apply a portion of mentioned credit to hire a competent, qualified and experienced firm (the Service Provider) to provide non-consultancy services for the Provision of a business plan and set up of implementation and governance structure for National Enterprise Architecture (BNDA).

The project's overall objective is to improve the efficiency and cybersecurity of the digital economy, and increase digitally enabled employment and raise revenues of the IT industry.

The Project consists of four (4) major components to be implemented by BCC:

Component 1: Enabling Environment for Digital Economy. The key tasks under this component are:

- ICT Governance and Sustainability;
- Change and Stakeholder Management; and
- Digital Leadership Academy (DLA).

Component 2: Public Sector Support for Digital Economy. The key tasks under this component are:

- Cloud Platform (CP) for Digital Economy;
- Public Sector Capacity Building; and
- Mainstreaming Bangladesh National Digital Architecture (BNDA).

Component 3: Private Sector Support for Digital Economy. The key tasks under this component are

- Digital Economy Coordination;
- Hire and Train Program for 20,000 Youth and Women;
- Strengthening and Promoting the IT / Digital Economy-Enabling Industry;
- Digitalization of Small and Medium-Enterprises (SMEs); and
- Establish Research and Innovation Centers.

Component 4: Project Management Support. This component will support BCC to manage and implement the EDGE project effectively and efficiently.

Mainstreaming Bangladesh National Digital Architecture (BNDA) is one of the main concerns of the Government of Bangladesh. A strategic framework called the Bangladesh National Digital Architecture (BNDA) intends to create a digital ecosystem in the nation and improve the capacity of the government to offer residents better services. This framework provides guidelines and standards for the development of digital services and infrastructure in the country. It aims to establish a unified and interoperable digital ecosystem that enables seamless data sharing and service delivery across different government agencies and private organizations. The BNDA covers various areas such as data governance, security, privacy, interoperability, and service delivery.

The EDGE initiative seeks to establish a Smart Bangladesh by 2041. Smart Bangladesh is a wider-scope perspective that aims to use technology to improve citizens' quality of life, government service efficiency, and long-term economic growth. The inclusion of BNDA could be an essential factor in the development of a smart Bangladesh by 2041.

Moreover, BNDA is designed to turn Bangladesh into a more technologically advanced and digitally-driven nation. BNDA has the capacity to enhance governance, foster partnerships, build capacity, promote innovation, boost economic growth, and increase efficiency by 2041, with the goal of establishing Smart Bangladesh.

2. Scope of Services

EDGE Project is looking to hire a Service Provider for the purpose of carrying out the upgradation and modification of BNDA framework implementation and related activities. The Service Provider will also carry-on communication and event management activities for a time span of 18 Months. There will be varieties of activities that need to be completed with specific guidelines, requirements, and inputs from BCC, the EDGE project implementation team, and the BNDA team. The Service Provider will be responsible to carry out all the tasks and activities mentioned in this ToR. During the period, quality control will have to be maintained by the Service Provider; however, Project Authority and BNDA team will also closely monitor and raise flags if there are challenges.

3. Key Assignment Descriptions

The assignments under this Terms of Reference (ToR) are divided into several parallel categories as the following:

- A. BNDA framework enhancement and upgradation
- B. Upgradation of National e-Service bus
- C. Capacity Development

The activities are described in a broader sense. The selected service provider is requested to define and understand the requirements in detail as much as possible and deliver the final output as per

the ToR. Upon specific approvals by respective authorities in the Government, the Service Provider shall be (but not limited to) responsible for below supports:

1. Responsible for carrying out tasks and activities associated with the aforementioned categories of tasks.
2. Responsible for any payments associated with the events organized under this ToR. This may include seminars, conferences, expert training, knowledge transfer sessions, MoU signing ceremonies, certification programs, etc.
3. Arrange accommodation for the foreign experts in the five-star hotels including all necessary deposits.
4. Arrange all meals for the foreign experts during the visit.
5. Arrange all logistic supports for the events, such as venue arrangement, sound systems, venue decoration, snacks, stationery, projection, etc.
6. Arrange food and refreshments for the participants of the event (including the guests).
7. Arrange registration fees for any international membership/event/venue.
8. Arrange promotional materials (Books / Goods / Digital Items) for event participants.
9. Arrange to print any publication or brochure decided by the PIU/BNDA team.
10. Have in place risk management procedures that enable prompt action to redress any unsatisfactory or unfortunate development associated with the implementation of any aspect of the programs, such as the arrangement of quarantine of any foreign expert if he/she gets covid positive during the visit.

4. Service Description

Upon specific approvals by respective authorities in the Government for each program, the qualified Service Provider will provide a wide range of management services and should have the capacity to handle them commercially. The Service Provider must provide (but not limited to):

4.1. BNDA framework enhancement and upgradation

<p>The Service Provider shall be responsible to supply and commission EA (Enterprise Architecture) management tool for BCC/BNDA team. The Service Provider shall procure all licenses (required to deploy & implement, including OS and Database) and support services of EA management tool. The license will be in the name of BCC. The Service provider shall provide 2 years' support and maintenance services and meet the terms of the SLA given in section 8. EA (Enterprise Architecture) management tool shall comply following criteria -</p>	
<p>Repository & Metamodel</p>	<ul style="list-style-type: none"> • The proposed solution must be repository-based and meta-model driven in order to provide a single source of truth in a consistent manner • The proposed solution must be based on a single platform with a centralized repository and must provide modelling capabilities across

	<p>all Enterprise Architecture domains (Business Architecture, Information Architecture, Application Architecture, Technology Architecture) and link these domains to get a holistic overview about EA</p> <ul style="list-style-type: none"> • The solution shall support architecture governance through workflows and in-built modelling rules and regulations • The solution shall support integration with CMDB to pull information on deployed applications and software technologies • The solution shall support capability to capture and manage historical, current (AS-IS), transitional and target (TO-BE) architectural models • The solution should have Open API connectors to allow integration with any third-party software / solution.
<p>Application Architecture</p>	<ul style="list-style-type: none"> • The solution shall provide capability to model and store all relevant information about application architecture related to application components, services, and interfaces, and application portfolio management such as cost, roadmap, and risks. • Modelling of Application Architecture should include: <ul style="list-style-type: none"> ○ Ability to model a high-level Overview of an Application diagram which clearly shows the interfaces and message flows between key applications ○ Ability to design an Application Environment diagram that shows the interfaces of a specific application with other applications and sent/received contents through message flows. ○ Ability to model Application Internal Architecture diagram that shows all the components of an application, implemented services within each component, interfaces between application components and services, and logical databases for data storage ○ Ability to design an Application Tree diagram that shows all the components of an application, and implemented services and functionalities associated with each component • Ability to link applications with Business Capabilities, Business Processes, and Business Lines

<p>Technology & Infra Architecture</p>	<ul style="list-style-type: none"> • Ability to model and store technical infrastructure diagram which shows the set of equipment and hardware necessary to run the applications and to enable communications between applications based on their distribution in deployment sites • Ability to model and store technical architecture diagrams showing the running software technologies and hosted applications over the hardware equipment and servers to visualize the running technologies on the equipment. • Ability to capture software technologies that are used by applications • Ability to add and manage infra, servers, firewall, and their details in the platform. • Ability to add the CAPEX and OPEX costs of the technology. • Ability to customize the parameters and configurations of the technologies to capture the existing information (i.e. owner, technology lifecycle, etc.) imported using spreadsheets • Ability to model and store cloud (Azure, AWS, GoogleCloud) deployment architecture diagrams • Dependency management - Ability to manage and link all the Enterprise Architecture (Business, Information, Application, Technology) domains to gain full visibility of the Enterprise.
<p>IT Portfolio Management</p>	<ul style="list-style-type: none"> • The solution shall help to reduce the number of applications and redundancies, simplify the IT landscape and capitalize on standards and frameworks • The solution shall use a standard portfolio management approach that includes application, technology, server, and other assets • The solution shall guide users with a built-in methodology that covers the "Inventory", "Evaluation" and "Transformation" phases • The solution shall support various roles and provide out-of-the-box profiles for Application Owners, Financial Controllers, Application Portfolio Managers, Technology Portfolio Managers, Chief Technology Officers, Application IT Owners, and Application Business Owners • The solution shall provide a collaboration feature that enables portfolio managers to assign tasks to various repository contributors: <ul style="list-style-type: none"> - Application Owners update functional and technical data

	<ul style="list-style-type: none"> - Financial Controller updates financial information - Business Owners assess an application from a business perspective - IT Owners assess applications from a technical perspective
<p>Asset Inventory</p>	<ul style="list-style-type: none"> • The solution shall allow users to capture information about application such as application code, type, version number, whether it is cloud based, and detailed description • The solution shall allow users to capture application SLA (Service Level Agreement) which includes RPO (Recovery Point Objective), RTO (Recovery Time Objective), WRT (Work Recovery Time) and MTD (Maximum Tolerable Downtime) • The solution shall allow users to capture business aspect of the Enterprise to show which Business Lines, Business Processes, and Business Capabilities are supported by applications • The solution shall allow users to capture functionalities of applications • The solution shall allow users to capture owners (application owner, IT owner, financial controller and etc.) of applications • The solution shall allow users to capture underlying technologies of applications • The solution shall allow users to define application interfaces and business data exchanged on those interfaces • The solution shall allow users define risks related to applications • The solution shall allow defining application lifecycle • The solution shall allow users to capture additional information about application through attachment of documents or reference links to external repository • The solution shall allow defining application versions and their deployment. • The solution shall allow users to define the application's hosted location and servers. • The solution shall allow users to define several contexts which indicate deployment of a specific application is used by specific departments. • The solution shall allow users to define cost information for applications and should include minimally the following: <ul style="list-style-type: none"> - Cost Type (opex, capex) - Cost Nature (infra, software, manpower, service)

	<ul style="list-style-type: none">- Periodicity (monthly, quarterly, yearly)• The solution shall allow users to capture recurring and one-time costs.• The solution shall allow users to define technologies and technology stacks.• The solution shall allow users to capture information about technology such as code, vendor, technology standard, detailed description• The solution shall have out-of-the-box definition for technology standards (expected, accepted, and prohibited)• The solution shall allow users to capture the official lifecycle of technologies• The solution shall allow users to define (additional to official lifecycle) company-specific lifecycle for technologies• The solution shall allow users to define technology types• The solution shall allow users to capture owners (technology owner, financial controller and etc.) of technology• The solution shall allow users to capture additional information about technology through the attachment of documents or reference links to an external repository• The solution shall allow defining technology versions and their deployment• The solution shall allow users to define cost information for technology• The solution shall allow users to capture recurring and one-time costs for technologies• The solution shall provide out of the box integration connector for Eracent IT Pedia for technology lifecycle information• The solution shall allow to define servers• The solution shall allow to define datacenters• The solution shall allow to define technology vendors• The solution shall allow to define portfolios (application, technology and etc.)• The solution shall allow viewing of applications by Business Processes• The solution shall allow viewing of applications by Business Capabilities• The solution shall support gathering of information from various stakeholders using campaign like feature
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	<ul style="list-style-type: none"> • The solution shall allow users to define data used (CRUD - Create, Read, Update and Delete) by each application • The solution shall allow users to manage data subject rights and notice in applications for Privacy Management purpose. This to ensure compliance with regulations from an application perspective • The solution shall allow viewing of applications by technology vendors • The solution shall allow viewing of technology components by vendors • The solution shall have out of the box integration connector for CAST Highlight Software for Software Resiliency, Agility, Elegance and Cloud Readiness metrics • The solution shall have out of the box integration connector for ServiceNow CMBD.
<p>Evaluation</p>	<ul style="list-style-type: none"> • The solution shall provide at least two types of assessment: direct assessment (usually performed by a subject matter experts) and through campaigns (surveys) • The solution shall provide standard assessment criteria (Business Value, Functional Support and Technical Efficiency) and these criteria should be easily configurable to meet future needs • The solution shall allow preparation of application assessment rules • The solution shall allow users to configure various question types such as multiple choice (drop down or radio button), check boxes, free text, linking with other enterprise elements (IT assets, processes, objectives and etc.), attachment and so on. • The solution shall allow users easily plan campaign and sessions. • The solution shall allow users to define the scope of applications to assessed • The solution shall allow users to monitor campaign sessions • The solution shall allow viewing all past assessments • The solution shall allow users to send survey questionnaires (based on defined schedule) automatically to multiple users • The solution shall allow users to reassign their questionnaires if they are not the right recipients • The solution shall allow users to assess application and technology portfolios • The solution shall provide set of out of the box criteria for application and technology portfolio assessment

	<ul style="list-style-type: none"> • The solution shall allow users to create custom criteria for application and technology portfolio assessment • The solution shall provide out-of-the-box reports for users to perform better evaluation of inventories and minimally should include: <ul style="list-style-type: none"> - Application Total Cost of Ownership Report - Top Most expensive Applications Report - Technology Total Cost of Ownership Report - TCO By Business Lines and Business Capability - Application Road-mapping - Impact Analysis Report - Application positioning report that ranks applications based on "Business value", Functional support" and Technical efficiency" - TIME Report - Software Technology Support Alert Report - Business Capability Map with heatmaps (tech obsolescence, cost, criticality and etc.) - Application Road-mapping using Business Capability Map - Application Flows Graph - Application Deployment Graph - Application Environment Graph - Technology Obsolescence Conflict Report - Applications Overall State Report - Technology Overall Conformity Report - Vendor Dependency Report - Technology vs Application Matrix Report
<p>Decision Analysis</p>	<ul style="list-style-type: none"> • Life-cycle Analysis: Ability to perform application and technology lifecycle analysis to understand their roadmaps, life-cycle and technology obsolescence conflicts • Impact Analysis: Ability to perform impact analysis at all layers of EA to understand impact of changes and proactively manage them. Impact Analysis should be achieved through: <ul style="list-style-type: none"> - Visual Impact Analysis - Instant Matrices - Impact and Dependency Reports • Redundancy Analysis: Ability to perform functional redundancy analysis to understand applications that are providing the same functionalities to support business functions

	<ul style="list-style-type: none"> • Ad-hoc Analysis: Ability to perform real-time and dynamic analysis on Business information and IT assets. This also includes viewing, analyzing, and managing interconnected enterprise-level portfolios. • Application and Technology Roadmaps: Ability to plan a strategic roadmap for optimizing and streamlining IT portfolios to ensure minimal impact on business operations • Technology Standards Analysis: Ability to define technology standards and understand compliance of technologies with standards • IT Cost Optimization Analysis: Ability to identify IT Cost (CapEx, OpEx, etc.) associated to each application and determine opportunity to optimize the IT Cost. • Gap analysis: Ability to identify the gaps between “Current” and “To Be” architecture • Information Analysis/Queries: Ability to query repository information pertaining to all layers of EA. For example: information domains, entities, attributes and enumerations • Retirement Analysis: Ability to manage the retirement of applications and technologies through their classifications and lifecycles • Ability to capture and measure Cost, Risk, ROI and other KPIs based on defined algorithms
<p>Presentation</p>	<ul style="list-style-type: none"> • Solution must be fully deployed on web and accessible through the thin/web client with full modelling capabilities • Solution must have standard and homogeneous user interface for all stakeholders to ensure seamless experience • Solution must provide out of the box user profiles for different domain users (IT Architects, Information Architects, Portfolio managers, ..) with a dedicated user interface for each profile based on their needs • Ability to create instant reports such as pie chart, bar chart, matrix, bubble chart with a quick and easy way without the need for coding and save the reports as dashboards • Provides out of the box reports and tables (data classification, glossary, etc.) for various analysis. • Ability to export diagrams and reports in the following formats: pdf, jpeg, png, svg, emf, MS PowerPoint, MS Word, MS Excel and etc. • Ability to import MS Excel, Visio, XML, BPMN 2.0 files • Ability to support the following charts and diagrams: <ul style="list-style-type: none"> o Landscape Diagram o Relationship Map

	<ul style="list-style-type: none"> o Roadmap Diagram o Cluster Diagram o Information Flow o Hierarchy Map o Bar Chart o Pie Chart " <ul style="list-style-type: none"> • The solution has a universal search bar for users to be able to search for a general item in the repository and subsequently refine the search by adding filters • The solution offers advanced search capabilities for users to define queries for a custom search
Administration	<ul style="list-style-type: none"> • Provides easy to use administration features to manage user roles and permissions • Supports secure access to all views, layers, objects, and attributes and CRUD (Create, Read, Update, Delete) rights can be easily managed at user or group levels • Ability to easily set read-only access rights for users
Configurability	<ul style="list-style-type: none"> • Ability to customize views, layers, objects, attributes and reports • Supports industry best practices and frameworks and the framework can be customized to meet requirements • Ability to create workspaces for different teams to work on the same repository. Ability to check-out objects from the main repository to their workspace for modification and check-in after the modifications are complete and the process is validated; • Ability to version control and compare different versions visually • Provides complete traceability for Information Architecture from requirements, analysis and design models, through to implementation and deployment. • Provides effective verification, validation and immediate impact analysis across the entire life cycle of objects through Enterprise Architect's Relationship Matrix and Hierarchy View • Provides a dedicated GUI profile to customize the metamodel and create custom reports/views • Provides a drag and drop mechanism for users on the GUI to make custom changes
Frameworks and Standards	<ul style="list-style-type: none"> • Architecture Governance: Ability to establish key elements of EA governance, encompassing enterprise-wide policies for the

	<p>classification, design, implementation and automation of EA processes—for example, in regards to transparency, responsibility, flexibility, accountability and commitment to the organization’s business goals.</p> <ul style="list-style-type: none"> • Ability to define and set architectural standards as reference model to be used as the base architecture • Ability to capture application and technology portfolio, perform various evaluation analysis (application rationalization/retirement, IT Cost, technology obsolescence, and etc.) and transform application portfolio through various transformation initiatives and scenarios • Ability to standardize definitions of all business processes, procedures and data across the Enterprise and fully leverage the standard definitions to ensure consistency.
<p>Governance & Collaboration</p>	<ul style="list-style-type: none"> • Provides out of the box workflows to support architecture governance process which includes reviewing, validation, approval of architectures • Provides the ability to attach informal notes against assets to foster collaboration
<p>Usability</p>	<ul style="list-style-type: none"> • Ability to automate data collection through workflows in order to ensure the information is update-to-date, correct, and consistent. e.g. Technology/Application/Product Portfolio data • Ideation and Collaboration: Ability to represent ideas, tasks and key concepts organized around a central theme as an aid to problem solving and structured decision making • Ability to provide Non-Standard Technology Summary Report which shows where the organization is spending resources to support non-standard (unapproved or end-of-life) technologies • Provide analysis, web publishing, documentation, and reporting capabilities • Ability to import and export data to/from Excel, Visio, BPMN, XML and other sources. Ability to link SharePoint documents through URI links as reference. • Provides web-based visual ‘Drag and Drop’ modelling capabilities • Supports showing and/or hiding different level of information on a diagram • Ability to integrate with Identity Access Management service

	<ul style="list-style-type: none"> • Solution must be fully deployed on web and accessible through the thin/web client with full modelling capabilities.
<p>Collaboration and Communication</p>	<ul style="list-style-type: none"> • Provides decentralized data collection capabilities with embedded workflows sending request to other stakeholders like application owners, or financial controllers who can login to the solution with a very simple interface and record the information about the IT Assets. • Ability to create collaborative workspace for projects to check out models from the main repository for project use, modify based on project needs and check-in without impacting the main published repository. • Provides out of the box workflows for validation of models, change requests, and task assignments with easy and quick access to the workflow tasks through homepage dashboards and dedicated menus to the to-do lists. • Supports social collaboration capabilities to posts notes on object walls like social forums for easy and unofficial communication purposes. • Provides traceability of the modifications done on attributes for each object with the full user time stamp of changes, and with the ability to view and compare the changed attribute values by date. • Provides Instant Messaging capability to send and receive instant messages between users to improve team communication and productivity • Provides EA Portal to communicate Enterprise Architecture information to wider audience within the company
<p>Licensing and Support</p>	<ul style="list-style-type: none"> • Solution should have flexibility in licensing schema in mixing named and floating licenses for better utilization • Provides flexibility in capacity growth by adding additional users or additional functionality without impacting the current installations and data • Solution should cater for frequent and non-frequent users with dedicated licenses for each user type • Solution provides comprehensive and intuitive On-line Help • Solution comes with comprehensive documentation
<p>The Service Provider is responsible to integrate EA management tool with Eracent IT Pedia library, a catalogue of software technologies with end of lifecycle information. The Service Provider will manage 3 years' subscription for Eracent IT pedia including Lifecycle Data.</p>	

4.2. Professional Service for EA management tool

The Service Provider shall provide professional service for ICT division and underlying agencies utilizing EA management tool. The Service Provider will focus several use cases - Application Rationalization, Technology Obsolescence & Standards, Cloud migration, Solution architecture, Baseline and Target architecture, IT Roadmapping etc. Each use-cases will be covered in separate sprint and need to be performed sequentially without any overlapping. There will be 5 to 6 sprints in total. A typical sprint (use-case) will include phases like analysis & design, configuration, admin training, UAT, user training, go live & warranty etc and will take approx 3 months to complete. Each sprint may require 40 man-days of effort by 2 experts. Use cases will be selected and sequenced according to BCC priorities for implementation. The Service provider will provide report after completing each sprint.

4.3. Review existing BNDA framework

The purpose of this review is to assess the effectiveness and relevance of the current BNDA and update the framework to align with emerging technologies, changing organizational needs, and evolving citizen expectations.

The importance of reviewing and updating BNDA lies in its ability to ensure continued alignment between government IT strategies and organizational goals. By reviewing existing BNDA framework, govt will be able to identify gaps, shortcomings, and areas for improvement within the existing BNDA framework. This process will allow to adapt to technological advancements, address new challenges, and leverage opportunities for innovation. Reviewing and updating BNDA framework will support efficient decision-making, maximizing return on IT investments, and enabling the government to deliver effective citizen-centric services.

Several factors contributing to the justification for reviewing and updating the existing BNDA framework:

a. Technological Advancements: Technology evolves rapidly, and new advancements emerge constantly. An updated BNDA framework will ensure that the government can harness the potential of emerging technologies such as Artificial Intelligence, Blockchain, Internet of Things (IoT), and Cloud Computing, among others. It will enable government to integrate these technologies into it's operations, improve service delivery, and enhance efficiency.

b. **Changing Organizational Needs:** Government organizations of Bangladesh undergo transformations over time, driven by shifts in policies, mandates, and citizen expectations. Updating BNDA will allow the government to align its IT strategies with changing organizational priorities, ensuring that technology initiatives support current objectives. It will enable the optimization of resources, enhances collaboration across agencies, and promotes agility in response to evolving needs.

c. **Enhanced Interoperability:** As government agencies increasingly collaborate and share data, interoperability becomes crucial. Updated BNDA framework will facilitate seamless integration and interoperability between systems and applications, enabling efficient data exchange and streamlined processes. This interoperability will strengthen information sharing, coordination, and decision-making capabilities across government entities.

d. **Cybersecurity and Risk Management:** With the proliferation of cyber threats, updating BNDA framework will help the government bolster its cybersecurity posture and improve risk management practices. By incorporating updated security measures, protocols, and standards, the government will be able to safeguard critical systems, protect citizen data, and mitigate potential risks.

e. **Lessons from Implementation:** The implementation and usage of the existing BNDA may have uncovered valuable insights and lessons. These lessons can be incorporated into the updated BNDA to enhance its effectiveness, address previous limitations, and optimize the outcomes of future initiatives.

Reviewing and updating the existing BNDA Framework is an essential undertaking for Bangladesh government to remain agile, efficient, and aligned with the evolving technological landscape. This review will explore and include the necessary updates and improvements to ensure that the BNDA continues to be a valuable tool for driving digital transformation and supporting the strategic objectives of the government.

The scope of work for the service provider includes, but is not limited to, the following activities:

- a. Conduct an in-depth review of the existing BNDA, including its documentation, processes, and governance framework.
- b. Assess the alignment of the existing BNDA with the current business processes, technologies, and emerging technologies.
- c. Identify and document gaps and shortcomings in the existing BNDA.
- d. Develop an updated BNDA framework that addresses the identified gaps and aligns with the current business and technology landscape.
- e. Define a comprehensive roadmap that outlines the steps and timeline for implementing the updated BNDA across the whole of the government.

- f. Provide recommendations for organizational changes, governance structures, and stakeholder engagement to support the adoption and mainstreaming of the BNDA.
- g. Conduct a risk assessment and develop mitigation strategies for potential implementation challenges.
- h. Develop a detailed implementation plan, including resource requirements, roles and responsibilities, and milestones for the deployment of BNDA.
- i. Provide training and knowledge transfer to government staff on the updated BNDA.
- j. Review and update existing BNDA Guideline (Bangla version) and translate it to English.

4.4. Define and Establish BNDA Adoption Guide

The Service Provider shall develop a comprehensive BNDA Adoption Guide to support the successful adoption of the updated BNDA for govt employees and other stakeholders. The BNDA Adoption Guide should be developed in a user-friendly and accessible format, both paper based and digital-read only version. The guide should also be aligned with the existing governance framework and policies of the government. This guide need to be developed to help Government Agencies in successfully using the BNDA Reference Models. It should also aim to provide agency leaders with assistance in asking the right questions when considering capability development and investment initiatives, such as:

- Are information and communications technology (ICT) assets being duplicated?
- Will the new assets be reusable and interoperable?
- Are there any synergies between projects which can be exploited?
- What standards need to be considered?
- Is it clear how an investment will meet business requirements?

The goal of developing a BNDA adoption guide is to help govt agencies to define business architecture, application architecture, data architecture, and technology architecture. And to define a roadmap from current architecture to target architecture.

The scope of work for the development of the BNDA Adoption Guide includes, but is not limited to, the following activities:

- a. Conduct a review of the updated BNDA and related documentation to ensure that the guide reflects the current state of the architecture.
- b. Define the roles and responsibilities of stakeholders involved in the adoption and implementation of the BNDA, including architecture teams, project teams, and governance bodies.

- c. Provide guidance on the development and maintenance of architecture artifacts, such as principles, standards, models, and patterns.
- d. Identify and provide guidance on the use of industry standards, best practices, and tools to support the adoption of the BNDA, such as TOGAF, EA management tool, and WSO2.
- e. Develop templates and checklists to support the adoption of the BNDA, such as architecture review templates, project architecture compliance checklists, and architecture maturity assessments.
- g. Provide guidance on the integration of the BNDA with other governance frameworks and processes, such as enterprise risk management and portfolio management.
- h. Develop a training program to support the adoption of the BNDA and the use of the BNDA Adoption Guide.

4.5. Arrange membership of The Open Group for BCC

The Service provider shall facilitate activities related to the Open Group membership for BCC, including subscription fee for the members. BCC will require gold membership from the Open Group. The membership should be taken for 3 years.

Also, the Service provider will arrange AEA (Association of Enterprise Architects) membership for 3 persons (from the BNDA team/PIU) for 3 years.

4.6. BNDA Maturity Assessment Tool

The Service Provider shall develop a web-based tool for BNDA maturity assessment. It will replace the existing MS excel based tool for maturity assessment. The tool will provide option for access control and to administer and configure it's feature and functionalities. BCC will act as administrator for the tool. The tool will help govt agencies to gauge/measure the status of implementing the BNDA framework. The tool will take the questionnaire as input. BNDA team will provide questionnaire to be used as input for the tool The questionnaire will be related to the implementation of business, data, application, and technology architecture. The tool will provide a spider graph as output, which will be used to visualize two or more dimensions of multivariate data in order to compare compliance/performance against a target which in this case is BNDA framework. The maturity assessment tool will be used 1-2 times in a year by ministries, divisions and govt agencies. There will be provision to export or save the output in different formats (MS word, pdf, image etc). The Service Provider shall deploy the tool on BCC premises based on the

proposed hardware sizing. The Service Provider shall provide source code and other documents to BCC/BNDA team. The Service provider shall provide 3 years' support and maintenance services and meet the terms of the SLA given in section 8.

4.7. TOGAF Certification

The BNDA framework is developed based on the TOGAF standards. The TOGAF Standard is used by small, medium, and large commercial businesses, as well as government departments, non-government public organizations, and defence agencies.

The Supplier MUST provide the following on-site training for BCC officials along with course curriculum, training materials, etc. as mentioned in the below table:

Sl.	Training Courses	Number of Participants
1.	TOGAF Enterprise Architecture Foundation	10
2.	TOGAF Enterprise Architecture Practitioner	10

4.8. Upgradation of National e-Service Bus

BCC has introduced National e-Service Bus under the Bangladesh National Digital Architecture (BNDA) framework to ensure interoperability, availability, and reusability of government online services, information, and data. National e-Service Bus is a software-driven middleware platform to integrate online e-Services, and sharing of information and data of ministries, departments, and directorates to ensure interoperability and end user’s easy access to it.

The Service Provider shall facilitate the upgradation of the National e-Service Bus. National e-Service Bus utilizes the WSO2 product suite to provide its features and functionalities. WSO2 API manager (APIM), Micro Integrator (MI), and Identity Server (IS) are being used for National e-Service Bus. The Service Provider shall be responsible to plan, deploy, install, and configure the WSO2 API manager, Micro Integrator, and Identity Server’s latest stable version on BCC premises.

It should comply following criteria -

<p>APIM & MI: Deployment &</p>	<ul style="list-style-type: none"> ● The Product should support deployment on on-premise, hybrid, and cloud. Please list all options available. ● Product should support deployment on VMs and Container platforms. Please list all options available.
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<p>Architecture</p>	<ul style="list-style-type: none"> • Proposed Solution should support scaling the API run-time independent of the design time. • Proposed API management solution should be cloud-provider agnostic. • Proposed Solution should support multi-cloud deployments. • Proposed Solution should support High Availability. • The Proposed solution must support vertical and horizontal scalability. • The solution should support Zero downtime patches for the environment. • The Proposed Solution should support automated Elastic deployments. • The proposed solution should support being integrated with software development tools. and provide the details of available plugins, etc. • The proposed solution should support developer-centric features such as Developer Portals and SDKs, and provide a list of the available features. • Proposed solution should provide an update tool to apply fixes.
<p>APIM & MI: API Gateway</p>	<ul style="list-style-type: none"> • Proposed solution should provide a secure, purpose-built gateway for APIs. • The product should support rate limiting • Proposed solution should support policy updates to APIs without any downtime • The product should support publishing APIs for external and internal consumers • Bidder should specify the transport level protocols supported by the gateway • The proposed solution should support message transformation • The product should support caching. And provision should be there to specify controls and expiration policies. • Ability to specify rate-limiting policies to be restricted to a user/IP.
<p>APIM & MI: API Creation and Governance</p>	<ul style="list-style-type: none"> • The product should support creating a uniform, consistent, and well-formed APIs, even if the underlying backend systems weren't built that way. • Solution should support exposing SOAP services as APIs • Proposed platform should support publishing SOAP, REST, JSON, and XML style services as APIs as well as JMS. • Proposed platform should support OpenAPI (formerly known as

	<p>Swagger) to design APIs and generate documentation.</p> <ul style="list-style-type: none"> • Proposed platform should support streaming APIs. • Proposed platform should support the capability to implement streaming APIs using compatible protocols like websocket. • Proposed platform should support GraphQL APIs • Proposed platform should support creating APIs based on Async API specification. • Proposed platform should support creation of API products. Please explain the key capabilities of the API product. • Proposed solution should support exposing different backend endpoints as APIs including dynamic, prototype, lambda functions • Proposed platform should support using mock APIs for prototyping • Proposed platform should support expose APIs via custom host names (i.e. virtual hosts) • Proposed platform should support TLS v1.3 protocol • Proposed platform should support tracking and maintaining the revisions of an APIs or API products for publishers • Proposed platform should support restoring API or API product to a specific revision when required. • Proposed platform should support API Lifecycle governance • Proposed platform should support API visibility and restrict access to consumers. • Proposed platform should support deploying different API revisions to different API gateway environments • Proposed platform should support enforcing manual actions/governance for API lifecycle processes • Proposed platform should support applying advance configurations to the backend endpoints (retries/timeouts etc) • Proposed platform should provide a test console for API creators to test the API, verify functions and behaviours and fix issues before it is published to the Gateway. • Proposed platform should support Postman collection to try out GraphQL or REST API.
<p>APIM & MI: API Security</p>	<ul style="list-style-type: none"> • Proposed platform should support securing and controlling API access from web and mobile applications. • Proposed platform should support single sign-on to the web portals of the product

	<ul style="list-style-type: none">● Proposed platform should support open standards to delegate authentication capabilities to your tenants?● Proposed solution should ensure API security across web and mobile applications (e.g., tokens, encryption, policy systems).● Should be able to support multiple OAuth versions.● Solution should support integrating LDAP and Active Directory as user stores.● Solution Should support secure channels and secure payloads● Solution should protect against XML or JSON attacks. If this is not available in the product Vendor should provide a solution to provide these features.● Solution should support bot detection.● Solution should support API schema validation.● Solution should Support mitigating DoS attacks.● Proposed solution should support analysis of the complexity of GraphQL APIs to ensure the backend is safe from complexity-load related threats.● Proposed solution should have security features listed above available as self-service via configuration without coding● Solution should support handling role-based access controls to assign different members different roles● Product should support extensibility to custom/proprietary implementations● Proposed solution should support APIs being secured at the operational level● Solution should have multiple types of threat detection mechanisms in place.● Solution should support transport-level encryption/ security.● Proposed solution should support performing a security audit on the OpenAPI specification definition and produce an audit report.● Proposed solution should support for CORS● Proposed solution should support users to authenticate themselves using self-contained tokens (i.e. JWT) when invoking APIs.● Proposed solution should support APIs with a backend protected by OAuth2 security standards● Proposed solution should support the extension of key management functionality through other third-party key managers/ identity and
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	<p>access management systems.</p> <ul style="list-style-type: none"> • Ability to support ForgeRock and PingFederate as a key manager. • Proposed Solution should support integration with external IAM solutions. And provide the details of the Supported integrations
<p>APIM & MI: Developer Portal</p>	<ul style="list-style-type: none"> • The proposed developer portal should provide rich features to accelerate Development. • Proposed Solution should offer a catalog of registered services. • Proposed solution should support categorizing APIs and filtering APIs by category in the developer portal • Proposed Solution should provide a process for onboarding an API consumer to the developer portal. • Proposed solution should support providing interactive documentation to allow API consumers to easily try out published APIs. • Solution should support developers getting their own personalized metrics. • Proposed solution should support the developer portal to be rebranded with a customized look, feel, and style • The Look and feel of the developer portal should support rebranding with a customized look, feel, and style • Solution should allow an upgrade to the subscription tier for an API that a developer/ application is already subscribed • Solution should support API monetization. The vendor should list the supported monetization models. (e.g. Post Paid) • Solution should support configuring different subscription tiers • Proposed Developer Portal should conform to accessibility requirements at level A and level AA of WCAG 2.1 • Solution should offer the ability to switch to a preferred language in which the user wants to read the content on the Developer Portal. • Ability to switch the Developer Portal layout direction from LTR to RTL using configuration. • Platform should support integration with third-party payment systems for API monetization.
<p>APIM & MI: API Analytics</p>	<ul style="list-style-type: none"> • Proposed Analytics tool should have the capability to specify and send different types of alerts • Proposed Analytics tool should provide a wizard for creating custom dashboards • Solution should support maps for detailing the geolocation of API calls • Solution should support gathering analytics data with no impact on the

	<p>runtime performance or functionality</p> <ul style="list-style-type: none"> • Solution should provide API for easy access and export of analytics data • The proposed Analytics solution should be capable of providing business-level visibility • Solution should provide operational visibility insights on API traffic flowing through the system • Proposed analytics tool should allow generating an API report on the monthly usage of APIs. • Solutions should provide a way/extension to publish metrics to third-party monitoring tools used at BCC. • Solution should support displaying GraphQL analytics with the ability to filter API calls by GraphQL operation. • Solution should provide a holistic view and a detailed view with contextual information on APIs when analyzing the overall health status • Analytics dashboard provided in the solution should provide business analytics for management users • Solution should provide the ability to compare API usage • Proposed Solution's analytics widgets should allow for exporting selected/ tabular data into CSV or PDF • Solution should provide a dashboard providing summary widgets for API monitoring statistics and the ability to drill down into them. • Proposed solution should provide service performance monitoring, reporting, and analysis
<p>APIM & MI: Non-functional and Releases</p>	<ul style="list-style-type: none"> • The Proposed solution should have provision for updates and new releases to be made available and manage to BCC • What training/product education and onboarding support is provided to new customers • Proposed solution will provide support for microservices architecture • Proposed solution is able to perform health checks on your product • There should be the provision of a dynamic code review tool that would provide information about the vulnerabilities discovered within the products proposed.
<p>APIM & MI: Extensibility</p>	<ul style="list-style-type: none"> • Proposed solution should support service mesh implementations • Proposed product should have an API capable of performing product operations
<p>IS: Identity Federation and Single Sign-On (SSO)</p>	<ul style="list-style-type: none"> • The Proposed Solution should support for Identity Federation and SSO standards for web applications. E.g. OpenID Connect • The Proposed Solution should support for Identity Federation and SSO standards for client-side (OAuth2 public clients) JavaScript and mobile native applications. E.g. OpenID Connect Authorization Code Grant + PKCE • Proposed Solution should support Log-in and SSO for SaaS applications

	<ul style="list-style-type: none"> • Proposed solution should support Log-in and SSO for Microsoft web, desktop and mobile native applications such as Microsoft Office 365, Microsoft Sharepoint, Microsoft Dynamics, Microsoft Outlook, etc. • The Proposed Solution should have a captcha to mitigate bot attacks during log-in • The Proposed Solution should support for claim-based identities • The Proposed Solution should support for producing and consuming claims based identities, to and from service providers and trusted identity providers respectively, that don't The Proposed Solution should support a common catalogue of claim identifiers, by claim URI mappings. • The Proposed Solution should support for producing and consuming user roles, to and from service providers and trusted identity providers respectively, that don't The Proposed Solution should support a common catalogue of role identifiers, by role identifier mappings. • The Proposed Solution should support for dynamic claim transformations and dynamic claim value transformations • The Proposed Solution should support for Single Logout (SLO) standards. E.g. OpenID Connect Session Management • The Proposed Solution should support for self-service monitoring and terminating SSO sessions by users • The Proposed Solution should support for self-service monitoring and terminating SSO sessions by admins on behalf of users or upon suspicious behavior. • Standards to The Proposed Solution should support identity federation with trusted enterprise identity providers. E.g. CIAM solution as the OpenID Connect Authorization Code Grant relying party • The Proposed Solution should support for Bring-Your-Own-Identity (BYOID) from social login providers. E.g. Facebook. • The Proposed Solution should support linking of federated identities with local identities • The Proposed Solution should support for protocol brokering between service providers and trusted identity providers, that don't The Proposed Solution should support a common identity federation standard. • The Proposed Solution should support for federated logout initiated by CIAM to federated enterprise IdPs. E.g. CIAM-initiated OIDC logout. • The Proposed Solution should support for federated logout initiated by federated enterprise IdP to CIAM. E.g. Federated IdP-initiated SAML 2.0 logout • The Proposed Solution should support for Identity Provider Discovery standards. E.g. OpenID Connect Discovery
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	<ul style="list-style-type: none"> • The Proposed Solution should support for service provider registration standards. E.g. OpenID Connect Dynamic Client Registration • The Proposed Solution should support for SAML 2.0 Assertion Query/Request Profile • The Proposed Solution should support for preemptively collecting and passing user credentials from trusted 1st party applications • The Proposed Solution should support for backchannel federated authentication APIs for native application journeys and devices that don't have a browser capability. E.g. IoT devices.
<p>IS: Strong Authentication</p>	<ul style="list-style-type: none"> • The Proposed Solution should support for multi-step log-in journey for a user. E.g. username/password AND SMS-OTP • The Proposed Solution should support for multi-option log-in experience for a user. E.g. username/password OR social login • The Proposed Solution should support for knowledge-based authentication factors. E.g. username/password • The Proposed Solution should support for multiple unique user attributes as login identifiers. E.g. email address and mobile number • The Proposed Solution should support for Integrated Windows Authentication (IWA) with Kerberos • The Proposed Solution should support for PIN authentication • The Proposed Solution should support for possession-based authentication factors. E.g. SMS-OTP • The Proposed Solution should support for X509 certificate based authentication. E.g. Smart Cards that The Proposed Solution should support PKCS11. • The Proposed Solution should support for HMAC-based One-Time Password (HOTP) • The Proposed Solution should support for backup codes • The Proposed Solution should support for configuring the OTP format for SMS-OTP or Email-OTP • The Proposed Solution should support for inherence-based (biometric) authentication factors. E.g. Veridium • The Proposed Solution should support for passwordless authentication. E.g. FIDO 2.0 WebAuthn • The Proposed Solution should support for mobile biometrics authentication. E.g. MePIN • The Proposed Solution should support for push-notification based authentication on Android and iOS • The Proposed Solution should support for transaction signing/authorization • Self-service security devices management. • The Proposed Solution should support for self-service MFA preferences management for customers.

<p>IS: Adaptive Access Control</p>	<ul style="list-style-type: none"> • The Proposed Solution should support for home realm discovery (HRD) • The Proposed Solution should support for step-up/elevated authentication requested by application • The Proposed Solution should support for contextual authentication based on user attributes/preferences/risk profile. E.g. last successful log-in time • The Proposed Solution should support for dynamic contextual authentication based on device/environmental attributes. E.g. remote IP • The Proposed Solution should support for dynamic risk-based authentication (RBA) based on real-time event processing scenarios. E.g. user behavior • The Proposed Solution should support for machine learning algorithms for RBA • The Proposed Solution should support for calling an external Rest API with arguments, that responds with a JSON payload that can be consumed by the log-in journey, to enforce access control • The Proposed Solution should support for continuous authentication • Does the solution allow log-in workflows to be easily created and managed with drag-and-drop functionality? • The Proposed Solution should support for programming the log-in journey using a popular standard scripting language. E.g. JavaScript.
<p>IS:: Entitlements and Authorization</p>	<ul style="list-style-type: none"> • Role-based access control (RBAC) • The Proposed Solution should support for dynamic roles • Permission-based access control • Policy-based or Rule-based access control (PBAC/RBAC) • The Proposed Solution should support for XACML 3.0 • The Proposed Solution should support XACML 3.0 Rest/JSON API • The Proposed Solution should support for XACML 3.0 Multiple Decision Profile • The Proposed Solution should support for XACML 3.0 Hierarchical Resource Profile • Policy Administration Point (PAP) to manage XACML 3.0 policies • Manage a cluster of Policy Decision Points (PDP) using a single PAP • The Proposed Solution should support for a tool to evaluate the policies before publishing them to the runtime. • The Proposed Solution should support for Open Policy Agent (OPA) • Attribute-based access control (ABAC) • The Proposed Solution should support for 'principle of least privileged access'
<p>IS: Access</p>	<ul style="list-style-type: none"> • The Proposed Solution should support for OAuth 2.0 authorization framework • The Proposed Solution should support for OAuth 2.0 Token Introspection

<p>Delegation</p>	<ul style="list-style-type: none"> • The Proposed Solution should support for OAuth 2.0 Token Revocation • The Proposed Solution should support for self-service review of OAuth 2.0 grants and revocation • The Proposed Solution should support for self-service review of OAuth 2.0 grants and revocation by admin on behalf of a user or upon suspicious behavior • The Proposed Solution should support for OAuth 2.0 Proof-of-Key-Code-Exchange • The Proposed Solution should support for OAuth 2.0 Form Post Response Mode • The Proposed Solution should support for SAML 2.0 Bearer Assertion Profile for OAuth 2.0 • The Proposed Solution should support for JWT Bearer Assertion Profile for OAuth 2.0 • The Proposed Solution should support to exchange Kerberos token to an OAuth 2.0 access token • The Proposed Solution should support to exchange NTLM token to an OAuth 2.0 access token • The Proposed Solution should support for OAuth 2.0 Bearer Token Profile • The Proposed Solution should support for JSON Web Token (JWT) Profile for OAuth 2.0 Access Tokens • The Proposed Solution should support for OIDC Dynamic Client Registration Protocol • The Proposed Solution should support for OAuth 2.0 Dynamic Client Registration Protocol • The Proposed Solution should support for OAuth 2.0 Dynamic Client Registration Management Protocol • The Proposed Solution should support for OAuth 2.0 Device Authorization Grant Flow • The Proposed Solution should support for Microprofile JWT 1.0 access tokens • The Proposed Solution should support for JWKS to validate JWT access tokens • The Proposed Solution should support role-based authorization for OAuth 2.0 scopes • The Proposed Solution should support policy-based or rule-based authorization for OAuth 2.0 scopes • The Proposed Solution should support attribute-based authorization for OAuth 2.0 scopes • WS-Trust profile compliant Security Token Service (STS) • The Proposed Solution should support for User managed access (UMA) 2.0
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	<ul style="list-style-type: none"> • The Proposed Solution should support silent refresh flow to keep users logged-in before their access tokens expire • The Proposed Solution should support for a pre-integrated API Gateway. E.g. WSO2 API Gateway. • The Proposed Solution should support for single usage access tokens • The Proposed Solution should support for OAuth 2.0 Mutual-TLS Client Authentication and Certificate-Bound Access Tokens • The Proposed Solution should support for user impersonation
<p>IS: Identity Management</p>	<p>User On-boarding Workflows</p> <ul style="list-style-type: none"> • The Proposed Solution should support for simple user creation by administrators • The Proposed Solution should support for invitation workflow with communication channel verification and account confirmation • The Proposed Solution should support for user self-registration workflow with communication channel verification and account confirmation • The Proposed Solution should support captcha to mitigate bot attacks on self-registration UI • The Proposed Solution should support for just-in-time (JIT) provisioning workflow with communication channel verification and account confirmation • The Proposed Solution should support for requesting a new password during JIT provisioning workflow • The Proposed Solution should support for requesting new claims or modify existing claims from identity provider during JIT provisioning workflow • The Proposed Solution should support for user bulk onboarding workflow <p>Users/Groups/Roles Management</p> <ul style="list-style-type: none"> • The Proposed Solution should support for user/group/role management by administrators • The Proposed Solution should support for bulk user export • The Proposed Solution should support for a unique, immutable, non-human-readable primary identifier for each users to be identified within the system • The Proposed Solution should support for an extensible set of user profile attributes • The Proposed Solution should support for defining the minimum set of mandatory attributes for a given user profile • The Proposed Solution should support for multiple user profiles . E.g. separate personal and business interests when dealing with services. • The Proposed Solution should support for self-service profile management

	<ul style="list-style-type: none">• The Proposed Solution should support for progressive profiling• The Proposed Solution should support for account linking• The Proposed Solution should support for inbound provisioning endpoint standards. E.g. SCIM 2.0• The Proposed Solution should support for outbound provisioning• The Proposed Solution should support for outbound provisioning connector standards. E.g. Microsoft Azure• The Proposed Solution should support for rule-based outbound provisioning• The Proposed Solution should support for approval workflows• The Proposed Solution should support for access requests and approvals• The Proposed Solution should support for username recovery• The Proposed Solution should support captcha to mitigate bot attacks on username recovery UI. <p>Identity Lifecycle Management</p> <ul style="list-style-type: none">• The Proposed Solution should support for account blocking/disabling• The Proposed Solution should support for trial/guest accounts• The Proposed Solution should support for email address verification of ACTIVE users• The Proposed Solution should support for mobile number verification of ACTIVE users• Account Locking• The Proposed Solution should support for account locking on invalid password attempts• The Proposed Solution should support for account locking on invalid OTP attempts• The Proposed Solution should support for recovery method locking on invalid challenge question answer attempts• The Proposed Solution should support for automatic account lock timeout• The Proposed Solution should support for idle account suspension. <p>Pre-built Integrations</p> <ul style="list-style-type: none">• Availability of pre-built integration with a integration middleware vendor for advanced/custom identity integration/orchestration workflows. E.g. WSO2 Enterprise Integrator• Availability of pre-built integration with a business process workflow vendor for advanced/custom business process workflows. E.g. Camunda.
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	<p>Password Management</p> <ul style="list-style-type: none">• The Proposed Solution should support for setting password on account confirmation for invitation workflow• The Proposed Solution should support for setting password on first log-in• The Proposed Solution should support for self-service password reset• The Proposed Solution should support for admin-initiated forced password reset• The Proposed Solution should support for self-service password recovery• The Proposed Solution should support captcha to mitigate bot attacks on password recovery UI• The Proposed Solution should support for email address / mobile number masking in account recovery UIs• The Proposed Solution should support for configuring the OTP format• The Proposed Solution should support for setting challenge question answers on first log-in• The Proposed Solution should support for self-service challenge questions/answers management• The Proposed Solution should support for uniqueness and regex validations for challenge question answers• The Proposed Solution should support for password complexity policy.• The Proposed Solution should support for preventing users from reusing passwords discovered from previous public breach databases• The Proposed Solution should support for password expiry/rotation• The Proposed Solution should support for password history• The Proposed Solution should support for user password migration <p>User stores</p> <ul style="list-style-type: none">• The Proposed Solution should support user store types. e.g. LDAP v3.• Does the solution have its own LDAP directory• The Proposed Solution should support user groups• The Proposed Solution should support LDAP user groups• The Proposed Solution should support LDAP nested groups• The Proposed Solution should support cloud directories• Is multiple user stores the Proposed Solution should be supported• The Proposed Solution should support for LDAP interface to interact with a user store
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	<ul style="list-style-type: none"> • Bi-directional synchronization and reconciliation of user account between user stores. <p>Preference Management</p> <ul style="list-style-type: none"> • The Proposed Solution should support fine-grained preference management • The Proposed Solution should support preference metadata • The Proposed Solution should support self-service preference management. <p>Organization Management</p> <ul style="list-style-type: none"> • The Proposed Solution should support managing users, groups, and roles as part of an organizational entity • The Proposed Solution should support organizations to bring their own identity provider • The Proposed Solution should support per-organization branding of UIs and email templates • The Proposed Solution should support configuring per-organization authentication policies • The Proposed Solution should support managing per-organization custom resources and permissions • The Proposed Solution should support for per-organization authorization policies • The Proposed Solution should support for viewing generating per-organization reports on user log-in activity • The Proposed Solution should support for per-customer delegated administration - manage all of the above for a given organization by an administrator attached to the respective organization (self-service). <p>Device Management</p> <ul style="list-style-type: none"> • The Proposed Solution should support for identity relationship management (IRM) • The Proposed Solution should support for device onboarding • The Proposed Solution should support for customizing the device onboarding workflow • The Proposed Solution should support device tracking <p>The Proposed Solution should support for Edge Controllers to secure IoT identities and their associated credentials in order to be trusted and usable across numerous connected ecosystems to prevent man-in-the-middle and other types of attacks.</p>
<p>IS: Notification</p>	<ul style="list-style-type: none"> • Notification channels The Proposed Solution should supported for identity workflows • Notifications for user/group operations

Channels	<ul style="list-style-type: none"> • Ability to customize message templates based on organization's branding requirements • The Proposed Solution should support for place holders in the message templates • The Proposed Solution should support for HTML formatting for email templates.
IS: Hosting for IDaaS	<ul style="list-style-type: none"> • The Proposed Solution should support for native multi-tenancy to host multiple independent organizations • The Proposed Solution should have provision to ensure logical separation between tenant data.
IS: Customer Portals	<ul style="list-style-type: none"> • There will be facility of Log-in Portal • There will be facility of User Self-Registration Portal • There will be facility of Account Recovery Portal • There will be facility of User Self-Care Portal • There will be facility of Developer Portal • The Proposed Solution should support for white labelling. Should The Proposed Solution should support a "transparent" log-in experience. Users should feel as if their login experience is embedded within our application (e.g. our domain name is unchanged) and has a consistent branding experience. • There will be facility of Externalization of Customer Portals • The Proposed Solution should support for Rest APIs to be consumed by an external portal • The Proposed solution will provide option to protect the Rest APIs from unauthorized access • Authorization mechanisms The Proposed Solution should be supported by the Rest APIs. <p>Internationalization and Localization</p> <ul style="list-style-type: none"> • The Proposed Solution should support for internationalization and/or localization for customer portals • The Proposed Solution should support for internationalization and/or localization for Email templates • The Proposed Solution should support for internationalization and/or localization for challenge questions and answers internationalization
IS: Administrative Portal	<ul style="list-style-type: none"> • The Proposed Solution should support for self-service UI to configure the CIAM solution • The Proposed Solution should support secure access to the administration portal and a list of the Proposed Solution should support authentication options for administrators. e.g. FIDO 2.0.

	<ul style="list-style-type: none"> • The Proposed Solution should support identity federation to an external identity provider • The Proposed Solution should support internationalization/localization for the administration console • The Proposed Solution should support for Rest APIs to be consumed by an external portal • Authentication mechanisms The Proposed Solution should be supported by the Rest APIs • Authorization mechanisms The Proposed Solution should be supported by the Rest APIs • The Proposed Solution should support delegated administration - a privileged user or system performing an action on behalf of a user.
<p>IS: Data Privacy</p>	<ul style="list-style-type: none"> • There will be facility of Consent Management • The Proposed Solution should support managing consent for applications • The Proposed Solution should support to obtain user consent when collecting and storing PII from user • The Proposed Solution should support to obtain user consent when sharing PII from user • The Proposed Solution should support to review and revoke consent data collected from user • Manage multiple agreements, terms & conditions, etc., to be made available for customer acceptance. • The Proposed Solution should support for "forget me" functionality. That is, anonymization of user data. • The Proposed Solution should support for Kantara Consent Receipt specification • Can the solution provide users with fine-grained controls to share and audit data about themselves, their devices and ‘things’? • The Proposed Solution should support for data residency by enabling privacy-bound user data storage and fractional replication of personal data.
<p>IS: Observability Ecosystem and Logging</p>	<p>Observability</p> <ul style="list-style-type: none"> • The Proposed Solution should support for service uptime monitoring • The Proposed Solution should support for Identity Analytics • The Proposed Solution should support for finding answers to queries like: <ol style="list-style-type: none"> 1. Does the log-in journey result in increased abandoned shopping carts? 2. Do shorter log-in journeys result in fewer help-desk calls? 3. Customer log-in journey drop-off rates 4. Customer log-in journey time analysis

	<p>5. Monitoring performance of service level agreements (SLA) that impact the log-in journey</p> <p>6. Assessing average time for call-outs to fraud systems</p> <ul style="list-style-type: none"> • The Proposed Solution should support real-time security alerting of administrators and users for suspicious log-in events and sessions • The Proposed Solution should support automated proactive risk mitigation of suspicious activity. e.g. Automatic user account suspension based on atypical user behaviour. • The Proposed Solution should support integration with monitoring and reporting engines. E.g. ELK. • The Proposed Solution should support integration with SIEM tools. E.g. Splunk • The Proposed Solution should support for server metrics monitoring. E.g. JMX MBeans • The Proposed Solution should support for multiple protocols and formats for publishing analytical data <p>Logging</p> <ul style="list-style-type: none"> • The Proposed Solution should support logging using a standard framework. e.g. Log4j • The Proposed Solution should support audit logging • The Proposed Solution should support for distributed auditing system (XDAS) • The Proposed Solution should support for logging of server-level info, warning, and error messages • The Proposed Solution should support for logging of HTTP-level requests and responses • The Proposed Solution should support multiple protocols and formats for publishing logging data • The Proposed Solution should support publishing logs to an external log monitoring system. e.g. ELK
<p>IS: Integration Requirements</p>	<ul style="list-style-type: none"> • The supplier should customize the Look and feel of the login portal to meet the brand identity of BCC. BCC will provide the brand identity details at the project inception. • The supplier should integrate it with one application already implemented at BCC. • The proposed Solution should be implemented as the Identity Provider for the same application mentioned above.
<p>The Service provider will be responsible for analysis, design, deployment, configuration, integration and maintenance (as per the terms of the SLA given in section 8) of WSO2. The</p>	

deployment architecture should ensure High-Availability and the Service Provider is supposed to consider high availability concerns during hardware sizing. The Service Provider shall help BCC/BNDA team to migrate existing APIs (5-6) to the production environment. The Service Provider shall propose hardware sizing to deploy the WSO2 API manager, Micro Integrator, and Identity Server. Also, Service Provider should list the external technologies required for deploying the solution (i.e operating system, database, application server, middleware components, web servers). The Service Provider shall procure licenses and support services of WSO2 tools. The license will be in the name of Bangladesh Computer Council. The license and support services need to be valid for 2 years.

The Supplier MUST provide the following on-site training and vendor certifications for BCC officials along with course curriculum, training materials, etc. as mentioned in the below table:

Sl.	Training Courses & Certifications	Number of Participants	Certification
1.	WSO2 API manager, Expert Level	10	Yes
2.	WSO2 Micro Integrator, Developer level	10	Yes
3.	WSO2 Identity Server, Practitioner level	10	Yes
4.	Kubernetes for WSO2 product suite/ similar tool - Advance level	10	Yes

4.9. Promotional Activities and Event Management

The Service Provider shall arrange the following events (but not limited to)-

- 5 workshops on BNDA framework and it’s utilization.
- The Service Provider will produce value added content (video, infographics, newsletter, leaflet etc) for BNDA promotion.

5. Key Personnel Requirements

The service provider will provide following key personnel to execute the Services:

SL No#	Designation	No. of Positions	Education	Experience	Responsibilities
1	Team Leader	1	a bachelor’s degree in Computer Science and Engineering or other related fields.	<ul style="list-style-type: none"> • 10 (ten) years of experience of working in ICT Projects specifically Enterprise Architecture. • Have led at least 2 projects having similar objectives • Have very good command in Bangla/English 	<ul style="list-style-type: none"> • Lead and manage the whole team. • Plan and coordinate project activities, timelines, and resources. • Provide guidance, support and mentorship to team members. • Coordinate tasks and ensure efficient workflow within the team. • Foster collaboration and effective communication within the team. • Act as a liaison between the development team and stakeholders. • Identify and mitigate project risks. • Manage submission of progress reports and project deliverables
2	Enterprise Architecture Expert	4	a bachelor’s degree in Computer Science and Engineering or other related fields.	<ul style="list-style-type: none"> • 5 (five) years of experience of working in ICT Projects specifically Enterprise Architecture • 5 (five) years of experience in software development, out of which at least (2) years of experience in systems analysis and designing. 	<ul style="list-style-type: none"> • Review & Update BNDA Framework • Perform Gap Analysis and generate report • Develop detailed Roadmap for implementing the updated BNDA across the whole of the government • Provide recommendations for organizational changes, governance structures, and stakeholder engagement • Perform Risk Assessment and generate report • Provide Implementation plan for BNDA • Provide documentations for Training and knowledge transfer • Review and update BNDA guideline

				<ul style="list-style-type: none"> • Hands-on experience of tool based EA modeling and management • Hands-on experience of implementing National Enterprise Architecture is mandatory 	<ul style="list-style-type: none"> • Prepare BNDA Adoption Guide • Configure EA Mangement tool • Perform professional service for EA Mangement tool implementation • Coordinate actitivites for Open Group membership • Develop and maintain the enterprise architecture strategy. • Design and govern architectural standards and frameworks. • Conduct architecture assessments and propose improvement strategies. • Collaborate with stakeholders to align architecture with business objectives. • Provide architectural guidance and expertise to project teams. • Develop and maintain architectural artifacts and documentation. • Ensure compliance and governance of architectural standards and policies. • Facilitate technology evaluation and selection. • Foster collaboration and knowledge sharing among teams.
3	Solution Architect	1	a bachelor’s degree in Computer Science and Engineering or other related fields.	<ul style="list-style-type: none"> • Five (5) years of professional work experience in the role, or in a similar one. • Seven (7) years of demonstrated experience with digital platforms and e-Services for Government 	<ul style="list-style-type: none"> • Design and Architecture for e-Service Bus upgradation and prepare report • Prepare data migration plan regarding e-Service Bus upgradation • Assist in professional service execution for EA tool implementation • Prepare requirements spec and design document for maturity assessment tool • Follow and implement BNDA Standards

				agencies and/or large corporations.	<ul style="list-style-type: none"> • Design and develop solution architectures that meet business needs and align with organizational goals.
4	System Engineer	2	a bachelor’s degree in Computer Science and Engineering or other related fields.	<ul style="list-style-type: none"> • Four (4) years of professional work experience in the role, or in a similar one. • Seven (7) years of demonstrated experience with digital platforms and e-Services for Government agencies and/or large corporations. • Having 3-4 years of practical experience in virtualization, OS install & configuration, system administration, etc. 	<ul style="list-style-type: none"> • Prepare deployment environment for EA management tool, maturity assessment tool and WSO2 products • Design, develop, and implement system deployment architectures that meet business requirements. • Collaborate with stakeholders to gather and analyze deployment requirements. • Define system specifications, including hardware, software, and network requirements. • Upgrade license for EA management tool. • Configure and integrate hardware and software components to build the system. • Implement system security measures and protocols to protect against threats and vulnerabilities. • Monitor and optimize system performance, identifying and resolving bottlenecks or issues. • Collaborate with cross-functional teams, such as developers, network engineers, and project managers. • Document system configurations, processes, and procedures.
5	Senior Software Engineer	2	a bachelor’s degree in Computer Science and Engineering or other related fields.	<ul style="list-style-type: none"> • Ten (10) years of professional work experience in the role, or in a similar one, such as Application Developers. • Ten (10) years of demonstrated experience with digital platforms and e- 	<ul style="list-style-type: none"> • Lead and contribute to the design, development, and implementation of maturity assessment tool. • Provide technical expertise and guidance to software engineers. • Collaborate with stakeholders to understand and refine software requirements. • Architect and design software solutions that are scalable, efficient, and maintainable.

				Services for Government agencies and/or large corporations.	<ul style="list-style-type: none"> • Write high-quality code, ensuring adherence to coding standards and best practices. • Conduct code reviews and provide constructive feedback to team members. • Troubleshoot and debug software issues, ensuring timely resolution. • Follow and implement BNDA Standards • Follow and implement BCC Secure Coding Practices.
6	Software Engineer	4	a bachelor’s degree in Computer Science and Engineering or other related fields.	<ul style="list-style-type: none"> • Ten (5) years of professional work experience in the role, or in a similar one, such as Application Developers. • Ten (5) years of demonstrated experience with digital platforms and e-Services for Government agencies and/or large corporations. 	<ul style="list-style-type: none"> • Analyze user requirements and translate them into software solutions. • Design, develop, test, and maintain software applications and systems. • Write clean, efficient, and well-documented code following coding standards. • Collaborate with cross-functional teams to gather requirements and understand project goals. • Participate in the entire software development lifecycle, including planning, designing, coding, testing, and deployment. • Debug and troubleshoot software defects and issues, providing timely resolutions. • Implement software enhancements and new features based on user feedback and business needs. • Follow and implement BCC Secure Coding Practices. • Document software designs, technical specifications, and user manuals. • Collaborate with QA engineers to develop and execute comprehensive test plans.
7	UI/UX Designers	1	A bachelor's degree and a	<ul style="list-style-type: none"> • five (5) years of demonstrated experience 	<ul style="list-style-type: none"> • Gather and analyze user requirements and business goals for digital products or interfaces.

			<p>minimum of three (3) years of UI/UX design experience for digital products or services.</p>	<p>with digital platforms and e-Services for Government agencies and/or large corporations.</p> <ul style="list-style-type: none"> • A portfolio of professional UI/UX design work for both web and mobile platforms. • Working knowledge of the following technologies and software: Visio, HTML, CSS (SCSS), iOS, Android, Design Systems, and Adobe Creative Suite. 	<ul style="list-style-type: none"> • Conduct user research, interviews, and usability testing to gain insights into user behavior and preferences. • Create user personas, user flows, and wireframes to visualize and communicate design concepts. • Design intuitive and visually appealing user interfaces (UI) that enhance user experience (UX). • Develop interactive prototypes to demonstrate the functionality and interactions of the design. • Apply user-centered design principles to create seamless and engaging user experiences. • Incorporate responsive design principles to optimize user interfaces for different devices and screen sizes. • Document design decisions, guidelines, and specifications for development teams.
8	WSO2 tool Expert	4	<p>a bachelor’s degree in Computer Science and Engineering or other related fields.</p>	<ul style="list-style-type: none"> • five (5) years of professional work experience in the role, or in a similar one. • Having 3-4 years of practical experience on WSO2 API Manager, Micro Integrator, Identity Server etc 	<ul style="list-style-type: none"> • Provide expertise in WSO2 tool suite and its capabilities, including API Manager, Identity Server, Enterprise Integrator, and other WSO2 products. • Configure, customize, and deploy WSO2 products based on project needs. • Design and implement API management solutions using WSO2 API Manager. • Implement security measures and authentication protocols using WSO2 Identity Server. • Conduct performance tuning and optimization of WSO2 products for scalability and reliability. • Troubleshoot and resolve issues related to WSO2 tool suite implementation. • Document and share knowledge on WSO2 tool suite configurations, implementations, and troubleshooting.

9	SQA Engineer	2	a bachelor’s degree in Computer Science and Engineering or other related fields.	<ul style="list-style-type: none"> ● five (5) years of professional work experience in the role, or in a similar one. ● ten (10) years of demonstrated experience with digital platforms and e-Services for Government agencies and/or large corporations. 	<ul style="list-style-type: none"> ● Develop and implement test strategies, plans, and test cases to ensure software quality. ● Collaborate with stakeholders to understand software requirements and user stories. ● Execute functional, integration, regression, performance and other on demand tests to identify software defects and ensure adherence to requirements. ● Design and maintain test environments, including test data and test infrastructure. ● Collaborate with development teams to ensure timely resolution of identified defects. ● Analyze test results, identify patterns, and provide recommendations for improving software quality. ● Conduct root cause analysis for identified defects and provide feedback for process improvement.
10	Trainers	6	a bachelor’s degree in related fields.	<ul style="list-style-type: none"> ● five (5) years of professional work experience in a similar role. ● seven (7) years of demonstrated experience with digital platforms and e-Services for Government agencies and/or large corporations. 	<ul style="list-style-type: none"> ● Develop training materials, including user manuals, guides, and instructional videos, to educate users on software functionality and usage. ● Conduct training sessions or workshops on EA management tool, TOGAF, WSO2 APIM, MI and IS. ● Manage TOGAF, EA management tool and WSO2 certification exams ● Customize training programs to cater to different user roles, skill levels, and specific needs. ● Provide hands-on training and practical exercises to help users gain proficiency in using the software. ● Address user questions, concerns, and issues during training sessions and provide timely support and clarification.

					<ul style="list-style-type: none"> • Keep track of training progress and maintain records of training sessions, attendance, and user performance.
11	Maintenance Expert	4	At least a bachelor’s degree in Computer Science and Engineering or other related fields.	<ul style="list-style-type: none"> • Five (5) years of professional work experience in the role, or in a similar one, such as Application Developers. • Five (5) years of demonstrated experience with digital platforms and e-Services for Government agencies and/or large corporations. 	<ul style="list-style-type: none"> • Conduct regular maintenance activities to ensure the stability, performance, and reliability of management tool, maturity assessment tool and WSO2 APIM, MI and IS components. • Monitor and diagnose tool and software issues, identifying bugs, errors, or performance bottlenecks. • Collaborate with developers to troubleshoot and resolve software defects or issues. • Perform software updates, patches, and bug fixes to address identified problems. • Analyze system logs and user feedback to proactively identify areas for improvement and address them. • Document and maintain a knowledge base of known issues and their resolutions. • Implement and enforce software maintenance processes and best practices within the team. • Provide technical support and assistance to end users or clients experiencing software-related issues.

6. Deliverables

The following table describes the deliverables of this assignment, which are the outputs of the activities specified under the Scope of Services. The Duration of the assignment will be 18 (eighteen) Months.

Note: T0 = Date of commencement of the Contract.

SL #	Deliverables	Submission Deadline (T1, T2,..TN)
a.	Inception Report	T1 = T0 + 0.5 Month
b.	<p>i) Updated BNDA:</p> <p>(An updated comprehensive BNDA document that reflects the current business processes, current technologies, emerging technologies and related reference architecture of the current and future state. The updated BNDA will also include the following -</p> <ul style="list-style-type: none"> a. Gap analysis report: A comprehensive report highlighting the gaps and shortcomings in the existing BNDA b. Roadmap: A detailed roadmap outlining the steps and timeline for implementing the updated BNDA across the whole of the government. c. Organizational recommendations: Recommendations for organizational changes, governance structures, and stakeholder engagement to support the adoption and mainstreaming of the BNDA. d. Risk assessment report: An assessment of potential implementation risks and recommended mitigation strategies. e. Implementation plan: A detailed plan outlining the implementation of BNDA including resource requirements, roles and responsibilities, and milestones. f. Training materials: Documentation and training materials to facilitate knowledge transfer on the updated BNDA. g. BNDA Guideline updated and Translated to English) <p>ii) Design and Architecture for e-Service Bus Upgradation,</p>	T2 = T0 + 5 Months

	<ul style="list-style-type: none"> iii) Report on tool delivery & e-Service Bus Upgradation, iv) Report on Data Migration, v) Report on EA management tool Installation & Configuration, vi) Final Report on Open Group Membership taking. 	
c.	<p>i) BNDA Adoption Guide: (A comprehensive guide that provides guidance on the adoption and implementation of the updated BNDA, which will include the following -</p> <ul style="list-style-type: none"> a. Architecture governance and management framework: A framework that includes policies, procedures, and processes for the BNDA lifecycle. b. Roles and responsibilities matrix: A matrix that defines the roles and responsibilities of stakeholders involved in the adoption and implementation of the BNDA. d. Architecture artifacts: Templates and guidance on the development and maintenance of architecture artifacts. e. Best practices and tools guidance: Guidance on the use of industry standards, best practices, and tools to support the adoption of the BNDA. f. Templates and checklists: Templates and checklists to support the adoption of the BNDA. g. Integration guidance: Guidance on the integration of the BNDA with other governance frameworks and processes. h. Training program: A training program to support the adoption of the BNDA and the use of the BNDA Adoption Guide.) <p>ii) Progress Report on Professional service for EA tool implementation,</p> <p>iii) SRS and Design doc for Maturity Assessment tool,</p> <p>iv) Draft report on Maturity Assessment tool development,</p> <p>v) Training report on WSO2 APIM, MI and IS,</p> <p>vi) TOGAF trainings (Foundation)</p>	T3=T0 + 8 Months
d.	<ul style="list-style-type: none"> i) Progress Report on Professional service for EA tool implementation, ii) Testing report on Maturity Assessment tool, 	T6=T0+11 Months

	iv) Knowledge Transfer (Source code, manuals etc.) Report of Maturity Assessment tool, vi) BNDA Workshops	
e.	i) Final report of TOGAF Trainings: a) TOGAF Enterprise Architecture Foundation Training b) TOGAF Enterprise Architecture Practitioner Training ii) Progress Report on Professional service for EA tool implementation, iii) Report on EA tool upgradation,	T7=T0+ 15 Months
f.	i) Final Report on Professional service for EA tool implementation, ii) TOGAF Trainings (EA Specialist, EA Leader), iii) Final Report on BNDA Workshops	T8=T0+ 18 Months

7. Facilities to be Provided by the EDGE project

BCC, Project Authority and BNDA team will provide the Services Provider with the followings:

- 7.1. Event-related documents like officer orders etc.;
- 7.2. Requirements of the seminars, conferences, expert trainings, knowledge transfer sessions, MoU signing ceremonies, certification programs, etc.
- 7.3. Any other requested document (s) as agreed by the EDGE, BCC and BNDA team;
- 7.4. The Service Provider will receive the guideline from BNDA team, EDGE and BCC, and when necessary.

8. Service Level Agreement (SLA):

Service Requests (SR) can be requested via email or the support portal. Considering the severity and time of reporting SR, **Mean Time to Respond (MTTR)** and **Mean Time to Solve (MTTS)** are given below:

Priority Level	Description	MTTR (hrs.)	MTTS (hrs.)
Priority Level 1: Emergency/ Urgent/Critical 1 Business Impact	A problem that severely impacts the use of the software in a production environment (such as loss of production data or in which production systems are not functioning). The situation halts the operations, and no procedural workaround exists.	1	8
Priority Level 2:	A problem where the software is functioning but the		

High/Major Business Impact	use in a production environment is severely reduced. The situation is causing a high impact on portions of the operations and no procedural workaround exists.	2	16
Priority Level 3: Medium/Moderate Business Impact	A problem that involves partial, non-critical loss of use of the software in a production environment or development environment. For production environments, there is a medium-to-low impact, but it continues to function, including by using a procedural workaround. For development environments, where the situation is causing the project to no longer continue or migrate into production.	4	32
Priority Level 4: Low/Minimal Business Impact	A general usage question, reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is a low-to-no impact on the operation or the performance or functionality of the system. For development environments, there is a medium-to-low impact on the operation, but it continues to function, including by using a procedural workaround.	8	96

Part III – Conditions of Contract and Contract Forms

Unofficial Copy

Section VIII - General Conditions of Contract

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Section VIII - 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) “Priced 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 the Contract Agreement;
- (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 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;
- (s) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;
- (t) “Specifications” means the specifications of the Services included in the Contract, and any additions and modifications to the specifications in accordance with the Contract;
- (u) “Services” means the work to be performed by the Service Provider pursuant to the Contract;
- (v) “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;

- (w) “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;
- (x) “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 Priced 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
Activities**

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

Submission by the Contractor for the Employer's approval, for addition of any Subcontractor not named in the Contract, shall also include the Subcontractor's declaration in accordance with Appendix I- Sexual exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration.

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.

If stated in the SCC, the reports shall include status of compliance to cyber security risks management, and any foreseeable cyber security risk and mitigation

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; any cyber security incidents **as specified in the SCC**; 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 Cyber Security

Pursuant to the SCC, the Service Provider, including its Subcontractors/suppliers shall take all technical and organizational measures necessary to protect the information technology systems and data used in connection with the Contract. Without limiting the foregoing, the Service Provider, including its Subcontractors/ suppliers, shall use all reasonable efforts to establish, maintain, implement and comply with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information technology system or data used in connection with the Contract.

3.17 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.

Notwithstanding 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:

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

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 p_n 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 IX - 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 Bangladesh.”
1.1(a)	The Adjudicator is to be confirmed before contract signing
1.1(e)	The contract name is Hiring of Service Provider for the Provision of a business plan and set up of implementation and governance structure for National Enterprise Architecture (BNDA).
1.1(h)	The Employer is Bangladesh Computer Council (BCC), Represented by Project Director, Enhancing Digital Government and Economy (EDGE) Project
1.1(o)	The Member in Charge is _____
1.1(q)	The Service Provider is _____
1.2	The Applicable Law is: Laws of Bangladesh
1.3	The language is English
1.4	<p>The addresses are:</p> <p>Employer: Bangladesh Computer Council (BCC), Represented by Project Director, Enhancing Digital Government and Economy (EDGE) Project Project Attention: Project Director, Enhancing Digital Government and Economy (EDGE) Project Youth Tower (Level-5), 822/2, Rokeya Sarani, Dhaka-1216, Bangladesh Telephone: +88 02 55007193 E-mail: piu.edge@bcc.gov.bd</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: Project Director</p>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	<p>Enhancing Digital Government and Economy (EDGE) Project Youth Tower (Level-5), 822/2, Rokeya Sarani, Dhaka-1216, Bangladesh Telephone: +88 02 55007193 E-mail: piu.edge@bcc.gov.bd</p> <p>For the Service Provider: _____</p>
2.1	The date on which this Contract shall come into effect is Immediately after the contract is signed.
2.2.2	The Starting Date for the commencement of Services is within 10 (ten) days after the contract signed.
2.3	The Intended Completion Date is 18 (eighteen) months from the commencement date or Project closing date which one comes earlier.
2.4.1	If the value engineering proposal is approved by the Employer the amount to be paid to the Service Provider shall be 50% of the reduction in the Contract Price.
3.1	“Health and safety manual is not required
3.2.3	Activities prohibited after termination of this Contract are: Nill
3.4	<p>The risks and coverage by insurance shall be:</p> <ul style="list-style-type: none"> (i) Third Party motor vehicle in accordance with the applicable law in the Employer's country. (ii) Third Party liability in accordance with the applicable law in the Employer's country. (iii) Employer’s liability and workers’ compensation in accordance with the applicable law in the Employer's country. (iv) Professional liability 110% of the contract amount (v) Loss or damage to equipment and property in accordance with the applicable law in the Employer's country
3.5(d)	The other actions are <u>Nill</u> .
3.6	Not Applicable
3.7	Restrictions on the use of documents prepared by the Service Provider are:

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	Service Provider may use a part or full of these documents subject to prior written permission of the Employer upon the request from the service provider clearly indicating the purpose to where these documents to be used.
3.8.1	<p>The liquidated damages rate is <i>0.05 percent</i> per day (applicable on the basis of total Contract Price and applicable to each payment milestone/ sub-milestone as mentioned in SCC/GCC Clause-6.4 of Section-IX)</p> <p>The maximum amount of liquidated damages for the whole contract is ten (10) percent of the final Contract Price.</p>
3.8.3	The percentage to be used for the calculation of Lack of performance Penalty(ies) is <i>10%</i> .
3.9	<p>A Performance Security shall be required.</p> <p>If required, the Performance Security shall be in the form of: a Bank Guarantee</p> <p>the amount of the Performance Security shall be: 10% percentage of the contract price</p> <p>The Performance security shall be denominated in a freely convertible currency acceptable to the Employer or the currencies of payment of the Contract, in accordance with their portions of the Contract Price.</p>
3.11	The following sustainable procurement contractual provisions apply: Not Applicable
3.13	The Service Provider is responsible for the security at the locations in the Employer's country where the Services are carried out, state: The Service Provider shall submit a security management plan.
3.16	Applies
5.1	The assistance and exemptions provided to the Service Provider are: The project will provide institutional support if available to the service provider. The selected service provider is expected to provide all other resources required to execute the services
6.2(a)	The amount in local currency is _____.
6.2(b)	The amount in foreign currency or currencies is _____.
6.3.2	The performance incentive paid to the Service Provider shall be: Not Applicable

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
6.4	<p>Payments shall be made according to the following schedule:</p> <p>The payment schedule will be as follows:</p> <ul style="list-style-type: none"> • Five (5) percent of the contract price will be paid upon submission of Inception Report within 0.5 months from contract effective date and their acceptance by the Employer: • Twenty (20) percent of the contract price will be paid upon submission of successful completion report of Updated BNDA activities within five months from contract effective date and their acceptance by the Employer: • Fifteen (15) percent of the contract price will be paid upon submission of successful completion report of BNDA Adoption Guide activities within eight months from contract effective date and their acceptance by the Employer: • Fifteen (15) percent of the contract price will be paid upon submission of successful completion of Progress Report on Professional service for EA tool implementation, Testing report on Maturity Assessment tool, Progress report on TOGAF trainings, Knowledge Transfer (Source code, manuals etc.) Report of Maturity Assessment tool, Report on BNDA Workshops activities within eleven months from contract effective date and their acceptance by the Employer: • Twenty (20) percent of the contract price will be paid upon submission of successful completion Final report of TOGAF Trainings and Certification, Progress Report on Professional service for EA tool implementation, Report on EA tool upgradation activities within fifteen months from contract effective date and their acceptance by the Employer: • Twenty-Five (25) percent of the contract price will be paid upon submission of successful completion of Final Report on Professional service for EA tool implementation, Final report on TOGAF Trainings, Final Report on BNDA Workshops activities within eighteen months from contract effective date and their acceptance by the Employer.

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
6.5	<p>Payment shall be made within 45 days of receipt of the invoice and the relevant documents specified in Sub-Clause 6.4, and within 60 days in the case of the final payment.</p> <p>The interest rate is</p> <p>On foreign currency: Secured Overnight Financing Rate (SOFR) + 1%</p> <p>On local currency: Dhaka Inter Bank Offered Rate (DIBOR).</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: The Employer or his representatives will verify whether the deliverables are submitted in a timely manner maintaining the adequate quality. If found a portion or full of the deliverables unsatisfactory, then employer may instruct the service provider for taking measures to remedy</p> <p>The Defects Liability Period is 10 (ten) Business days.</p>
8.2.3	<p>The Adjudicator is to be confirmed before contract signing, who will be paid a rate of BDT 5,000 per hour of work. The following reimbursable expenses are recognized: Report preparation, communication, transports etc. not exceeding for Report preparation = Tk 5000.00; communication = Tk 5000.00, and transports= Tk 5,000.00).</p>
8.2.4	<p>Rules of arbitration</p> <p>The rules of procedure for arbitration proceedings pursuant to GCC Clause 8.2.4 shall be as follows:</p> <p>(a) Contract with foreign Service Provider (including a Joint Venture when at least one partner is foreign):</p> <p>GCC 8.2.4 (a)—Any dispute, controversy or claim arising out of or relating to this Contract, or breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the UNCITRAL Arbitration Rules as at present in force.</p> <p>(b) Contract with national Service Provider:</p> <p>Any dispute between the Employer and a Service Provider arising in connection with the present Contract shall be referred to arbitration in accordance with the laws of the Employer’s country. The place of Arbitration is: Dhaka, Bangladesh.</p>
8.2.5	<p>The designated Appointing Authority for a new Adjudicator is</p> <p>a) Contract with foreign Service Provider (including a Joint Venture when at least one partner is foreign): <i>International Chamber of Commerce.</i></p>

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	(b) Contract with national Service Provider: President of the Institution of Engineers, Bangladesh.

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Appendices

Appendix A - Description of the Services

Give detailed descriptions of the Services to be provided, dates for completion of various tasks, place of performance for different tasks, specific tasks to be approved by Employer, etc.

Appendix B - Schedule of Payments and Reporting Requirements

List all milestones for payments and list the format, frequency, and contents of reports or products to be delivered; persons to receive them; dates of submission; etc. If no reports are to be submitted, state here “Not applicable.”

Appendix C - Key Personnel and Subcontractors

- List under:*
- C-1 Titles [and names, if already available], detailed job descriptions and minimum qualifications of foreign Personnel to be assigned to work in the Government’s country, and staff-months for each.*
 - C-2 Same as C-1 for Key foreign Personnel to be assigned to work outside the Government’s country.*
 - C-3 List of approved Subcontractors (if already available); same information with respect to their Personnel as in C-1 or C-2.*
 - C-4 Same information as C-1 for Key local Personnel.*

Appendix D—Breakdown of Contract Price in Foreign Currency(ies)

List here the elements of cost used to arrive at the breakdown of the lump-sum price—foreign currency portion:

- 1. Rates for Equipment Usage or Rental or for Personnel (Key Personnel and other Personnel).*
- 2. Reimbursable expenditures.*

This appendix will exclusively be used for determining remuneration for additional Services.

Appendix E - Breakdown of Contract Price in Local Currency

List here the elements of cost used to arrive at the breakdown of the lump-sum price—local currency portion:

- 1. Rates for Equipment Usage or Rental or for Personnel (Key Personnel and other Personnel).*
- 2. Reimbursable expenditures.*

This appendix will exclusively be used for determining remuneration for additional Services.

Appendix F - Services and Facilities Provided by the Employer

Appendix G - Performance Incentive Compensation Appendix -Not Applicable

Performance Incentive Compensation Appendix Provisions

ARTICLE 1- GENERAL

1.1 Documents Comprising the Performance Incentive Compensation Appendix

The Performance Incentive Compensation Appendix consists of:

- (a) the Performance Incentive Compensation Appendix Provisions;
- (b) Attachment #1 Incentive Compensation Calculation Procedure Notes; and
- (c) Attachment #2 Incentive Compensation Charts 1-[].

ARTICLE 2- THE PERFORMANCE INCENTIVE COMPENSATION

2.1 Performance Incentive Compensation Limits

- (1) The Performance Incentive Compensation paid to the Service Provider shall not exceed the equivalent of \$[] U.S. over the term of the Contract.
- (2) The actual amount paid to the service Provider as Performance Incentive Compensation shall be determined by the extent to which the Service Provider achieves the performance criteria set out in the Incentive Compensation Charts and by the application of the calculations set out in the Incentive Calculation Procedure Notes for the applicable Contract Year.
- (3) If the Service Provider fails to meet the “Excellent” rating set out in the Incentive Compensation Chart, in any Contract Year, the Service Provider will be obliged to make up the shortfall in the subsequent Contract Year, as well as meet the performance targets for that Contract Year.
- (4) Except as the Employer may, in its sole discretion, otherwise determine based on exceptional circumstances, if the Service Provider fails to attain the Maximum Annual Incentive Compensation in any Contract Year, the shortfall will not be available to the Service Provider in the subsequent Contract Years and the equivalent of \$[] U.S. per Contract Year maximum will not be increased.
- (5) For the purpose of calculating the equivalency of \$[] U.S. and \$[] U.S. pursuant to Sections 2.1(1) and 2.1(2) of this Performance Incentive Compensation Appendix, the equivalency shall be calculated as of the date of payment of the Performance Incentive Compensation.

**ATTACHMENT # 1 – APPENDIX G
INCENTIVE COMPENSATION CALCULATION PROCEDURE NOTES**

[SAMPLE: This part is to be designed on a case by case approach]

**PART A .THE METHOD FOR CALCULATING PERFORMANCE INCENTIVE
COMPENSATION IN EACH CONTRACT YEAR**

I. The Performance Incentive Compensation for each Contract Year shall be calculated as follows:

$$\text{Compensation} = \text{Composite Score} \times 0.2 \times \text{Maximum Annual Incentive Compensation}$$

Where:

- (i) The Maximum Annual Incentive Compensation is calculated as set out in Section 2.1 of the Performance Incentive Compensation Appendix Provisions; and
- (ii) The Composite Score is calculated in accordance with “Part B-The Method for Calculating the Composite Score” of these Incentive Compensation Calculation Procedure Notes.

PART B .THE METHOD FOR CALCULATING THE COMPOSITE SCORE

1. The Composite Score for each Contract Year shall be as follows:

Composite Score Total of All Weighted Scores for the Performance Criteria

Where:

- (i) The Weighted Score for each Performance Criterion equals Criterion Weight x Criterion Value;
- (ii) The Criterion Value is measured from “Excellent” to “Poor” with corresponding values of 5 (for “Excellent” performance) to 1 (for “Poor” performance) as set out in the Incentive Compensation Charts and evaluated based on the performance of the Service Provider;
- (iii) The Criterion Value which the Operator receives for any Performance Criterion is based upon the technical standards set out in the Incentive Compensation Charts under the headings, “Excellent”, “Very Good”, “Good”, “Fair”, and “Poor” as compared against the Operator’s actual technical standards in each Contract Year; and
- (iv) If the Service Provider’s actual performance in a Contract Year,
 - (a) exceeds the technical standards for an “Excellent” Criterion Value, then the Criterion Value shall be 5;
 - (b) is less than the technical standards for a “Poor” Criterion Value, then the Criterion Value shall be zero; or
 - (c) is in between the technical standards for two Criterion Values, then the Criterion

Value shall be rounded down to the nearest whole number or 0.5 decimal point.

2. For the purpose of clarity, it is noted that there are only ten Criterion Values to be used as follows: 0, 1, 1.5, 2, 2.5, 3, 3.5, 4, 4.5 and 5.

3. Notwithstanding paragraphs 1 and 2 above, with respect to the Performance Criterion relating to institutional improvements in Attachment #2 The Incentive Compensation Charts 1-8,

- (a) if the Service Provider’s actual performance in a Contract Year is less than the technical standard for a “Fair” Criterion Value, then the Criterion Value shall be zero;
- (b) for the purpose of clarity, it is noted that there are only three Criterion Values to be used as follows: 0, 2 and 5; and
- (c) each of the documents or plans listed under the Performance Criterion shall be scored with the appropriate Criterion Value and a mean average score will be taken to calculate the Criterion Value for the Performance Criterion, which shall be rounded down to the nearest whole point or 0.5 decimal point.

4. For ease of reference, the following calculation represents the calculation of the Composite Score for a hypothetical Service Provider for four performance criteria in one Contract Year.

Sample Incentive Compensation Chart

Performance Criterion		Units	Criterion Values				
			Weight				
			Excellent	Very Good	Good	Fair	Poor
1.	e.g. Electricity use [% reduction in kW. hr consumed from Base Year]	0.30	65	55	50	40	30
2.	[Criterion 2] []	0.25	20	19	17	16	15
3.	[Criterion 3] []	0.15	30	25	20	15	10
4.	[Criterion ~] []	0.30	90	85	80	75	70

The following table demonstrates the procedure for the calculation of the “Composite Score”, if at the end of the year the achievements of the Service Provider are as follows:

1.	[e.g. Electricity use]	57
2.	[Criterion 2]	22
3.	[Criterion 3]	29
4.	[Criterion 4]	69

Performance Incentive Compensation Appendix

Chart 1

Performance Incentive Obligations

Year [1]

Services			Criterion Values					
Apndx. Ref.	Performance Criterion	Units	Weight	Excellent 5	Very Good 4	Good 3	Fair 2	Poor 1
	[Development of Plans and Programs ¹]	Quality and Timeliness	[0.45]	Completed on time with no need for revision to the substance of the document	N/A	N/A	Completed on time but requires revision to the substance of the document	N/A
	[Energy Management]	% reduction of kilowatt hours of electricity per unit produced from Base Year	[0.25]	4	3.5	3	2.5	2
	[Computerized Billing and Collection System]	number of days after the Starting Date until the computerized billing and collection system is in place	[0.30]	140	150	160	170	180

[Note: The chart is a sample only.]

(1) In respect of the Plans and Programs each plan or program listed in Section [•] shall be given a score of either 5 (Excellent), 2 (Fair) or (0) and the average score for all plans and programs shall be multiplied by the Criteria Weight. The average score shall be rounded to the nearest .5 decimal.

**Appendix H- CODE OF CONDUCT FOR SERVICE PROVIDER'S
PERSONNEL**

Unofficial Copy

Appendix I- Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration for Subcontractors

[The following table shall be filled in by each subcontractor proposed by the Contractor, that was not named in the Contract]

Subcontractor's Name: *[insert full name]*

Date: *[insert day, month, year]*

Contract reference *[insert contract reference]*

Page *[insert page number]* of *[insert total number]* pages

SEA and/or SH Declaration
<p>We:</p> <p><input type="checkbox"/> (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.</p> <p><input type="checkbox"/> (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.</p> <p><input type="checkbox"/> (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. An arbitral award on the disqualification case has been made in our favor.</p>
<p><i>[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]</i></p>

Name of the Subcontractor _____

Name of the person duly authorized to sign on behalf of the Subcontractor _____

Title of the person signing on behalf of the Subcontractor _____

Signature of the person named above _____

Date signed _____ day of _____, _____

Countersignature of authorized representative of the Contractor:

Signature: _____

Date signed _____ day of _____, _____

Section X - Contract Forms

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Unofficial Copy

Notification of Intention to Award

[This Notification of Intention to Award shall be sent to each Bidder that submitted a Bid unless the Bidder has previously received notice of exclusion from the process at an interim stage of the procurement process]

[Send this Notification to the Bidder’s Authorized Representative named in the Bidder Information Form]

For the attention of Bidder’s Authorized Representative

Name: *[insert Authorized Representative’s name]*

Address: *[insert Authorized Representative’s Address]*

Telephone/Fax numbers: *[insert Authorized Representative’s telephone/fax numbers]*

Email Address: *[insert Authorized Representative’s email address]*

[IMPORTANT: insert the date that this Notification is transmitted to Bidders. The Notification must be sent to all Bidders simultaneously. This means on the same date and as close to the same time as possible.]

DATE OF TRANSMISSION: This Notification is sent by: *[email/fax]* on *[date]* (local time)

Notification of Intention to Award

Employer: *[insert the name of the Employer]*

Project: *[insert name of project]*

Contract title: *[insert the name of the contract]*

Country: *[insert country where RFB is issued]*

Loan No. /Credit No. / Grant No.: *[insert reference number for loan/credit/grant]*

RFB No: *[insert RFB reference number from Procurement Plan]*

This Notification of Intention to Award (Notification) notifies you of our decision to award the above contract. The transmission of this Notification begins the Standstill Period. During the Standstill Period you may:

- a) request a debriefing in relation to the evaluation of your Bid, and/or
- b) submit a Procurement-related Complaint in relation to the decision to award the contract.

1. The successful Bidder

Name:	<i>[insert name of successful Bidder]</i>
Address:	<i>[insert address of the successful Bidder]</i>
Contract price:	<i>[insert contract price of the successful Bid]</i>
Total combined	<i>[insert the total combined score of the successful Bidder]</i>

score:	
---------------	--

2. Other Bidders *[INSTRUCTIONS: insert names of all Bidders that submitted a Bid, Bid prices as read out and evaluated, technical scores and combined scores.]*

Name of Bidder	Technical Score	Bid price	Evaluated Bid cost (if applicable)	Combined Score
[insert name]	[insert Technical score]	[insert Bid price]	[insert evaluated cost]	[insert combined score]
[insert name]	[insert Technical score]	[insert Bid price]	[insert evaluated cost]	[insert combined score]
[insert name]	[insert Technical score]	[insert Bid price]	[insert evaluated cost]	[insert combined score]
[insert name]	[insert Technical score]	[insert Bid price]	[insert evaluated cost]	[insert combined score]
[insert name]	[insert Technical score]	[insert Bid price]	[insert evaluated cost]	[insert combined score]

3. Reason/s why your Bid was unsuccessful *[Delete if the combined score already reveals the reason]*

<p><i>[INSTRUCTIONS: State the reason/s why <u>this</u> Bidder’s Bid was unsuccessful. Do NOT include: (a) a point by point comparison with another Bidder’s Bid or (b) information that is marked confidential by the Bidder in its Bid.]</i></p>

4. How to request a debriefing

<p>DEADLINE: The deadline to request a debriefing expires at midnight on [insert date] (local time).</p> <p>You may request a debriefing in relation to the results of the evaluation of your Bid. If you decide to request a debriefing your written request must be made within three (3) Business Days of receipt of this Notification of Intention to Award.</p> <p>Provide the contract name, reference number, name of the Bidder, contact details; and address the request for debriefing as follows:</p> <p>Attention: [insert full name of person, if applicable]</p>
--

Title/position: *[insert title/position]*

Agency: *[insert name of Employer]*

Email address: *[insert email address]*

Fax number: *[insert fax number] delete if not used*

If your request for a debriefing is received within the 3 Business Days deadline, we will provide the debriefing within five (5) Business Days of receipt of your request. If we are unable to provide the debriefing within this period, the Standstill Period shall be extended by five (5) Business Days after the date that the debriefing is provided. If this happens, we will notify you and confirm the date that the extended Standstill Period will end.

The debriefing may be in writing, by phone, video conference call or in person. We shall promptly advise you in writing how the debriefing will take place and confirm the date and time.

If the deadline to request a debriefing has expired, you may still request a debriefing. In this case, we will provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of the Contract Award Notice.

5. How to make a complaint

DEADLINE: The deadline for submitting a Procurement-related Complaint challenging the decision to award the contract expires on midnight, *[insert date]* (local time).

Provide the contract name, reference number, name of the Bidder, contact details; and address the Procurement-related Complaint as follows:

Attention: *[insert full name of person, if applicable]*

Title/position: *[insert title/position]*

Agency: *[insert name of Employer]*

Email address: *[insert email address]*

Fax number: *[insert fax number] delete if not used*

At this point in the procurement process, you may submit a Procurement-related Complaint challenging the decision to award the contract. You do not need to have requested, or received, a debriefing before making this complaint. Your complaint must be submitted within the Standstill Period and received by us before the Standstill Period ends.

Further information:

For more information see the [Procurement Regulations for IPF Borrowers \(Procurement Regulations\)](#)(Annex III). You should read these provisions before preparing and submitting your complaint. In addition, the World Bank’s Guidance “[How to make a Procurement-related Complaint](#)” provides a useful explanation of the process, as well as a sample letter of complaint.

In summary, there are four essential requirements:

1. You must be an ‘interested party’. In this case, that means a Bidder who submitted a Bid in this procurement process, and is the recipient of a Notification of Intention to Award.
2. The complaint can only challenge the decision to award the contract.
3. You must submit the complaint within the period stated above.
4. You must include, in your complaint, all of the information required by the Procurement Regulations (as described in Annex III).

6. Standstill Period

DEADLINE: The Standstill Period is due to end at midnight on [insert date] (local time).

The Standstill Period lasts ten (10) Business Days after the date of transmission of this Notification of Intention to Award.

The Standstill Period may be extended, as stated in Section 4 above. This may happen where we are unable to provide a debriefing within the five (5) Business Day deadline. If this happens, we will notify you of the extension.

If you have any questions regarding this Notification please do not hesitate to contact us.

On behalf of the Employer:

Signature: _____

Name: _____

Title/position: _____

Telephone: _____

Email: _____

Beneficial Ownership Disclosure Form

INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE FORM

This Beneficial Ownership Disclosure Form (“Form”) is to be completed by the successful Bidder¹. In case of joint venture, the Bidder must submit a separate Form for each member. The beneficial ownership information to be submitted in this Form shall be current as of the date of its submission.

For the purposes of this Form, a Beneficial Owner of a Bidder is any natural person who ultimately owns or controls the Bidder by meeting one or more of the following conditions:

- *directly or indirectly holding 25% or more of the shares*
- *directly or indirectly holding 25% or more of the voting rights*
- *directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Bidder*

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

Request for Bid No.: *[insert identification]*

To: *[insert complete name of Employer]*

In response to your request in the Letter of Acceptance dated *[insert date of letter of Acceptance]* to furnish additional information on beneficial ownership: *[select one option as applicable and delete the options that are not applicable]*

(i) we hereby provide the following beneficial ownership information.

Details of beneficial ownership

Identity of Beneficial Owner	Directly or indirectly holding 25% or more of the shares (Yes / No)	Directly or indirectly holding 25 % or more of the Voting Rights (Yes / No)	Directly or indirectly having the right to appoint a majority of the board of the directors or an equivalent governing body of the Bidder (Yes / No)
<i>[include full name (last, middle, first), nationality, country of residence]</i>			

OR

(ii) *We declare that there is no Beneficial Owner meeting one or more of the following conditions:*

- directly or indirectly holding 25% or more of the shares
- directly or indirectly holding 25% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Bidder

OR

(iii) *We declare that we are unable to identify any Beneficial Owner meeting one or more of the following conditions. [If this option is selected, the Bidder shall provide explanation on why it is unable to identify any Beneficial Owner]*

- directly or indirectly holding 25% or more of the shares
- directly or indirectly holding 25% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Bidder”

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

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

Title of the person signing the Bid: [insert complete title of the person signing the Bid]

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]

* In the case of the Bid submitted by a Joint Venture specify the name of the Joint Venture as Bidder. In the event that the Bidder is a joint venture, each reference to “Bidder” in the Beneficial Ownership Disclosure Form (including this Introduction thereto) shall be read to refer to the joint venture member.

** Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid Schedules.

Letter of Acceptance

[letterhead paper of the Employer]

[date]

To: *[name and address of the Service Provider]*

This is to notify you that your Bid dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of the equivalent of *[amount in numbers and words] [name of currency]*, as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our Agency.

You are requested to furnish (i) the Performance Security within 28 days in accordance with the Conditions of Contract, using for that purpose one of the Performance Security Forms and (ii) the additional information on beneficial ownership in accordance with ITB 45.1, within eight (8) Business days using the Beneficial Ownership Disclosure Form, included in Section X, - Contract Forms, of the bidding document.

Note: Insert one of the 3 options for the second paragraph. The first option should be used if the Bidder has not objected the name proposed for Adjudicator. The second option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was accepted by the Employer. And the third option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was not accepted by the Employer.

We confirm that *[insert name proposed by Employer in the Bid Data Sheet]*,

or

We accept that *[name proposed by Bidder]* be appointed as the Adjudicator

or

We do not accept that *[name proposed by Bidder]* be appointed as Adjudicator, and by sending a copy of this letter of acceptance to *[insert the name of the Appointing Authority]*, we are hereby requesting *[name]*, the Appointing Authority, to appoint the Adjudicator in accordance with ITB 47.1

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Agency: _____

Attachment: Contract

Contract Agreement

This AGREEMENT 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 Letter of 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 Agreement to be executed in accordance with the laws of _____ on the day, month and year indicated above.

For and on behalf of the Employer:

Signed: *[insert signature]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

For and on behalf of the Service Provider:

Signed: *[insert signature of authorized representative(s) of the Service Provider]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

Performance Security

Option 1: (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.

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.*

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.

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.

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 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.”*

Option 2: Performance Bond

By this Bond [*insert name of Principal*] as Principal (hereinafter called “the Service Provider”) and [*insert name of Surety*] as Surety (hereinafter called “the Surety”), are held and firmly bound unto [*insert name of Employer*] as Obligee (hereinafter called “the Service Provider”) in the amount of [*insert amount in words and figures*], for the payment of which sum well and truly to be made in the types and proportions of currencies in which the Contract Price is payable, the Service Provider and the Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Service Provider has entered into a written Agreement with the Employer dated the _____ day of _____, 20 ____, for [*name of contract and brief description of Non-Consulting Services*] in accordance with the documents, plans, specifications, and amendments thereto, which to the extent herein provided for, are by reference made part hereof and are hereinafter referred to as the Contract.

NOW, THEREFORE, the Condition of this Obligation is such that, if the Service Provider shall promptly and faithfully perform the said Contract (including any amendments thereto), then this obligation shall be null and void; otherwise, it shall remain in full force and effect. Whenever the Service Provider shall be, and declared by the Employer to be, in default under the Contract, the Employer having performed the Employer’s obligations thereunder, the Surety may promptly remedy the default, or shall promptly:

- (1) complete the Contract in accordance with its terms and conditions; or
- (2) obtain a Bid or Bids from qualified Bidders for submission to the Employer for completing the Contract in accordance with its terms and conditions, and upon determination by the Employer and the Surety of the lowest responsive Bidder, arrange for a Contract between such Bidder and Employer and make available as work progresses (even though there should be a default or a succession of defaults under the Contract or Contracts of completion arranged under this paragraph) sufficient funds to pay the cost of completion less the Balance of the Contract Price; but not exceeding, including other costs and damages for which the Surety may be liable hereunder, the amount set forth in the first paragraph hereof. The term “Balance of the Contract Price,” as used in this paragraph, shall mean the total amount payable by Employer to the Service Provider under the Contract, less the amount properly paid by Employer to the Service Provider; or
- (3) pay the Employer the amount required by Employer to complete the Contract in accordance with its terms and conditions up to a total not exceeding the amount of this Bond.

The Surety shall not be liable for a greater sum than the specified penalty of this Bond.

Any suit under this Bond must be instituted before the expiration of one year from the date of the issuing of the Taking-Over Certificate.

No right of action shall accrue on this Bond to or for the use of any person or corporation other than the Employer named herein or the heirs, executors, administrators, successors, and assigns of the Employer.

In testimony whereof, the Service Provider has hereunto set his hand and affixed his seal, and the Surety has caused these presents to be sealed with his corporate seal duly attested by the signature of his legal representative, this _____ day of _____ 20____.

SIGNED ON _____ on behalf of _____

By _____ in the capacity of _____

In the presence of _____

SIGNED ON _____ on behalf of _____

By _____ in the capacity of _____

In the presence of _____

Advance Payment Security

[Guarantor letterhead or SWIFT identifier code]

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

Date: *[Insert date of issue]*

ADVANCE PAYMENT 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 execution of *[insert name of contract and brief description of Non-Consulting Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum *[insert amount in figures]* () *[insert amount in words]* is to be made against an advance payment guarantee.

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 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 either that the Applicant:

- (a) has used the advance payment for purposes other than toward delivery of Services; or
- (b) has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Applicant has failed to repay.

A demand under this guarantee may be presented as from the presentation to the Guarantor of a certificate from the Beneficiary’s bank stating that the advance payment referred to above has been

¹ *The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Employer.*

credited to the Applicant on its account number *[insert number]* at *[insert name and address of Applicant's bank]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Applicant as specified in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that ninety (90) percent of the Accepted Contract Amount, has been certified for payment, or on the *[insert day]* day of *[insert month]*, 2 *[insert year]*, whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that 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.