

SELECTION OF CONSULTANTS

Request for Proposals Consulting Services

Selection and Employment of: Project Management and Technical Support Agency (PMTA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP)

RFP No: *IN-DOHFW-202185-CS-QCBS.*

Consulting Services for: *Selection and Employment of Project Management and Technical Support Agency (PMTA) to MHSSP*

Client: *Department of Health and Family Welfare, Government of Mizoram*

Country: *INDIA*

Issued on: *24 December 2020*

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PART I

Section 1. Request for Proposal Letter

Request for Proposal Letter

Consulting Services

Name of Assignment: Selection and Employment of Project Management Technical Support Agency (PMA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP)

RFP Reference No.: IN-DOHFW-202185-CS-QCBS.

Loan No.: _____

Country: INDIA

Date: __24 December 20

Sr. No	Name of the Consultancy firm/Association	Country
1.	EHI International	India
2.	Ernst & Young LLP	India
3.	Ecorys Nederland BV in association Ecorys India Pvt. Ltd., Transbiz Associates Private Limited and Mentor Info Tech Solution	Netherland/ India
4.	IPE Global Limited in association with Media Synergie Private Ltd., Intraventures and 3i Infotech	India
5.	IQVIA	India
6.	Tattva Foundation in association with SRIT India Private Ltd. and Helix Healthcare Architects	India
7.	Taru Leading Edge Pvt Ltd. In association with Manchanda Associates, Akhil Systems Pvt Ltd. and SahaManthran Private Limited.	India

Dear Mr. /Ms.:

1. The *Health and Family Welfare Department (DHFV), Government of Mizoram (GoM)* (hereinafter called “Borrower”) has applied for financing from the International Bank for Reconstruction and Development (IBRD) (the “Bank”) in the form of a “loan” (hereinafter called “loan” toward the cost of the *Mizoram Health Systems Strengthening Project (MHSSP)*. Department of Health and Family Welfare (*DHFV*), Government of

Mizoram (GoM), an implementing agency of the Client, intends to apply a portion of the proceeds of this loan to eligible payments under the contract for which this Request for Proposals is issued. Payments by the Bank will be made only at the request of Department of Health and Family Welfare (*DHFW*), *Government of Mizoram (GoM)* and upon approval by the Bank, and will be subject, in all respects, to the terms and conditions of the loan agreement. The loan agreement prohibits a withdrawal from the loan account for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import, to the knowledge of the Bank, 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 agreement or have any claims to the proceeds of the loan.

2. The Client now invites proposals to provide the following consulting services (hereinafter called "Services"): *Selection and Employment of Project Management Technical Support Agency (PMA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP)*. More details on the Services are provided in the Terms of Reference (Section 7).
3. This Request for Proposals (RFP) has been addressed to the following shortlisted Consultants:

S#. No	Name of the Consultancy firm/Association	Country
1.	EHI International	India
2.	Ernst & Young LLP	India
3.	Ecorys Nederland BV in association Ecorys India Pvt. Ltd., Transbiz Associates Private Limited and Mentor Info Tech Solution	Netherland/ India
4.	IPE Global Limited in association with Media Synergie Private Ltd., Intraventures and 3i Infotech	India
5.	IQVIA	India
6.	Tattva Foundation in association with SRIT India Private Ltd. and Helix Healthcare Architects	India
7.	Taru Leading Edge Pvt Ltd. In association with Manchanda Associates, Akhil Systems Pvt Ltd. and SahaManthran Private Limited.	India

4. It is not permissible to transfer this RFP to any other firm.

5. A firm will be selected under Quality and Cost Based Selection (*QCBS*) procedures and in a Full Technical Proposal (FTP) format as described in this RFP, in accordance with the Bank's "Procurement Regulations for IPF Borrowers" July 2016, Revised November 2017 and August 2018 and November 2020 ("Procurement Regulations"), which can be found at the following website: www.worldbank.org

The RFP includes the following documents:

- Section 1 – Request for Proposals Letter
- Section 2 - Instructions to Consultants and Data Sheet
- Section 3 - Technical Proposal FTP - Standard Forms
- Section 4 - Financial Proposal - Standard Forms
- Section 5 – Eligible Countries
- Section 6 – Fraud and Corruption
- Section 7 - Terms of Reference
- Section 8 - Standard Forms of Contract Time-Based

6. Please inform us by 2 Jan 2020, in writing at Project Director, Mizoram Health System Strengthening Project, Directorate of Health & Family Welfare Department, Dintar, Aizawl, Mizoram, PIN Code: 796 001, by E-mail: wb.mhssp@gmail.com:
 - (a) that you have received this Request for Proposals; and
 - (b) whether you intend to submit a proposal alone or intend to enhance your experience by requesting permission to associate with other firm(s) (if permissible under Section 2, Instructions to Consultants (ITC), Data Sheet 14.1.1).
7. Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful Consultant's beneficial ownership, as part of the Contract Award Notice, using the Beneficial Ownership Disclosure Form as included in the Request for Proposals.
8. Details on the proposal's submission date, time and address are provided in ITC 17.7 and ITC 17.9.

Yours sincerely,



*Project Director,
Mizoram Health System Strengthening Project, Directorate of Health & Family Welfare
Department, Dintar, Aizawl, Mizoram, PIN Code: 796 001
Email: wb.mhssp@gmail.com*

Section 2. Instructions to Consultants and Data Sheet

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Instructions to Consultants

A. General Provisions

1. Definitions

- (a) **“Affiliate(s)”** means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Consultant.
- (b) **“Applicable Law”** means the laws and any other instruments having the force of law in the Client’s country, or in such other country as may be specified in the **Data Sheet**, as they may be issued and in force from time to time.
- (c) **“Bank”** means the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA).
- (d) **“Borrower”** means the Government, Government agency or other entity that signs the [*loan/financing/grant*¹] agreement with the Bank.
- (e) **“Client”** means the implementing agency that signs the Contract for the Services with the selected Consultant.
- (f) **Client’s Personnel** is as defined in Clause GCC 1.1 (e).
- (g) **“Consultant”** means a legally-established professional consulting firm or an entity that may provide or provides the Services to the Client under the Contract.
- (h) **“Contract”** means a legally binding written agreement signed between the Client and the Consultant and includes all the attached documents listed in its Clause 1 (the General Conditions of Contract (GCC), the Special Conditions of Contract (SCC), and the Appendices).
- (i) **“Data Sheet”** means an integral part of the Instructions to Consultants (ITC) Section 2 that is used to reflect specific country and assignment conditions to supplement, but not to over-write, the provisions of the ITC.
- (j) **“Day”** means a calendar day, unless otherwise

¹[“loan agreement” term is used for IBRD loans; “financing agreement” is used for IDA credits; and “grant agreement” is used for Recipient-Executed Trust Funds administered by IBRD or IDA]

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.

- (k) “**Experts**” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant, Sub-consultant or Joint Venture member(s).
- (l) “**Government**” means the government of the Client’s country.
- (m) “**in writing**” means communicated in written form (e.g. by mail, e-mail, fax, including, if specified in the Data Sheet, distributed or received through the electronic-procurement system used by the Client) with proof of receipt;
- (n) “**Joint Venture (JV)**” means an association with or without a legal personality distinct from that of its members, of more than one Consultant where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Client for the performance of the Contract.
- (o) “**Key Expert(s)**” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the Consultant’s proposal.
- (p) “**ITC**” (this Section 2 of the RFP) means the Instructions to Consultants that provides the shortlisted Consultants with
- (q) all information needed to prepare their Proposals.
- (r) ith all information needed to prepare their Proposals.
- (s) “**Non-Key Expert(s)**” means an individual professional provided by the Consultant or its Sub-consultant and who is assigned to perform the Services or any part thereof under the Contract and whose CVs are not evaluated individually.
- (t) “**Proposal**” means the Technical Proposal and the Financial Proposal of the Consultant.
- (u) “**RFP**” means the Request for Proposals to be prepared by the Client for the selection of Consultants,

based on the SPD - RFP.

(v) **“Services”** means the work to be performed by the Consultant pursuant to the Contract.

(w) **“Sexual Exploitation and Abuse” “(SEA)”** means the following:

Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

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

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

(y) **“SPD - RFP”** means the Standard Procurement Document -Request for Proposals, which must be used by the Client as the basis for the preparation of the RFP.

(z) **“Sub-consultant”** means an entity to whom the Consultant intends to subcontract any part of the Services while the Consultant remains responsible to the Client during the whole performance of the Contract.

(aa) **“Terms of Reference (TORs)”** (this Section 7 of the RFP) means the Terms of Reference that explains the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Consultant, and expected results and deliverables of the assignment.

2. Introduction

2.1 The Client named in the **Data Sheet** intends to select a Consultant from those listed in the Request for Proposals (RFP), in accordance with the method of selection specified in the **Data Sheet**.

2.2 The shortlisted Consultants are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the **Data Sheet**,

for consulting services required for the assignment named in the **Data Sheet**. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Consultant.

- 2.3 The Consultants should familiarize themselves with the local conditions and take them into account in preparing their Proposals, including attending a pre-proposal conference if one is specified in the **Data Sheet**. Attending any such pre-proposal conference is optional and is at the Consultants' expense.
- 2.4 The Client will timely provide, at no cost to the Consultants, the inputs, relevant project data, and reports required for the preparation of the Consultant's Proposal as specified in the **Data Sheet**.

3. Conflict of Interest

- 3.1 The Consultant is required to provide professional, objective, and impartial advice, at all times holding the Client's interests paramount, strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration for future work.
- 3.2 The Consultant has an obligation to disclose to the Client any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Client. Failure to disclose such situations may lead to the disqualification of the Consultant or the termination of its Contract and/or sanctions by the Bank.
 - 3.2.1 Without limitation on the generality of the foregoing, the Consultant shall not be hired under the circumstances set forth below:

a. Conflicting Activities

- (i) Conflict between consulting activities and procurement of goods, works or non-consulting services: a firm that has been engaged by the Client to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation or implementation.

- b. Conflicting Assignments**
- (ii) Conflict among consulting assignments: a Consultant (including its Experts and Sub-consultants) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant for the same or for another Client.
- c. Conflicting Relationships**
- (iii) Relationship with the Client's staff: a Consultant (including its Experts and Sub-consultants) that has a close business or family relationship with a professional staff of the Borrower (or of the Client, or of implementing agency, or of a recipient of a part of the Bank's financing) who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Bank throughout the selection process and the execution of the Contract.
- 4. Unfair Competitive Advantage**
- 4.1 Fairness and transparency in the selection process require that the Consultants or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided consulting services related to the assignment in question. To that end, the Client shall indicate in the **Data Sheet** and make available to all shortlisted Consultants together with this RFP all information that would in that respect give such Consultant any unfair competitive advantage over competing Consultants.
- 5. Fraud and Corruption**
- 5.1 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 6.
- 5.2 In further pursuance of this policy, Consultants 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 shortlisting process, Proposal submission, and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.

6. Eligibility

6.1 The Bank permits consultants (individuals and firms, including Joint Ventures and their individual members) from all countries to offer consulting services for Bank-financed projects.

6.2 Furthermore, it is the Consultant's responsibility to ensure that its Experts, joint venture members, Sub-consultants, agents (declared or not), sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by the Bank in the applicable Procurement Regulations.

6.3 As an exception to the foregoing ITC 6.1 and ITC 6.2 above:

a. Sanctions

6.3.1 A Consultant 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, Fraud and Corruption, paragraph 2.2 d., shall be ineligible to be shortlisted for, submit proposals 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 PDS.

b. Prohibitions

6.3.2 Firms and individuals of a country or goods manufactured in a country may be ineligible if so indicated in Section 5 (Eligible Countries) 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 provision of 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 from that country or any payments to any country, person, or entity in that country.

c. Restrictions

6.3.3 State-owned enterprises or institutions in the

for State-Owned Enterprises

Borrower's country may be eligible to compete and be awarded a contract 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 Client.

d. Restrictions for Public Employees

6.3.4 Government officials and civil servants of the Borrower's country are not eligible to be included as Experts, individuals, or members of a team of Experts in the Consultant's Proposal unless:

- (i) the services of the government official or civil servant are of a unique and exceptional nature, or their participation is critical to project implementation; and
- (ii) their hiring would not create a conflict of interest, including any conflict with employment or other laws, regulations, or policies of the Borrower.

e. Borrower Debarment

6.3.5 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.

B. Preparation of Proposals

7. General Considerations

7.1 In preparing the Proposal, the Consultant is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.

8. Cost of Preparation of Proposal

8.1 The Consultant shall bear all costs associated with the preparation and submission of its Proposal, and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Consultant.

9. Language

9.1 The Proposal, as well as all correspondence and documents

relating to the Proposal exchanged between the Consultant and the Client, shall be written in the language(s) specified in the **Data Sheet**.

**10. Documents
Comprising the
Proposal**

- 10.1 The Proposal shall comprise the documents and forms listed in the **Data Sheet**.
- 10.2 If specified in the **Data Sheet**, the Consultant shall include a statement of an undertaking of the Consultant to observe, in competing for and executing a contract, the Client country's laws against fraud and corruption (including bribery).
- 10.3 The Consultant shall furnish information on commissions, gratuities, and fees, if any, paid or to be paid to agents or any other party relating to this Proposal and, if awarded, Contract execution, as requested in the Financial Proposal submission form (Section 4).

11. Only One Proposal

- 11.1 The Consultant (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture in another Proposal. If a Consultant, including any Joint Venture member, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, preclude a Sub-consultant, or the Consultant's staff from participating as Key Experts and Non-Key Experts in more than one Proposal when circumstances justify and if stated in the **Data Sheet**.

12. Proposal Validity

- 12.1 Proposals shall remain valid until the date specified in **the Data Sheet** or any extended date if amended by the Client in accordance with ITC 13.1.1.
- 12.2 During this period, the Consultant shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price.
- 12.3 If it is established that any Key Expert nominated in the Consultant's Proposal was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation, and may be subject to sanctions in accordance with ITC 5.

**a. Extension of
Proposal Validity**

- 12.4 The Client will make its best effort to complete the negotiations and award the contract prior to the date of

expiry of the Proposal validity. However, should the need arise, the Client may request, in writing, all Consultants who submitted Proposals prior to the submission deadline to extend the Proposals' validity.

12.5 If the Consultant agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal and with the confirmation of the availability of the Key Experts, except as provided in ITC 12.7.

12.6 The Consultant has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.

b. Substitution of Key Experts at Validity Extension

12.7 If any of the Key Experts become unavailable for the extended validity period, the Consultant shall seek to substitute another Key Expert. The Consultant shall provide a written adequate justification and evidence satisfactory to the Client together with the substitution request. In such case, a substitute Key Expert shall have equal or better qualifications and experience than those of the originally proposed Key Expert. The technical evaluation score, however, will remain to be based on the evaluation of the CV of the original Key Expert.

12.8 If the Consultant fails to provide a substitute Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to the Client, such Proposal will be rejected with the prior Bank's no objection.

c. Sub-Contracting

12.9 The Consultant shall not subcontract the whole of the Services.

13. Clarification and Amendment of RFP

13.1 The Consultant may request a clarification of any part of the RFP during the period indicated in the **Data Sheet** before the Proposals' submission deadline. Any request for clarification must be sent in writing, or by standard electronic means, to the Client's address indicated in the **Data Sheet**. The Client will respond in writing, or by standard electronic means, and will send written copies of the response (including an explanation of the query but without identifying its source) to all shortlisted Consultants. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure described below:

13.1.1 At any time before the proposal

submission deadline, the Client may amend the RFP by issuing an amendment in writing or by standard electronic means. The amendment shall be sent to all shortlisted Consultants and will be binding on them. The shortlisted Consultants shall acknowledge receipt of all amendments in writing.

13.1.2 If the amendment is substantial, the Client may extend the proposal submission deadline to give the shortlisted Consultants reasonable time to take an amendment into account in their Proposals.

13.2 The Consultant may submit a modified Proposal or a modification to any part of it at any time prior to the proposal submission deadline. No modifications to the Technical or Financial Proposal shall be accepted after the deadline.

14. Preparation of Proposals Specific Considerations

14.1 While preparing the Proposal, the Consultant must give particular attention to the following:

14.1.1 If a shortlisted Consultant considers that it may enhance its expertise for the assignment by associating with other consultants in the form of a Joint Venture or as Sub-consultants, it may do so with either (a) non-shortlisted Consultant(s), or (b) shortlisted Consultants if permitted in the **Data Sheet**. In all such cases a shortlisted Consultant must obtain the written approval of the Client prior to the submission of the Proposal. When associating with non-shortlisted firms in the form of a joint venture or a sub-consultancy, the shortlisted Consultant shall be a lead member. If shortlisted Consultants associate with each other, any of them can be a lead member.

14.1.2 The Client may indicate in the **Data Sheet** the estimated Key Experts' time input (expressed in person-month) or the Client's estimated total cost of the assignment, but not both. This estimate is indicative and the Proposal shall be based on the Consultant's own estimates for the same.

14.1.3 If stated in the **Data Sheet**, the Consultant shall include in its Proposal at least the same time input (in the same unit as indicated in the **Data Sheet**) of Key Experts, failing which the Financial Proposal will be adjusted for the purpose of comparison of proposals and decision for award

in accordance with the procedure in the **Data Sheet**.

14.1.4 For assignments under the Fixed-Budget selection method, the estimated Key Experts' time input is not disclosed. Total available budget, with an indication whether it is inclusive or exclusive of taxes, is given in the **Data Sheet**, and the Financial Proposal shall not exceed this budget.

15. Technical Proposal Format and Content

15.1 The Technical Proposal shall be prepared using the Standard Forms provided in Section 3 of the RFP and shall comprise the documents listed in the **Data Sheet**. The Technical Proposal shall not include any financial information. A Technical Proposal containing material financial information shall be declared non-responsive.

15.1.1 Consultant shall not propose alternative Key Experts. Only one CV shall be submitted for each Key Expert position. Failure to comply with this requirement will make the Proposal non-responsive.

15.2 Depending on the nature of the assignment, the Consultant is required to submit a Full Technical Proposal (FTP), or a Simplified Technical Proposal (STP) as indicated in the **Data Sheet** and using the Standard Forms provided in Section 3 of the RFP.

16. Financial Proposal

16.1 The Financial Proposal shall be prepared using the Standard Forms provided in Section 4 of the RFP. It shall list all costs associated with the assignment, including (a) remuneration for Key Experts and Non-Key Experts, (b) reimbursable expenses indicated in the **Data Sheet**.

a. Price Adjustment

16.2 For assignments with a duration exceeding 18 months, a price adjustment provision for foreign and/or local inflation for remuneration rates applies if stated in the **Data Sheet**.

b. Taxes

16.3 The Consultant and its Sub-consultants and Experts are responsible for meeting all tax liabilities arising out of the Contract unless stated otherwise in the **Data Sheet**. Information on taxes in the Client's country is provided in the **Data Sheet**.

c. Currency of Proposal

16.4 The Consultant may express the price for its Services in the currency or currencies as stated in the **Data Sheet**. If indicated in the **Data Sheet**, the portion of the price

representing local cost shall be stated in the national currency.

- d. Currency of Payment** 16.5 Payment under the Contract shall be made in the currency or currencies in which the payment is requested in the Proposal.

C. Submission, Opening and Evaluation

17. Submission, Sealing, and Marking of Proposals

- 17.1 The Consultant shall submit a signed and complete Proposal comprising the documents and forms in accordance with ITC 10 (Documents Comprising Proposal). Consultants shall mark as “CONFIDENTIAL” information in their Proposals which is confidential to their business. This may include proprietary information, trade secrets or commercial or financially sensitive information. The submission can be done by mail or by hand. If specified in the **Data Sheet**, the Consultant has the option of submitting its Proposals electronically.
- 17.2 An authorized representative of the Consultant shall sign the original submission letters in the required format for both the Technical Proposal and, if applicable, the Financial Proposal and shall initial all pages of both. The authorization shall be in the form of a written power of attorney attached to the Technical Proposal.
- 17.2.1 A Proposal submitted by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member’s authorized representative.
- 17.3 Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.
- 17.4 The signed Proposal shall be marked “ORIGINAL”, and its copies marked “COPY” as appropriate. The number of copies is indicated in the **Data Sheet**. All copies shall be made from the signed original. If there are discrepancies between the original and the copies, the original shall prevail.
- 17.5 The original and all the copies of the Technical Proposal shall be placed inside a sealed envelope clearly marked “**TECHNICAL PROPOSAL**”, “[Name of the Assignment]”, [reference number], [name and address of the Consultant], and with a warning “**DO NOT OPEN UNTIL [INSERT THE DATE AND THE TIME OF THE TECHNICAL PROPOSAL**

SUBMISSION DEADLINE].”

- 17.6 Similarly, the original Financial Proposal (if required for the applicable selection method) and its copies shall be placed inside of a separate sealed envelope clearly marked “**FINANCIAL PROPOSAL**” “[Name of the Assignment], [reference number], [name and address of the Consultant]”, and with a warning “**DO NOT OPEN WITH THE TECHNICAL PROPOSAL.**”
- 17.7 The sealed envelopes containing the Technical and Financial Proposals shall be placed into one outer envelope and sealed. This outer envelope shall be addressed to the Client and bear the submission address, RFP reference number, the name of the assignment, the Consultant’s name and the address, and shall be clearly marked “Do Not Open Before [insert the time and date of the submission deadline indicated in the **Data Sheet**]”.
- 17.8 If the envelopes and packages with the Proposal are not sealed and marked as required, the Client will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.
- 17.9 The Proposal or its modifications must be sent to the address indicated in the **Data Sheet** and received by the Client no later than the deadline indicated in the **Data Sheet**, or any extension to this deadline. Any Proposal or its modification received by the Client after the deadline shall be declared late and rejected, and promptly returned unopened.

18. Confidentiality

- 18.1 From the time the Proposals are opened to the time the Contract is awarded, the Consultant should not contact the Client on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Consultants who submitted the Proposals or to any other party not officially concerned with the process, until the Notification of Intention to Award the Contract. Exceptions to this ITC are where the Client notifies Consultants of the results of the evaluation of the Technical Proposals.
- 18.2 Any attempt by shortlisted Consultants or anyone on behalf of the Consultant to influence improperly the Client in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal, and may be subject to the application of prevailing Bank’s

sanctions procedures.

18.3 Notwithstanding the above provisions, from the time of the Proposals' opening to the time of Contract award publication, if a Consultant wishes to contact the Client or the Bank on any matter related to the selection process, it shall do so only in writing.

19. Opening of Technical Proposals

19.1 The Client's evaluation committee shall conduct the opening of the Technical Proposals in the presence of the shortlisted Consultants' authorized representatives who choose to attend (in person, or online if this option is offered in the **Data Sheet**). The opening date, time and the address are stated in the **Data Sheet**. The envelopes with the Financial Proposal shall remain sealed and shall be securely stored with a reputable public auditor or independent authority until they are opened in accordance with ITC 23.

19.2 At the opening of the Technical Proposals the following shall be read out: (i) the name and the country of the Consultant or, in case of a Joint Venture, the name of the Joint Venture, the name of the lead member and the names and the countries of all members; (ii) the presence or absence of a duly sealed envelope with the Financial Proposal; (iii) any modifications to the Proposal submitted prior to proposal submission deadline; and (iv) any other information deemed appropriate or as indicated in the **Data Sheet**.

20. Proposals Evaluation

20.1 Subject to provision of ITC 15.1, the evaluators of the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded and the Bank issues its "no objection", if applicable.

20.2 The Consultant is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under ITC 12.7. While evaluating the Proposals, the Client will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.

21. Evaluation of Technical Proposals

21.1 The Client's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RFP, applying the evaluation criteria, sub-criteria, and point system specified in the **Data Sheet**. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important

aspects of the RFP or if it fails to achieve the minimum technical score indicated in the **Data Sheet**.

22. Financial Proposals for QBS

22.1 Following the ranking of the Technical Proposals, when the selection is based on quality only (QBS), the top-ranked Consultant is invited to negotiate the Contract.

22.2 If Financial Proposals were invited together with the Technical Proposals, only the Financial Proposal of the technically top-ranked Consultant is opened by the Client's evaluation committee. All other Financial Proposals are returned unopened after the Contract negotiations are successfully concluded and the Contract is signed.

23. Public Opening of Financial Proposals (for QCBS, FBS, and LCS methods)

23.1 After the technical evaluation is completed and the Bank has issued its no objection (if applicable), the Client shall notify those Consultants whose Proposals were considered non-responsive to the RFP and TOR or did not meet the minimum qualifying technical score, advising them the following:

- (i) their Proposal was not responsive to the RFP and TOR or did not meet the minimum qualifying technical score;
- (ii) provide information relating to the Consultant's overall technical score, as well as scores obtained for each criterion and sub-criterion;
- (iii) their Financial Proposals will be returned unopened after completing the selection process and Contract signing; and
- (iv) notify them of the date, time and location of the public opening of the Financial Proposals and invite them to attend.

23.2 The Client shall simultaneously notify in writing those Consultants whose Proposals were considered responsive to the RFP and TOR, and that have achieved the minimum qualifying technical score, advising them the following:

- (i) their Proposal was responsive to the RFP and TOR and met the minimum qualifying technical score;
- (ii) provide information relating to the Consultant's overall technical score, as well as scores obtained for each criterion and sub-criterion;

- (iii) their Financial Proposal will be opened at the public opening of Financial Proposals; and
- (iv) notify them of the date, time and location of the public opening and invite them for the opening of the Financial Proposals.

23.3 The opening date shall be no less than ten (10) Business Days from the date of notification of the results of the technical evaluation, described in ITC 23.1 and 23.2. However, if the Client receives a complaint on the results of the technical evaluation within the ten (10) Business Days, the opening date shall be subject to ITC 35.1.

23.4 The Consultant's attendance at the opening of the Financial Proposals (in person, or online if such option is indicated in the **Data Sheet**) is optional and is at the Consultant's choice.

23.5 The Financial Proposals shall be opened publicly by the Client's evaluation committee in the presence of the representatives of the Consultants and anyone else who chooses to attend. Any interested party who wishes to attend this public opening should contact the client as indicated in the **Data Sheet**. Alternatively, a notice of the public opening of Financial Proposals may be published on the Client's website, if available. At the opening, the names of the Consultants, and the overall technical scores, including the break-down by criterion, shall be read aloud. The Financial Proposals will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copies of the record shall be sent to all Consultants who submitted Proposals and to the Bank.

24. Correction of Errors

24.1 Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Proposal.

a. Time-Based Contracts

24.1.1 If a Time-Based contract form is included in the RFP, the Client's evaluation committee will (a) correct any computational or arithmetical errors, and (b) adjust the prices if they fail to reflect all inputs included for the respective activities or items included in the Technical Proposal. In case of discrepancy between (i) a partial amount (sub-total)

and the total amount, or (ii) between the amount derived by multiplication of unit price with quantity and the total price, or (iii) between words and figures, the former will prevail. In case of discrepancy between the Technical and Financial Proposals in indicating quantities of input, the Technical Proposal prevails and the Client's evaluation committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity, and correct the total Proposal cost.

- b. Lump-Sum Contracts**
- 24.1.2 If a Lump-Sum contract form is included in the RFP, the Consultant is deemed to have included all prices in the Financial Proposal, so neither arithmetical corrections nor price adjustments shall be made. The total price, net of taxes understood as per ITC 25, specified in the Financial Proposal (Form FIN-1) shall be considered as the offered price. Where there is a discrepancy between the amount in words and the amount figures, the amount in words shall prevail.
- 25. Taxes**
- 25.1 The Client's evaluation of the Consultant's Financial Proposal shall exclude taxes and duties in the Client's country in accordance with the instructions in the **Data Sheet**.
- 26. Conversion to Single Currency**
- 26.1 For the evaluation purposes, prices shall be converted to a single currency using the selling rates of exchange, source and date indicated in the **Data Sheet**.
- 27. Combined Quality and Cost Evaluation**
- a. Quality and Cost-Based Selection (QCBS)**
- 27.1 In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the **Data Sheet**. The Consultant with the Most Advantageous Proposal, which is the Proposal that achieves the highest combined technical and financial scores, will be invited for negotiations.
- b. Fixed-Budget**
- 27.2 In the case of FBS, those Proposals that exceed the budget

Selection(FBS) indicated in ITC 14.1.4 of the **Data Sheet** shall be rejected.

27.3 The Client will select the Consultant with the Most Advantageous Proposal, which is the highest-ranked Technical Proposal that does not exceed the budget indicated in the RFP, and invite such Consultant to negotiate the Contract.

c. Least-Cost Selection

27.4 In the case of Least-Cost Selection (LCS), the Client will select the Consultant with the Most Advantageous Proposal, which is the Proposal with the lowest evaluated total price among those Proposals that achieved the minimum qualifying technical score, and invite such a Consultant to negotiate the Contract.

D. Negotiations and Award

28. Negotiations

28.1 The negotiations will be held at the date and address indicated in the Data Sheet with the Consultant's representative(s) who must have written power of attorney to negotiate and sign a Contract on behalf of the Consultant.

28.2 The Client shall prepare minutes of negotiations that are signed by the Client and the Consultant's authorized representative.

a. Availability of Key Experts

28.3 The invited Consultant shall confirm the availability of all Key Experts included in the Proposal as a pre-requisite to the negotiations, or, if applicable, a replacement in accordance with ITC 12. Failure to confirm the Key Experts' availability may result in the rejection of the Consultant's Proposal and the Client proceeding to negotiate the Contract with the next-ranked Consultant.

28.4 Notwithstanding the above, the substitution of Key Experts at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall offer a substitute Key Expert within the period of time specified in the letter of invitation to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate.

b. Technical Negotiations

28.5 The negotiations include discussions of the Terms of Reference (TORs), the proposed methodology, the Client's inputs, the special conditions of the Contract, and

finalizing the “Description of Services” part of the Contract. These discussions shall not substantially alter the original scope of services under the TOR or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.

c. Financial Negotiations

28.6 The negotiations include the clarification of the Consultant’s tax liability in the Client’s country and how it should be reflected in the Contract.

28.7 If the selection method included cost as a factor in the evaluation, the total price stated in the Financial Proposal for a Lump-Sum contract shall not be negotiated.

28.8 In the case of a Time-Based contract, unit rates negotiations shall not take place, except when the offered Key Experts and Non-Key Experts’ remuneration rates are much higher than the typically charged rates by consultants in similar contracts. In such case, the Client may ask for clarifications and, if the fees are very high, ask to change the rates after consultation with the Bank. The format for (i) providing information on remuneration rates in the case of Quality Based Selection; and (ii) clarifying remuneration rates’ structure under this Clause, is provided in Appendix A to the Financial Form FIN-3: Financial Negotiations – Breakdown of Remuneration Rates.

29. Conclusion of Negotiations

29.1 The negotiations are concluded with a review of the finalized draft Contract, which then shall be initialed by the Client and the Consultant’s authorized representative.

29.2 If the negotiations fail, the Client shall inform the Consultant in writing of all pending issues and disagreements and provide a final opportunity to the Consultant to respond. If disagreement persists, the Client shall terminate the negotiations informing the Consultant of the reasons for doing so. After having obtained the Bank’s noobjection, the Client will invite the next-ranked Consultant to negotiate a Contract. Once the Client commences negotiations with the next-ranked Consultant, the Client shall not reopen the earlier negotiations.

30. Standstill Period

30.1 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 ITC33. The Standstill Period commences the day after the date the Client has transmitted to each Consultant (that has not already been notified that it has been

unsuccessful) the Notification of Intention to Award the Contract. Where only one Proposal is submitted, or if this contract is in response to an emergency situation recognized by the Bank, the Standstill Period shall not apply.

31. Notification of Intention to Award

31.1 The Client shall send to each Consultant (that has not already been notified that it has been unsuccessful) the Notification of Intention to Award the Contract to the successful Consultant. The Notification of Intention to Award shall contain, at a minimum, the following information:

- (a) the name and address of the Consultant with whom the client successfully negotiated a contract;
- (b) the contract price of the successful Proposal;
- (c) the names of all Consultants included in the short list, indicating those that submitted Proposals;
- (d) where the selection method requires, the price offered by each Consultant as read out and as evaluated;
- (e) the overall technical scores and scores assigned for each criterion and sub-criterion to each Consultant;
- (f) the final combined scores and the final ranking of the Consultants;
- (g) a statement of the reason(s) why the recipient's Proposal was unsuccessful, unless the combined score in (f) above already reveals the reason;
- (h) the expiry date of the Standstill Period; and
- (i) instructions on how to request a debriefing and/or submit a complaint during the Standstill Period.

32. Notification of Award

32.1 Upon expiry of the Standstill Period, specified in ITC 30.1 or any extension thereof, and upon satisfactorily addressing any complaint that has been filed within the Standstill Period, the Client shall, send a notification of award to the successful Consultant, confirming the Client's intention to award the Contract to the successful Consultant and requesting the successful Consultant to sign and return the draft negotiated Contract within eight (8) Business Days from the date of receipt of such notification. If specified in the **Data Sheet**, the client shall simultaneously request the successful Consultant to submit, within eight (8) Business Days, the Beneficial

Ownership Disclosure Form.

Contract Award Notice

Within ten (10) Business Days from the date of notification of award such request, the Client shall publish the Contract Award Notice which shall contain, at a minimum, the following information:

- (a) name and address of the Client;
- (b) name and reference number of the contract being awarded, and the selection method used;
- (c) names of the consultants that submitted proposals, and their proposal prices as read out at financial proposal opening, and as evaluated;
- (d) names of all Consultants whose Proposals were rejected or were not evaluated, with the reasons therefor;
- (e) the name of the successful consultant, the final total contract price, the contract duration and a summary of its scope; and
- (f) successful Consultant's Beneficial Ownership Disclosure Form, if specified in Data Sheet ITC 32.1.

32.2 The Contract Award Notice shall be published on the Client's website with free access if available, or in at least one newspaper of national circulation in the Client's Country, or in the official gazette. The Client shall also publish the contract award notice in UNDB online.

33. Debriefing by the Client

33.1 On receipt of the Client's Notification of Intention to Award referred to in ITC 31.1, an unsuccessful Consultant has three (3) Business Days to make a written request to the Client for a debriefing. The Client shall provide a debriefing to all unsuccessful Consultants whose request is received within this deadline.

33.2 Where a request for debriefing is received within the deadline, the Client shall provide a debriefing within five (5) Business Days, unless the Client 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 Client shall promptly inform, by the quickest means available, all Consultants of the extended standstill period.

33.3 Where a request for debriefing is received by the Client later than the three (3)-Business Day deadline, the Client 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.

33.4 Debriefings of unsuccessful Consultants may be done in writing or verbally. The Consultants shall bear their own costs of attending such a debriefing meeting.

34. Signing of Contract

34.1 The Contract shall be signed prior to the expiry date of the Proposal validity and promptly after expiry of the Standstill Period, specified in ITC 30.1 or any extension thereof, and upon satisfactorily addressing any complaint that has been filed within the Standstill Period.

34.2 The Consultant is expected to commence the assignment on the date and at the location specified in the **Data Sheet**.

35. Procurement Related Complaint

35.1 The procedures for making a Procurement-related Complaint are as specified in the **Data Sheet**.

Section 2. Instructions to Consultants

E. Data Sheet

ITC Reference	A. General
1 (b)	The Contract shall be construed in accordance with the law of India
1 (o)	In view of the COVID, Email submission procedure as per the procedure provided in the Annexure to ITC: Guideline for email-based submission of proposals
2.1	<p>Name of the Client: Department of Health and Family Welfare, Government of Mizoram</p> <p>Method of selection: Quality and Cost Based Selection (QCBS) method as per the Procurement Regulations (applicable version)(available on www.worldbank.org)</p>
2.2	<p>Financial Proposal to be submitted together with Technical Proposal: Yes</p> <p>The name of the assignment is: <u>Selection and Employment of Project Management Technical and Support Agency (PMTA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP)</u></p>
2.3	<p>A pre-proposal conference will be held: Yes</p> <p>[Through video conference: meeting link & details will be shared with Shortlisted Consultants as per the email address provided]</p> <p>Date of pre-proposal conference: January 5, 2021</p> <p>Time: 14.00 to 15.00 hours</p> <p>Address: <u>Pre Proposal Conference will be conducted through Video Conference as link given below</u></p> <p>Zoom Meeting Link – https://us05web.zoom.us/j/85288433125?pwd=MVg4M1hZK2lzR3ZOOUl0ZlNuQTk1UT09</p>

	<p>Meeting ID: 852 8843 3125</p> <p>Passcode: fdRh4P</p> <p>Telephone: +91 8415099133</p> <p>Email: wb.mhssp@gmail.com</p> <p>Contact person/conference coordinator: Dr Vanlalchhuangi</p>
2.4	<p>The Client will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals: Give access to all the relevant documents and any other information associated with the project and as deemed necessary for preparation of Proposals according to the intended Terms of Reference under Section 7 of this RFP.</p>
4.1	<i>Not Applicable</i>
6.1	<p>a. The number members in the consortium shall not be more than 4 (Four) including the lead consulting firm.</p> <p>b. Consortium agreement between the consortium members shall have to be attached along with the RFP document, clearly stating the lead agency, specific role and contributions of each consortium member, and member coordination mechanisms.</p>
6.3.1	<p>A list of debarred firms and individuals is available at the Bank's external website: www.worldbank.org/debarr</p>
<p>B. Preparation of Proposals</p>	
9.1	<p>This RFP has been issued in the English language.</p> <p>Proposals shall be submitted in English language.</p> <p>All correspondence exchange shall be in English language.</p>
10.1	<p>The Proposal shall comprise the following:</p> <p><u>For FULL TECHNICAL PROPOSAL (FTP):</u></p> <p>1st Inner Envelope with the Technical Proposal:</p> <p>(1) Power of Attorney to sign the Proposal</p>

	<p>(2) TECH-1</p> <p>(3) TECH-2</p> <p>(4) TECH-3</p> <p>(5) TECH-4</p> <p>(6) TECH-5</p> <p>(7) TECH-6</p> <p>(8) TECH-7 Code of Conduct: The Consultant shall submit its Code of Conduct that will apply to the Experts. The Consultant shall use for this purpose the Code of Conduct form in Section 3. No substantial modifications shall be made to this form, except that the Consultant may introduce additional requirements, including as necessary to take into account specific Contract issues/risks.</p> <p>AND</p> <p>2nd Inner Envelope with the Financial Proposal:</p> <p>(1) FIN-1</p> <p>(2) FIN-2</p> <p>(3) FIN-3</p> <p>(4) FIN-4</p> <p>(5) Statement of Undertaking (if required under Data Sheet 10.2 below)</p>
10.2	<p>Statement of Undertaking is required Yes</p> <p><i>[Please refer to paragraph (e) in Form TECH-1]</i></p>
11.1	<p>Participation of Sub-consultants, Key Experts and Non-Key Experts in more than one Proposal is permissible: No</p>
12.1	<p>Proposals shall be valid until 120 days calendar days after the proposal submission.</p>
13.1	<p>Clarifications may be requested no later than 10 days prior to the submission deadline.</p> <p>The contact information for requesting clarifications is: Dr Vanlalchhuangi</p> <p>E-mail: wb.mhssp@gmail.com</p>

14.1.1	<p>Shortlisted Consultants may associate with</p> <p>(a) non-shortlisted consultant(s): No</p> <p>Or</p> <p>(b) other shortlisted Consultants: No</p>
14.1.2 (do not use for Fixed Budget method)	Not Applicable
14.1.3 for time-based contracts only	<p>The Consultant’s Proposal must include <u>the minimum</u> Key Experts’ time-input of 540 person-months.</p> <p>For the evaluation and comparison of Proposals only: if a Proposal includes less than the required minimum time-input, the missing time-input (expressed in person-month) is calculated as follows:</p> <p>The missing time-input is multiplied by the highest remuneration rate for a Key Expert in the Consultant’s Proposal and added to the total remuneration amount. Proposals that quoted higher than the required minimum of time-input will not be adjusted.</p> <p><i>Total for Non- Key Experts: 222 months;</i></p> <p><i>For Non-Key experts: The consultant may re-appropriate based on their estimate and workplan as per the Scope of Work in the ToR. If Financial Proposal Exceeds this limit, the proposal will be rejected.</i></p>
14.1.4 and 27.2 use for Fixed Budget method	Not Applicable
15.2	<p>The format of the Technical Proposal to be submitted is: FTP.</p> <p>Submission of the Technical Proposal in a wrong format may lead to the Proposal being deemed non-responsive to the RFP requirements.</p>
16.1	<p><i>(1) a per diem allowance, including hotel, for experts for every day of absence from the home office for the purposes of the Services;</i></p>

	<p>(2) <i>cost of travel by the most appropriate means of transport and the most direct practicable route;</i></p> <p>(3) <i>cost of office accommodation, including overheads and back-stop support;</i></p> <p>(4) <i>communications costs;</i></p> <p>(5) <i>cost of purchase or rent or freight of any equipment required to be provided by the Consultants;</i></p> <p>(6) <i>cost of reports production (including printing) and delivering to the Client;</i></p> <p>(7) <i>other allowances where applicable and provisional or fixed sums (if any)]</i></p>
16.2	A price adjustment provision applies to remuneration rates: <i>Yes it applies to local inflation</i>
16.3	<p>The Client will reimburse GST (Goods and Services Tax) only. All other applicable taxes shall be borne by the Consultant.</p> <p>Information on the Consultant’s tax obligations in the Client’s country can be found on the official website of Ministry of Finance, Government of India, and Finance Department, Government of Mizoram.</p> <p>The above only are to be shown separately in the financial proposal..</p>
16.4	<p>The Financial Proposal shall be stated in the following currencies: the Consultant may express the price for their Services in any fully convertible currency, singly or in combination of up to three foreign currencies.</p> <p>The Financial Proposal should state local costs in the Client’s country currency (local currency): Yes</p>
C. Submission, Opening and Evaluation	
17.1	Proposals should be submitted mandatorily through email. Steps 1: Submission of Proposal Annexure to ITC: Guideline for email-based submission of proposals
17.4	The Consultant must submit:

	<p>(a) Technical Proposal: one (1) original and 1 copies;</p> <p>(b) Financial Proposal: one (1) original.</p>						
17.7 and 17.9	<p>The Proposals must be submitted no later than:</p> <p>Date: 19 January 2021</p> <p>Time: 11:00 am</p> <p>The Proposal submission address is: <u>Project Director, Mizoram Health System Strengthening Project, Directorate of Health & Family Welfare Department, Dinthar, Aizawl, Mizoram, PIN Code: 796 001</u></p> <p>Email: wb.mhssp@gmail.com</p>						
19.1	<p>An online option of the opening of the Technical Proposals is offered: Yes;</p> <p>Through video conference: meeting link & details will be shared with Shortlisted Consultants as per the email address provided</p> <p>The opening shall take place at: same as the Proposal submission address</p> <p>Date: same as the submission deadline indicated in 17.7.</p> <p>Time: 11:30 am</p>						
19.2	<p>In addition, the following information will be read aloud at the opening of the Technical Proposals Not Applicable</p>						
21.1 (for FTP)	<table border="1"> <thead> <tr> <th>Sl.</th> <th>Description</th> <th>Maximum Points</th> </tr> </thead> <tbody> <tr> <td colspan="3"> <p>Criteria, sub-criteria, and point system for the evaluation of the Full Technical Proposals:</p> <p><i>[Notes to Consultant: the Client will assess whether the proposed methodology is clear, responds to the TORs, work plan is realistic and implementable; overall team composition is balanced and has an appropriate skills mix; and the work plan has right input of Experts].</i></p> </td> </tr> </tbody> </table>	Sl.	Description	Maximum Points	<p>Criteria, sub-criteria, and point system for the evaluation of the Full Technical Proposals:</p> <p><i>[Notes to Consultant: the Client will assess whether the proposed methodology is clear, responds to the TORs, work plan is realistic and implementable; overall team composition is balanced and has an appropriate skills mix; and the work plan has right input of Experts].</i></p>		
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(A)	Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference (TORs): <i>{Notes to Consultant: Client will assess whether the proposed methodology is clear, responds to the TOR, work plan is realistic and implementable; overall team composition is balanced and has an appropriate skills mix; and the work plan has right input of Experts}</i>	25
	<i>Technical Approach and Methodology</i>	10
	<i>Work Plan</i>	10
	<i>Organization and Staffing</i>	5
(B)	Key Experts' qualifications and competence for the Assignment: <i>{Notes to Consultant: Each position number corresponds to the same for the Key Experts in Form TECH-6 to be prepared by the Consultant}</i>	70
	<i>Position K-1 Team Leader/ Project Management Specialist</i>	12
	<i>Position K-2 Procurement Management Specialist</i>	8
	<i>Position K-3 Financial Management Specialist</i>	8
	<i>Position K-4 Public Health and Quality Assurance Expert</i>	6
	<i>Position K-5 Institution and Capacity Building Expert</i>	6
	<i>Position K-6 Health Insurance Expert</i>	8
	<i>Position K-7 Hospital Design and Development Expert</i>	8
	<i>Position K-8 Communications Expert</i>	8
	<i>Position K-9 Information Technology Expert</i>	6
	<p><i>The number of points to be assigned to each of the above positions (K-1 to K-6) shall be determined considering the following three sub-criteria and relevant percentage weights:</i></p> <p><i>a. General qualifications (general education, training,</i></p>	

	<p><i>and experience): 20%</i></p> <p><i>b. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments): 50%</i></p> <p><i>c. Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.): 30%</i></p>	
(C)	Transfer of knowledge (training) program (relevance of approach and methodology):	5
	Total points:Evaluation Criteria	100
	The minimum technical score (St) required to pass is:	75
21.1 [for STP]	Not Applicable	
	Public Opening of Financial Proposals	
23.4	<p>An online option of the opening of the Financial Proposals is offered: Yes Through video conference: meeting link & details will be shared with Shortlisted Consultants as per the email address provided]</p> <p>The online opening procedure shall be: <i>Annexure to ITC: Guideline for email-based submission of proposals will describe the procedure for online opening of Financial Proposals</i></p>	
23.5	<p>Following the completion of the evaluation of the Technical Proposals, the Client will notify all Consultants of the location, date and time of the public opening of Financial Proposals.</p> <p>Any interested party who wishes to attend this public opening should contact Dr Vanlalchhuangi at wb.mhssp@gmail.com and request to be notified of the location, date and time of the public opening of Financial Proposals. The request should be made before the deadline for submission of Proposals, stated above.</p> <p>Alternatively, a notice of the public opening of Financial Proposals may be published on the Client's website, if available.</p>	

25.1	<p>For the purpose of the evaluation, the Client will exclude:</p> <p>(a) all local identifiable indirect taxes such as Goods Service Tax (GST), or similar taxes levied on the contract’s invoices;</p> <p>and</p> <p>(b) all additional local indirect tax on the remuneration of services rendered by non-resident experts in the Client’s country. If a Contract is awarded, at Contract negotiations, all such taxes will be discussed, finalized (using the itemized list as a guidance but not limiting to it) and added to the Contract amount as a separate line, also indicating which taxes shall be paid by the Consultant and which taxes are withheld and paid by the Client on behalf of the Consultant.</p>
26.1	<p>The single currency for the conversion of all prices expressed in various currencies into a single one is: INR</p> <p>The official source of the selling (exchange) rate is: <u>Reserve Bank of India / State Bank of India</u></p> <p>The date of the exchange rate is: Date of RFP Submission</p>
27.1 (QCBS only)	<p>The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.</p> <p>The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:</p> <p>Sf = 100 x Fm/ F, in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the proposal under consideration.</p> <p>The weights given to the Technical (T) and Financial (P) Proposals are:</p> <p>T =70%, and</p> <p>P = 30%</p> <p>Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: S = St x T% + Sf x P%.</p>
D. Negotiations and Award	
28.1	Expected date and address for contract negotiations:

	<p>Date: 25 February 2021</p> <p>Address: Directorate of Health & Family Welfare Department, Dinthar, Aizawl, Mizoram, Pin 796001</p>
32.1	The successful Consultant <i>shall</i> submit the Beneficial Ownership Disclosure Form.
34.2	<p>Expected date for the commencement of the Services:</p> <p>Date: 1st April , 2021 at: <u>Project Director, Mizoram Health System Strengthening Project, Directorate of Health & Family Welfare Department, Dinthar, Aizawl, Mizoram, PIN Code: 796 001</u></p>
35.1	<p>The procedures for making a Procurement-related Complaint are detailed in the “<u>Procurement Regulations for IPF Borrowers (Annex III)</u>.” If a Consultant wishes to make a Procurement-related Complaint, the Consultant shall submit its complaint following these procedures, In Writing (by the quickest means available, such as by email or fax), to:</p> <p>For the attention: Dr. F.Lallianhlira</p> <p>Title/position: Project Director, Mizoram Health System Strengthening Project (MHSSP).</p> <p>Client: Department of Health and Family Welfare , Government of Mizoram.</p> <p>Email address: wb.mhssp@gmail.com</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 this Request for Proposal; 2. the Client’s decision to exclude a Consultant from the procurement process prior to the award of contract; and 3. the Client’s decision to award the contract.

Annex: Guideline for email-based submission of proposals

Electronic Submission of Proposals:

In view of COVID19 prevailing situation, proposals shall be accepted through email. Proposals should be submitted mandatorily through email. The procedure for sending and accepting proposals are detailed below:

Steps 1: Submission of Proposal

1. The proposal should be sent by email at wb.mhssp@gmail.com
2. The subject of email should mention the following:
Proposal No. IN-DOHFW-202185-CS-QCBS. Titled “Selection of Project Management Technical Support Agency (PMTA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP)”
3. The email should be addressed to the
Project Director,
Mizoram Health Systems Strengthening Project,
Aizwal

RFP No. IN-DOHFW-202185-CS-QCBS

RFP Title “Selection of Project Management Technical Support Agency (PMTA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP)”

Attention: Proposals not to be opened before **As per the Date and Place prescribed in the ITC 17.7 and ITC 17.9**

Sender’s name

Designation

Organisation name

Mobile Number

Alternate Mobile Number

4. The email should contain the Technical Proposal and Financial Proposal in the prescribed forms as given in the RFP as email attachment in soft copy and password protected. Both Technical Proposal and Financial Proposal should be separate PDF attachments in one email.
5. Please make sure to submit technical proposal & financial proposal as 2 separate attachments in one email. Please ensure Technical and financial proposal should not be in a single attachment.
6. The consultant should send only one email containing proposal for RFP.
7. The proposal should be prepared with A4 size paper and font size of 12 in PDF only.
8. Financial figures of the Financial Proposal should not be given in Technical Proposal or in any part of the email except in the Financial Proposal.

9. Passwords of electronic files of Technical Proposal and Financial Proposal should be different from each other. Passwords should not be mentioned anywhere in these two documents as well as in this email.
10. The Technical Proposal submission form (Form TECH-1) and complete Financial Proposal should be signed and scanned by the authorized representative.
11. The Technical Proposal should be scanned in the order of forms as prescribed in the RFP. The file should be scanned as one PDF, password protected, and size should not be more than 15MB. The password of the Technical proposal should not be shared with anyone.
12. The electronic file of the Technical Proposal should be named as “TechP”+Bidder name in initials+RFP Number. The file type should be PDF only.
13. The Financial Proposal should be scanned separately from the Technical Proposal. This file should be password protected. The file size should not be more than 10MB. The password of this file should be different from the password assigned to the file containing Technical Proposal.
14. The electronic file of the Financial Proposal should be named as “FinP”+Bidder name in initials+RFP Number. The file type should be PDF only.
15. Files should not be corrupt. They should be virus free. They should be password protected. If the Project is not able to open your file, then your Proposal will be rejected.
16. The proposal should reach the designated email of the Project by the date and time specified in the RFP (including corrigendum, if any).

Step 2: Submission of password for Technical Proposal

1. Password of the file containing Technical Proposal should be shared on the email (wb.mhssp@gmail.com) as specified in RFP only. Password should not be shared in any other form and with any officer from the Project.
2. The password of the file containing Technical Proposal should be shared only between 12 Noon to 1 PM on the date of opening of the technical proposal. Password should not be shared before one hour of the designated date and time of opening of the Proposal.
3. The subject of email should mention the following:
Password for Technical Proposal for Proposal No. IN-DOHFW-202185-CS-QCBS. Titled “Selection of Agency for Improving Clinical Competencies in Key Medical Staff and Medical Care Assessment Methods in Health Facilities under Mizoram Health Systems Strengthening Project (MHSSP)”. The email should be addressed to the

Project Director,
Mizoram Health Systems Strengthening Project,
Aizwal

RFP No. IN-DOHFW-202185-CS-QCBS

RFP Title ““Selection of Project Management Technical Support Agency (PMTA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP) “

Password to open the file containing Technical Proposal is - xxxxxxx

Sender's name

Designation

Organisation name

Mobile Number

Alternate Mobile Number

4. Please ensure that you write the correct password in the email. The password should be to open Technical Proposal only.
5. The password to open the file containing Technical Proposal should be sent only from the email which was used to submit the Proposal. Password from any other email will not be accepted.

Step 3: Opening of the Technical Proposal

Technical proposals shall be opened on 19 January 2021, at 11:30 am Indian Standard Time. Consultants who have submitted the proposal can view the opening through video conference. The link shall be provided to those who have submitted the proposals through email by 11.00 am on the date of opening.

Step 5: Opening of Financial Proposal

1. Date and time of opening of Financial Proposals shall be informed to technically qualified bidders through email on the email address on which proposals were received.
2. Technically qualified bidders will be asked to send the password of the file containing Financial Proposal.
3. Password of the file containing Financial Proposal should be shared on the email wb.mhssp@gmail.com . Password should not be shared in any other form and with any officer from the Project.
4. The password of the file containing Financial Proposal should be shared only within one hour of the of the designated date and time of opening of the Financial Proposal. Password should not be shared before one hour of the designated date and time of opening of the Financial Proposal.
5. The subject of email should mention the following:
Password for Financial Proposal for Proposal No. RFP No. IN-DOHFW202185-CS-QCBS, Titled ““Selection of Project Management Technical Support Agency (PMTA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP)”
6. The email should be addressed to the
Project Director,
Mizoram Health Systems Strengthening Project,
Aizwal
RFP No. IN-DOHFW-202185-CS-QCBS
RFP Title ““Selection of Project Management and Technical Support Agency (PMTA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP)”
Password to open the file containing Financial Proposal is - zzzzzzzzz
Sender’s name
Designation
Organisation name
Mobile Number
Alternate Mobile
7. Please ensure that you write the correct password in the email. The password should be to open Financial Proposal only.
8. If an incorrect password is provided or the file gets corrupted, then the proposal will be rejected.
9. The password to open the file containing Financial Proposal should be sent only from the email which was used to submit the Proposal. Password from any other email will not be accepted.

Section 3. Technical Proposal – Standard Forms

{Notes to Consultant shown in brackets { } throughout Section 3 provide guidance to the Consultant to prepare the Technical Proposal; they should not appear on the Proposals to be submitted.}

CHECKLIST OF REQUIRED FORMS

Required for FTP or STP ✓		FORM	DESCRIPTION	Page Limit
FTP	STP			
✓	✓	TECH-1	Technical Proposal Submission Form.	
	✓If applicable	TECH-1 Attachment	If the Proposal is submitted by a joint venture, attach a letter of intent or a copy of an existing agreement.	
	✓If applicable	Power of Attorney	No pre-set format/form. In the case of a Joint Venture, several are required: a power of attorney for the authorized representative of each JV member, and a power of attorney for the representative of the lead member to represent all JV members	
✓		TECH-2	Consultant's Organization and Experience.	
✓		TECH-2A	A. Consultant's Organization	
✓		TECH-2B	B. Consultant's Experience	
✓		TECH-3	Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Client.	
✓		TECH-3A	A. On the Terms of Reference	
✓		TECH-3B	B. On the Counterpart Staff and Facilities	
✓	✓	TECH-4	Description of the Approach, Methodology, and Work Plan for Performing the Assignment	
✓	✓	TECH-5	Work Schedule and Planning for Deliverables	
✓	✓	TECH-6	Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)	
✓	✓	TECH-7	Code of Conduct	

All pages of the original Technical and Financial Proposal shall be initialed by the same authorized representative of the Consultant who signs the Proposal.

FORM TECH-1**TECHNICAL PROPOSAL SUBMISSION FORM**

{ Location, Date }

To: *[Name and address of Client]*

Dear Sirs:

We, the undersigned, offer to provide the consulting services for Selection and Employment of Project Management Technical Support Agency (PMA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP) in accordance with your Request for Proposals (RFP) dated *[Insert Date]* and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed in a separate envelope.

{If the Consultant is a joint venture, insert the following: We are submitting our Proposal a joint venture with: {Insert a list with full name and the legal address of each member, and indicate the lead member}. We have attached a copy {insert: “of our letter of intent to form a joint venture” or, if a JV is already formed, “of the JV agreement”} signed by every participating member, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture.

{OR

If the Consultant’s Proposal includes Sub-consultants, insert the following: We are submitting our Proposal with the following firms as Sub-consultants: {Insert a list with full name and address of each Sub-consultant.}

We hereby declare that:

- a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client and/or may be sanctioned by the Bank.
- (b) Our Proposal shall be valid and remain binding upon us until *[insert day, month and year in accordance with ITC 12.1]*.
- (c) We have no conflict of interest in accordance with ITC 3.
- (d) We meet the eligibility requirements as stated in ITC 6, and we confirm our understanding of our obligation to abide by the Bank’s policy in regard to Fraud and Corruption as per ITC 5.

- (e) We, along with any of our sub-consultants, subcontractors, suppliers, 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 Client’s country laws or official regulations or pursuant to a decision of the United Nations Security Council;
- (f) *[Note to Client: Only if required in ITC10.2 (Data Sheet 10.2), include the following:]* In competing for (and, if the award is made to us, in executing) the Contract, we undertake to observe the laws against fraud and corruption, including bribery, in force in the country of the Client.]
- (g) Except as stated in the Data Sheet, ITC 12.7, we undertake to negotiate a Contract on the basis of the proposed Key Experts. We accept that the substitution of Key Experts for reasons other than those stated in ITC 12 and ITC 28.4 may lead to the termination of Contract negotiations.
- (h) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in ITC 34.2 of the Data Sheet.

We understand that the Client is not bound to accept any Proposal that the Client receives.

We remain,

Yours sincerely,

Signature (of Consultant’s authorized representative) {In full and initials}:

Full name: {insert full name of authorized representative}

Title: {insert title/position of authorized representative}

Name of Consultant (company’s name or JV’s name):

Capacity: {insert the person’s capacity to sign for the Consultant}

Address: {insert the authorized representative’s address}

Phone/fax: {insert the authorized representative’s phone and fax number, if applicable}

Email: {insert the authorized representative’s email address}_____

{For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached}

FORM TECH-2(FOR FULL TECHNICAL PROPOSAL ONLY)

CONSULTANT’S ORGANIZATION AND EXPERIENCE

Form TECH-2: a brief description of the Consultant’s organization and an outline of the recent experience of the Consultant that is most relevant to the assignment. In the case of a joint venture, information on similar assignments shall be provided for each partner. For each assignment, the outline should indicate the names of the Consultant’s Key Experts and Sub-consultants who participated, the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the Consultant), and the Consultant’s role/involvement.

A - Consultant’s Organization

1. Provide here a brief description of the background and organization of your company, and – in case of a joint venture – of each member for this assignment.
2. Include organizational chart, a list of Board of Directors, and beneficial ownership. *[If required under Data Sheet ITC 32.1, the successful Consultant shall provide additional information on beneficial ownership, using the Beneficial Ownership Disclosure Form.]*

B - Consultant’s Experience

1. List only previous similar assignments successfully completed in the last [.....]years.
2. List only those assignments for which the Consultant was legally contracted by the Client as a company or was one of the joint venture members. Assignments completed by the Consultant’s individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the Consultant, or that of the Consultant’s partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Consultant should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by the Client.

Duration	Assignment name/& brief description of main deliverables/outputs	Name of Client & Country of Assignment	Approx. Contract value (in US\$ equivalent)/ Amount paid to your firm	Role on the Assignment
{ e.g., Jan.2009–Apr.2010 }	{ e.g., “Improvement quality of.....”: designed master plan for rationalization of; }	{ e.g., Ministry of, country }	{ e.g., US\$1 mill/US\$0.5 mill }	{ e.g., Lead partner in a JV A&B&C }
{ e.g., Jan-May 2008 }	{ e.g., “Support to sub-national government.....” : drafted secondary level regulations on..... }	{ e.g., municipality of....., country }	{ e.g., US\$0.2 mil/US\$0.2 mil }	{ e.g., sole Consultant }

FORM TECH-3 (FOR FULL TECHNICAL PROPOSAL)**COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE, COUNTERPART STAFF, AND FACILITIES TO BE PROVIDED BY THE CLIENT**

Form TECH-3: comments and suggestions on the Terms of Reference that could improve the quality/effectiveness of the assignment; and on requirements for counterpart staff and facilities, which are provided by the Client, including: administrative support, office space, local transportation, equipment, data, etc.

A - On the Terms of Reference

{improvements to the Terms of Reference, if any}

B - On Counterpart Staff and Facilities

{comments on counterpart staff and facilities to be provided by the Client. For example, administrative support, office space, local transportation, equipment, data, background reports, etc., if any}

FORM TECH-4 (FOR FULL TECHNICAL PROPOSAL ONLY)

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

Form TECH-4: 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 (in FTP format):

- 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]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 Client), 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 Key Experts, Non-Key Experts and relevant technical and administrative support staff. }

FORM TECH-5(FOR FTP AND STP)

WORK SCHEDULE AND PLANNING FOR DELIVERABLES

N°	Deliverables ¹ (D-..)	Months												
		1	2	3	4	5	6	7	8	9	n	TOTAL	
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 Client}													
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 Client’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.

FORM TECH-6(FOR FTP AND STP)

TEAM COMPOSITION, ASSIGNMENT, AND KEY EXPERTS’ INPUTS

N°	Name	Expert’s input (in person/month) per each Deliverable (listed in TECH-5)										Total time-input (in Months)			
		Position		D-1		D-2		D-3	D-...			Home	Field	Total
KEY EXPERTS															
K-1	{e.g., Mr. Abbbb}	[Team Leader]	[Home]	[2 month]	[1.0]	[1.0]									
			[Field]	[0.5 m]	[2.5]	[0]									
K-2															
K-3															
n															
											Subtotal				
NON-KEY EXPERTS															
N-1			[Home]												
			[Field]												
N-2															
n															
											Subtotal				
											Total				

1 For Key Experts, the input should be indicated individually for the same positions as required under the Data Sheet ITC21.1.

- 2 Months are counted from the start of the assignment/mobilization. One (1) month equals twenty two (22) working (billable) days. One working (billable) day shall be not less than eight (8) working (billable) hours.
- 3 “Home” means work in the office in the expert’s country of residence. “Field” work means work carried out in the Client’s country or any other country outside the expert’s country of residence.

Fu [REDACTED]put
Pa [REDACTED]put

**FORM TECH-6
(CONTINUED)**

CURRICULUM VITAE (CV)

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

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

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

Period	Employing organization and your title/position. Contact information for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of, advisor/consultant 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): _____

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant's Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks as in TECH- 5 in which the Expert will be involved}	

Expert's contact information: (e-mail....., phone.....)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Bank.

{ day/month/year }

Name of Expert

Signature

Date

{ day/month/year }

Name of authorized
Representative of the Consultant
(the same who signs the Proposal)

Signature

Date

FORM TECH-7 (for FULL TECHNICAL PROPOSAL ONLY)

CODE OF CONDUCT FOR EXPERTS FORM

Note to the Client:

The following minimum requirements shall not be modified. The Client may include additional requirements to reflect Contract-specific issues/risks.

Delete this Box prior to issuance of the RFP.

Note to the Consultant:

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

The Consultant shall initial and submit the Code of Conduct form as part of its Proposal

CODE OF CONDUCT FOR EXPERTS

We are the Consultant, [enter name of Consultant]. We have signed a contract with [enter name of Client] for [enter description of the Services]. Our contract requires us to implement measures to address social risks related to the Services, if any, including the risks of sexual exploitation, sexual abuse and sexual harassment.

This Code of Conduct is part of our measures to deal with social risks, if any, related to the Services. This Code of Conduct identifies the behavior that we require from all Experts.

Our workplace for carrying the Services 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

Experts 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;

3. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
4. not engage in Sexual Harassment, which means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Experts, or Client's Personnel;
5. 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;
6. 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;
7. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
8. complete training/sensitization that may be provided related to the social aspects of the Contract, including; on Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH);
9. report violations of this Code of Conduct; and
10. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Client.

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 person assigned by the Consultant to handle such matters*] in writing at this address [] or by telephone at [] or in person at []; or
2. Call [] to reach the Consultant'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 Experts may result in serious consequences, up to and including termination and possible referral to legal authorities.

FOR EXPERT:

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 the contact person(s) assigned by the Consultant*] requesting an explanation.

Name of Expert: [insert name]

Signature: _____

Date: (day month year): _____

Countersignature of authorized representative of the Consultant:

Signature: _____

Date: (day month year): _____

Section 4. Financial Proposal - Standard Forms

{*Notes to Consultant* shown in brackets { } provide guidance to the Consultant to prepare the Financial Proposals; they should not appear on the Financial Proposals to be submitted.}

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided in Section 2.

- FIN-1 Financial Proposal Submission Form
- FIN-2 Summary of Costs
- FIN-3 Breakdown of Remuneration, including Appendix A “Financial Negotiations - Breakdown of Remuneration Rates” in the case of QBS method
- FIN-4 Reimbursable expenses

FORM FIN-1
FINANCIAL PROPOSAL SUBMISSION FORM

{Location, Date}

To: [Name and address of Client]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the amount of {Indicate the corresponding to the amount(s) currency(ies)} {Insert amount(s) in words and figures}, [Insert “including” or “excluding”] of all indirect local taxes in accordance with ITC 25.1 in the Data Sheet. The estimated amount of local indirect taxes is {Insert currency} {Insert amount in words and figures} which shall be confirmed or adjusted, if needed, during negotiations. {Please note that all amounts shall be the same as in Form FIN-2}.

Our Financial Proposal shall be valid and remain binding upon us, subject to the modifications resulting from Contract negotiations, for the period of time specified in the Data Sheet, ITC 12.1.

Commissions and gratuities paid or to be paid by us to an agent or any third party relating to preparation or submission of this Proposal and Contract execution, paid if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____

{If no payments are made or promised, add the following statement: “No commissions or gratuities have been or are to be paid by us to agents or any third party relating to this Proposal and Contract execution.”}

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Signature (of Consultant’s authorized representative) {In full and initials}:

Full name: {insert full name of authorized representative}

Title: {insert title/position of authorized representative}

Name of Consultant (company's name or JV's name):

Capacity: {insert the person's capacity to sign for the Consultant}

Address: {insert the authorized representative's address}

Phone/fax: {insert the authorized representative's phone and fax number, if applicable}

Email: {insert the authorized representative's email address}_____

{For a joint venture, either all members shall sign or only the lead member/consultant, in which case the power of attorney to sign on behalf of all members shall be attached}

FORM FIN-2 SUMMARY OF COSTS

Item	Cost			
	{Consultant must state the proposed Costs in accordance with ITC 16.4 of the Data Sheet; delete columns which are not used}			
	{Insert Foreign Currency # 1}	{Insert Foreign Currency # 2, if used}	{Insert Foreign Currency # 3, if used}	{Insert Local Currency, if used and/or required (16.4 Data Sheet)}
Cost of the Financial Proposal				
Including:				
(1) Remuneration				
(2) Reimbursables				
Total Cost of the Financial Proposal: {Should match the amount in Form FIN-1}				
Indirect Local Tax Estimates – to be discussed and finalized at the negotiations if the Contract is awarded				
(i) {insert type of tax e.g., GST or sales tax}				
(ii) {e.g., income tax on non-resident experts}				
(iii) {insert type of tax}				
<u>Total Estimate for Indirect Local Tax:</u>				

Footnote: Payments will be made in the currency(ies) expressed above (Reference to ITC 16.4).

FORM FIN-3 BREAKDOWN OF REMUNERATION

When used for Lump-Sum contract assignment, information to be provided in this Form shall only be used to demonstrate the basis for the calculation of the Contract’s ceiling amount; to calculate applicable taxes at contract negotiations; and, if needed, to establish payments to the Consultant for possible additional services requested by the Client. This Form shall not be used as a basis for payments under Lump-Sum contracts

A. Remuneration								
No.	Name	Position (as in TECH-6)	Person-month Remuneration Rate	Time Input in Person/Month (from TECH-6)	{Currency # 1- as in FIN-2}	{Currency # 2- as in FIN-2}	{Currency# 3- as in FIN-2}	{Local Currency- as in FIN-2}
Key Experts								
K-1			[Home]					
			[Field]					
K-2								
Non-Key Experts								
N-1			[Home]					
N-2			[Field]					
Total Costs								

Appendix A. Financial Negotiations - Breakdown of Remuneration Rates

1. Review of Remuneration Rates

The remuneration rates are made up of salary or a base fee, social costs, overheads, profit, and any premium or allowance that may be paid for assignments away from headquarters or a home office. An attached Sample Form can be used to provide a breakdown of rates.

If the RFP requests submission of a technical proposal only, the Sample Form is used by the selected Consultant to prepare for the negotiations of the Contract. If the RFP requests submission of the financial proposal, the Sample Form shall be completed and attached to the Financial Form-3. Agreed (at the negotiations) breakdown sheets shall form part of the negotiated Contract and included in its Appendix D or C.

At the negotiations the firm shall be prepared to disclose its audited financial statements for the last three years, to substantiate its rates, and accept that its proposed rates and other financial matters are subject to scrutiny. The Client is charged with the custody of government funds and is expected to exercise prudence in the expenditure of these funds.

Rate details are discussed below:

- (i) Salary is the gross regular cash salary or fee paid to the individual in the firm's home office. It shall not contain any premium for work away from headquarters or bonus (except where these are included by law or government regulations).
- (ii) Bonuses are normally paid out of profits. To avoid double counting, any bonuses shall not normally be included in the "Salary" and should be shown separately. Where the Consultant's accounting system is such that the percentages of social costs and overheads are based on total revenue, including bonuses, those percentages shall be adjusted downward accordingly. Where national policy requires that 13 months' pay be given for 12 months' work, the profit element need not be adjusted downward. Any discussions on bonuses shall be supported by audited documentation, which shall be treated as confidential.
- (iii) Social Charges are the costs of non-monetary benefits and may include, inter alia, social security (including pension, medical, and life insurance costs) and the cost of a paid sick and/or annual leave. In this regard, a paid leave during public holidays or an annual leave taken during an assignment if no Expert's replacement has been provided is not considered social charges.
- (iv) Cost of Leave. The principles of calculating the cost of total days leave per annum as a percentage of basic salary is normally calculated as follows:

$$\text{Leave cost as percentage of salary} = \frac{\text{total days leave} \times 100}{[365 - w - \text{ph} - v - s]}$$

Where w = weekends, ph = public holidays, v = vacation, and s = sick leave.

Please note that leave can be considered as a social cost only if the Client is not charged for the leave taken.

- (v) Overheads are the Consultant's business costs that are not directly related to the execution of the assignment and shall not be reimbursed as separate items under the Contract. Typical items are home office costs (non-billable time, time of senior Consultant's staff monitoring the project, rent of headquarters' office, support staff, research, staff training, marketing, etc.), the cost of Consultant's personnel not currently employed on revenue-earning projects, taxes on business activities, and business promotion costs. During negotiations, audited financial statements, certified as correct by an independent auditor and supporting the last three years' overheads, shall be available for discussion, together with detailed lists of items making up the overheads and the percentage by which each relates to basic salary. The Client does not accept an add-on margin for social charges, overhead expenses, etc. for Experts who are not permanent employees of the Consultant. In such case, the Consultant shall be entitled only to administrative costs and a fee on the monthly payments charged for sub-contracted Experts.
- (vi) Profit is normally based on the sum of the Salary, Social costs, and Overheads. If any bonuses paid on a regular basis are listed, a corresponding reduction shall be made in the profit amount. Profit shall not be allowed on travel or any other reimbursable expenses.
- (vii) Away from Home Office Allowance or Premium or Subsistence Allowances. Some Consultants pay allowances to Experts working away from headquarters or outside of the home office. Such allowances are calculated as a percentage of salary (or a fee) and shall not draw overheads or profit. Sometimes, by law, such allowances may draw social costs. In this case, the amount of this social cost shall still be shown under social costs, with the net allowance shown separately.

UNDP standard rates for the particular country may be used as reference to determine subsistence allowances.

Sample Form

Consultant:
Assignment:

Country:
Date:

Consultant's Representations Regarding Costs and Charges

We hereby confirm that:

- (a) the basic fees indicated in the attached table are taken from the firm's payroll records and reflect the current rates of the Experts listed which have not been raised other than within the normal annual pay increase policy as applied to all the Consultant's Experts;
- (b) attached are true copies of the latest pay slips of the Experts listed;
- (c) the away- from-home office allowances indicated below are those that the Consultant has agreed to pay for this assignment to the Experts listed;
- (d) the factors listed in the attached table for social charges and overhead are based on the firm's average cost experiences for the latest three years as represented by the firm's financial statements; and
- (e) said factors for overhead and social charges do not include any bonuses or other means of profit-sharing.

[Name of Consultant]

Signature of Authorized Representative

Date

Name: _____

Title: _____

**Consultant’s Representations Regarding Costs and Charges
(Model Form I)**

(Expressed in {insert name of currency*})

Personnel		1	2	3	4	5	6	7	8
Name	Position	Basic Remuneration Rate per Working Month/Day/Year	Social Charges ¹	Overhead ₁	Subtotal	Profit ²	Away from Home Office Allowance	Proposed Fixed Rate per Working Month/Day/Hour	Proposed Fixed Rate per Working Month/Day/Hour ¹
Home Office									
Client’s Country									

{* If more than one currency is used, use additional table(s), one for each currency}

1. Expressed as percentage of 1
2. Expressed as percentage of 4

FORM FIN-4 BREAKDOWN OF REIMBURSABLE EXPENSES

When used for Lump-Sum contract assignment, information to be provided in this Form shall only be used to demonstrate the basis for calculation of the Contract ceiling amount, to calculate applicable taxes at contract negotiations and, if needed, to establish payments to the Consultant for possible additional services requested by the Client. This form shall not be used as a basis for payments under Lump-Sum contracts

B. Reimbursable Expenses								
N°	Type of Reimbursable Expenses	Unit	Unit Cost	Quantity	{Currency # 1- as in FIN-2}	{Currency # 2- as in FIN-2}	{Currency# 3- as in FIN-2}	{Local Currency- as in FIN-2}
	{e.g., Per diem allowances**}	{Day}						
___	{e.g., International flights}	{Ticket}						
—	{e.g., In/out airport transportation}	{Trip}						
	{e.g., Communication costs between Insert place and Insert place}							
	{ e.g., reproduction of reports}							
	{e.g., Office rent}							
							
	{Training of the Client’s personnel – if required in TOR}							
Total Costs								

Legend:

“Per diem allowance” is paid for each night the expert is required by the Contract to be away from his/her usual place of residence. Client can set up a ceiling.

Section 5. Eligible Countries

In reference to ITC6.3.2, for the information of shortlisted Consultants, at the present time firms, goods and services from the following countries are excluded from this selection:

Under the ITC 6.3.2 (a): None

Under the ITC 6.3.2 (b): None

Section 6. Fraud and Corruption

(This Section 6, Fraud and Corruptionsshall not be modified)

1. Purpose

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.

Section 7. Terms of Reference

1. Introduction to the Project

The Government of Mizoram is committed to improving the health status of its citizens. Despite considerable challenges, the state has shown progress in various health indicators over the last decades. To further accelerate the progress, the Department of Health and Family Welfare (DoHFW), Government of Mizoram with technical and financial support from the World Bank, is implementing 'Mizoram Health Systems Strengthening Project' (MHSSP) in the state. The MHSSP intends to strengthen the management capacity and quality of health services in Mizoram. In order to achieve its objectives, the MHSSP will over the next five years adopt a systems approach to combine results-based financing and input-based financing with the aim of achieving enhanced performance management in the public sector.

The activities under the Project are structured under the following four broad areas:

Area 1: Strengthen management and accountability through Internal Performance Agreements: This will support the creation of an enabling environment for reforms at each level (state, district and sub-district), enhance performance of the DoHFW and its subsidiaries, and improve efficiency of the public health administration.

Area 2: Improve the design and management of the government-sponsored health insurance programs in the state: This will focus primarily on improving the overall design, management and the effectiveness of the health insurance schemes including the community interventions to increase enrollment in the program.

Area 3: Enhance the quality of health services and support innovations: The activities will support the development of the state health system, structural quality improvements and also pilot health innovations. Developing a comprehensive quality assurance system, improving biomedical waste management, enhancing human resource management are critical sub-components.

Area 4: Contingent Emergency Response Component: A mechanism for provision of immediate response to an Eligible Crisis or Emergency, as needed.

With this background, the DoHFW, Government of Mizoram invites applications from interested firms meeting the minimum qualification criteria to support the Project Management Unit (PMU) and provide management and technical support for the implementation of the MHSSP supporting the directorates and societies within the aegis of the DoHFW. The PMTA shall be responsible for managing, executing and providing technical support for the implementation of the MHSSP in the following five domains:

Domain 1: Project management support with technical and fiduciary staff to support PMU function: This will entail providing high quality technical support and build the stewardship capacity of the PMU of the MHSSP in completing tasks related to project management, monitoring & evaluation, procurement, contract management, financial management and management of civil works that are necessary for effective and timely implementation of the MHSSP, including any relevant technical assistance required during the implementation of the Project.

Domain 2: Health facility assessment, developing BOQ, construction supervision and management. This will include support for the assessment of health infrastructure, develop revamping plan along with BOQs and provide monitoring support of construction work.

Domain 3: Comprehensive review of policy, systems and operational design of different government-sponsored health insurance schemes. The purpose will be to develop a comprehensive roadmap for improving the design, management, operations and administration of the health insurance schemes in the state of Mizoram.

Domain 4: Developing a complete Enterprise Resource Planning (ERP) solution for health insurance schemes. The firm will be responsible for developing the policy options and appropriate platform for ERP solution-based integration of state and national insurance schemes.

Domain 5: Developing and rollout of communication strategy for increasing demand for services under the health insurance schemes. This will include providing appropriate support for planning, design and implementation of Social Behavior Change Communication (SBCC) strategy, tools and materials around health insurance and non-communicable diseases (NCDs).

Domain 6: Technical support for capacity building across project components and training of Village Health, Sanitation and Nutrition Committees (VHSNC) in selected districts. support Training of VHSNCs for improving the enrollment, coverage and utilization under the health insurance programs.

2. Detailed scope of Services, Tasks (Components) and Expected Deliverables

Domain 1: Project management support with technical and fiduciary staff to support PMU function.

Objective: The objective of this domain is to: (i) provide high quality and professional technical and managerial support to the MHSSP to effectively implement the project component and its activities; (ii) to support of the directorates and societies of the line department of Govt of Mizoram for MHSSP.

To work as the lead project management and technical support agency for the MHSSP, the firm will be expected to read and understand about the details of the MHSSP, its components, activities, associated policies and frameworks etc. to get familiar with all the key stakeholders and relation of the MHSSP with each stakeholder; get acquainted with all the work done and reports/documents prepared under the Project prior to its engagement and also familiarize themselves with the World Bank contribution to the Project, their support, guidelines and regulations for project implementation.

The key activities include the following:

D1.1 Provide program management and monitoring support under the MHSSP:

D1.1.1 Planning, administration and management of the MHSSP:

D1.1.1.1 Assist PMU in day to day project management and stakeholder coordination.

D1.1.1.2 Prepare and update MHSSP workplan along with timelines in coordination with the PMU.

D1.1.1.3 Assist PMU in planning resource requirements (HR, budget etc.) for effective implementation of the MHSSP.

D1.1.2 Technical and management support to the PMU:

D1.1.2.1 Review documents submitted by each cell of the PMU and Govt of Mizoram to ensure they meet standards and guidelines of the government as well as the World Bank.

D1.1.2.2 Prepare technical notes, TORs for hiring firms/agencies, help in managing technical assignments etc.

D1.1.2.3 Assist PMU in designing and monitoring training program for government staff and officials.

D1.1.3 Reporting:

D1.1.3.1 Prepare relevant report and documents to help PMU monitor the project in an effective manner.

D1.1.3.2 Assist in conducting data analysis, prepare periodic reports (monthly/quarterly/any other) and presentations to help PMU review and monitor the project.

D1.1.4 Monitoring:

D1.1.4.1 Assist PMU in establishing and maintaining project monitoring system for different activities under the project including civil works, consultancy services etc.

D1.1.4.2 Assist PMU in organizing review meetings of the project with relevant stakeholders

- D1.1.5 Evaluation: assist PMU in designing and monitoring evaluations and assessments as and when required.
- D1.1.6 Ensuring compliance of the project implementation to the World Bank's policies including environmental and social standards, guidelines, requirements, and relevant government regulations.
- D1.1.7 Support PMU in supervising the preparation and implementation of all environmental and social instruments (e.g Environmental and Social Screening reports, Environmental and Social Impact Assessments and Management Plans) related to the project activities following the project's Environmental and Social Management Framework (ESMF) and Stakeholder Engagement Plan (SEP).
- D1.1.8 Support PMU in ensuring compliances to legal covenants, gender requirements and any other such requirements of the World Bank.

D1.2 Support to the procurement process under the project:

- D1.2.1 Provide technical and operational support for overall procurement and contract management activities for procurement of goods, works and consultancy and non-consultancy services undertaken by the project to achieve agreed project objectives and results.
- D1.2.2 Undertake overall responsibility of developing the PPSD (Project Procurement Strategy for Development), and Procurement Plan for the project, and periodically revising them as needed and agreed with the World Bank.
- D1.2.3 Undertake responsibilities of drafting all procurement documents as per Standard Procurement Documents (SPD) and standard templates of the World Bank such as notifications of tenders (NIT), newspaper advertisements, bidding documents, request expressions of interest (REOI), requests for proposals (RFP), bid evaluation report (BER), draft contract agreements, minutes of negotiations, etc. and related documents, and include environmental and social specification in the bidding documents.
- D1.2.4 Assist the MHSSP in incorporating environmental and social specifications in the bidding documents (as part of works' requirement) based on various environmental and social risk management document such as ESMP, LMP etc. Some of these documents were prepared during the project preparation stage and many would be prepared during the project implementation stage. The agency will ensure that all environmental and social studies are conducted as per the project's Environmental and Social Commitment Plan (ESCP). It will also ensure that the Bill of Quantities (BOQ) properly reflect the cost of implementation of the ES requirements; prepare Code of conducts to be applicable to the contractors and his sub-contractors following minimum requirements in this regard as mentioned in the WB standard bidding documents. They would add additional requirements if necessary, to address identified issues, informed by relevant environmental and social assessment. The types of issues identified could include risks associated with: labour influx, spread of communicable diseases, Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) etc. During bid evaluation, they would review the Code of Conduct submitted by the bidders including its implementation

arrangement and ensure that the Code of Conducts submitted by the bidders are in line with the requirements of the bidding document.

- D1.2.5 Conduct market analysis and prepare market approach for all procurement transactions, conduct suppliers/contractors meetings at various stages and prepare reports/minutes, provide support in evaluation of proposals and contract award, seeking World Bank clearances for Procurement Plan, TORs, etc. and for all prior review cases as required.
- D1.2.6 Provide advice and implementation support on all aspects of procurement and contract management under the project as per World Bank Procurement Regulations wherever required.
- D1.2.7 Ensure that goods, works and services are procured and provided cost effectively as per predetermined standards mentioned in the bidding document and contract agreement and in line with World Bank Procurement Regulations.
- D1.2.8 Support in developing a system of procurement planning, suggest improvement in bidding process, ensure better competition among bidders, contract administration and site supervision, on-time contract completion, prevention of cost overruns, quality assurance, and procurement complaint redressal mechanism, etc.

D1.3 Support to the financial management process under the project:

- D1.3.1 Support the project to deal with all financial management issues as per the norms and guidelines prescribed by Govt of Mizoram and the World Bank.
- D1.3.2 Advise project on financial matters; support in accounting and implementing sound financial management practices.
- D1.3.3 Assist the MHSSP in carrying out monthly and quarterly monitoring of budget vis-a-vis actuals, analyze variances and support in undertaking corrective actions.
- D1.3.4 Facilitate project in drafting documents/ correspondences/ reports on financial issues to be dealt with Govt of Mizoram and the World Bank.
- D1.3.5 Verify monthly expenditure statements and financial records submitted by project cells for completeness and correctness.
- D1.3.6 Carry out review of internal controls, contract terms/conditions followed in processing payments.
- D1.3.7 Support MHSSP in compliance to Govt statutory requirements and tax laws i.e. deduction and timely remittances of taxes etc.
- D1.3.8 Support MHSSP in preparing project progress reports and financial reports for Govt of Mizoram and the World Bank.
- D1.3.9 Assist MHSSP in consolidating individual expenditure statements/financial reports received by various entities and preparing disbursement claim (Interim Financial Reports) for submission to office of CAAA for seeking the World Bank disbursement.
- D1.3.10 Facilitate internal and external audit and support in compliance to the audit actions.
- D1.3.11 Facilitate project in timely and effective resolution of audit observations.

D1.3.12 Liaise and coordinate with Treasury, Banks, State AG, CAAA, consultants, other project staff etc. for effective implementation of the Project.

D1.4 Additional technical support identified under the project:

D1.4.1 Facilitate in identifying additional technical areas relevant to address emerging challenges under the project (not covered under the tasks mentioned above).

D1.4.2 Provide support to MHSSP through hiring additional technical resource (on a full time and/or ad-hoc basis) in addressing these technical issues.

D1.4.3 Any other task as agreed with the MHSSP.

Domain 2: Health facility assessment, developing BOQ, construction supervision and management

The project will invest in infrastructure development in 2 ANM schools, 2GNM schools, 1 college of nursing, 5 under- construction nursing schools (3 GNM & 2 ANM), 1 State and 3 district warehouse, 10 District Hospitals, 2 Sub- Divisional Hospitals and 7 Community Health centres.

Objective: The objective of this domain is to: (i) Assess the current infrastructure in the given facilities, identify the gaps providing key recommendations for their revamping and renovation; (ii) Provide detailed Bill of Quantities for Nursing schools (INC Norms), Nursing college (INC Norms) and warehouses based on the gap assessment report; (iii) Provide a detailed Bill of Quantities for all the above-mentioned health facilities to help meet the National Quality Assurance Standards; and (iv) Provide technical support for monitoring of the implementation of facility infrastructure development during the construction phase.

D2.1 The PMTA will be responsible for provision of comprehensive hospital up-gradation consultancy services in hospital survey, project conceptualization necessary for model hospitals/ infrastructure revamping of all listed healthcare facilities, keeping in view with the National Quality Assurance Standards. The key tasks under this domain include the following:

D2.1.1 An exact assessment of the location and utilization of space: This will take into account functional needs as they relate to, basic infrastructure, furniture, circulation, structural, mechanical, electrical, or bio-medical waste management and space requirements. The survey findings will have to be backed up by photographs. The hospital survey report will include the following:

D2.1.2 Physical dimensions of the proposed work. Exact measurement and the existing location of structures if any, natural drainage, any electrical lines, orientation including north direction. The concurrence of the Director/SIC/CMS of the hospital will be required on the detailed project report.

D2.1.3 Diagrammatic plans: The detailed plans should also include the structural system, electrical and sanitary, plumbing system, MGPS, lifts, DG set, laundry, boiler, laying of internal communication system, CCTV camera, LAN, PA system,

rainwater harvesting, retrofitting needs to meet the geographical hazards etc. and any other mechanical systems proposed in the design.

- D2.1.4 Preparation of Concept design and Site plan:** This will include location on site, the Health and related facilities including support spaces of the hospital, Location of landscaping and other special site features, layout drawings. All designs shall conform to and fulfil the requirements of the latest Indian building codes and practices. All the design parameters relating to above shall be included in the project report.
- D2.1.5 Preparation of Preliminary drawings:** Technical input by engineering expertise in the field of electrical, sanitary and plumbing, HVAC, vertical transportation, fire detection and fighting and gas manifold wherever required at this stage. Interior design and material finishes would also be addressed. Preliminary drawings would be provided both in CAD as well as at least 3 sets of hard copies. The preliminary drawings will also be used for getting necessary approval from the respective hospital in charges. Norms of local bodies will be followed while preparing the final drawings.
- D2.1.6 Preparation of detailed drawings:** for easy implementation of work. The detailed drawing would be provided both in CAD as well as at least 3 sets of hard copies
- D2.1.7 Preparation of Bill of Quantities and the estimates:** The consultant firm shall submit the ready to tender documents to project director Mizoram health system strengthening project through the executive engineer Mizoram health department as per world bank procurement guidelines, for further process.
- D2.1.8 All estimates should provide structure-wise, site-wise as well as lot wise details.** The specifications will be in A4 sheet size format. The detailed BoQ will be countersigned by the Hospital Authority. Detailed estimate and the specifications for the project shall be prepared on the basis of sanctioned rates by state procurement norms for the current financial year. The consultant shall cooperate and handhold the procurement agent for the preparation of the bid document.
- D2.1.9** The consultant shall prepare the BOQ (Bills of quantities) and the estimates as per the requirement in soft copy and hard copies for each individual structure, consolidated per hospital and consolidated as per the lot.
- D2.2** The Consultant Firm shall provide comprehensive infrastructure up-gradation consultancy services in nursing school and colleges survey, project conceptualization necessary for model nursing school/college infrastructure revamping of all listed nursing schools, colleges including hostels as per Indian Nursing council standards.

- D2.2.1 **An exact assessment of the location and utilization of space:** This will consider functional needs as they relate to, basic infrastructure, furniture, circulation, structural, mechanical, electrical, furniture and space requirements.
- D2.2.2 **Diagrammatic plans:** The detailed plans should also include the classroom designs, structural system, electrical and sanitary, plumbing system, MGPS, lifts, DG set, laying of internal communication system, CCTV camera, LAN, PA system, rainwater harvesting, retrofitting needs to meet the geographical hazards etc. and any other mechanical systems proposed in the design.
- D2.2.3 **Preparation of Concept design and Site plan:** This will include location on site, the nursing schools/colleges and hostels including support spaces. Location of landscaping and other special site features, layout drawings. All designs shall conform to and fulfil the requirements of the latest Indian building codes and practices. All the design parameters relating to above shall be included in the project report.
- D2.2.4 **Preparation of Preliminary drawings:** Technical input by engineering expertise in the field of electrical, sanitary and plumbing, fire detection and fighting. Interior design and material finishes would also be addressed. Preliminary drawings would be provided both in CAD as well as at least 3 sets of hard copies. The preliminary drawings will also be used for getting necessary approvals from the nursing section in the directorate and respective school principals. Norms of local bodies will be followed while preparing the final drawings.
- D2.2.5 **Preparation of detailed drawings:** for easy implementation of work. The detailed drawing would be provided both in CAD as well as at least 3 sets of hard copies
- D2.2.6 **Preparation of Bill of Quantities and the estimates:** The consultant firm shall submit the ready to tender documents to project director Mizoram health system strengthening project through the executive engineer Mizoram health department as per world bank procurement guidelines, for further process.
- D2.2.7 **All estimates should provide structure-wise, site-wise as well as lot wise details:** The specifications will be in A4 sheet size format. The detailed BoQ will be countersigned by the nursing school and college authority. Detailed estimate and the specifications for the project shall be prepared based on sanctioned rates by state procurement norms for the current financial year. The consultant shall cooperate and handhold the procurement agent for the preparation of the bid document.
- D2.2.8 The consultant shall prepare the BOQ (Bills of quantities) and the estimates as per the requirement in soft copy and hard copies for each individual structure, consolidated per hospital and consolidated as per the lot.
- D2.3 **Supervision visits during the implementation phase:** for the evaluation of the quality of the work done in terms of the compliance of the BoQ and material used for the work

execution. The representative of the consultancy firm shall go onsite and may take samples, measurement, and photographs as evidence for the progress monitoring of the work.

D2.3.1 It is expected a team of two engineers will take an average of 4 hours to complete a comprehensive site verification. Each site must be visited at least once in a fortnight from the day of work order today of completion.

D2.3.2 The engineers will use the agreed book of measurement to capture the progress, update their observations in the site register and report to the executive engineer, Mizoram health department, within two weeks of completion of a particular site.

D2.3.3 **Work Plan modification:** In case of any un-avoidable circumstance where the work as per BoQ is not possible, the consulting firm in coordination with executive engineer, Mizoram health department, and particular institution authority shall make an alternative plan in consonance of the overall objective of the project.

Domain 3: Comprehensive review of policy, systems and operational design of different government-sponsored health insurance schemes.

For details about insurance program and service utilization data of the insurance program, please refer to annex 1.

Objective: This objectives of this domain are: (i) To undertake a comprehensive review of policies, systems, and operational design and process under different insurance schemes in the state; (ii) To identify areas of convergence in policies, design and operations for increasing efficiency gains; (iii) To develop a roadmap for comprehensive improvement in the design, management, operations and administration of the insurance schemes.

The details of the Mizoram State Healthcare Scheme is provided in the annexure 1. Within the overall objectives of this domain, the selected agency shall be expected to undertake the following specific tasks:

D3.1 Phase 1:

D3.1.1 Review of PM-JAY, MHCS and state employee medical reimbursement scheme

D3.1.2 Review to include policy, benefit packages, pricing all other policy aspects of the schemes.

D3.1.3 Review systems and process related to administration of the schemes including but not limited to beneficiary identification, enrolment, pre0-authorisations, medical management claims management, grievance redressal, etc.

D3.1.4 Review institutional and management structures at the state and district levels.

D3.1.5 Identify areas of convergence of schemes at the policy and operational levels to ensure efficiency gains and submit policy and strategic recommendations for convergence

D3.1.6 Financial review of schemes, financial implications of convergence, financial modelling, cash flow projections

D3.1.7 Recommendations on all of the above.

D3.1.8 Financial projections for the Mizoram Health Care Society including fund flow statements, projected receipt and expenditure statements, and sustainability plan

D3.2 Phase 2:

D3.2.1 Develop implementation plan for the agreed recommendations.

D3.2.2 Develop all operational guidelines and guidelines and manuals - by reviewing and adapting the existing PM-JAY national guidelines and aligning the systems and processes across the schemes. Guidelines to be developed include:

- Beneficiary identification and enrolment
- Grievance Redressal System
- Monitoring and evaluation system, including audits
- Fraud management system
- Pre-authorization and claims management system
- Financial management system

Domain 4: Developing a complete Enterprise Resource Planning (ERP) solution for health insurance schemes.

For details about insurance program and service utilization data of the insurance program, please refer to Annex 1.

Objective: The objective of this domain is: (i) To undertake a comprehensive review of the work flow, as-is and management processes under the PM-JAY, MHCS and the government employee reimbursement scheme; (ii) - To develop policy options for ERP solution-based process integration between the schemes; (iii) To develop the ERP platform based on the agreed policy option; and (iv) To roll out the system and build capacity of the scheme administrators in implementing the solution.

Within the overall objectives of this domain, the selected agency shall be expected to undertake the following specific tasks:

D4.1 Phase 1:

D4.1.1 Detailed mapping of existing (as-is) management and operational processes under 3 schemes in Mizoram

D4.1.2 Determining should-be processes under different schemes through a consultative process

D4.1.3 Developing a plan / schematic for converting existing manual and fragmented technology based processes into an integrated application

D4.1.4 Develop an integrated IT application suite covering the following modules (indicative list)

- Beneficiary identification, verification and management module
- Hospital empanelment module
- Hospital transaction module including patient registration, treatment records, discharge, preauthorization, online claims submission
- Grievance management module
- Financial management module
- Fraud prevention and management
- Monitoring and audits module
- MIS and reports

D4.1.5 Develop data security plan and access and control protocols

D4.1.6 Provide hardware / server specifications and costs

D4.1.7 Test check of the application, trial run

D4.2 Phase 2:

D4.2.1 Roll out of the ERP and transition (paper-based system to paperless) management

D4.2.2 Developing user manuals and guidelines

D4.2.3 Training of staff at the state and district levels in use of the ERP solution

D4.2.4 Maintenance of the system for 1 year after roll out.

Domain 5: Developing and rollout of communication strategy for increasing demand for services under the insurance schemes.

Objective: To develop a comprehensive SBCC strategy that addresses issues of poor enrollment in health insurance scheme and high-risk behaviors that contribute to rising burden of non-communicable diseases in the state and assess the impact of the same.

The agency will work closely with the State PMU and other stakeholders (including Mizoram State Health Insurance society) and gather their inputs while developing and roll-out the communication Strategy. The selected agency may adopt the following methodology for carrying out the tasks mentioned in the detailed scope of work below:

- Undertake an inception meeting with all the concerned stakeholders to take their inputs and suggestions to develop a detailed roadmap for SBCC - the rationale and expected results
- Secondary/ desk review of existing literature/ studies/ examples from other states to inform the communication strategy and materials.
- Field work: Rapid assessment in the targeted community to gather information on KAP, pre-test messages and tools and techniques.
- Development of SBCC strategy – Discuss the strategy and its proposed roll out with key stakeholders to gather their suggestions to further refine it.
- Customization and finalization of SBCC implementation guideline.

The scope includes the following:

D5.1 Rapid assessment (knowledge, attitude and practices or KAP) to inform the comprehensive SBCC strategy: This shall among other things include:

D5.1.1 Undertake a rapid KAP assessment and review of existing information/ studies to gain a deeper understanding of the SBCC challenges to be addressed and of the social and behavioral drivers that facilitate or act as barriers to uptake of desired behavior(s). This will also include understanding of social and cultural norms that may affect the changes.

D5.1.2 Identifying communication resources and existing capacity.

D5.1.3 Identifying potential constraints on and facilitators/ Champions for individual and collective change.

D5.2 Design the Strategy incorporating the information gathered through rapid assessment to develop a comprehensive and detailed strategy plan for the project to achieve its objectives. The strategy should be able to stand out from other challenges, communicate messages that are appealing and persuasive, clear and concise to avoid confusion and misunderstanding. Further, the strategy should clearly articulate:

- Audience segmentation
- Program approaches - mix of tools, channels, vehicles, and media which will convey and mutually reinforce messages
- Roll-out plan
- Plan for monitoring and evaluation.

The materials development process to include:

D5.2.1 Identifying and reviewing the available materials on health insurance, NCDs with focus on nutrition and gender sensitive information for behavioral change.

D5.2.2 Developing communication materials including IEC materials as per the field analysis and project requirement and with inputs from relevant stakeholders.

D5.2.3 Pre-testing of messages, tools and materials for different media/ target audience, with selected audience.

D5.2.4 Finalizing the materials by incorporating the suggestions and feedback from selected audience and stakeholders.

(All SBCC messages, tools and materials may need to be modified/ improved periodically based on review/ monitoring reports).

D5.3 Support the State to roll-out the communication strategy in targeted areas: This will include:

D5.3.1 Training of the relevant staff/consultants/master trainers at the state, district and sub-district level on the tools.

D5.3.2 Handhold the state health department to cascade the SBCC messages to the targeted community through identified mediums.

D5.4 Monitoring and evaluation of the strategy:

D5.4.1 In consultation with the State PMU, agree upon a simple and effective M&E system to monitor the quantity, quality and effectiveness of messages, tools, materials and activities. This will include: post-test of messages, tools and materials for constant improvement and to study the impact as well.

D5.4.2 Undertake midline and endline KAP assessment in targeted areas.

Domain 6: Technical Support for Capacity Building across project components and training of VHSNCs in selected districts.

Objectives:The objective of this domain is to: (i) Design and develop comprehensive, interactive and user-friendly training program (combination of face-to-face and digital materials in local language) for members of community structures (VHSNC and SHG members) in the state of Mizoram. The purpose of the training is to sensitize the members on health insurance and NCDs and how these issues can be given a priority in their routine activities including development of village plans and other community events; and (ii) Plan and roll-out the training program in selected districts.

The agency will work closely with the State PMU and other stakeholders (including Mizoram State Health Insurance society) to gather inputs for developing and roll-out the training program. The scope includes the following:

D6.1 Develop/ adapt the training package: This will include:

D6.1.1 Review of existing training packages on health and insurance (in Mizoram or elsewhere) to inform the development of the training package targeting primarily the VHSNC members and women of SHG groups.

D6.1.2 Develop or adapt the training package informed through a formative research in the pilot area. The package should be responsive to the current Covid situation and hence should be a mix of face-to-face and digital training.

D6.1.3 Pre-testing of package with target audiences.

D6.1.4 Designing and printing the finalized tools for the roll-out.

D6.1.5 Development of e-modules/ videos for training.

D6.2 Support the State to roll-out the training package in targeted areas: This will include:

D6.2.1 Design the training strategy for the state.

D6.2.2 Creating a cadre of master trainers in the state.

D6.2.3 Handhold the state health department to cascade the training down to the village level.

D6.3 Monitoring and evaluation of the strategy: In consultation with the State PMU, agree upon a simple and effective M&E system to monitor the quantity, quality and effectiveness of the training materials and strategy.

3. Team Composition & Qualification Requirements for the Key Experts

The MHSSP will assess the demonstrated experience and capacity of interested consulting firms/consortium applying for this assignment. As mentioned under [Detailed scope of Services, Tasks (Components) and Expected Deliverables], the assignment requires a firm with experience/background in the areas of: (i) project management; (ii) public health procurement and finance; (iii) program planning, budgeting and monitoring/consultancy; (iv) designing and rolling out health communication campaigns; (v) training, to name a few.

The selected firm/agency will be expected to deploy sufficient amount of human resource required to successfully deliver the tasks outlined under “**Point 2: Detailed scope of Services, Tasks (Components) and Expected Deliverables**”. An indicative manpower requirement for the assignment of entire 60 months must include key experts who will be deployed for full time during the project implementation and non-key experts of suitable qualifications and experience for providing need-based support as and when required. The details of the team positions are tabulated below:

Table 1: Minimum Qualifications Desired and Indicative Experience of Key Experts

S. No	Key Position and Number	Desired Role	Minimum Qualification and Desired Professional Experience	Estimate d person Months
K1	Team Leader/ Project Management Specialist [1 No]	The person will have the overall responsibility of ensuring quality, timeliness and for ensuring satisfactory completion of deliverables within stipulated timelines. The team leader has	S/he should be at least a post-graduate like Public Health//Hospital Management/ Social Work or equivalent discipline with at least 10years’ overall experience, 5-7 years of which should be at leadership positions under public health projects. A PhD in Public Health/Hospital Management/Management is desirable.	<i>60 months</i>

S. No	Key Position and Number	Desired Role	Minimum Qualification and Desired Professional Experience	Estimated person Months
		<p>overall responsibility for quality assurance, document preparation and coordination, project management and ensuring timely project implementation . S/he will be the main point of contact in assisting PMU with implementation of all aspects of the Project. The Team Leader shall provide technical guidance to all members of the team.</p>		
K2	<p>Procurement Management Specialist [1 Nos]</p>	<p>S/he has an overall responsibility in ensuring that the procurement and contract management to be conducted in the PMU are in-line with the World Bank's Procurement Policy and Regulation, in timely manner</p>	<p>Bachelors in Procurement or Materials or Supply chain or Inventory management, Engineering/Technology, and similar fields from recognized universities. S/he should have minimum 5-7 years of direct & relevant experience in public procurement managing procurement of development activities of the Government [Centralised procurement with decentralised implementation] . Preferred direct relevant experience in managing similar magnitude and complexity of MHSP, will be added advantage. Should have sound knowledge in National, International bidding</p>	60 months

S. No	Key Position and Number	Desired Role	Minimum Qualification and Desired Professional Experience	Estimate d person Months
			procedures esp. preparation of EOI/RFB/RFP BID Documents, Evaluation and Contract Management. , preferably in projects funded by multilateral financing organizations like World Bank and similar international organizations. Familiar with World Bank Procurement Regulations [New Procurement Framework]and should be proficient in computers using MS office and other related software	
K3	Financial Management Specialist [1 Nos]	S/he will monitor the project and financial management system of the project and establish a sound accounting practice and system to manage the resources available to the Project and to prepare PMU's financial report to the World Bank.	The person should be a Chartered Accountant /ICWA/ MBA (Finance); Chartered accountant and ICWA will be preferred. S/he should have minimum 5-7years of professional experience in designing and managing financial management systems. The consultant must be highly conversant and accustomed to using computerized accounting systems it is highly desirable that the consultant has relevant experience and knowledge of working of the externally funded projects, especially those of the World Bank, implemented by Government sector. In such cases, the consultant should have adequate exposure to the World Bank's project accounting, procurement, contract management and reimbursement claim procedures apart from the Government accounting system.	60months
K4	Public Health and quality assurance Expert [1 Nos]	S/he will support the overall implementation of the project activities, support the quality	S/he should have full time master's degree in any discipline including Public Health/ Epidemiology/Demography/Population Sciences / Statistics/ Community Medicine/Hospital or healthcare management Or Candidates with MBBS, MPH/MD in Community	60 months

S. No	Key Position and Number	Desired Role	Minimum Qualification and Desired Professional Experience	Estimated person Months
		assurance activities and support monitoring evaluation of the project activities and establish a sound system for the same.	Medicine/Hospital Administration/ MBA (Hospital / Healthcare), DNB in Hospital Administration. S/he should have minimum of 5-7years of experience in managing, monitoring and supervising projects in public health / community health/ national or state level health programs/ project management in health sector/ Health / Hospital Management Information System/ health sector M&E system either in India or abroad. Demonstrated experience in designing and managing M&E system data analysis. Demonstrated expertise or experience in designing and managing a M&E / MIS system in health sector either with an international agency or with donor funded projects.	
K5	Institution and Capacity building expert	S/he will support the overall implementation of capacity building activities, the initiatives related to organization development. The expert will support the PMU in implementation of Internal Performance Agreement and support in design and monitoring of key performance indicators.	S/he should have full time master's degree in any discipline including Public Health/ Community Medicine/Hospital or healthcare management, or Social Science with strong skills and experience of working in Public health. S/he should have minimum of 5-7 years of experience in designing and management of large training programs, institution or systems development projects and strong understanding and experience of monitoring and supervising projects in India or abroad.	<i>60 months</i>

S. No .	Key Position and Number	Desired Role	Minimum Qualification and Desired Professional Experience	Estimate d person Months
K6	Health Insurance expert	S/he will support the overall implementation and reform agenda of health insurance under the project. Support the State in review and re-designing the health insurance program as per project.	S/he should have full time master's degree in any discipline including Management studies, social Sciences or equivalent with 5-7 years of strong experience of midlevel or above in private or public health insurance program.	<i>60 months</i>
K7	Hospital Design and Development Expert	S/he will support the activities related to engineering works in the health facilities, that includes assessment and design for repair and renovation of the targeted health facilities, explore and suggest the most suitable solution for making the health facilities functional as per local needs.	Degree not less than B.Arch/B. Tech/ B.E and having sound knowledge of hospital infrastructure redesigning and strengthening The field supervision team should be Civil and Electrical engineers with at least three years' experience in the hospital infrastructure strengthening. The firm is encouraged to have field supervision team, who are well versed in similar terrain and situation.	<i>60 months</i>
K8	Communications Expert	S/he will provide the overall	Master's in public health and Nutrition or Communication. A minimum of 10years of relevant	<i>60 months</i>

S. No	Key Position and Number	Desired Role	Minimum Qualification and Desired Professional Experience	Estimated person Months
		guidance to the team of consultants and will be responsible for day to-day management of the assignment, timely completion, and quality of all deliverables. S/he will be responsible for reporting to the state PMU.	professional experience in communications and developing communication strategies	
K9	IT expert	Support the building of the ERP platform for the project	Master's in IT/ Computer Application. A minimum of 5-7 years of relevant professional experience.	<i>60 months</i>

While evaluating Technical proposals, CVs of the Key Experts proposed by the Consultant will be evaluated with respect to the indicative qualification and experience specified for each position in the above table.

Table 2: Minimum Qualification Desired and Indicative Experience of Non-Key Experts

S. No.	Key Position and Number	Desired Role	Minimum Qualification and Desired Professional Experience	Estimated Person Months
NK1	Environmental Specialist	S/he will support in analytical work, development of training modules, delivery of training, development of DPR for BMW etc and supervision or assessment of any specific issue related to environment management.	The consultant should have a post-graduate degree in Environmental and/or social Science/ Management or equivalent qualification in a related field. It would be preferable the expert has also received national accreditation on Environment Impact Assessment (EIA) or EHS and has additional trainings on legal/ statutory requirements from an environment, health and safety perspective for health projects. Familiarity with WB's Environment and Social Framework is needed.	36

			Work Experience: At least 5-8 years in the area of environmental management or impact assessment, including environment health and safety (EHS) management related to health sector projects.	
NK2	Social Development Specialist	S/he will support the preparation, implementation and monitoring of activities related to social safeguards and responsible for design and implementation of GRM systems under the project.	<p>the consultant should have an appropriate post-graduate degree in Social Science. Some formal training/ course on gender and social development would be beneficial.</p> <p>Work Experience: At least 3 -5 years in the area of social development or gender and social inclusion, including specific experience of working on social management of Health sector related projects. The Social Development specialist should have specifically worked on preparation or implementation of social safeguards or E&S instruments in projects for an Implementing Agency or a Supervision Consultant Firm.</p>	36
NK3	Supply Chain Management Expert	S/he will support the activities related to supply chain management, provide the technical support design and development of any solution related to SCM.	MBA degree from a recognised University, preferably with specialisation in SCM, Supply chain management experience- 7 years, 15 years of work experience in a demanding results driven environment, Deep experience in programme implementation and project delivery, First-hand experience of strategic capability building, The ability to build relationships with stakeholders and quickly demonstrate credibility, Proven track record working in challenging multi-stakeholder environments, and Strong analytic skills with proficiency at Microsoft Excel or other analytical software.	24
NK4	Water and Sanitation	S/he will support the activities	Graduate in Civil Engineering with over 8 years/Post Graduate in Civil	24

	Expert	related to water and sanitation services in the health facility. Provide solution to make the health facilities functional on the aspects of water and sanitation. Provide insights to make the health facility eco-friendly.	Engineering with over 6 years experience in Drinking water supply and sanitation project, preferably having design and execution experience in Design and Construction of water supply projects including hydraulic designs, Water Treatment and Sanitation Projects and having handled at least two projects of similar nature. WatSan Consultant with experience in the North East and in the health sector preferred.	
NK5	Solar Expert	S/he will support the activities related to solar and alternate energy in the health facility, technical support in developing specification for procurement of solar energy equipment and panels suitable for the health facilities, follow the international standards while advising the project in finding the solution.	M. Tech/B.E in Electrical/Electronic with 8-10 years experience in Solar industry preferably in Solar consulting business. Must be from Solar background with proven track record of project execution. Should have thorough knowledge in Civil/Structural part of Solar PV plant. Practical knowledge of installations in various soil conditions and as per designs preferably having design and execution experience and having handled at least three projects of similar nature.	24
NK6	Monitoring and Evaluation Consultant	Develop the tools for undertaking baseline, midline and endline surveys to inform the SBCC strategy.	Masters degree in public health/ management/ MBBS/ nutrition. At least 10 years of experience in designing community surveys around health and nutrition. Sound knowledge of M&E process and protocols.	24
NK7	Public Health or Nutrition Expert	To provide technical inputs to the team on including messages on NCDs in the training package.	Masters in Public Health/ Nutrition/ MBBS. At least 10 years of relevant work experience especially in NCD areas. Experience in conducting public health trainings will be an added advantage.	24
NK8	Technology	To provide	B.E/ B.Tech in IT or computer	6

	Expert:	technical inputs to the team on Design of ERP Insurance solution	science/MCA or equivalent At least 5 years' Experience in designing and customisation of Insurance / similar ERP models, development of solution architecture, experience of cloud hosting, management, and setting up of on-premise server. Designing and implementation of 'Internet of Things (IoT)'.	
NK9	Developer cum Testing expert:	To provide technical inputs to the team on Development and roll out of ERP Insurance solution	B.E/ B.Tech in IT /Information Science or computer science/MCA or equivalent. Atleast 5 years Experience in developing ERP based Insurance solutions in Public Health Sector, integration multiple standalone systems, testing pilot solution, and rolling out the full scale ERP solution. Provide training to the end users and handholding during the initial stages. B.E/ B.Tech in IT or computer science/MCA or equivalent.	12
NK10	Any other expert as per need	<i>The Consultant is advised to propose within this permissible limit.</i>		12
		<i>Total for Non- Key Experts [The consultant may re-appropriated based on their estimate and workplan as per the Scope of Work in the ToR. If Financial Proposal Exceeds this limit, the proposal will be rejected.</i>		222

While evaluating Technical proposals, CVs of the Key Experts proposed by the Consultant for the non-key position will be not be evaluated. But the selected agency will be expected to deploy the experts as per indicative qualification and experience specified for each position in the above table. Additionally, the consultant shall provide the rates for the above-mentioned experts in three levels – Senior as per the above qualification, mid-level as per same qualification but lesser experience and junior level with lower qualification and experience from the same area of discipline.

4. Reporting Requirements and Time Schedule for Deliverables

The selected Agency needs to submit progress reports to the MHSSP as follows:

Overall Contract:

- **Inception Report [IR]:** The IR shall inter alia include approach to the assignment, objectives, methodology, key risks, mapping of stakeholders and their responsibilities work plan including any other relevant information. This will also include resource mobilization plan by the agency and also set-out the criteria for periodic reporting to the MHSSP and monitoring of the assignment by the MHSSP.
- **Quarterly Reports [QR]:** The QR shall be submitted within the 3 weeks of end of a quarter for every quarter from the contract signing. The QR shall include, inter alia, progress of work, tasks undertaken, partial results, meetings, workshops technical assistance provided, planning of activities for next quarter, updated works schedule and staff mobilization plan, difficulties encountered, assistance required etc. Progress in physical and financial terms shall also be covered.
- **Final Report:** The final report of the consultant will provide the details of overall work progress and work undertaken during the entire assignment. This would also set out any guidance for the Govt of Mizoram and MHSSP.
- **Additional Reports:** separate reports to be submitted to the MHSSP for additional tasks under taken as per section 6.1.

For Domain 3 – 6:

- I. Completion report after acceptance of deliverables prescribed in Domain 3: D3.1 Phase 1 and D3.2 Phase
- II. Completion report after acceptance of deliverables prescribed in Domain 4: D4.1 Phase 1 and D4.2 Phase
- III. Completion report after acceptance of deliverables prescribed in Domain 5: D5.1 to D5.6
- IV. Completion report after acceptance of deliverables prescribed in Domain 6: D6.1 to D6.2

The selected firm shall submit the following reports on deliverables as per table below to MHSSP as per timelines stipulated below:

Sn.	Description of Deliverable	Proposed Timeline
1.	Submission of the acceptable Inception Report	Within 2 Weeks of Contract Signature
2.	Submission of acceptable quarterly progress report as per the prescribed formats. The quarterly progress reports will cover the details of activities undertaken/ progress made under all the all six domains	To be submitted within the 3 weeks of ending a quarter

Sn.	Description of Deliverable	Proposed Timeline
3	a) On completion and acceptance of deliverables prescribed in Domain 3: D3.1 Phase 1 and D3.2 Phase b) On completion and acceptance of deliverables prescribed in Domain 4: D4.1 Phase 1 and D4.2 Phase c) On completion and acceptance of deliverables prescribed in Domain 5: D5.1 to D5.6 d) On completion and acceptance of deliverables prescribed in Domain 6: D6.1 to D6.2	As per the Workplan duly considering the interdependencies between Domain 3-6.
4.	Submission of acceptable final completion report	During the last month of the contract period

6.1 Additional technical support identified under the project: The agency would provide additional resources (including key and other experts) when additional requirement arises from time to time in addition to that outlined in the activity schedule in the inception report. The consultant shall list the experts from each areas with different level of seniority and the rates that can be drawn by the PMU during the life of project.

For the purpose of determining the remuneration due for additional Services as may be agreed between the Agency and MHSSP (cleared by the Bank if required), a breakdown of the lump-sum price would be provided in an Appendix "Breakdown of Contract Price in Indian Rupees" which would include the following: (i) rates for equipment usage or rental or for personnel (key personnel and other personnel); and (ii) reimbursable expenditures.

5. Client's Input and Counterpart Personnel

- 5.1. The Govt of Mizoram (PMU MHSSP) will provide all the relevant documents and information useful to implement the assignment effectively and in a timely manner. The MHSSP would also provide the procedures and guidelines agreed with the World Bank as described in the legal agreement, Project Appraisal Document, Operations Manual and Procurement Plan to the agency to ensure adherence to the same.
- 5.2. List of Health facilities and Nursing-Midwifery schools and college that are included in the assignment.

- 5.3. Connect with the relevant authority to access each premise.
- 5.4. Any travel-related permissions
- 5.5. Provide the firm/organization with relevant information related to the consultancy, such as project implementation manual and other relevant information.
- 5.6. Ensure that the project staff members are available for periodic meetings as needed.
- 5.7. The client will facilitate meetings with concerned government departments as required.

6. Composition of review committee to monitor consultants work

Project Director of the MHSSP will monitor and coordinate the activities of the selected agency. **Additional/Joint/Deputy Director**, will closely follow up with the Agency and provide necessary guidance during the assignment. **Additional/Joint/Deputy Director**, will provide all the necessary support to the Agency and ensure access to relevant stakeholders. This support includes provision of relevant information and documents, facilitation of contact, enterprises and other stakeholders, and organization of meetings.

7. Environmental and Social Policy

Support Project in compliance with the World Bank's Environmental and Social Policy
SUGGESTED CONTENT FOR AN ENVIRONMENTAL AND SOCIAL POLICY

The Works' policy goal, as a minimum, should be stated to integrate environmental protection, occupational and community health and safety, gender, equality, child protection, vulnerable people (including those with disabilities), gender-based violence (GBV), HIV/AIDS awareness and prevention and wide stakeholder engagement in the planning processes, programs, and activities of the parties involved in the execution of the Works. The Client is advised to consult with the World Bank to agree the issues to be included which may also address: climate adaptation, land acquisition and resettlement, indigenous people, etc. The policy should set the frame for monitoring, continuously improving processes and activities and for reporting on the compliance with the policy.

The policy should, as far as possible, be brief but specific and explicit, and measurable, to enable reporting of compliance with the policy.

As a minimum, the policy is set out to the commitments to:

1. *apply good international industry practice to protect and conserve the natural environment and to minimize unavoidable impacts;*
2. *provide and maintain a healthy and safe work environment and safe systems of work;*
3. *protect the health and safety of local communities and users, with particular concern for those who are disabled, elderly, or otherwise vulnerable;*
4. *ensure that terms of employment and working conditions of all workers engaged in the Works meet the requirements of the ILO labour conventions to which the host country is a signatory;*
5. *be intolerant of, and enforce disciplinary measures for illegal activities. To be intolerant of, and enforce disciplinary measures for GBV, child sacrifice, child defilement, and sexual harassment;*
6. *incorporate a gender perspective and provide an enabling environment where women*

and men have equal opportunity to participate in, and benefit from, planning and development of the Works;

- 7. work co-operatively, including with end users of the Works, relevant authorities, contractors and local communities;*
- 8. engage with and listen to affected persons and organizations and be responsive to their concerns, with special regard for vulnerable, disabled, and elderly people;*
- 9. provide an environment that fosters the exchange of information, views, and ideas that is free of any fear of retaliation;*
- 10. minimize the risk of HIV transmission and to mitigate the effects of HIV/AIDS associated with the execution of the Works;*

The policy should be signed by the senior manager of the Client. This is to signal the intent that it will be applied rigorously.

Annexure 1: Mizoram State Health Care Scheme

There are three kinds of insurance schemes operational in Mizoram. They are the Pradhan Mantri Jan Arogya Yojana (PM-JAY), the Mizoram Health Care Scheme (MHCS) and scheme where medical expenses of the employees of Government of Mizoram are reimbursed as per state policy.

1.1 Mizoram Health Care Scheme

- a. The MHCS is a social health insurance scheme launched in April 2008 by the Government of Mizoram, and administered by the Mizoram State Health Care Society. The Scheme aims at improving access of families to quality medical care and prevent catastrophic health expenditure for all bonafide residents of Mizoram, excepting Government and Public Sector Undertaking employees and their dependents, through a network of empanelled hospitals, within and outside the State.
- b. The Scheme originally covered all surgical and medical hospitalizations, However, with a change in the Government, a policy decision was taken since policy year 2009-10 where it was dovetailed with RSBY (RashtriyaSwasthyaBima Yojana) wherein beneficiaries would first avail benefits under RSBY for beneficiaries enrolled under RSBY and upon exhaustion of the sum insured amount of Rs. 30,000/- under RSBY, beneficiaries could avail under the benefits of MSHCS. While BPL could avail benefits for all hospitalised ailments, APL families could avail benefits only for selected critical illness, though the total sum insured amount was Rs. 3 lakhs.
- c. A corpus fund for the scheme was set up through a loan of USD 25 million from Asian Development Bank. Interests accrued out of the corpus is used for reimbursement of claims. The corpus is replenished by the state Finance Department. From 1stOctober, 2019, it was decided to include all hospitalised ailments and 26 out-patient procedures.
- d. MHCS collects an enrolment fee of Rs. 100 per family per annum for families below poverty line (BPL) and Rs.1000 per family per annum for families above poverty line (APL) towards registration charges/premium contribution from the households under the scheme, which is utilised for administrative expenses of the Society office.
- e. MHCS is not a cashless scheme. Beneficiaries seek reimbursement of their medical claims at notified rates.

1.2 Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (PM-JAY)

Since September 2018, the Mizoram Health Care Society is also implementing the PM-JAY scheme of Government of India. PM-JAY is an entitlement based scheme, there is no enrolment fees and those who are on the identified deprived categories of the SECC

(Socio Economic Caste Census) 2011 database are eligible for services. The scheme provides only in-patient hospitalised services for more than 1400 secondary and tertiary packages and have an annual risk cover of Rs 500,000 per family on a family floater basis. All transactions in the scheme are paperless and all benefits for beneficiaries are cashless.

1.3 Data related to the PM-JAY and MHCS

Analysis of Secondary data for the current policy highlights the following information as given in Tables 1-4 below.

	AB PM-JAY			Health Care Scheme		
Hospital Type	Claim No	Paid Amount	Average Claim size	Claim No	Amount	Average Claim size
Public	15473	₹ 14,24,16,009	₹ 9,204	3555	₹ 5,39,84,159	₹ 15,185
Private	2005	₹ 3,29,92,960	₹ 16,455	6100	₹ 21,76,90,448	₹ 35,687
Total	17478	₹ 17,54,08,969	₹ 10,036	9655	₹ 27,16,74,607	₹ 28,138

	AB PM-JAY			MSHCS		
Sex	Claim count	Paid Amount	Average Claim size	Claim count	Amount	Average Claim size
Mizoram	17375	₹ 17,15,10,798	₹ 9,871	9195	₹ 23,66,37,417	₹ 25,736
Refer	103	₹ 38,98,171	₹ 37,486	460	₹ 3,50,37,190	₹ 76,168
Total	17478	₹ 17,54,08,969	₹ 10,036	9655	₹ 27,16,74,607	₹ 28,138

Sl. No	Name of District	District Population	AB PM-JAY			MSHCS		
			Claim No	Utilisation %	Paid Amount	Claim No	Utilisation %	Amount
1	Aizawl	466328	4421	0.9%	₹ 4,89,24,295	6962	1.5%	₹ 20,20,16,458
2	Champhai	155125	3489	2.2%	₹ 3,07,92,377	551	0.4%	₹ 1,30,29,142

3	Kolasib	105819	1956	1.8%	₹ 2,10,94,856	602	0.6%	₹ 1,50,85,505
4	Lawngtlai	153969	1331	0.9%	₹ 1,28,53,947	217	0.1%	₹ 55,58,818
5	Lunglei	186234	2603	1.4%	₹ 2,45,32,356	609	0.3%	₹ 1,55,21,104
6	Mamit	113090	1259	1.1%	₹ 1,31,91,866	241	0.2%	₹ 78,97,426
7	Serchhip	78394	1921	2.5%	₹ 1,83,32,905	321	0.4%	₹ 80,04,498
8	Siaha	71325	498	0.7%	₹ 56,86,367	152	0.2%	₹ 45,61,656
Grand Total		1330284	17478	1.3%	₹ 17,54,08,969	9655	0.73%	₹ 27,16,74,607

Table 4. Sex Wise status (1st October, 2019-31st July, 2020)

Sex	AB PM-JAY				MSHCS			
	Claim Count	Count %	Claim Paid	Paid %	Claim Count	Count %	Claim Paid	Paid %
Male	7473	43%	₹ 8,31,28,023	47%	4505	47%	₹ 14,36,32,605	53.0%
Female	10005	57%	₹ 9,22,80,946	53%	5150	53%	₹ 12,80,42,002	47.0%
Total	17478		₹ 17,54,08,969		9655		₹ 27,16,74,607	

1.4 Medical Reimbursement of State Government Employees

From 2018-19, the Mizoram Health Care Society is also responsible screening and scrutinising all medical reimbursement claims of Government servants and their dependents. The Society processes the claim and recommends for payments. Reimbursements are made directly through the respective treasuries. These funds are not transacted through the Mizoram Health Care Society.

1.5 Challenges

Some of the key challenges for the Mizoram Health Care Society are multiplicity of benefit packages, different risk covers, differential subscription policies, services that are cashless under one scheme and on a reimbursement mode under another. In addition to these, the may need a for process reengineering to bring about operational efficiencies.

PART II

Section 8. Conditions of Contract and Contract Forms

TIME-BASED FORM OF CONTRACT
STANDARD FORM OF CONTRACT

Consultant's Services

Time-Based

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**CONTRACT FOR CONSULTANT’S SERVICES
Time-Based**

Project Name Mizoram Health Systems Strengthening Project (MHSSP)

[Loan/Credit/Grant] No. _____

Assignment Title: Selection and Employment of Project Management Technical Support Agency (PMA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP)___

Contract No. _____

between

[Name of the Client]

and

[Name of the Consultant]

Dated: _____

I. Form of Contract

TIME-BASED

(Text in brackets [] is optional; all notes should be deleted in the final text)

This CONTRACT (hereinafter called the “Contract”) is made the *[number]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Client or Recipient]* (hereinafter called the “Client”) and, on the other hand, *[name of Consultant]* (hereinafter called the “Consultant”).

[If the Consultant consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Client”) and, on the other hand, a Joint Venture (name of the JV) consisting of the following entities, each member of which will be jointly and severally liable to the Client for all the Consultant’s obligations under this Contract, namely, [name of member] and [name of member] (hereinafter called the “Consultant”).]

WHEREAS

- (a) the Client has requested the Consultant to provide certain consulting services as defined in this Contract (hereinafter called the “Services”);
- (b) the Consultant, having represented to the Client that it has the required professional skills, expertise and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;
- (c) the Client has received *[or has applied for]* a loan *[or credit or grant]* from the *[Insert as appropriate: International Bank for Reconstruction and Development (IBRD) or International Development Association (IDA)]* toward the cost of the Services and intends to apply a portion of the proceeds of this *[loan/credit/grant]* to eligible payments under this Contract, it being understood that (i) payments by the Bank will be made only at the request of the Client and upon approval by the Bank; (ii) such payments will be subject, in all respects, to the terms and conditions of the *[loan/financing/grant]* agreement, including prohibitions of withdrawal from the *[loan/credit/grant]* account for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import, to the knowledge of the Bank, is prohibited by the decision of the United Nations Security council taken under Chapter VII of the Charter of the United Nations; and (iii) no party other than the Client shall derive any rights from the *[loan/financing/grant]* agreement or have any claim to the *[loan/credit/grant]* proceeds;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

- (a) The General Conditions of Contract(including Attachment 1 “Fraud and Corruption”;
- (b) The Special Conditions of Contract;
- (c) Appendices:

Appendix A: Terms of Reference

Appendix B: Key Experts

Appendix C: Remuneration Cost Estimates

Appendix D: ReimbursablesCost Estimates

Appendix E: Form of Advance Payments Guarantee

Appendix F Code of Conduct for Experts

In the event of any inconsistency between the documents, the following order of precedence shall prevail: the Special Conditions of Contract; the General Conditions of Contract, including Attachment 1; Appendix A; Appendix B; Appendix C and Appendix D; Appendix E; and Appendix F Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

2. The mutual rights and obligations of the Client and the Consultant shall be as set forth in the Contract, in particular:

- (a) the Consultant shall carry out the Services in accordance with the provisions of the Contract; and
- (b) the Client shall make payments to the Consultant in accordance with the provisions of the Contract.

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

For and on behalf of *[Name of Client]*

[Authorized Representative of the Client – name, title and signature]

For and on behalf of *[Name of Consultant or Name of a Joint Venture]*

[Authorized Representative of the Consultant – name and signature]

[For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached.]

For and on behalf of each of the members of the Consultant [insert the name of the Joint Venture]

[Name of the lead member]

[Authorized Representative on behalf of a Joint Venture]

[add signature blocks for each member if all are signing]

II. General Conditions of Contract

A. GENERAL PROVISIONS

1. Definitions
- 1.1. Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:
- (a) **“Applicable Law”** means the laws and any other instruments having the force of law in the Client’s country, or in such other country as may be specified in the **Special Conditions of Contract (SCC)**, as they may be issued and in force from time to time.
 - (b) **“Bank”** means the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA).
 - (c) **“Borrower”** means the Government, Government agency or other entity that signs the financing agreement with the Bank.
 - (d) **“Client”** means the implementing agency that signs the Contract for the Services with the Selected Consultant.
 - (e) **“Client’s Personnel”** refers to the staff, labor and other employees (if any) of the Client engaged in fulfilling the Client’s obligations under the Contract; and any other personnel identified as Client’s Personnel, by a notice from the Client to the Consultant.
 - (f) **“Consultant”** means a legally-established professional consulting firm or entity selected by the Client to provide the Services under the signed Contract.
 - (g) **“Contract”** means the legally binding written agreement signed between the Client and the Consultant and which includes all the attached documents listed in its paragraph 1 of the Form of Contract (the General Conditions (GCC), the Special Conditions (SCC), and the Appendices).
 - (h) **“Day”** means a working day unless indicated otherwise.
 - (i) **“Effective Date”** means the date on which this Contract comes into force and effect pursuant to Clause GCC 11.
 - (j) **“Experts”** means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant, Sub-consultant or JV member(s) assigned by the Consultant to perform the Services or any part thereof under the Contract.
 - (k) **“Foreign Currency”** means any currency other than the currency of the Client’s country.

- (l) **“GCC”** means these General Conditions of Contract.
- (m) **“Government”** means the government of the Client’s country.
- (n) **“Joint Venture (JV)”** means an association with or without a legal personality distinct from that of its members, of more than one entity where one member has the authority to conduct all businesses for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Client for the performance of the Contract.
- (o) **“Key Expert(s)”** means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose Curricula Vitae (CV) was taken into account in the technical evaluation of the Consultant’s proposal.
- (p) **“Local Currency”** means the currency of the Client’s country.
- (q) **“Non-Key Expert(s)”** means an individual professional provided by the Consultant or its Sub-consultant to perform the Services or any part thereof under the Contract.
- (r) **“Party”** means the Client or the Consultant, as the case may be, and **“Parties”** means both of them.
- (s) **“SCC”** means the Special Conditions of Contract by which the GCC may be amended or supplemented but not over-written.
- (t) **“Services”** means the work to be performed by the Consultant pursuant to this Contract, as described in Appendix A hereto.
- (u) **“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.
- (v) **“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 Experts with other Experts, or Client’s Personnel
- (w) **“Sub-consultants”** means an entity to whom/which the Consultant subcontracts any part of the Services while remaining solely liable for the execution of the Contract.

- (x) **“Third Party”** means any person or entity other than the Government, the Client, the Consultant or a Sub-consultant.
2. Relationship between the Parties 2.1. Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Client and the Consultant. The Consultant, subject to this Contract, has complete charge of the Experts and Sub-consultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
3. Law Governing Contract 3.1. This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.
4. Language 4.1. 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.
5. Headings 5.1. The headings shall not limit, alter or affect the meaning of this Contract.
6. Communications 6.1. Any communication required or permitted to be given or made pursuant to this Contract shall be in writing in the language specified in Clause GCC 4. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SCC.
- 6.2. A Party may change its address for notice hereunder by giving the other Party any communication of such change to the address specified in the SCC.
7. Location 7.1. The Services shall be performed at such locations as are specified in Appendix A hereto 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 Client may approve.
8. Authority of Member in Charge 8.1. In case the Consultant is a Joint Venture, the members hereby authorize the member specified in the SCC to act on their behalf in exercising all the Consultant’s rights and obligations towards the Client under this Contract, including without limitation the receiving of instructions and payments from the Client.
9. Authorized 9.1. Any action required or permitted to be taken, and any document

- Representatives required or permitted to be executed under this Contract by the Client or the Consultant may be taken or executed by the officials specified in the **SCC**.
10. Fraud and Corruption
- 10.1. The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the Bank's Sanctions Framework, as set forth in Attachment 1 to the GCC.
- a. Commissions and Fees**
- 10.2. The Client requires the Consultant 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 selection 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. Failure to disclose such commissions, gratuities or fees may result in termination of the Contract and/or sanctions by the Bank.

B. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

11. Effectiveness of Contract
- 11.1. This Contract shall come into force and effect on the date (the "Effective Date") of the Client's notice to the Consultant instructing the Consultant to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, listed in the **SCC** have been met.
12. Termination of Contract for Failure to Become Effective
- 12.1. If this Contract has not become effective within such time period after the date of Contract signature as specified in the **SCC**, either Party may, by not less than twenty two (22) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.
13. Commencement of Services
- 13.1. The Consultant shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the **SCC**.
14. Expiration of Contract
- 14.1. Unless terminated earlier pursuant to Clause GCC 19 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the **SCC**.
15. Entire Agreement
- 15.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall

not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

16. Modifications or Variations
- 16.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.
- 16.2. In cases of substantial modifications or variations, the prior written consent of the Bank is required.

17. Force Majeure

- a. Definition**
- 17.1. For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible under the circumstances, and subject to those requirements, includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action confiscation or any other action by Government agencies.
- 17.2. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party’s Experts, Sub-consultants or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.
- 17.3. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.
- b. No Breach of Contract**
- 17.4. The failure of a Party to fulfill any of its obligations hereunder 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 has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.
- c. Measures to**
- 17.5. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is

be Taken

reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

- 17.6. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) calendar days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.
- 17.7. 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.
- 17.8. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultant, upon instructions by the Client, shall either:
- (a) demobilize, in which case the Consultant shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Client, in reactivating the Services; or
 - (b) continue with the Services to the extent reasonably possible, in which case the Consultant shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred.
- 17.9. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clauses GCC 53&54.

18. Suspension

- 18.1. The Client may, by written notice of suspension to the Consultant, suspend all payments to the Consultant hereunder if the Consultant fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Consultant to remedy such failure within a period not exceeding thirty (30) calendar days after receipt by the Consultant of such notice of suspension.

19. Termination

- 19.1. This Contract may be terminated by either Party as per provisions set up below:

a. By the Client

- 19.1.1 The Client may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a)

through (f) of this Clause. In such an occurrence the Client shall give at least thirty (30) calendar days' written notice of termination to the Consultant in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e); and at least five (5) calendar days' written notice in case of the event referred to in (f):

- (a) If the Consultant fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GCC 18;
- (b) If the Consultant becomes (or, if the Consultant consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;
- (c) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GCC 54.1;
- (d) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;
- (e) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;
- (f) If the Consultant fails to confirm availability of Key Experts as required in Clause GCC 13.

19.1.2 if the Consultant, in the judgment of the Client has engaged in Fraud and Corruption, as defined in paragraph 2.2 a of the Attachement 1 to the GCC, in competing for or in executing the Contract, then the Client may, after giving fourteen (14) calendar days written notice to the Consultant, terminate the Consultant's employment under the Contract.

b. By the Consultant

19.1.3 The Consultant may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Client, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

- (a) If the Client fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clauses GCC 54.1 within forty-five (45) calendar days after receiving written notice

from the Consultant that such payment is overdue.

- (b) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days.
- (c) If the Client fails to comply with any final decision reached as a result of arbitration pursuant to Clause GCC 54.1.
- (d) If the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Consultant may have subsequently approved in writing) following the receipt by the Client of the Consultant's notice specifying such breach.

c. Cessation of Rights and Obligations

19.1.4 Upon termination of this Contract pursuant to Clauses GCC 12 or GCC 19 hereof, or upon expiration of this Contract pursuant to Clause GCC 14, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GCC 22, (iii) the Consultant's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GCC 25 and to cooperate and assist in any inspection or investigation, and (iv) any right which a Party may have under the Applicable Law.

d. Cessation of Services

19.1.5 Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GCC 19a or GCC 19b, the Consultant shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultant and equipment and materials furnished by the Client, the Consultant shall proceed as provided, respectively, by Clauses GCC 27 or GCC 28.

e. Payment upon Termination

19.1.6 Upon termination of this Contract, the Client shall make the following payments to the Consultant:

- (a) remuneration for Services satisfactorily performed prior to the effective date of termination, and reimbursable expenditures for expenditures actually incurred prior to the effective date of termination; and pursuant to Clause GCC 47;

- (b) in the case of termination pursuant to paragraphs (d) and (e) of Clause GCC 19.1.1, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this Contract, including the cost of the return travel of the Experts.

C. OBLIGATIONS OF THE CONSULTANT

20. General

a. **Standard of Performance**

- 20.1. The Consultant shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with the third parties.
- 20.2. The Consultant shall employ and provide such qualified and experienced Experts and Sub-consultants as are required to carry out the Services.
- 20.3. The Consultant may subcontract part of the Services to an extent and with such Key Experts and Sub-consultants as may be approved in advance by the Client. Notwithstanding such approval, the Consultant shall retain full responsibility for the Services.

b. **Law Applicable to Services**

- 20.4. The Consultant shall perform the Services in accordance with the Contract and the Applicable Law and shall take all practicable steps to ensure that any of its Experts and Sub-consultants, comply with the Applicable Law.
- 20.5. Throughout the execution of the Contract, the Consultant shall comply with the import of goods and services prohibitions in the Client's country when
 - (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country; 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 from that

country or any payments to any country, person, or entity in that country.

20.6. The Client shall notify the Consultant in writing of relevant local customs, and the Consultant shall, after such notification, respect such customs.

21. Conflict of Interest 21.1. The Consultant shall hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

a. Consultant Not to Benefit from Commissions, Discounts, etc.

21.1.1 The payment of the Consultant pursuant to GCC F (Clauses GCC 46 through 51) shall constitute the Consultant's only payment in connection with this Contract and, subject to Clause GCC 21.1.3, the Consultant shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Consultant shall use its best efforts to ensure that any Sub-consultants, as well as the Experts and agents of either of them, similarly shall not receive any such additional payment.

21.1.2 Furthermore, if the Consultant, as part of the Services, has the responsibility of advising the Client on the procurement of goods, works or services, the Consultant shall comply with the Bank's Applicable Regulations, and shall at all times exercise such responsibility in the best interest of the Client. Any discounts or commissions obtained by the Consultant in the exercise of such procurement responsibility shall be for the account of the Client.

b. Consultant and Affiliates Not to Engage in Certain Activities

21.1.3 The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-consultants and any entity affiliated with such Sub-consultants, shall be disqualified from providing goods, works or non-consulting services resulting from or directly related to the Consultant's Services for the preparation or implementation of the project.

c. Prohibition of Conflicting Activities

21.1.4 The Consultant shall not engage, and shall cause its Experts as well as its Sub-consultants not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.

- d. Strict Duty to Disclose Conflicting Activities**
- 21.1.5 The Consultant has an obligation and shall ensure that its Experts 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 their Client, 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.
22. Confidentiality
- 22.1. Except with the prior written consent of the Client, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Experts make public the recommendations formulated in the course of, or as a result of, the Services.
23. Liability of the Consultant
- 23.1. Subject to additional provisions, if any, set forth in the **SCC**, the Consultant's liability under this Contract shall be as determined under the Applicable Law.
24. Insurance to be taken out by the Consultant
- 24.1. The Consultant (i) shall take out and maintain, and shall cause any Sub-consultants to take out and maintain, at its (or the Sub-consultants', as the case may be) own cost but on terms and conditions approved by the Client, insurance against the risks, and for the coverage specified in the **SCC**, and (ii) at the Client's request, shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid. The Consultant shall ensure that such insurance is in place prior to commencing the Services as stated in Clause GCC 13.
25. Accounting, Inspection and Auditing
- 25.1. The Consultant shall keep, and shall make all reasonable efforts to cause its Sub-consultants to keep, accurate and systematic accounts and records in respect of the Services in such form and detail as will clearly identify relevant time changes and costs.
- 25.2. Pursuant to paragraph 2.2 e. of Attachment 1 to the General Conditions, the Consultant 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 Consultant's and its Subcontractors' and subconsultants' attention is drawn to Sub-Clause 10.1 (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).

26. Reporting Obligations 26.1. The Consultant shall submit to the Client the reports and documents specified in **Appendix A**, in the form, in the numbers and within the time periods set forth in the said Appendix.
27. Proprietary Rights of the Client in Reports and Records 27.1. Unless otherwise indicated in the **SCC**, all reports and relevant data and information such as maps, diagrams, plans, databases, other documents and software, supporting records or material compiled or prepared by the Consultant for the Client in the course of the Services shall be confidential and become and remain the absolute property of the Client. The Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Client, together with a detailed inventory thereof. The Consultant may retain a copy of such documents, data and/or software but shall not use the same for purposes unrelated to this Contract without prior written approval of the Client.
- 27.2. If license agreements are necessary or appropriate between the Consultant and third parties for purposes of development of the plans, drawings, specifications, designs, databases, other documents and software, the Consultant shall obtain the Client's prior written approval to such agreements, and the Client shall be entitled at its discretion to require recovering the expenses related to the development of the program(s) concerned. Other restrictions about the future use of these documents and software, if any, shall be specified in the **SCC**.
28. Equipment, Vehicles and Materials 28.1. Equipment, vehicles and materials made available to the Consultant by the Client, or purchased by the Consultant wholly or partly with funds provided by the Client, shall be the property of the Client and shall be marked accordingly. Upon termination or expiration of this Contract, the Consultant shall make available to the Client an inventory of such equipment, vehicles and materials and shall dispose of such equipment, vehicles and materials in accordance with

the Client's instructions. While in possession of such equipment, vehicles and materials, the Consultant, unless otherwise instructed by the Client in writing, shall insure them at the expense of the Client in an amount equal to their full replacement value.

- 28.2. Any equipment or materials brought by the Consultant or its Experts into the Client's country for the use either for the project or personal use shall remain the property of the Consultant or the Experts concerned, as applicable.

29. Code of Conduct

- 29.1. The Consultant shall have a Code of Conduct for the Experts.

The Consultant shall take all necessary measures to ensure that each Expert 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 Experts and seeking to obtain that person's signature acknowledging receipt of such instructions and/or documentation, as appropriate.

The Consultant shall also ensure that the Code of Conduct is visibly displayed in locations where the Services are carried out. The posted Code of Conduct shall be provided in languages comprehensible to Experts and Client's Personnel.

30. Forced Labor

- 30.1. The Consultant, including its Subconsultants, 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, harboring 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.

31. Child Labor
- 31.1. The Consultant, including its Subconsultants, shall not employ or engage a child under the age of 14 unless the national law specifies a higher age (the minimum age).
- The Consultant, including its Subconsultants, 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 Consultant, including its Subconsultants, 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 Client. The Consultant shall be subject to regular monitoring by the Client 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.
32. Non-Discrimination and Equal Opportunity
- 32.1. The Consultant shall not make decisions relating to the employment or treatment of Experts on the basis of personal characteristics unrelated to inherent job requirements. The Consultant shall base the employment of Experts 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 Consultant 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 Clause GCC 31).

33. Training of Experts 33.1. The Consultant shall provide appropriate training/sensitization to the Experts on social aspects of the Contract, including on prohibition of SEA and SH .
- The Consultant shall provide training on SEA and SH, including its prevention, to any of its Experts who has a role to supervise other Experts.

D. CONSULTANT’S EXPERTS AND SUB-CONSULTANTS

34. Description of Key Experts 34.1. The title, agreed job description, minimum qualification and time-input estimates to carry out the Services of each of the Consultant’s Key Experts are described in **Appendix B**.
- 34.2. If required to comply with the provisions of Clause GCC 20a, adjustments with respect to the estimated time-input of Key Experts set forth in **Appendix B** may be made by the Consultant by a written notice to the Client, provided (i) that such adjustments shall not alter the original time-input estimates for any individual by more than 10% or one week, whichever is larger; and (ii) that the aggregate of such adjustments shall not cause payments under this Contract to exceed the ceilings set forth in Clause GCC 46.2.
- 34.3. If additional work is required beyond the scope of the Services specified in **Appendix A**, the estimated time-input for the Key Experts may be increased by agreement in writing between the Client and the Consultant. In case where payments under this Contract exceed the ceilings set forth in Clause GCC 46.2, the Parties shall sign a Contract amendment.
35. Replacement of Key Experts 35.1. Except as the Client may otherwise agree in writing, no changes shall be made in the Key Experts.
- 35.2. Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on

the Consultant's written request and due to circumstances outside the reasonable control of the Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall forthwith provide as a replacement, a person of equivalent or better qualifications and experience, meet eligibility requirements, and at the same rate of remuneration.

36. Approval of
Additional Key
Experts

36.1. If during execution of the Contract, additional Key Experts are required to carry out the Services, the Consultant shall submit to the Client for review and approval a copy of their Curricula Vitae (CVs). If the Client does not object in writing (stating the reasons for the objection) within twenty two (22) days from the date of receipt of such CVs, such additional Key Experts shall be deemed to have been approved by the Client.

The rate of remuneration payable to such new additional Key Experts shall be based on the rates for other Key Experts position which require similar qualifications and experience.

37. Removal of Experts or Sub-consultants
- 37.1. If the Client finds that any of the Experts or Sub-consultant:
- (a) persists in any misconduct or lack of care;
 - (b) carries out duties incompetently or negligently;
 - (c) fails to comply with any provision of the Contract;
 - (d) based on reasonable evidence, is determined to have engaged in Fraud and Corruption during the execution of the Works; or
 - (e) undertakes behaviour which breaches the Code of Conduct;
- the Consultant shall, at the Client's written request, provide a replacement.
- 37.2. In the event that any of Key Experts, Non-Key Experts or Sub-consultants is found by the Client to be incompetent or incapable in discharging assigned duties, the Client, specifying the grounds therefore, may request the Consultant to provide a replacement.
- 37.3. Any replacement of the removed Experts or Sub-consultants shall possess better qualifications and experience and shall be acceptable to the Client.
- 37.4. Subject to the requirements in Sub-Clause 37.3, and notwithstanding any requirement from the Client to request a replacement, the Consultant shall take immediate action as appropriate in response to any violation of (a) through (e) above. Such immediate action shall include removing (or causing to be removed) from carrying out Services, any Expert who engages in (a) to (e) above.
38. Replacement/ Removal of Experts – Impact on Payments
- 38.1. Except as the Client may otherwise agree, (i) the Consultant shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and (ii) the remuneration to be paid for any of the Experts provided as a replacement shall not exceed the remuneration which would have been payable to the Experts replaced or removed.
39. Working Hours, Overtime, Leave, etc.
- 39.1. Working hours and holidays for Experts are set forth in **Appendix B**. To account for travel time to/from the Client's country, experts carrying out Services inside the Client's country shall be deemed to have commenced or finished work in respect of the Services such number of days before their arrival in, or after their departure from, the Client's

country as is specified in **Appendix B**.

- 39.2. The Experts shall not be entitled to be paid for overtime nor to take paid sick leave or vacation leave except as specified in **Appendix B**, and the Consultant's remuneration shall be deemed to cover these items.
- 39.3. Any taking of leave by Key Experts shall be subject to the prior approval by the Consultant who shall ensure that absence for leave purposes will not delay the progress and or impact adequate supervision of the Services.

E. OBLIGATIONS OF THE CLIENT

40. Assistance and Exemptions

- 40.1. Unless otherwise specified in the **SCC**, the Client shall use its best efforts to:
- (a) Assist the Consultant with obtaining work permits and such other documents as shall be necessary to enable the Consultant to perform the Services.
 - (b) Assist the Consultant with promptly obtaining, for the Experts and, if appropriate, their eligible dependents, all necessary entry and exit visas, residence permits, exchange permits and any other documents required for their stay in the Client's country while carrying out the Services under the Contract.
 - (c) Facilitate prompt clearance through customs of any property required for the Services and of the personal effects of the Experts and their eligible dependents.
 - (d) Issue to officials, agents and representatives of the Government all such instructions and information as may be necessary or appropriate for the prompt and effective implementation of the Services.
 - (e) Assist the Consultant and the Experts and any Sub-consultants employed by the Consultant for the Services with obtaining exemption from any requirement to register or obtain any permit to practice their profession or to establish themselves either individually or as a corporate entity in the Client's country according to the applicable law in the Client's country.
 - (f) Assist the Consultant, any Sub-consultants and the Experts of either of them with obtaining the privilege, pursuant to the applicable law in the Client's country, of bringing into the Client's country reasonable

amounts of foreign currency for the purposes of the Services or for the personal use of the Experts and of withdrawing any such amounts as may be earned therein by the Experts in the execution of the Services.

- (g) Provide to the Consultant any such other assistance as may be specified in the **SCC**.

41. Access to Project Site 41.1. The Client warrants that the Consultant shall have, free of charge, unimpeded access to the project site in respect of which access is required for the performance of the Services. The Client will be responsible for any damage to the project site or any property thereon resulting from such access and will indemnify the Consultant and each of the experts in respect of liability for any such damage, unless such damage is caused by the willful default or negligence of the Consultant or any Sub-consultants or the Experts of either of them.
42. Change in the Applicable Law Related to Taxes and Duties 42.1. If, after the date of this Contract, there is any change in the applicable law in the Client's country with respect to taxes and duties which increases or decreases the cost incurred by the Consultant in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Clause GCC 46.2
43. Services, Facilities and Property of the Client 43.1. The Client shall make available to the Consultant and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference (**Appendix A**) at the times and in the manner specified in said **Appendix A**.
- 43.2. In case that such services, facilities and property shall not be made available to the Consultant as and when specified in **Appendix A**, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Consultant for the performance of the Services, (ii) the manner in which the Consultant shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Consultant as a result thereof pursuant to Clause GCC 46.3.
44. Counterpart Personnel 44.1. The Client shall make available to the Consultant free of charge such professional and support counterpart personnel, to be nominated by the Client with the Consultant's advice,

if specified in **Appendix A**.

- 44.2. If counterpart personnel are not provided by the Client to the Consultant as and when specified in **Appendix A**, the Client and the Consultant shall agree on (i) how the affected part of the Services shall be carried out, and (ii) the additional payments, if any, to be made by the Client to the Consultant as a result thereof pursuant to Clause GCC 46.3.
- 44.3. Professional and support counterpart personnel, excluding Client's liaison personnel, shall work under the exclusive direction of the Consultant. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the Consultant that is consistent with the position occupied by such member, the Consultant may request the replacement of such member, and the Client shall not unreasonably refuse to act upon such request.
45. Payment Obligation 45.1. In consideration of the Services performed by the Consultant under this Contract, the Client shall make such payments to the Consultant and in such manner as is provided by GCC F below.

F. PAYMENTS TO THE CONSULTANT

46. Ceiling Amount 46.1. An estimate of the cost of the Services is set forth in **Appendix C** (Remuneration) and **Appendix D**(Reimbursable expenses).
- 46.2. Payments under this Contract shall not exceed the ceilings in foreign currency and in local currency specified in the **SCC**.
- 46.3. For any payments in excess of the ceilings specified in GCC46.2, an amendment to the Contract shall be signed by the Parties referring to the provision of this Contract that evokes such amendment.
47. Remuneration and Reimbursable Expenses 47.1. The Client shall pay to the Consultant (i) remuneration that shall be determined on the basis of time actually spent by each Expert in the performance of the Services after the date of commencing of Services or such other date as the Parties shall agree in writing; and (ii) reimbursable expenses that are actually and reasonably incurred by the Consultant in the performance of the Services.
- 47.2. All payments shall be at the rates set forth in **Appendix C** and **Appendix D**.

- 47.3. Unless the **SCC** provides for the price adjustment of the remuneration rates, said remuneration shall be fixed for the duration of the Contract.
- 47.4. The remuneration rates shall cover: (i) such salaries and allowances as the Consultant shall have agreed to pay to the Experts as well as factors for social charges and overheads (bonuses or other means of profit-sharing shall not be allowed as an element of overheads), (ii) the cost of backstopping by home office staff not included in the Experts' list in **Appendix B**, (iii) the Consultant's profit, and (iv) any other items as specified in the **SCC**.
- 47.5. Any rates specified for Experts not yet appointed shall be provisional and shall be subject to revision, with the written approval of the Client, once the applicable remuneration rates and allowances are known.
48. Taxes and Duties
- 48.1. The Consultant, Sub-consultants and Experts are responsible for meeting any and all tax liabilities arising out of the Contract unless it is stated otherwise in the **SCC**.
- 48.2. As an exception to the above and as stated in the **SCC**, all local identifiable indirect taxes (itemized and finalized at Contract negotiations) are reimbursed to the Consultant or are paid by the Client on behalf of the Consultant.
49. Currency of Payment
- 49.1. Any payment under this Contract shall be made in the currency(ies) specified in the **SCC**.
50. Mode of Billing and Payment
- 50.1. Billings and payments in respect of the Services shall be made as follows:
- (a) Advance payment. Within the number of days after the Effective Date, the Client *shall* pay to the Consultant an advance payment as specified in the **SCC**. Unless otherwise indicated in the **SCC**, an advance payment shall be made against an advance payment bank guarantee acceptable to the Client in an amount (or amounts) and in a currency (or currencies) specified in the **SCC**. Such guarantee (i) is to remain effective until the advance payment has been fully set off, and (ii) is to be in the form set forth in **Appendix E**, or in such other form as the Client shall have approved in writing. The advance payments will be set off by the Client in equal installments against the statements for the number of months of the Services specified in the **SCC** until said advance payments have been fully set off.

- (b) *The Itemized Invoices.* As soon as practicable and not later than fifteen (15) days after the end of each calendar month during the period of the Services, or after the end of each time interval otherwise indicated in the SCC, the Consultant shall submit to the Client, in duplicate, itemized invoices, accompanied by the receipts or other appropriate supporting documents, of the amounts payable pursuant to Clauses GCC 49 and GCC 50 for such interval, or any other period indicated in the SCC. Separate invoices shall be submitted for expenses incurred in foreign currency and in local currency. Each invoice shall show remuneration and reimbursable expenses separately.
- (c) The Client shall pay the Consultant's invoices within sixty (60) days after the receipt by the Client of such itemized invoices with supporting documents. Only such portion of an invoice that is not satisfactorily supported may be withheld from payment. Should any discrepancy be found to exist between actual payment and costs authorized to be incurred by the Consultant, the Client may add or subtract the difference from any subsequent payments.
- (d) *The Final Payment.* The final payment under this Clause shall be made only after the final report and a final invoice, identified as such, shall have been submitted by the Consultant and approved as satisfactory by the Client. The Services shall be deemed completed and finally accepted by the Client and the final report and final invoice shall be deemed approved by the Client as satisfactory ninety (90) calendar days after receipt of the final report and final invoice by the Client unless the Client, within such ninety (90) calendar day period, gives written notice to the Consultant specifying in detail deficiencies in the Services, the final report or final invoice. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated. Any amount that the Client has paid or has caused to be paid in accordance with this Clause in excess of the amounts payable in accordance with the provisions of this Contract shall be reimbursed by the Consultant to the Client within thirty (30) days after receipt by the Consultant of notice thereof. Any such claim by the Client for reimbursement must be made within twelve (12) calendar months after receipt by the Client of a final report and a final invoice approved by the Client in

accordance with the above.

- (e) All payments under this Contract shall be made to the accounts of the *Consultant* specified in the **SCC**.
- (f) With the exception of the final payment under (d) above, payments do not constitute acceptance of the Services nor relieve the Consultant of any obligations hereunder.

51. Interest on Delayed Payments 51.1. If the Client had delayed payments beyond fifteen (15) days after the due date stated in Clause GCC 50.1 (c), interest shall be paid to the Consultant on any amount due by, not paid on, such due date for each day of delay at the annual rate stated in the **SCC**.

G. FAIRNESS AND GOOD FAITH

52. Good Faith 52.1. The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

H. SETTLEMENT OF DISPUTES

53. Amicable Settlement 53.1. The Parties shall seek to resolve any dispute amicably by mutual consultation.
- 53.2. If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within fourteen (14) days after receipt. If that Party fails to respond within fourteen (14) days, or the dispute cannot be amicably settled within fourteen (14) days following the response of that Party, Clause GCC 54.1 shall apply.
54. Dispute Resolution 54.1. Any dispute between the Parties arising under or related to this Contract that cannot be settled amicably may be referred to by either Party to the adjudication/arbitration in accordance with the provisions specified in the **SCC**.

II. General Conditions 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 the procurement process, selection

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.

and/or contract execution,, and to have them audited by auditors appointed by the Bank.

III. Special Conditions of Contract

[Notes in brackets are for guidance purposes only and should be deleted in the final text of the signed contract]

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(a)	The Contract shall be construed in accordance with the law of India
4.1	The language is: English
6.1 and 6.2	<p>The addresses are <i>[fill in at negotiations with the selected firm]:</i></p> <p>Client : Department of <u>Health and Family Welfare, Government of Mizoram</u></p> <p>Attention : Dr. F.Lallianhlira, Project Director</p> <p>Facsimile : _____</p> <p>E-mail (where permitted): <u>wb.mhssp@gmail.com</u></p> <p>Consultant : _____</p> <p>_____</p> <p>Attention : _____</p> <p>Facsimile : _____</p> <p>E-mail (where permitted) : _____</p>
8.1	<p><i>[Note while preparing the contract: If the Consultant consists only of one entity, state "N/A";</i></p> <p><i>OR</i></p> <p><i>If the Consultant is a Joint Venture consisting of more than one entity, the name of the JV member whose address is specified in Clause SCC6.1 should be inserted here.]</i></p> <p>The Lead Member on behalf of the JV is _____</p> <p>_____ <i>[insert name of the member]</i></p> <p>Attach: Consortium agreement between the consortium members submitted along with the RFP document.</p>
9.1	<p>The Authorized Representatives are:</p> <p>For the Client: Dr. F.Lallianhlira, Project Director, Mizoram Health System Strengthening Project (MHSSP)</p>

	For the Consultant: <i>[name, title]</i> _____
11.1	The effectiveness conditions are the following: From the date of signing of contract by both the parties, after due approvals.
12.1	Termination of Contract for Failure to Become Effective: The time period shall be : 30 days
13.1	Commencement of Services: From the date of signing of contract by both the parties The number of days shall be 30 days Confirmation of Key Experts' availability to start the Assignment shall be submitted to the Client in writing as a written statement signed by each Key Expert.
14.1	Expiration of Contract: The time period shall be 5 years from the date of signing of the contract or commencement of services, whichever is earlier. The contract may be renewed for after 18 months from the date of commencement and thereafter at the end of every twelve (12) months till coterminous with the project completion period on same terms and conditions based on the requirement and subject to the satisfactory performance (Key performance Indicators agreed during the negotiation), and also on mutual agreement between the parties.
23.1	The following limitation of the Consultant's Liability towards the Client can be subject to the Contract's negotiations: "Limitation of the Consultant's Liability towards the Client: (a) Except in the case of gross negligence or willful misconduct on the part of the Consultant or on the part of any person or a firm acting on behalf of the Consultant in carrying out the Services, the Consultant, with respect to damage caused by the Consultant to the Client's property, shall not be liable to the Client: (i) for any indirect or consequential loss or damage; and (ii) for any direct loss or damage that exceeds one (1) times the total value of the Contract;

	<p>(b) This limitation of liability shall not</p> <p>(i) affect the Consultant’s liability, if any, for damage to Third Parties caused by the Consultant or any person or firm acting on behalf of the Consultant in carrying out the Services;</p> <p>(ii) be construed as providing the Consultant with any limitation or exclusion from liability which is prohibited by the applicable law in India</p> <p><i>[Notes to the Client and the Consultant: Any suggestions made by the Consultant in the Proposal to introduce exclusions/limitations of the Consultant’s liability under the Contract should be carefully scrutinized by the Client and discussed with the Bank <u>prior to accepting any changes</u> to what was included in the issued RFP. In this regard, the Parties should be aware of the Bank’s policy on this matter which is as follows:</i></p> <p><i>To be acceptable to the Bank, any limitation of the Consultant’s liability should at the very least be reasonably related to (a) the damage the Consultant might potentially cause to the Client, and (b) the Consultant’s ability to pay compensation using its own assets and reasonably obtainable insurance coverage. The Consultant’s liability shall not be limited to less than a multiplier of the total payments to the Consultant under the Contract for remuneration and reimbursable expenses. <u>A statement to the effect that the Consultant is liable only for the re-performance of faulty Services is not acceptable to the Bank.</u> Also, the Consultant’s liability should never be limited for loss or damage caused by the Consultant’s gross negligence or willful misconduct.</i></p> <p><i>The Bank does not accept a provision to the effect that the Client shall indemnify and hold harmless the Consultant against Third Party claims, except, of course, if a claim is based on loss or damage caused by a default or wrongful act of the Client to the extent permissible by the law applicable in the Client’s country.]</i></p>
24.1	<p>The insurance coverage against the risks shall be as follows:</p> <p>(a) Professional liability insurance, with a minimum coverage of the total amount of the Contract and in INR;</p> <p>(b) Third Party motor vehicle liability insurance in respect of motor vehicles operated in the Client’s country by the Consultant or its Experts or Sub-consultants, with a minimum coverage of as per</p>

	<p>the latest Amended Motor Vehicles Act, India;</p> <p>(c) Third Party liability insurance, with a minimum coverage of <i>in accordance with the applicable law in the Client's country</i>;</p> <p>(d) employer's liability and workers' compensation insurance in respect of the experts and Sub-consultants in accordance with the relevant provisions of the applicable law in the Client's country, as well as, with respect to such Experts, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(e) insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Consultant's property used in the performance of the Services, and (iii) any documents prepared by the Consultant in the performance of the Services.</p>
27.1	<i>Including the Source Code for ERP IT system developed</i>
27.2	The Consultant shall not use these plans, drawings, specifications designs, databases, data, documents, and software for purposes unrelated to this Contract without the prior written approval of the Client.
40.1 (a) through (f)	<i>None</i>
40.1(g)	<i>None</i>
46.2	<p>The ceiling in foreign currency or currencies is: _____ <i>[insert amount and currency for each currency] [indicate: inclusive or exclusive] of local indirect taxes.</i></p> <p>The ceiling in local currency is: _____ <i>[insert amount and currency] [indicate: inclusive or exclusive] of local indirect taxes.</i></p> <p>Any indirect local taxes chargeable in respect of this Contract for the Services provided by the Consultant shall be paid by the Consultant. The Client shall only reimburse Goods & Services Tax (GST) payable on the contract value by the consultants, as per Applicable Law in India subject to the Client, performing such duties in regard to the deduction of taxes as may be lawfully imposed. However, Consultant shall have to produce to the Client, all relevant documents establishing the proof of payment/ filing of return to the tax authority etc. The consultant shall register itself for GST with</p>

	<p>appropriate authority in India & shall provide the Registration Number to the Client</p> <p>The amount of such taxes is _____ <i>[insert the amount as finalized at the Contract's negotiations on the basis of the estimates provided by the Consultant in Form FIN-2 of the Consultant's Financial Proposal.]</i></p>
<p>47.3</p>	<p>Price adjustment on the remuneration shall applies</p> <p>Payments for remuneration made in [foreign <i>and/or</i> local] currency shall be adjusted as follows:</p> <p>(1) Remuneration paid in foreign currency on the basis of the rates set forth in Appendix C shall be adjusted for the first time after 18 months and there after every 12 months with effect for the remuneration earned in the 13th calendar month after the date of the Contract Effectiveness date by applying the following formula:</p> $R_f = R_{fo} \times \frac{I_f}{I_{fo}} \quad \left\{ \text{or } R_f = R_{fo} \times \left[0.1 + 0.9 \frac{I_f}{I_{fo}} \right] \right\}$ <p>where</p> <p>R_f is the adjusted remuneration;</p> <p>R_{fo} is the remuneration payable on the basis of the remuneration rates (Appendix C) in foreign currency;</p> <p>I_f is the official index for salaries in the country of the foreign currency for the first month for which the adjustment is supposed to have effect; and</p> <p>I_{fo} is the official index for salaries in the country of the foreign currency for the month of the date of the Contract.</p> <p>The Consultant shall state here the name, source institution, and any necessary identifying characteristics of the official index for salaries corresponding to I_f and I_{fo} in the adjustment formula for remuneration paid in foreign currency [Reserve Bank of India or official source recognized by GoI]</p> <p>(2) Remuneration paid in local currency pursuant to the rates set forth in Appendix D shall be adjusted every 12 months and for the first time with effect for the remuneration earned in the 18 months the calendar month after the date of the Contract) by applying the following formula:</p>

	$R_t = R_{I_0} \times \frac{I_t}{I_{I_0}} \quad \{ \text{or} \quad R_t = R_{I_0} \times [0.1 + 0.9 \frac{I_t}{I_{I_0}}] \}$ <p>where</p> <p>R_t is the adjusted remuneration;</p> <p>R_{I_0} is the remuneration payable on the basis of the remuneration rates (Appendix D) in local currency;</p> <p>I_t is the official index for salaries in the Client's country for the first month for which the adjustment is to have effect; and</p> <p>I_{I_0} is the official index for salaries in the Client's country for the month of the date of the Contract.</p> <p>The Client shall state here the name, source institution, and any necessary identifying characteristics of the official index for salaries corresponding to I_t and I_{I_0} in the adjustment formula for remuneration paid in local currency: [Reserve Bank of India or GoI official source]</p> <p>(3) Any part of the remuneration that is paid in a currency different from the currency of the official index for salaries used in the adjustment formula, shall be adjusted by a correction factor X_0/X. X_0 is the number of units of currency of the country of the official index, equivalent to one unit of the currency of payment on the date of the contract. X is the number of units of currency of the country of the official index, equivalent to one unit of the currency of payment on the first day of the first month for which the adjustment is supposed to have effect.</p>
48.1 and 48.2	<p>The consultants, sub-consultants and the Personnel shall pay the taxes, taxes, duties, fees, levies and other impositions levied under the existing, amended or enacted laws during life of this contract and the client shall perform such duties in this regard to the deduction of such taxes as may be lawfully imposed.</p> <p>The Client shall reimburse the Consultant, the Sub-consultants and the Expert only GST under the applicable law in the Client's country, on the Consultant, the Sub-consultants and the Experts in respect of:</p> <p>(a) any payments whatsoever made to the Consultant, Sub-consultants and the Experts (other than nationals or permanent residents of the Client's country), in connection with the carrying out of the Services;</p> <p>(b) any equipment, materials and supplies brought into the Client's country by the Consultant or Sub-consultants for the purpose of carrying out the Services and which, after having been brought</p>

	<p>into such territories, will be subsequently withdrawn by them;</p> <p>(c) any equipment imported for the purpose of carrying out the Services and paid for out of funds provided by the Client and which is treated as property of the Client;</p> <p>(d) any property brought into the Client’s country by the Consultant, any Sub-consultants or the Experts (other than nationals or permanent residents of the Client’s country), or the eligible dependents of such experts for their personal use and which will subsequently be withdrawn by them upon their respective departure from the Client’s country, provided that:</p> <p>(i) the Consultant, Sub-consultants and experts shall follow the usual customs procedures of the Client’s country in importing property into the Client’s country; and</p> <p>(ii) if the Consultant, Sub-consultants or Experts do not withdraw but dispose of any property in the Client’s country upon which customs duties and taxes have been exempted, the Consultant, Sub-consultants or Experts, as the case may be, (a) shall bear such customs duties and taxes in conformity with the regulations of the Client’s country, or (b) shall reimburse them to the Client if they were paid by the Client at the time the property in question was brought into the Client’s country.</p>												
<p>49.1</p>	<p>The currency [currencies] of payment shall be the following: <i>[While preparing the contract list currency(ies) which should be the same as in the Financial Proposal, Form FIN-2]</i></p>												
<p>50.1(a)</p>	<p>Not provisioned in the contract</p>												
<p>50.1(b)</p>	<p><i>Itemized Invoices for Quarterly Report and Acceptable completion report/Deliverables as per the Appendix A: Terms of Reference as per the following Table:</i></p> <table border="1" data-bbox="532 1528 1385 1860"> <thead> <tr> <th data-bbox="532 1528 609 1675">Sn.</th> <th data-bbox="609 1528 906 1675">Description of Deliverable</th> <th data-bbox="906 1528 1214 1675">Proposed Timeline</th> <th data-bbox="1214 1528 1385 1675">Payment (% of Contract Amount)</th> </tr> </thead> <tbody> <tr> <td data-bbox="532 1675 609 1787">1.</td> <td data-bbox="609 1675 906 1787">Submission of the acceptable Inception Report</td> <td data-bbox="906 1675 1214 1787">Within 2 Weeks of Contract Signature</td> <td data-bbox="1214 1675 1385 1787">10%</td> </tr> <tr> <td data-bbox="532 1787 609 1860">2.</td> <td data-bbox="609 1787 906 1860">Submission of acceptable quarterly</td> <td data-bbox="906 1787 1214 1860">To be submitted within the 3 weeks of</td> <td data-bbox="1214 1787 1385 1860">50 (2.5% every</td> </tr> </tbody> </table>	Sn.	Description of Deliverable	Proposed Timeline	Payment (% of Contract Amount)	1.	Submission of the acceptable Inception Report	Within 2 Weeks of Contract Signature	10%	2.	Submission of acceptable quarterly	To be submitted within the 3 weeks of	50 (2.5% every
Sn.	Description of Deliverable	Proposed Timeline	Payment (% of Contract Amount)										
1.	Submission of the acceptable Inception Report	Within 2 Weeks of Contract Signature	10%										
2.	Submission of acceptable quarterly	To be submitted within the 3 weeks of	50 (2.5% every										

		<p>progress report as per the prescribed formats.</p> <p>The quarterly progress reports will cover the details of activities undertaken/ progress made under all the all six domains</p>	<p>ending a quarter</p>	<p>quarter for 20 quarters)</p>
	<p>3</p>	<p>e) On completion and acceptance of deliverables prescribed in Domain 3: D3.1 Phase 1 and D3.2 Phase</p>	<p>As per the Workplan duly considering the interdependencies between Domain 3-6.</p>	<p>5%</p>
		<p>f) On completion and acceptance of deliverables prescribed in Domain 4:D4.1 Phase 1 and D4.2 Phase</p>		<p>10%</p>
		<p>g) On completion and acceptance of deliverables prescribed in Domain 5:D5.1 to D5.6</p>		<p>5%</p>

	h) On completion and acceptance of deliverables prescribed in Domain 6:D6.1 to D6.2		5%
4.	Submission of acceptable final completion report	During the last month of the contract period	15%

The Consultant shall submit to the Client itemized statements at time intervals of every quarter

The payments by the Client to the Consultant will be determined based on the time actually spent by each Key and Non-Key Expert in the performance of the Services and reimbursable expenses that are incurred by the Consultant in the performance of the Services at the end of each payment milestone. The time actually spent by the Experts in the Field location should be in line with the time-inputs as provided in Form TECH-6 of the Proposal, and as reflected in Appendix B. It will be certified by the Client before making payments. The payment milestones will recur every three months (i.e., one quarter) from the beginning of the assignment. The rates for this determination are laid out in Appendix C and Appendix D of this contract.

As described in the “General Conditions of Contract” (Clause 47), after the end of each quarter, i.e. at each payment milestone, the Consultant shall submit to the Client, itemized invoices for expenses showing remuneration and reimbursable expenses and progress reports furnishing details of work completed as per schedules for completion of tasks. The invoices raised for all quarters shall be payable in full subject to the fulfillment of other applicable “General Conditions of Contract”.

For Deliverables, Inception Report, Domain 3-6, and Final Completion Report:

The payments under this Contract shall be made in lump-sum instalments against deliverables specified in **Appendix A: Terms of Reference**

	<p>The Client shall pay the Consultant within sixty (60) days after the receipt by the Client of the deliverable(s) and the cover invoice for the related lump-sum installment payment. The payment can be withheld if the Client does not approve the submitted deliverable(s) as satisfactory in which case the Client shall provide comments to the Consultant within the same sixty (60) days period. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated.</p>
50.1(e)	The accounts are paid in INR <i>:[insert Bank account of the Consultant].</i>
51.1	The interest rate is: <i>State Bank of India prime lending or rate local inflation whichever is less</i>
54.	<p>Disputes shall be settled by arbitration in accordance with the following provisions:</p> <ol style="list-style-type: none"> 1. <u>Selection of Arbitrators.</u> Each dispute submitted by a Party to arbitration shall be heard by a sole arbitrator or an arbitration panel composed of three (3) arbitrators, in accordance with the following provisions: <ol style="list-style-type: none"> (a) Where the Parties agree that the dispute concerns a technical matter, they may agree to appoint a sole arbitrator or, failing agreement on the identity of such sole arbitrator within thirty (30) days after receipt by the other Party of the proposal of a name for such an appointment by the Party who initiated the proceedings, either Party may apply to Indian Council of Arbitration/ President of the Institution of Engineers (India)/ The International Centre for Alternative Disputes Resolution (India) for a list of not fewer than five (5) nominees and, on receipt of such list, the Parties shall alternately strike names therefrom, and the last remaining nominee on the list shall be the sole arbitrator for the matter in dispute. If the last remaining nominee has not been determined in this manner within sixty (60) days of the date of the list, Indian Council of Arbitration/ President of the Institution of Engineers (India)/ The International Centre for Alternative Disputes Resolution (India) shall appoint, upon the request of either Party and from such list or otherwise, a sole arbitrator for the matter in dispute. (b) Where the Parties do not agree that the dispute concerns a technical matter, the Client and the Consultant shall each

	<p>appoint one (1) arbitrator, and these two arbitrators shall jointly appoint a third arbitrator, who shall chair the arbitration panel. If the arbitrators named by the Parties do not succeed in appointing a third arbitrator within thirty (30) days after the latter of the two (2) arbitrators named by the Parties has been appointed, the third arbitrator shall, at the request of either Party, be appointed by Indian Council of Arbitration/ President of the Institution of Engineers (India)/ The International Centre for Alternative Disputes Resolution (India)</p> <p>(c) If, in a dispute subject to paragraph (b) above, one Party fails to appoint its arbitrator within thirty (30) days after the other Party has appointed its arbitrator, the Party which has named an arbitrator may apply to the Indian Council of Arbitration/ President of the Institution of Engineers (India)/ The International Centre for Alternative Disputes Resolution (India) to appoint a sole arbitrator for the matter in dispute, and the arbitrator appointed pursuant to such application shall be the sole arbitrator for that dispute.</p>
	<p>2. <u>Rules of Procedure.</u> Except as otherwise stated herein, arbitration proceedings shall be conducted in accordance with the rules of procedure for arbitration of the United Nations Commission on International Trade Law (UNCITRAL) as in force on the date of this Contract.</p> <p>3. <u>Substitute Arbitrators.</u> If for any reason an arbitrator is unable to perform his/her function, a substitute shall be appointed in the same manner as the original arbitrator.</p> <p>4. <u>Nationality and Qualifications of Arbitrators.</u> The sole arbitrator or the third arbitrator appointed pursuant to paragraphs 1(a) through 1(c) above shall be an internationally recognized legal or technical expert with extensive experience in relation to the matter in dispute and shall not be a national of the Consultant's home country or of the Government's country. For the purposes of this Clause, "home country" means any of:</p> <ul style="list-style-type: none"> (a) the country of incorporation of the Consultant; or (b) the country in which the Consultant's principal place of business is located; or (c) the country of nationality of a majority of the Consultant's shareholders; or (d) the country of nationality of the Sub-consultants concerned, where the dispute involves a subcontract.

	<p>5. <u>Miscellaneous</u>. In any arbitration proceeding hereunder:</p> <ul style="list-style-type: none">(a) proceedings shall, unless otherwise agreed by the Parties, be held in in the city where the contract is signed(b) the <i>English</i> language shall be the official language for all purposes; and(c) the decision of the sole arbitrator or of a majority of the arbitrators (or of the third arbitrator if there is no such majority) shall be final and binding and shall be enforceable in any court of competent jurisdiction, and the Parties hereby waive any objections to or claims of immunity in respect of such enforcement.(c) Where the value of the contract is INR.50 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties; failing such agreement, by the appointing authority, namely the Indian Council of Arbitration/President of the Institution of Engineers (India)/The International Centre for Alternative Disputes Resolution (India)*.(d) The Arbitrator should give final award within 120 days of starting of the proceedings.(e) Performance under the contract shall continue during the arbitration proceedings and payments due to the consultant by the Client shall not be withheld, unless they are the subject matter of the arbitration proceedings.
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IV. Appendices

APPENDIX A – TERMS OF REFERENCE

[This Appendix shall include the final Terms of Reference (TORs) worked out by the Client and the Consultant during the negotiations; dates for completion of various tasks; location of performance for different tasks; detailed reporting requirements; Client's input, including counterpart personnel assigned by the Client to work on the Consultant's team; specific tasks that require prior approval by the Client.]

Insert the text based on the Section 7 (Terms of Reference) of the ITC in the RFP and modified based on the Forms TECH-1 through TECH-5 in the Consultant's Proposal. Highlight the changes to Section 7 of the RFP]

APPENDIX B - KEY EXPERTS

[Insert a table based on Form TECH-6 of the Consultant's Technical Proposal and finalized at the Contract's negotiations. Attach the CVs (updated and signed by the respective Key Experts) demonstrating the qualifications of Key Experts.]

[Specify Hours of Work for Key Experts: List here the hours of work for Key Experts; travel time to/ from the Client's country; entitlement, if any, to leave pay; public holidays in the Client's country that may affect Consultant's work; etc. Make sure there is consistency with Form TECH-6. In particular: one month equals twenty two (22) working (billable) days. One working (billable) day shall be not less than eight (8) working (billable) hours.]

APPENDIX C – REMUNERATION COST ESTIMATES

1. Monthly rates for the Experts:

[Insert the table with the remuneration rates. The table shall be based on [Form FIN-3] of the Consultant's Proposal and reflect any changes agreed at the Contract negotiations, if any. The footnote shall list such changes made to [Form FIN-3] at the negotiations or state that none has been made.]

2. *[When the Consultant has been selected under Quality-Based Selection method, or the Client has requested the Consultant to clarify the breakdown of very high remuneration rates at the Contract's negotiations also add the following:*

“The agreed remuneration rates shall be stated in the attached Model Form I. This form shall be prepared on the basis of Appendix A to Form FIN-3 of the RFP

“Consultants’ Representations regarding Costs and Charges” submitted by the Consultant to the Client prior to the Contract’s negotiations.

Should these representations be found by the Client (either through inspections or audits pursuant to Clause GCC 25.2 or through other means) to be materially incomplete or inaccurate, the Client shall be entitled to introduce appropriate modifications in the remuneration rates affected by such materially incomplete or inaccurate representations. Any such modification shall have retroactive effect and, in case remuneration has already been paid by the Client before any such modification, (i) the Client shall be entitled to offset any excess payment against the next monthly payment to the Consultants, or (ii) if there are no further payments to be made by the Client to the Consultants, the Consultants shall reimburse to the Client any excess payment within thirty (30) days of receipt of a written claim of the Client. Any such claim by the Client for reimbursement must be made within twelve (12) calendar months after receipt by the Client of a final report and a final statement approved by the Client in accordance with Clause GCC 50.1(d) of this Contract.”

Model Form I Breakdown of Agreed Fixed Rates in Consultant's Contract

We hereby confirm that we have agreed to pay to the Experts listed, who will be involved in performing the Services, the basic fees and away from the home office allowances (if applicable) indicated below:

(Expressed in [insert name of currency])*

Experts		1	2	3	4	5	6	7	8
Name	Position	Basic Remuneration rate per Working Month/Day/Year	Social Charges ¹	Overhead ¹	Subtotal	Profit ²	Away from Home Office Allowance	Agreed Fixed Rate per Working Month/Day/Hour	Agreed Fixed Rate per Working Month/Day/Hour ¹
Home Office									
Work in the Client's Country									

1 Expressed as percentage of 1

2 Expressed as percentage of 4

* If more than one currency, add a table

Signature

Date

Name and Title: _____

APPENDIX D – REIMBURSABLE EXPENSES COST ESTIMATES

1. *[Insert the table with the reimbursable expenses rates. The table shall be based on [Form FIN-4] of the Consultant's Proposal and reflect any changes agreed at the Contract negotiations, if any. The footnote shall list such changes made to [Form FIN-4] at the negotiations or state that none has been made.*

2. *All reimbursable expenses shall be reimbursed at actual cost, unless otherwise explicitly provided in this Appendix, and in no event shall reimbursement be made in excess of the Contract amount.]*

APPENDIX E - FORM OF ADVANCE PAYMENTS GUARANTEE

[See Clause GCC 50.1(a) and SCC 50.1(a)]

{Guarantor letterhead or SWIFT identifier code}

Bank Guarantee for Advance Payment

Guarantor: _____ *[insert commercial Bank's Name, and Address of Issuing Branch or Office]*

Beneficiary: _____ *[insert Name and Address of Client]*

Date: _____ *[insert date]* _____

ADVANCE PAYMENT GUARANTEE No.: _____ *[insert number]* _____

We have been informed that _____ *[name of Consultant or a name of the Joint Venture, same as appears on the signed Contract]* (hereinafter called "the Consultant") has entered into Contract No. _____ *[reference number of the contract]* dated _____ *[insert date]* _____ with the Beneficiary, for the provision of _____ *[brief description of Services]* (hereinafter called "the Contract").

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

At the request of the Consultant, we, as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of _____ *[amount in figures]* () *[amount in words]*¹ upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's a written statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Consultant is in breach of its obligation under the Contract because the Consultant:

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

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 Client.

It is a condition for any claim and payment under this guarantee to be made that the advance payment referred to above must have been received by the Consultant on its account number _____ at _____ *[name and address of bank]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Consultant as indicated in certified statements or invoices marked as “paid” by the Client which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of the payment certificate or paid invoice indicating that the Consultant has made full repayment of the amount of the advance payment, or on the ___ day of *[month]*_____, *[year]*__,² 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.

[signature(s)]

{Note: All italicized text is for indicative purposes only to assist in preparing this form and shall be deleted from the final product.}

² Insert the expected expiration date. In the event of an extension of the time for completion of the Contract, the Client 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 Client 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 Client’s written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee.”

APPENDIX F - CODE OF CONDUCT FOR EXPERTS

PART III

Section 9. Notification of Intention to Award and Beneficial Ownership Forms

Notification of Intention to Award

[This Notification of Intention to Award shall be sent to each Consultant whose Financial Proposal was opened. Send this Notification to the authorized representative of the Consultant].

For the attention of Consultant'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 all Consultants. The Notification must be sent to all Consultants 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

Client: *Department of Health and Family Welfare, Government of Mizoram*

Contract title: *Selection and Employment of Project Management Technical Support Agency (PMA) to Support Implementation of the Mizoram Health Systems Strengthening Project (MHSSP)]*

Country: *India*

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

RFP No: *IN-DOHFW-202185-CS-QCBS.*

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 Proposal, and/or
- b) submit a Procurement-related Complaint in relation to the decision to award the contract.

1. The successful Consultant

Name: *[insert name of successful Consultant]*

Address: *[insert address of the successful Consultant]*

Contract price: *[insert contract price of the successful Consultant]*

2. Short listed Consultants *[INSTRUCTIONS: insert names of all short listed Consultants and indicate which Consultants submitted Proposals. Where the selection method requires it, state the price offered by each Consultant as read out, and as evaluated. Include overall technical scores and scores assigned for each criterion and sub-criterion. Select Full Technical Proposal (FTP) or Simplified Technical Proposal (STP) in the last column below.]*

Name of Consultant	Submitted Proposal	[use for FTP] Overall technical scores	[use for STP] Overall technical scores	Financial Proposal price (if applicable)	Evaluated Financial Proposal price (if applicable)	Combined score and ranking (if applicable)
[insert name]	[yes/no]	Criterion (i): [insert score] Criterion (ii): [insert score] Criterion (iii): [insert score] <u>Sub-criterion a:</u> 1: [insert score] 2: [insert score] 3: [insert score] <u>Sub-criterion b:</u> 1: [insert score] 2: [insert score] 3: [insert score] <u>Sub-criterion c:</u> 1: [insert score] 2: [insert score] 3: [insert score] Criterion (iv): [insert score] Criterion (v): [insert score] Total score: [insert score]	Criterion (i): [insert score] Criterion (ii): [insert score] <u>Sub-criterion a:</u> [insert score] <u>Sub-criterion b:</u> [insert score] <u>Sub-criterion c:</u> [insert score] Total score: [insert score]	[Proposal price]	[evaluated price]	<u>Combined Score:</u> [combined score] <u>Ranking:</u> [ranking]
[insert name]	[yes/no]	Criterion (i): [insert score] Criterion (ii): [insert score] Criterion (iii): [insert score] <u>Sub-criterion a:</u> 1: [insert score]	Criterion (i): [insert score] Criterion (ii): [insert score] <u>Sub-criterion a:</u> [insert score] <u>Sub-criterion b:</u> [insert score]	[Proposal price]	[evaluated price]	<u>Combined Score:</u> [combined score] <u>Ranking:</u> [ranking]

Name of Consultant	Submitted Proposal	[use for FTP] Overall technical scores	[use for STP] Overall technical scores	Financial Proposal price (if applicable)	Evaluated Financial Proposal price (if applicable)	Combined score and ranking (if applicable)
		2: [insert score] 3: [insert score] <u>Sub-criterion b:</u> 1: [insert score] 2: [insert score] 3: [insert score] <u>Sub-criterion c:</u> 1: [insert score] 2: [insert score] 3: [insert score] Criterion (iv): [insert score] Criterion (v): [insert score] Total score: [insert score]	<u>Sub-criterion c:</u> [insert score] Total score: [insert score]			
[insert name]	[yes/no]	Criterion (i): [insert score] Criterion (ii): [insert score] Criterion (iii): [insert score] <u>Sub-criterion a:</u> 1: [insert score] 2: [insert score] 3: [insert score] <u>Sub-criterion b:</u> 1: [insert score] 2: [insert score] 3: [insert score] <u>Sub-criterion c:</u> 1: [insert score] 2: [insert score] 3: [insert score]	Criterion (i): [insert score] Criterion (ii): [insert score] <u>Sub-criterion a:</u> [insert score] <u>Sub-criterion b:</u> [insert score] <u>Sub-criterion c:</u> [insert score] Total score: [insert score]	[Proposal price]	[evaluated price]	Combined Score: [combined score] Ranking: [ranking]

Name of Consultant	Submitted Proposal	[use for FTP] Overall technical scores	[use for STP] Overall technical scores	Financial Proposal price (if applicable)	Evaluated Financial Proposal price (if applicable)	Combined score and ranking (if applicable)
		Criterion (iv): <i>[insert score]</i> Criterion (v): <i>[insert score]</i> Total score: <i>[insert score]</i>				
<i>[insert name]</i>	...					
...	...					

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

[INSTRUCTIONS; State the reason/s why this Consultant's Proposal was unsuccessful. Do NOT include: (a) a point by point comparison with another Consultant's Proposal or (b) information that is marked confidential by the Consultant in its Proposal.]

4. How to request a debriefing [*This applies only if your proposal was unsuccessful as stated under point (3) above*]

DEADLINE: The deadline to request a debriefing expires at midnight on [*insert date*] (local time).

You may request a debriefing in relation to the results of the evaluation of your Proposal. 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.

Provide the contract name, reference number, name of the Consultant, contact details; and address the request for debriefing as follows:

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

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

Agency: [*insert name of Client*]

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 Consultant, 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 Client]*

Email address: *[insert email address]*

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

[At this point in the procurement process] [Upon receipt of this notification] 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 Consultant who has submitted a Proposal in this selection 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 deadline 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. 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 *[insert the name of the Client]*:

Signature: _____

Name: _____

Title/position: _____

Telephone: _____

Email: _____

Beneficial Ownership Disclosure Form

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

This Beneficial Ownership Disclosure Form (“Form”) is to be completed by the successful Consultant¹. In case of joint venture, the Consultant 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 Consultant is any natural person who ultimately owns or controls the Consultant 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 Consultant*

Request for Proposal reference No.: *[insert identification no]*

Name of the Assignment: *[insert name of the assignment]*

To: *[insert complete name of Client]*

In response to your notification of award dated *[insert date of notification of award]* 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 Consultant (Yes / No)
<i>[include full name (last, middle, first),</i>			

<i>nationality, country of residence]</i>			
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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 Consultant

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 Consultant 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 Consultant]"

Name of the Consultant: **[insert complete name of the Consultant]*_____

Name of the person duly authorized to sign the Proposal on behalf of the Consultant:
***[insert complete name of person duly authorized to sign the Proposal]*_____

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

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

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