

BIHAR VIKAS MISSION

NOTICE INVITING TENDERS

EMPANELMENT OF RECRUITMENT AGENCY for hiring manpower at Bihar Vikas Mission enabling to achieve the stated goals and objectives

SHORT TENDER

Ref. No.: BVM/2016-17/HR/03

Dated: 09-Feb-2017

1. The Bihar Vikas Mission (BVM) is a new entity established by Government of Bihar, under Society Registration Act, 1860, to continue its primary agenda of sustained development in the State of Bihar and to drive the effective planning & execution of various key Government development programs.
2. BVM seeks a proposal, as per tender documents, from reputed recruitment, selections and hiring / placement companies to partner and assist in the hiring of key personnel that will enable it to achieve the stated goals & objectives.
3. The details and conditions for qualification of bidders, for bid submission and empanelment of agency(ies), and roles & responsibilities of the agency(ies) are indicated in the Bidding Documents. The bidding documents can be downloaded from –
 - i. www.csd.bih.nic.in
 - ii. www.prdbihar.gov.in
 - iii. www.tenders.bih.nic.in
4. Interested and qualified agencies are requested to submit their proposals along with supporting documents latest by 15:00hrs on 20-Feb-2017. The applications are to be addressed to the office of –
Mr. Neel Kamal, IAS, Officer on Special Duty, Chief General Manager, Bihar Vikas Mission, Bihar State Building Construction Corporation Campus, Hospital Road, Rajvanshi Nagar, Patna – 800023, Bihar
5. For any kind of dispute with regard to the RFE advertised, the arbitrator will be Chairman Sub-Missions, Bihar Vikas Mission-cum-Development Commissioner, Government of Bihar. The seat of arbitration will be Patna, Bihar and Patna High Court will have exclusive jurisdiction.

B. Mehrotra
8/2/17

Member Secretary, Bihar Vikas Mission-cum-
Principal Secretary, Cabinet Secretariat, Govt. of Bihar

Request for Empanelment (RFE)

**Request for proposal for
“Empanelment of Recruitment Agency”
for hiring manpower
at
Bihar Vikas Mission**

BVM/2016-17/HR/03

Issued on: 09-Feb-2017

Issued by: Bihar Vikas Mission

**Bihar State Building Construction Corporation Campus,
Hospital Road, Rajvanshi Nagar,
Patna – 800023, Bihar**

Response Deadline: 15:00 hrs on 20-Feb-2017

BIHAR VIKAS MISSION (BVM) – AN INTRODUCTION

Bihar Vikas Mission is an entity established by the Government of Bihar, under Society Registration Act, 1860, to continue its primary agenda of sustained development in the state of Bihar and to drive the effective planning and execution of various key Government development programs. The following are objectives of the mission:

- To ensure implementation in mission mode, fixation of priorities and monitoring of achievements against targets of programs and other resolutions of 7-Nischay for developed Bihar within the Sushashan ke karyakram: Programs of Good Governance 2015-2020, Agriculture Road Map, Human Development Mission, Skill Development Mission, Infrastructure development and Industrial incentives.
- To ensure strengthening of institutional arrangement and to promote modern and better work culture for a faster and more effective implementation of schemes and programs.
- To provide assistance in strengthening of monitoring mechanisms and methodology for government programs and encourage use of modern techniques in Data collection, analysis and flow.
- External ecosystem - To develop institutional arrangements and enter into agreements for availing the experiences and knowledge resource of educational community, private sector and civil society. To involve experts, thinkers, experienced professionals, youth and students for ensuring effective policy framing and compliance.
- As a facilitator, actively provide easy access and availability of technical-managerial knowledge, methods and resources to various levels of administration.
- To ensure simplification of processes and make aware innovative solutions and best practices for developing and establishing a fast track system for quick decision making. To provide customized solutions for difficult problems and issues.
- To help in providing solutions to policy issues cropping up during the implementation of programs and ensure their approval from appropriate authority. To ensure coordination and removal of difficulties among departments in implementation of programs. To encourage documentation and sharing of experiences of modern methods and better work mechanisms of problems resolution among departments.
- To establish effective public dialogue and receive public reactions and response. Document the progress and achievements and ensure their effective dissemination and propagation for public awareness and education.
- For raising additional resources, enter into partnership with local and global organizations, governments and financial institutions for capacity enhancement for various activities of the Mission.

All bidders are advised to read the content on the following links in order to have a more detailed understanding –

<http://www.csd.bih.nic.in/Upload/Circulars/6732015s.pdf>

<http://210.212.23.61/pdf/files/ReportCardEnglish2016.pdf>

Request for Empanelment (RFE)

Bihar Vikas Mission (BVM) seeks a proposal to empanel Recruitment Agency (ies) for facilitating hiring of specialized/generalist manpower on contract basis to achieve the stated goals and objectives of the mission.

Under this engagement, BVM will empanel Recruitment Agency(ies) for:

- Hiring manpower on contract basis for various jobs and suggesting evaluation methods and competency tests to cater to requirements of BVM, as intimated from time to time

The Bidder(s) referred to hereafter in this document is defined as the company(ies)/firm(s)/agency(ies) that is/are bidding for this RFE

The Agency(ies) referred to hereafter in this document is defined as the company(ies)/firm(s)/agency(ies) that is/are successfully empanelled at the completion of the RFE process

BVM expressly stipulates that empanelment of shortlisted bidders under this RFE is on the understanding that this RFE contains only the principal provisions for the entire assignment and that any other services which may be required in connection with the successful implementation of the assignment will be deemed to be a part of the assignment. The empanelled bidder will be required to undertake to perform all such tasks, render requisite services as may be required for the successful completion of the entire assignment.

1. PROJECT OBJECTIVE

Bihar Vikas Mission is mandated to lead and ensure execution of the various key development initiatives of the Government of Bihar. The state of Bihar has witnessed impressive growth over the last 10 years. Bihar's performance on many socio-economic indicators is not only better than its own performance in the previous decade, but also the national average and the average annual growth of Bihar's economic output was the highest among comparable states. Bihar Vikas Mission has been created to continue this reform agenda by fast-tracking development & ensuring time bound delivery of services in mission mode. It will focus on helping Government machinery find solutions & technical know-how and other resources for execution, apart from overcoming procedural difficulties and act as a facilitator and force multiplier. To give further boost to this effort, Bihar Vikas Mission proposes to engage a professional consulting organization which will work with various stakeholders of the State at multiple levels in order to create the foundation to achieve the stated objective in this domain.

2. SCOPE OF WORK

The bidders are expected to provide services as stated below:

- Discuss with BVM representative to find out the requirements to be fulfilled for hiring manpower on contract basis for various jobs and suggesting evaluation methods and competency tests for selection
- Identification of suitable candidates based on their experience, skill sets, academic qualifications, attitude & aptitude towards working for a public-private partnership, etc., for jobs specified by BVM, coordinating with them for their participation
- If there is a need to advertise for the identified jobs, the bidder will do so of their own accord
- Provide the complete list of applicants clearly indicating their eligibility or otherwise to BVM in both soft and hard copy for record keeping.
- Process soft copies of applications and provide hard copies of these online applications to BVM
- Screening of applications received, basis requirements provided by BVM
- Jointly agree with BVM on the screening / evaluation criteria and objective/numeric scoring mechanism that will be used to screen applications by them
- Conduct first-level interviews to short-list screened candidates, basis requirements
 - Provide detailed interview notes, short-listing criteria, reports on any kinds of tests conducted (aptitude, cognitive, psychometric etc.)
- Issuance of call letters and ensuring complete co-ordination with short-listed candidates for interviews with BVM
- Facilitate salary and job offer conversations jointly with BVM
- Keep the prospective employee engaged during the period between offer to joining
- Verify academic qualifications, previous work experience, credentials, testimonials and other particulars mentioned by the candidate in his / her application. Perform background check on candidates. The bidder should ensure that the candidates identified should not have any police record/criminal record against them. The antecedent should be in prescribed format duly provided by BVM
- Handle and prepare answers for any recruitment related questions asked under Right to Information Act as per the rules and regulations of Government of Bihar and/or decision of Hon'ble High Court/ Supreme Court
- Without prior written approval of BVM, the agency will neither use BVM's name, nor place advertisements regarding recruitment on behalf of BVM in the print or electronic media or in any other manner whatsoever.
- **For reference purposes, the total project cost is approximately Rupees 8 (eight) Crores across approximately 460 positions. This recruitment will be phased over three months.**

3. FORMATION OF ASSOCIATION / CONSORTIUM

- The bidder may be allowed to form a consortium with similar or like-minded agencies / professionals and jointly bid for this RFE. Agencies / Consultants may associate with each other to form a consortium to complement their respective areas of expertise only. Experience, turnover or number of resources of the partner of the consortium will not be clubbed during the Pre-Qualification phase.
- This consortium will bid under one name and the prime bidder will be accountable and responsible for all acceptances and compliances under this RFE. The company and / or companies in this consortium will be jointly referred to as bidder.
- All members of the consortium must individually / independently qualify and clear all the criterion under Pre-Qualification (5.1)
 - Any member(s) not fulfilling any criteria of Pre-Qualification will result in the rejection of the consortium's bid
- Members of the consortium will have to attach a joint undertaking towards the formation of consortium and all members nominating their leader.

4. SCHEDULE OF EVENTS

S.No.	Event	Target Date
1.	RFE Issued	09-Feb-2017
2.	Last Date for Submission of Proposals	20-Feb-2017 15:00hrs (03:00 PM)
3.	Bid opening	20-Feb-2017 16:00hrs (04:00 PM)
4.	Evaluation of Technical Proposal	23-Feb-2017
5.	Presentation by the bidders eligible for pre-qualification criteria to the evaluation committee	23-Feb-2017 (schedule will be posted on websites)
6.	Announcement of Empanelment Results	27-Feb-2017

5. REQUISITIONS AND EVALUATION CRITERIA

- It is proposed to have a **Two Cover System** for this RFE Response.
 - Pre-qualification Proposal
 - Technical Proposal
- The proposals will be evaluated by BVM evaluation committee based on the pre-qualification and technical proposal submitted by the bidder
- BVM will first open only the pre-qualification proposals which will be evaluated as per the specified criteria
- In the second step, the technical proposal of only those bidders, who qualify in the pre-qualification stage, will be opened and evaluation will be done based on the specified technical criteria
- The evaluation committee will evaluate the responses to the RFE and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence would lead to rejection of the proposal
- The decision of the evaluation committee in the evaluation of responses to the RFE will be final
- Only those bids with a technical score of ≥ 70 will be considered for empanelment
- In case there are less than three bids having technical score of 70 or more, BVM may at its discretion also consider bid proposals with next highest scores to empanel a minimum of three bidders.
- All responses will be evaluated to validate compliance of the bidders according to the following criteria as per format and supporting documents mentioned against each clause. Bidders who meet the eligibility criteria will be required to make a presentation to the evaluation committee of BVM
- Commercial Bids are to be submitted by the Empanelled bidders as and when requested for by BVM.

5.1 Commercial Bid Evaluation

- The commercial quotes are not required to be submitted at the time of tender submission by the bidders. Commercial quotations will be invited by BVM from empanelled bidders during the contract period based on BVM's requirements. Those bidders who become empanelled and do not submit the commercial quotes on BVM's request, will be disqualified from empanelment process and thereafter will not be eligible to participate in any of BVM's requirement during the empanelment period.
- Empanelled bidders need to submit the commercials on BVM approaching them and the L1 bidder will be finally assigned the contract for that particular recruitment.
- The format of commercial quotes will be given by BVM at the time of calling of commercial quotes and empanelled bidders are required to quote as per the prescribed format only.

5.2 Pre-qualification Proposal

BVM will first open only the pre-qualification proposals will be evaluated as per the criteria specified below:

S. No.	Pre-qualification requirement	Documentary evidence required
1.	The bidder should be registered in India under the Indian Companies Act 1956 or a registered Partnership Firm or a registered Limited Liability Partnership firm (LLP) and should be operational in India for minimum of 5 years within last 7 years.	a) Copy of Certificate of Incorporation / registration from Registrar of Companies or appropriate authority to be attached. b) Financial statements/ Service Tax return / Income tax return for the year in operation, certified by Auditor.
2.	The bidder should have minimum annual revenue of Rupees 5 Crores from Recruitment each during the last three declared financial years. <i>For the purpose of this RFE, recruitment is defined as recruitment process outsourcing, contingent success based fee hiring, retained search. Does not include any kind of remuneration earned for lending / leasing of manpower to any client organization with employees on bidder's payroll or any allied organization of the bidder.</i>	Copy of audited financial results of recruitment revenue to be attached.
3.	The bidder should be registered with relevant authorities required for its conduct of business	Copy of the following documents to be submitted by the bidder: PAN Service tax Registration No. E.P.F. Registration No. E.S.I. Registration No.
4.	The bidder should be in the line of business for minimum period of 5 years. The bidder should possess experience of providing end-to-end recruitment services (in India) for equivalent similar jobs Size of such client organizations should be minimum of 3000 employees and/or annual revenue / project value of at least 500 crores.	Completion Certificate from the Client / Copy of Work Order / Engagement Letter / Self-Certification in case of confidentiality agreement
5.	The bidder should have a minimum of 20 full time Recruitment consultants on its payroll in India	Self-certificate from authorised personnel

5.3 Technical Proposal

The following table lists down the evaluation criteria and the associated weightage of marks allotted that would help in technical evaluations of the proposals:

S. No.	Evaluation Criteria / Definition	Maximum Marks
1.	Experience of the bidder in the line of business of providing end-to-end recruitment services for jobs in India irrespective of total experience of the bidder - For minimum 5 years – 5 marks 1 additional mark for every additional year of experience upto a maximum of total 8 marks. Copy of Certificate of Incorporation / registration from Registrar of Companies or appropriate authority to be attached. Financial statements/ Service Tax return / Income tax return for the year in operation, certified by Auditor.	8
2.	Experience of the bidder in the line of business of providing end-to-end recruitment services for jobs in the <u>Government / PSU / Development and related sector (Multi-lateral, Bi-lateral funding agencies etc.)</u>; irrespective of total experience of the bidder - For minimum 3years – 5 marks 1 additional mark for every additional year of experience upto a maximum of total 12marks. Completion/on-going Certificate from the Client / Copy of Work Order / Engagement Letter / Self-Certification in case of confidentiality agreement (Refer form 3 of Section 10.2 Forms for submission)	12
3.	Experience of the bidder of working with large organizations (in India) having - Employee Strength ≥ 3000 and/or Annual Revenue / Project Value between 500-700 crores – 7 marks - Employee Strength > 4000 and/or Annual Revenue / Project Value between 701-1000 crores – 8.5 marks - Employee Strength > 5000 and/or Annual Revenue / Project Value of > 1000 crores – 10 marks Completion Certificate from the Client / Copy of Work Order / Engagement Letter / Self-Certification in case of confidentiality agreement (Refer form 3 of Section 10.2 Forms for submission)	10
4.	Business generated by the bidder from recruitment (Average of last 3 financial years 2013-14, 2014-15, 2015-16) Rs5 crore – Rs10 crore: 5 Marks Rs10 crore – Rs15 crore: 6 Marks $> Rs15$ crore :7 Marks (Refer form 2 of section 10.2 Forms for submission)	7

5.	Number of full-time Recruitment consultants on the payroll of the bidder. 20 – 30 Consultants – 5 marks 31 – 40 Consultants – 6 marks > 41 Consultants – 7 marks (Refer form 4 of section 10.2 Forms for submission)	7
4.	CVs of personnel proposed by the Bidder • Dedicated project manager who must have at least 12 years' experience with minimum 5 years' experience in hiring for State / Public / PSU / Development Sectors / Bi-lateral or multi-lateral agencies – 7 marks • Minimum 2 project assistants / recruiters who have had at least 5 years' experience with minimum 2 years' experience in hiring for State / Public / PSU / Development Sectors / Bi-lateral or multi-lateral agencies – 4 marks each (Refer Form 5 of section 10.2 Forms for submission)	15
5.	Proven ability to deliver Recruitment consulting work through use of well-researched tools and methodologies • Recruitment & Selection Tools proposed to be used such as psychometric tools, behavioural tools, cognitive ability tools etc. ○ Provide list of tools and sample reports ○ Which tool will the bidder use? Why?	6
6.	Proposed Approach & Methodology • Understanding of the assignment and proposed approach & methodology and their applicability to meet assignment's objectives. (10marks) ○ Project Plan basis sample jobs indicating timelines for deliverables (2.5 Marks) ○ Details of sourcing methodology to be adopted (2.5Marks) ○ Incorporation of government guidelines for reservation (2.5Marks) ○ Sample objective numerical scorecard basis screening criteria and eligibility (2.5 Marks) • Proof of Concept - Complete process of hiring against 4 sample job descriptions (JD) attached (15 marks) ○ Provide at least 3 CVs against each JD. Specifically highlight the relevant sections of candidates' CV that match the JD criterion (6-marks) ○ Interview assessment report that will be sent along with the CVs after actually interviewing such profiles. This may be validated by BVM at a later date by talking to the candidate (4-marks) ○ Reports on the selection tools utilised to screen / shortlist these CVs against the JDs(2.5 marks) ○ Your summation report on each of the CVs detailing why the said CV has been shortlisted(2.5 marks) ○ Bidders are advised to be as detailed as possible	25
7.	Team Presentation • Quality of technical presentation	10

	• Presence of proposed team members, their quality, and involvement • Ability to respond to queries	
Total		100

6. GUIDELINES

Bidders are advised to study this RFE document carefully before submitting their proposals. Submission of a proposal in response to this notice will be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

In order to facilitate the evaluation by BVM and to ensure each proposal receives full consideration, proposals should be accompanied by the documents as listed below:

- All information included in this Request for Empanelment (RFE) is confidential and only for the knowledge of the recipient. No information included in this document or in discussions connected to it may be disclosed to any other party. The Bidders should submit 2 printed copies of the proposal and a non-rewritable CD as a single file in PDF format containing the Pre-qualification and Technical Bid along with all annexures and forms/letters
- The Bid should be submitted in two separate envelopes;
 - Pre-qualification Proposal
 - Technical Proposal
- All pages of the proposal must be sequentially numbered and initialled by the Authorized Representative of the Bidder (as detailed in section 9.11)
- The technical part of the proposal should not contain any pricing information whatsoever on the services offered
- The bidder will seal the Proposal in one outer and two inner envelopes, as detailed below:
 - The outer envelope will be addressed to
Mr. Neel Kamal, IAS
Officer on Special Duty, Chief General Manager
Bihar Vikas Mission, Bihar State Building Construction Corporation Campus,
Hospital Road, Rajvanshi Nagar, Patna – 800023, Bihar
OSD1.BVM@GMAIL.COM
- The sealed bid envelope should be delivered at the above address. Bids submitted anywhere else will be rejected.
- Late bids i.e. bids received after the specified date and time of receipt will not be considered.
- In case of submission of bid proposal by hand, the designated persons to receive the bid documents are:
 - i) Anand Prakash, Section Officer, Bihar Vikas Mission
 - ii) Sanjay Kumar, Assistant, Bihar Vikas Mission
- As is applicable to the bidder, the envelope should be marked clearly as:
Proposal for “Empanelment of Recruitment Agency” for hiring manpower for BVM jobs
- All inner envelopes will indicate the name and address of the Bidder
 - The first inner envelope marked “Pre-qualification proposal” will contain the Pre-qualification Proposal with 2 hard copies duly marked “Original” and “Copy”
 - The second inner envelope marked “Technical proposal” will contain the Technical Proposal with 2 hard copies duly marked “Original” and “Copy”

- A third sealed envelope will contain the non-rewritable CD with the soft copy of the proposal in the pdf format
- The hardcopies of the Pre-qualification and Technical proposal should be in separate sealed envelopes, clearly marked.
- For any queries with respect to the RFE, please send an email to osd1.bvm@gmail.com. The concerned authority will provide clarifications if necessary

7. RIGHTS OF BVM

- a) At any time, BVM may, for any reason, modify the RFE Document by an amendment
- b) The amendment will be intimated to all bidders who confirm their intention to participate by email
- c) In order to accord prospective Bidders reasonable time to take the amendment into account, BVM may, at its discretion, extend the last date for the receipt of Bids
- d) The bidders are allowed to resubmit their bid, if required, after such amendments, within the issued deadline
- e) If BVM deems it appropriate to revise any part of this RFE or to issue additional data to clarify an interpretation of provisions, it may issue supplements to this RFE
- f) BVM may, at its discretion, extend the deadline for submission of proposals by issuing a corrigendum through a notice on its website and/or email to all confirmed bidders, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended
- g) BVM may terminate the RFE process at any time without assigning any reason
- h) BVM reserves the right to accept or reject any proposal, and to annul the short listing process and reject all responses at any time without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for BVM action

8. GENERAL TERMS & CONDITIONS – PREQUALIFICATION & TECHNICAL BID

8.1 Prequalification and Technical Bid

- a) Eligibility criterion for the bidders to qualify this stage is clearly mentioned in Section 5.2- Prequalification Proposal.
- b) Bidder/s who meet these criteria would only qualify for the second stage of evaluation. The Bidder/s would also need to provide supporting documents for eligibility proof.
- c) During evaluation stage, BVM, at its discretion, may ask the bidder for clarification in respect of its tender.
- d) The queries and the response to received queries will be in writing, and no change in the substance of the tender will be sought, offered, or permitted. The received queries and respective responses will be shared with all the bidders
- e) BVM reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of BVM will be final and binding on all the bidders to this document and BVM will not entertain any correspondence in this regard. BVM at its discretion may reject

the proposal of the Bidder, without giving any reason whatsoever, if in the BVM's opinion the Bidder could not present or demonstrate the proposed solution as described in the proposal.

8.2 Erasures & Alterations

Technical details must be completely filled up containing correct technical information. All the corrections or alterations, if any, should be authenticated.

There should be no hand-written material, corrections or alterations in the offer.

8.3 Tenure of Empanelment

The shortlisted bidders will be empanelled for a period of 3 years during which BVM may, at its discretion, enter into a contract with the empanelled bidder (depending on the commercial quote for any particular exercise) for hiring manpower

9. GENERAL TERMS & CONDITIONS – OTHERS

The bidders who wish to submit responses to this RFE should note that they should abide by all the terms and conditions contained in the RFE. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process.

9.1 Execution of SLA / NDA

The successful bidder will execute (a) a Service Level Agreement (SLA)/ Memorandum of Understanding, which would include all the services and terms and conditions of the services to be provided as detailed herein and any other conditions as may be prescribed by BVM; and (b) Non-disclosure Agreement (NDA). The costs and expenditure should be borne by the bidder. The Bidder will execute the SLA/ MOU and NDA within one month from the date of acceptance of Letter of Empanelment. The contract will be executed by the authorized signatory of the Bidder. A power of attorney to that effect will be submitted by the successful bidders.

9.2 Resources

Given the large-scale HR interventions, which may need to be undertaken by BVM every year, the Empanelled bidder is expected to deploy appropriate quality and number of resources for providing solutions in BVM. The strength and quality of team will be specifically evaluated during the technical evaluation.

BVM reserves the right to insist the bidder to replace any team member with another (with the qualifications and expertise as required by BVM) during the course of assignment. The bidder will have to undertake that no such substitution would delay the project timelines.

9.3 Professionalism

The bidder should provide professional, objective and impartial advice at all times and hold BVM's interests paramount and should observe the highest standard of ethics while executing the assignment.

9.4 Adherence to Standards and compliance of laws

The bidder should adhere to laws of the land and rules, regulations and guidelines issued by the various regulatory, statutory and Government authorities. It should also ensure that it has complied with all required legal compliances and it also has the necessary permission and licenses to do the job as a recruitment firm.

The Bidder will be responsible for the authenticity and genuineness of the work undertaken and will be liable for breach of contract if discrepancies/ violations are observed. BVM reserves the right to ascertain information from the other institutions to which the bidders have rendered their services for execution of similar projects. Such feedbacks from high ranking officials will also form part of bidder selection and any strong adverse comment/action about product or service will make the bidder ineligible for further assessment/processing.

9.5 Expenses

It may be noted that BVM will not pay any amount/expenses / charges / fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses etc. other than the fees as per the final price of the successful bidder mentioned in the commercial bid stage of any intervention. The commercial bids will be invited at the Request for Proposal (RFP) stage

9.6 Indemnity

The successful bidder will indemnify BVM and keep indemnified for against any loss or damage by executing an instrument to the effect on a Non-Judicial stamp paper that BVM may sustain on account of violation of patent, trademarks intellectual property rights, losses incurred due to malfunctioning of the proposed solution, interruption in use or unavailability of data, breach of confidentiality, any gross negligence by the employees of the successful bidder etc.

The agency will, at its own expense, defend and indemnify BVM against all third party claims for infringement of patent, trademark, design or copyright arising from use of products or any part thereof supplied by bidder. Agency will provide infringement remedies and indemnities for third party products, on a pass through basis. The agency will expeditiously extinguish any such claims and will have full rights to defend it there from. If BVM is required to pay compensation to a third party resulting from such infringement, the bidder will be fully responsible to pay such compensation along with all costs, damages and attorney's fees and other expenses that a court may finally awards, in the event of the matter being adjudicated by a court or that be included in a bidder approved settlement. BVM will issue notice to the agency of any such claim without delay and provide reasonable assistance to the agency in disposal of such claim, and will at no time admit to any liability for, or express any intent, to settle the claim. The agency will also reimburse all incidental costs, which BVM incurs in this regard.

In the event of the agency not fulfilling its obligations under this clause within the period specified in the notice issued by BVM, BVM has the right to recover the amounts due to it under this provision from any amount payable to the agency under this project.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFE.

9.7 Dispute Resolution

BVM and the agency will make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after 30 days from the commencement of such informal negotiations, BVM and the agency have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, will be referred to sole Arbitrator appointed by BVM and the award of the arbitrator will be final and binding on the parties. The arbitration and reconciliation act 1996 and revisions, if any, thereof, will apply to the arbitration proceedings and the venue of the arbitration will be at PATNA. The expenses incurred by each party with the preparation, presentation, etc. of its proceeding as also the fees and expense paid to the appointed arbitrator by such party or on its behalf will be borne by each party itself.

9.8 Confidentiality

This document contains information confidential and proprietary to BVM. Additionally, the agency will be exposed by virtue of the contracted activities to the internal business information of BVM. Disclosures of receipt of this RFE or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the agency, premature termination of the contract, and / or legal action against the agency for breach of trust.

Empanelled agency/agencies will have to sign a legal non-disclosure agreement with BVM before starting any project.

The agency (and its employees) will not, unless BVM gives permission in writing, disclose any part or whole of this RFE document, of the proposal and/or contract, or any specification, plan, drawing, pattern, sample or information furnished by BVM (including the users), in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. Disclosure to any such employed person will be made in confidence and will extend only as far as may be necessary for purposes of such performance. The employees or the third party engaged by the bidder will maintain strict confidentiality.

The agency, its employees and agents will not, without prior written consent from BVM, make any use of any document or information given by BVM or its Authorized personnel, except for purposes of performing the contract award. In case of breach, BVM will take such legal action as it may be advised. The agency has to maintain confidentiality even after completion/ termination of the contract.

9.9 Governing Law and Disputes

The Bid and subsequent Contract with the empanelled agency/agencies will be governed in accordance with the Laws of State of Bihar and/or India and will be subject to the exclusive jurisdiction of Courts in Patna.

9.10 Limitation on Promotion

The agency will agree to make no reference of BVM for the procurement of products and services hereunder or the agreement in any literature, promotional material, brochures, sales presentation or the like without express prior written consent of BVM.

9.11 Authorized Signatory

The empanelled agency/agencies will indicate the authorized signatories who can discuss and correspond with BVM, with regard to the obligations under the contract.

The empanelled agency/agencies will submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with BVM. The agency will furnish proof of signature identification for above purposes as required by BVM.

9.12 Assignment

Neither the contract nor any rights granted under the contract will be sold, leased, assigned, or otherwise transferred, in whole or in part, by the agency, and any such attempted sale, lease, assignment or otherwise transfer will be void and of no effect without the advance written consent of BVM.

If the agency undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc. the service level agreement executed with the agency after award of purchase order will be considered to be assigned to the new entity and such an act will not affect the rights of BVM under the executed service level agreement.

9.13 Audit

BVM reserves the right to conduct an audit/ ongoing audit of the services provided by the agency. BVM would undertake to carry out security audit, vulnerability assessment, usability audit etc. by in-house team, third party independent auditors or reputed management consultants at specified intervals with prior information to the successful bidder. The bidder to provide unconditional and complete support to carry out the audit and arrange for rectification/updation of the findings as part of the audit at no cost to BVM. BVM reserves the right to call upon all the applications screened / data that pertains to its requirement requirements in the event of any judicial proceedings.

The external and internal auditors of BVM will be given right to review internal controls of the Vendor. Any weaknesses highlighted during the audit must be promptly rectified especially where

such weaknesses may affect the integrity/internal controls of the system and/or solution offered to BVM.

9.14 No Commitment to accept Lowest or any Offer / Bid

BVM will be under no obligation to accept the lowest or any other offer received in response to this RFE and will be entitled to reject any or all offers without assigning any reason whatsoever. BVM has the right to re-issue tender / bid. BVM reserves the right to make any changes in the terms and conditions of the RFE that will be informed to all the bidders. BVM will not be obliged to meet and have discussions with any bidder, and / or to listen to any representations once their offer / bid is rejected. Any decision of BVM in this regard will be final, conclusive and binding upon the bidder.

9.15 Other General Conditions

BVM reserves the absolute right to reject the offer if it is not in accordance with its requirements and no further correspondence whatsoever will be entertained in the matter. Any technical bid, submitted cannot be withdrawn / modified after the last date for submission of the bids.

Each offer should specify solution which is cost-effective and meet the RFE specifications. It may include alternatives/add-ons that provides rich solution adding value to the BVM and its staff. To assist in the scrutiny, evaluation and comparison of offers BVM may, at its discretion, ask some or all bidders for clarification on their offer. The request for clarification and the response will be in writing and no change in the price or substance of the bid will be sought, offered or permitted.

10. ANNEXURES

10.1(a) Indicative list of jobs to be recruited by the Recruitment Agency – SAMPLE ONLY

S. No.	Position Title	No. of Positions	Description	Qualification & Experience
1.	Town Planning Expert	1	Assist the Department in developing and implementing efficient and effective policies and processes for town and urban planning and sustainable development	Master's degree in Urban Planning / City or Town planning / Civil Engineering Minimum 15 years of post-qualification experience in infrastructure and urban development sector of which at least 7 years should be in urban and town planning, sustainable development
2.	Fisheries Value Chain & Investment Expert	1	Assist the Department in enhancing the value chain for development of Fisheries sector in Bihar, while identifying and ensuring collaborative support to the sector through investments and partnerships with relevant stakeholders	Master's degree or higher in Fisheries / Fish Extension / Aquaculture Minimum 15 years of post-qualification experience in Pisciculture / Aquaculture sector, of which 7 years should be in various aspects of Inland Water Fishing project
3.	Land Acquisition Expert	1	Support and advise the department in land acquisition process for different projects in the State	Bachelor's degree or higher At least 15 years of post-qualification work experience in Indian Administrative Service / State Administrative Service with at least 3 years' experience in Central or State Government Land Acquisition office
4.	IT Expert	8	Provide advisory support and expert technical inputs for IT on the projects and programs anchored by different Departments, support in selection and management of external vendors and facilitate policy formulation of concerned Departments	Master's degree in Computer Science / IT / Electronics (full time) Minimum 15 years of post-qualification experience in IT sector of which at least 7 years should be in IT Development, IT Support

S. No.	Position Title	No. of Positions	Description	Qualification & Experience
5.	Finance Expert	4	Provide advisory support and expert technical inputs for Finance on the projects and programs anchored by different Departments, support in selection and management of external parties (regulatory authorities, vendors etc.) and facilitate policy formulation of concerned Departments	CA / CFA from ICAI / ICFAI or PG Diploma / MBA in Finance (full time) Minimum 15 years of post-qualification experience in different Finance domains like financial accounting & reporting, budget control, tax
6.	Procurement & Contract Management Expert	8	Provide advisory support and expert technical inputs for Procurement & Contract Management on the projects and programs anchored by different Departments, support in selection and management of external vendors and facilitate policy formulation of concerned Departments	PG Diploma / MBA or Master's degree in Finance / Operations / Supply Chain (full time) Management Minimum 15 years of post-qualification experience in sourcing, procurement, bid management, operations and contract management for diverse forms of goods and services Experience in procurement and contract management in DGS&D office
7.	HR Expert	4	Provide advisory support and expert technical inputs for HR on the projects and programs anchored by different Departments, support in selection and management of external vendors and facilitate policy formulation of concerned Departments	PG Diploma or MBA in HR (full time) Minimum 15 years of post-qualification experience in a HR role with significant experience in devising recruitment strategies and processes and managing recruitment, learning & development and employee relations

S. No.	Position Title	No. of Positions	Description	Qualification & Experience
8.	Department PMU Lead	37	Lead the Department PMU liaising with Department officials and ensuring provision of required expertise and support and supervising the MIS and QA team activities	PG Diploma or Master's degree in Business Administration / Finance / Economics / Public Policy (full time) from any of the top 50 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time Minimum 12 years of post-qualification experience At least 5 years of relevant professional experience in project management and related fields with minimum 2 years as Project Management Lead / Head Experience of working with Central / State government agencies, multilateral development and bilateral agencies on project management and capacity building issues will be preferred
9.	Nodal Data Analytics Centre Lead	1	Lead the Nodal Data Analytics Centre ensuring effective monitoring, analysis of data and generation of reports and insights and provision to all concerned representatives; ensure standardization of MIS and data monitoring across the organization	PG Diploma or Master's degree in Business Administration / Finance / Economics / Public Policy (full time) from any of the top 50 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time Minimum 12 years of post-qualification experience At least 5 years of relevant professional experience in project management, reporting and data / business analysis with minimum 2 years as Project Management / MIS Lead Experience of working with Central / State government agencies, multilateral development and bilateral agencies on MIS & data analysis will be preferred

S. No.	Position Title	No. of Positions	Description	Qualification & Experience
10.	Quality Assurance Head	1	Responsible for devising and overseeing the overall Quality Assurance plans and practice across all districts and engaging with the Quality Assurance agency (if required)	Master's degree in Economics / Public Policy / Social Work / Development Studies from any of the top 50 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time Minimum 12 years of post-qualification experience in social audit, impact assessment studies and related fields Exposure to cost benefit analysis and its various approaches like UNIDO Experience of working with State and Central Government projects on quality assurance / social audit / rural development projects will be preferred
11.	Computer Cell Head	1	Manage IT-related operations of the organization and handle any major issues or escalations related to the computer cell	Master's degree in Computer Application (2 years full time) supported with relevant certification in hardware maintenance and networking Minimum 8 years of post-qualification experience in IT operations, development, networking and support At least 2 years of experience in leading / managing IT teams in a reputed private organization / multinational corporation (Revenue > 100 crores; Total employees > 100)
12.	HR Manager	1	Responsible for ensuring all HR and related activities (recruitment, performance review, training etc.) are carried out efficiently and manage any escalations with respect to the same	MBA or PG Diploma in Human Resources from any of the top 50 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time Minimum 5 years of post-qualification experience in such HR domains as recruitment, workforce planning and / or in HR Business partner role or which at least 2 years' experience must be in a reputed private

				organization / multinational corporation (Revenue > 100 crores; Total employees > 100) Experience in Central / State government / PSU's / multilateral or bilateral development agencies in HR role will be preferred
13.	Finance Manager	1	Manage overall financial planning and monitoring, creation of financial annual reports etc. for BVM	CA / CFA from ICAI / ICFAI or MBA in Finance (full time) from any of the top 50 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time Minimum 8 years of post-qualification experience in financial planning and reporting of which at least 3 years' experience must be in a reputed private organization / multinational corporation (Revenue > 100 crores; Total employees > 100) Experience of working in public sector or PPP set up is desirable
14.	Internal Audit Manager		Responsible for overseeing internal operating controls, processes and practices and performing audits to identify exceptions	Qualified Chartered Accountant (CA) and Company Secretary (CS) Minimum 5 years of post-qualification audit and control, corporate secretarial experience with some experience working with a Government or bilateral or multi-lateral organization At least 2 years of experience in Concurrent Audit
15.	Nodal IEC Expert	1	Create relevant IEC Templates and content for IEC team to use at the district level	Master's degree in Mass Communication / Journalism / Branding / Public Policy from any of the top 50 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time Minimum 8 years of post-qualification experience in IEC, public relations, mass communication Experience of working with a Government or bilateral or multi-lateral organization in an IEC /

				mass communication role will be preferred
16.	Digital Media Specialist	1	Responsible for managing BVM's presence and tracking success across all social and digital media platforms	Bachelor of Arts or other bachelor's degree in Mass Communication / Branding / Journalism / Public Relations from any of the top 100 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time Minimum 3 years of post-qualification experience in digital media management (Social Media, Websites, Out of Home etc.) in a reputed media organization (with broadcasting / coverage in more than 5 States) or in a reputed private organization / multinational corporation (Revenue
17.	Sub-Mission Manager	7	Support the Sub-Mission Director in deriving trends based on data from the nodal analytics centre, defining next steps and focus areas with respect to the sub-mission goals	Master's degree in Business Administration / Public Policy / Social Work / Development Studies from any of the top 50 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time Minimum 3 years of post-qualification experience including at least 1 year experience in an Executive Assistant role to top management and with exposure to data analytics Experience in Government / PSU's / Multinational Corporation will be preferred
18.	MIS & Analytics Cell Lead	33	Manage MIS Cell within the Department, report data with respect to all programs in a Department and analyse information for departmental performance and next steps	Bachelor's degree in Statistics / Mathematics / Physics / Engineering (full time) from any of the top 100 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time Minimum 5 years of post-qualification experience in MIS management and reporting and

				data / business analysis in a reputed private organization / multinational corporation (Revenue > 100 crores; Total employees > 100) At least 2 years of experience of leading / managing data analysis teams
19.	Data Analyst	35	Responsible for defining and analysing data for required trends, issues etc. on regular intervals and identifying useful information for Departments	Bachelor's degree in Statistics / Mathematics / Physics / Engineering from any of the top 100 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time Minimum 2 years of post-qualification experience as a data or business analyst including experience of qualitative analysis and insight generation Experience of working in Infrastructure, Agriculture or Social sector
20.	District Sectoral Coordinator - Social	38	Responsible for working collaboratively with departments by providing support in terms of experts, coordination with Sub-Mission level etc. as required by the programs at the district level	Bachelor's degree in Public Policy / Social Work / Development Studies from any of the top 100 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time Maximum 3 years of post-qualification experience in Social sector Experience of working with Central / State government agencies, multilateral development and bilateral agencies on project / scheme implementation will be preferred Experience of working in a PMU setup
21.	District PMU Lead	38	Responsible to provide guidance and support to concerned District in creating a detailed work plan sequencing activities and milestones	PG Diploma or Master's degree in Business Administration / Finance / Economics / Public Policy (full time) from any of the top 75 institutes as published under the National Institutional Ranking Framework issued by MHRD and / or QS World University Rankings and / or

				UGC recognized University Rankings, as updated from time to time At least 3 years of relevant professional experience in project management and data analysis in state / central government / bilateral / multilateral organizations (e.g. World bank, DFID, UNDP, ADB) and / or reputed private organization / multinational corporation (Revenue > 100 crores; Total employees > 100)
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10.1(b) Sample Job Descriptions

(For Proof of Concept)

Job: Town Planning Expert

No. of Positions: 1

Indicative compensation range per month including all benefits & allowances is around Rs 156000.

Key Accountabilities

Strategizing and Expert Advisory

- Design a strategic master plan and roadmap for Town Planning for each district of the State, along with detailed architectural drawing layouts, in conjunction with relevant stakeholders in the concerned State Department
- Contribute to Department's work plan related to Town Planning and its allied domains such as land area planning, municipal management, environment management, waste management, community development, infrastructure planning etc. through insightful analysis, modelling and innovative solutions
- Review existing town master plans and advise the project team in planning infrastructure such as parks, public facilities, roads and drainage system
- Establish and build partnerships with national level bodies and organizations like Town and City Planning Organization (TCPO), Practicing Engineers Architects and Town Planners Association (PEATA), Association of Municipalities and Development Authorities (AMDA), academic institutes like Centre for Environment Planning & Technology (CEPT), government officials, special interest groups as well as leading private organizations to garner support for town planning and development in the State
- Assist concerned State Department in reviewing the technical feasibility and sustainability of on-going and proposed town planning activities through field investigations, site visits, surveys, costing and SWOT analysis
- Provide guidance to concerned Department in concept, analysis, tender drafting, approach, clearances, finding knowledge and funding partners etc for the development of various housing, residential townships, industrial estates, eco corridors and MSEZ/SEZ projects.
- Undertake policy dialogue with governments, donor organizations on town planning thematic areas, promote efficient use of resources and encourage participatory approaches to ensure incorporation of best practices and latest trends in orderly development of cities/towns
- Assist in designing and implementing capacity building programs for Municipalities and other concerned stakeholders, as required
- Provide guidance and support to State Department in communication, promotion and branding plans to highlight the efforts of the State Department and Government of Bihar in Town Planning and allied domains, as required

Continuous Improvement

- Identify opportunities for continuous improvement of systems, processes and practices taking into account international and national best practices, in order to facilitate cost optimization and productivity improvement

Policies, Systems, Processes & Procedures

- Recommend improvements to functional procedures and follow all relevant departmental policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner

Related Assignments

- Perform other related duties or assignments as and when required

Qualifications and Experience:

Essential

- Master's Degree in Urban Planning/Urban Management or Architecture
- Minimum 15 years of post - qualification experience in urban/town planning of which 7 years should be in planning and executing of city master plans/building architecture projects, town infrastructure planning and allied fields
- Age limit: maximum age as on 1st January 2017 -- 70 years

Preferred

- Experience of working with State and National level large scale projects (budget value of more than Rs. 500 crores) will be given preference with proven records of execution of the project
- Experience in GIS based land use planning, preparing Master Plans for large cities/urban areas/industrial townships, etc., preferably for SEZs and smart cities
- Proven track record of working with state / central government / bilateral / multilateral organizations and/or programs of similar nature and size
- Certificates / Diploma / Courses in relevant areas will add weight to the candidature
- Honors / Awards / discourses / recognized publications in relevant area will be an added advantage

Knowledge and Other Skills:

- Experience in Urban Planning/Development, Urban Research, Urban Infrastructure Planning
- Excellent knowledge of latest technologies, trends and best practices in the Town/Urban Planning
- Strong regulatory knowledge of India's and State of Bihar's Urban Planning and Development laws and regulations
- Knowledge of tools and specializations such as housing, zoning, land pooling, TDR
- Familiarity with some computer models and statistical techniques like AutoCAD, Rhino, MS Excel, SPSS, Google Sketchup, Adobe Photoshop, ArcGIS (Arc Map), Adobe Illustrator, Adobe Indesign,
- Knowledge of budgeting procedures and techniques

(For Proof of Concept)

Job: Land Acquisition Expert

No. of Positions: 1

Indicative compensation range per month including all benefits & allowances is around Rs 156000.

Key Accountabilities

Strategizing and Expert Advisory • Design a strategic plan and roadmap for the land acquisition process for different projects, in conjunction with relevant stakeholders in the Department (Principal Secretary, Secretaries etc.) and related functionalities • Assist the Department in carrying out Social Impact Assessment of the proposed acquisition to the agency notified by the State Government • Contribute to the Department's work plan related to preparation of Rehabilitation and Resettlement Scheme along with the issuance of declaration under Section 19 of the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 (LA Act) • Conduct domain research and provide insights and perspective to ensure incorporation of best practices from across different states and facilitate management decision-making • Assist the Department in formulating new policies and reforming existing policies in order to remove procedural delays and expedite the land acquisition, rehabilitation and resettlement • Support the Department in fixation of market price and compensation of land and other properties being acquired as per provisions of Section 26 of the LA Act 2013 • Provide expert advice and required support for updating land records, public consultation and sensitization of people about the requirement of actual owner of properties and distribution of cheques in public meeting in villages • Assess how the training facilities for engineers in the Department need to be strengthened and updated and provide recommendations to senior Department officials (Principal Secretary, Secretaries etc.) • Liaise with relevant officials in the concerned Department to develop ideas and plans to address other priorities related to the Department and undertake strategic and operational planning exercises related to land acquisition
Continuous Improvement • Identify opportunities for continuous improvement of systems, processes and practices taking into account international and national best practices, in order to facilitate cost optimization and productivity improvement
Policies, Systems, Processes & Procedures • Recommend improvements to functional procedures and follow all relevant departmental policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner
Related Assignments • Perform other related duties or assignments as and when required

Qualifications and Experience:

Essential

- Bachelor's degree or higher
- At least 15 years of post-qualification work experience in Indian Administrative Service / State Administrative Service with at least 3 years' experience in Central or State Government Land Acquisition office
- Age limit : maximum age as on 1st January 2017 – 70 years

Preferred

- MBA / Master's in Public Policy / Master's in Development Studies
- Proven track record of working with state / central government / bilateral / multilateral organizations and/or programs of similar nature and size, such as IMF, World Bank, DFID, ADB etc. will be preferred
- Experience of managing / contributing to large State or National-level projects (budget value of more than 500 crores) with proven records of delivering at advisory and management roles

Knowledge and Other Skills:

- Strong interpersonal and networking skills
- Experience of policy and process design, operations development and management in the domain of land acquisition
- Excellent knowledge of (existing and new) laws and regulations related to land acquisition and their implications
- Experience in providing evidence-based, outcomes-oriented programme management and technical support, including training, operations research and large-scale programme monitoring
- Demonstrated ability to manage staff / consultants / operations in the States and managing large teams - technical, operations and administrative

Position: Department PMU Lead

(For Proof of Concept)

No. of Positions: 37

Indicative compensation range per month including all benefits & allowances is around Rs 138000.

Key Accountabilities

Planning

- Define goals and objectives to drive efficiency within various projects, schemes and initiatives taken up by the concerned Department
- Provide the required guidance and support to concerned Department in creating a detailed work plan which identifies and sequences the activities and defines milestones needed to successfully complete the relevant projects, schemes and initiatives, as required
- Facilitate concerned Department in identification and definition of the KPIs and measures upon which the relevant projects, schemes and initiatives will be evaluated, as required
- Lead planning activities for own team

Monitoring

- Oversee and provide guidance to own team to execute the monitoring, analysis and reporting activities and resolve any issues / escalations as required, to ensure timely and effective reporting of progress of relevant schemes and initiatives and facilitate management decision-making
- Track the progress of relevant Department projects, schemes and initiatives on a real time basis, provide periodic updates to relevant Department officials (Principal Secretary, Secretaries, Directors etc.) and identify course corrections if required
- Conduct periodic reviews (weekly, monthly, quarterly etc.) with relevant Department and BVM officials, discuss progress, highlight gaps and issues and devise corrective actions
- Liaise with Nodal Data Analytics Centre and ensure provision of required Departmental level data, analysis and reports to facilitate monitoring and analysis at an organizational level, as required
- Liaise with Sub-Mission Directors and provide the required data and reports for their monitoring and reporting requirements as necessary
- Address and troubleshoot issues and escalations and define and facilitate implementation of creative solutions to ensure timely and effective resolution, as required

Coordination & Advisory Support

- Liaise with relevant Department officials to discuss, understand and advise on their requirements related to technical and managerial expertise and ensure provision of relevant experts from own team in order to meet those requirements
- Liaise with various Department and BVM stakeholders (Department Principal Secretary, Secretaries, Directors, Nodal Data Analytics Centre etc.) and provide the required support and assistance to ensure effective and efficient planning and implementation of projects, initiatives and activities
- Coordinate activities of different verticals and identify opportunities to leverage cross-project strengths to take advantage of new opportunities

Relationship Management

- Build and maintain strong relationships with and support key internal and external stakeholders including existing Bihar Government officials, other Government officials, retired bureaucrats, corporates, think tanks, institutions, experts from various fields and other relevant parties
- Manage and coordinate with external stakeholders in the interest of the organization to drive positive outcomes
- Serve as the central point of contact for all relevant communication directed from external stakeholders and ensure appropriate follow-up action

Reporting

• Provide insights to concerned Department and BVM stakeholders, at request or at own initiative, regarding quantitative and qualitative developments of various schemes and initiatives, by means of periodical and ad hoc reports and / or analyses • Guide own team to prepare timely and accurate reports to meet relevant Department and BVM requirements
Team Management • Organize and supervise the activities and work of subordinates to ensure that all work within own area is carried out in an efficient manner which is consistent with the defined policies and procedures • Attract, lead and motivate employees and ensure adequate staffing within own team • Provide on-the-job training and constructive feedback to subordinates to support their overall development
Continuous Improvement • Identify opportunities for continuous improvement of systems, processes and practices taking into account international and national best practices, in order to facilitate cost optimization and productivity improvement
Policies, Systems, Processes & Procedures • Recommend improvements to functional procedures and follow all relevant departmental policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner
Related Assignments • Perform other related duties or assignments as and when required

Qualifications and Experience:

Essential

- PG Diploma or Master's degree in Business Administration / Finance / Economics / Public Policy from any of the top 50 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time
- Minimum 12 years of post-qualification experience
- At least 5 years of relevant professional experience in project management and related fields with minimum 2 years as Project Management Lead / Head
- Age limit : maximum age as on 1st January 2016 – 45 years

Preferred

- Experience of working with Central / State government agencies, multilateral development and bilateral agencies (e.g. World bank, DFID, UNDP, ADB) on project management and capacity building issues will be preferred
- Experience of managing / contributing to management of large State or National-level projects (budget value of more than 500 crores)

Knowledge and Other Skills:

- Strong leadership, stakeholder management and interpersonal skills
- Excellent knowledge of project / program design, monitoring and implementation methods, tools and techniques
- Ability to clearly, concisely and accurately report on project / program progress and outcomes to relevant stakeholders
- Strong analytical skills

Job: Nodal IEC Expert*(For Proof of Concept)***No. of Positions: 1**

Indicative compensation range per month including all benefits & allowances is around Rs 84000.

Key Accountabilities

IEC Planning • Develop communication and outreach strategies and plans from State to district to block level in collaboration with relevant BVM stakeholders, in order to communicate Government and Department schemes, initiatives and achievements and ensure effective community engagement • Prepare consolidated budget for IEC activities and seek approval of supervisor
Execution • Manage design of effective communication and education materials (templates, hoardings, posters etc.) for use of IEC teams at the district level for various programs and activities, in line with defined strategies and plans • Serve as the IEC link between the district / block and nodal office and provide the required guidance and support to district-level IEC teams and individuals for carrying out IEC-related programs and activities • Ensure targeted, coherent, and consistent messages across programs and activities executed by different district-level IEC teams • Identify and ensure propagation of State and Department success stories through design of relevant materials and effective coordination with district-level teams • Identify and engage multiple channels – newspaper, radio, local TV, digital channels etc. for community outreach and for implementing various IEC programs and initiatives • Establish and manage relationships with relevant media organizations and / or agencies to ensure provision of adequate support for State IEC activities • Provide technical expertise in the design and implementation of effective IEC programs and activities for all district-level IEC teams • Design plans to ensure community feedback is effectively channelized into relevant State and / or Department policy
Reporting & Documentation • Prepare periodic and ad hoc reports to provide insights and necessary information to relevant parties within own team and other Departments, teams and units, in line with defined standards and formats • Identify and document lessons learnt and good practices at all levels & disseminate to concerned stakeholders appropriately
Continuous Improvement • Identify opportunities for continuous improvement of systems, processes and practices taking into account best practices, in order to facilitate cost optimization and productivity improvement
Policies, Systems, Processes & Procedures • Recommend improvements to functional procedures and follow all relevant departmental policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner
Related Assignments • Perform other related duties or assignments as and when required

Qualifications and Experience:

Essential

- Master's degree in Mass Communication / Branding / Public Policy from any of the top 50 institutes, as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time
- Minimum 8 years of post-qualification experience in IEC, public relations, mass communication
- Age limit : maximum age as on 1st January 2016 – 40 years

Preferred

- Experience of working with Central / State government agencies, multilateral development and bilateral agencies (e.g. World bank, DFID, UNDP, ADB) in an IEC / mass communication role will be preferred

Knowledge and Other Skills:

- Excellent written and oral communication skills
- Significant experience in designing and implementing IEC programs and activities
- Good working knowledge of web-platforms, Microsoft Office, Adobe suite, Corel etc.
- Creativity and innovative thinking
- Good knowledge of fundamentals of brand building & communication development

(For Proof of Concept)

Job: Data Analyst

No. of Positions: 35

Indicative compensation range per month including all benefits & allowances is around Rs 51000.

Key Accountabilities

Data Analysis

- Analyze collected data for own area, look for trends, patterns and root causes, keep track of all relevant findings and share results with relevant stakeholders in BVM and State departments
- Use mathematical modeling techniques to translate trends, patterns and (causal) relationships into forecasts or predictive models
- Interact with relevant stakeholders in BVM and State departments, units and teams to support in interpretation of analysis and insights
- Liaise with relevant State departments, units and teams in order to collect needed information to facilitate the intended analysis and report findings
- Provide recommendations and insights, at request or at own initiative, by collecting, interpreting, and editing State departments and programs and schemes related data and processes
- Respond to ad-hoc analysis requests from own team and other departments, units and teams in a timely manner in order to ensure operational effectiveness and support decision making
- Liaise with relevant teams (like IT etc.) to ensure the data architecture and design of databases meet team requirements and ensure databases are run and maintained in line with defined standards and procedures
- Participate in / provide inputs for own area to development of processes that steer the management of data throughout the organization
- Ensure proper documentation and archiving of relevant files and records ensuring ease of access and data retrieval

Reporting

- Assist team in the preparation of timely and accurate reports to meet team and department requirements
- Prepare periodic and ad hoc reports to provide insights and necessary information to relevant parties within own team and other departments, teams and units, in line with defined standards and formats

Continuous Improvement

- Identify opportunities for continuous improvement of systems, processes and practices in order to facilitate cost optimization and productivity improvement

Policies, Systems, Processes & Procedures

- Follow all relevant policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner

Related Assignments

- Perform other related duties or assignments as and when required

Qualifications and Experience:

Essential

- Bachelor's degree in Statistics / Mathematics / Physics / Engineering from any of the top 100 institutes as published under the National Institutional Ranking Framework issued by MHRD, as updated from time to time
- Minimum 2 years of post-qualification experience as a data or business analyst in a reputed private organization / multinational corporation (Revenue > 100 crores; Total employees > 100)

- Age limit : maximum age as on 1st January 2016 – 30 years

Preferred

- Experience of working with Central / State government agencies, multilateral development and bilateral agencies (e.g. World bank, DFID, UNDP, ADB) on MIS and data analysis projects will be preferred
- Experience in data entry and creating data-related reports
- Experience of working on latest MIS, data analysis and reporting systems and tools

Knowledge and Other Skills:

- Advanced data and statistical analysis & numerical ability
- Good knowledge of reporting procedures and formats
- Typing speed of minimum 30 words per minute in Hindi and minimum 40 words per minute in English
- Ability to generate reports in an accurate manner
- High computer literacy skills
- High proficiency in using MS office suite of products (MS Excel, MS PowerPoint etc.)

10.2 Forms for Submission – Bidders are advised to use the following formats

Pre-qualification proposal Forms

S. No.	Pre-qualification requirement	Documentary evidence required	Additional details
1.	The bidder should be registered in India under the Indian Companies Act 1956 or a registered Limited Liability Company (LLC) or a registered Partnership Firm or a registered Limited Liability Partnership firm (LLP) and should be operational in India for minimum of 5 years	a) Copy of Certificate of Incorporation / registration from Registrar of Companies or appropriate authority to be attached. c) Financial statements/ Service Tax return / Income tax return for the year in operation, certified by Auditor.	Please attach details in the following Format – Form 1

Form 1: Details about the bidder

S. No.	Parameter	Details
1	Name of Agency	
2	Legal Status	
3	Country of Incorporation	
4	Year of commencement of business	
5	Principal place of business	
6	Name of the Authorized Signatory	
7	Designation of the Authorized Signatory	
8	Company of the Authorized Signatory	
9	Address of the Authorized Signatory	
10	Phone Number of the Authorized Signatory	
11	E-Mail Address of the Authorized Signatory	
12	Has the Bidder been penalised by any organization for poor quality of work or breach of contract in the last five years? (Yes/No)	
13	Has the Bidder or any of its Associates suffered bankruptcy / insolvency in the last five years (Yes/No)	
14	Signature / Name / Designation of Authorised Signatory	

S. No.	Pre-qualification requirement	Documentary evidence required	Additional details
2.	The bidder should have minimum annual revenue of Rupees 5 Crores from Recruitment each during the last three declared financial years. For the purpose of this RFE, pure-play recruitment is defined as recruitment process outsourcing, contingent success based fee hiring, retained search. Does not include any kind of remuneration earned for lending / leasing of manpower to any client organization with employees on bidder's payroll or any allied organization of the bidder.	Copy of audited financial results and bifurcated annexures of the audited results to specify pure-play recruitment revenue to be attached.	Please attach details in the following Format – Form 2

Form 2: Financial capacity of the bidder

S. No.	Financial Year	Annual Revenue (INR crore)
1.	2015-16	
2.	2014-15	
3.	2013-14	

Certificate from Statutory Auditor:

This is to certify that _____ (name of the Bidder) has received the payments shown above against the respective years on account of professional fees from pure-play Recruitment.

(Signature, name and designation of the Authorised signatory)

Date and Seal of Audit Firm

S. No.	Pre-qualification requirement	Documentary evidence required	Additional details
4.	The bidder should be in the line of business for minimum period of 5 years for which RFE is issued. The bidder should possess experience of providing end-to-end recruitment services (in India) for equivalent similar jobs Size of such client organizations should be minimum of 3000 employees and/or annual revenue of at least 500 crores	Completion Certificate from the Client / Copy of Work Order / Engagement Letter / Self-Certification in case of confidentiality agreement	Please attach details in the following Format – Form 3

Form 3: Project description sheet

Assignment name:	
Country:	Duration of assignment (months):
Location within country:	
Name and address of Client:	Amount of fee received by your firm (INR):
Number of employees in client organization:	Turnover of client organization:
Start date (month/year):	Completion date (month/year):
List of jobs recruited:	
Scope of services (Maximum 500 words):	

S. No.	Pre-qualification requirement	Documentary evidence required	Additional details
5.	The bidder should have a minimum of 20 full time Recruitment consultants on its payroll in India	Self-certificate from authorised personnel	Please attach details in the following Format – Form 4

Form 4: Self-Certificate of Manpower Capability of the bidder

Certificate from authorized personnel:

This is to certify that _____ full time Recruitment Consultants are on <Bidder Name> payroll in India for more than 6 months.

(Signature, name and designation of the Authorised signatory)

Date: Name of Bidder and Seal:

Form 5: Team's CV – Separate sheet for all key personnel

1. Name of firm:
2. Name of staff:
3. Date of birth:
4. Nationality:
5. Education: (copy of certificate of highest educational qualification to be attached)

College/University/Additional certificates/degree	Degree obtained	Date/Year of obtainment

6. Membership of professional associations:

7. Other training:

8. Experience:

Relevant Experience	Total No. of Years

9. Employment record

From <date> to <date>	
Employer	Position Held

10. Areas of expertise:

11. Work undertaken that best illustrates capability to handle the tasks assigned

- Name of the assignment or project:
- Client:
- Year:
- Location:
- Description of project and role:
- Positions held:

(Qualified bidders will be required to produce copy of certificate of educational qualification and professional experience for the CVs provided, at the time of presentation)