



JEEVIKA

Rural Development Department, Government of Bihar

**Bihar Rural Livelihoods Promotion Society
State Rural Livelihoods Mission, Bihar**



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Request For Proposal (RFP)

**Hiring of Human Resource Consultancy Agency
For Operationalizing and Supporting a
Goal Oriented Human Resource Management System**

Two Envelope Bidding system through e-Procurement

Ref. No. BRLPS/Proj-Comm/2177/23

Issued RFP on 23-03-2026

**BIHAR RURAL LIVELIHOODS PROMOTION SOCIETY (BRLPS)
3rd Floor, Annexe-II, Vidyut Bhawan, Patna – 800021**

NOTICE INVITING TENDERS

1. This Request for Proposal (RFP) is issued by the Bihar Rural Livelihoods Promotion Society (BRLPS), (hereunder called “BRLPS”), for inviting proposals to operationalize and embed a goal oriented human resource management system with BRLPS, including steps like goal-setting, competency mapping and assessment, and integration with existing performance management systems.
2. BRLPS invites proposals (the “Proposals”) for hiring of a firm/company (the “Agency”) for Hiring of Human Resource Consultancy Agency For Operationalizing and Supporting a Goal Oriented Human Resource Management System in accordance with the procedure set out herein.
3. To participate in the e-tendering process, the bidder is required to get themselves registered with Bihar Government Centralized e-Procurement portal, i.e., <https://eproc2.bihar.gov.in>. For support related to e-tendering process, bidders may contact at following address during working hours: 10.00 AM to 6 PM. (All days in week except Sunday and few selected state holidays on “eProc 2.0 Help Desk Address: m-junction services limited RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar. Tollfree No: 1800 572 6571” or may contact on Email Id: eproc2support@bihar.gov.in
4. The agreement shall be signed between the successful bidder & BRLPS. Enquiries and clarifications (if any), shall be addressed to: Procurement Specialist, Patna-800021 Email id: proc.sp@brlps.in

1. Schedule of Events:

Sn.	Schedule	Important dates
1	Bid Publishing date	23/03/2026
2	Pre bid meeting date	01/04/2026 at 03.00 PM (Offline) at BRLPS Office, Patna
3	Last Date of submission of bid	15/04/2026 up to 03.00 PM
4	a. Bid opening date & Time (Technical)	Technical bid: 15/04/2026 at 03:30 PM (online)
	b. Bid opening date & Time (Financial)	Financial Bid: To be notified later.
5	Bid validity period	180 Days (One hundred and eighty days)
6	Contact Person	Project Manager – SLA Mobile - 9771478321
7	Website	https://eproc2.bihar.gov.in

NB: BRLPS reserves all the right to revise/change/cancel the Tender at any stage without assigning any reasons thereof.

2. The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 3,50,000/- (Rs. Three Lakh Fifty Thosund only) through <https://eproc2.bihar.gov.in> IPG (Internet Payment Gateway). Bidder may also submit EMD in the form of Bank Guarantee. The Bank Guaratnee should be issued from any Nationalized/Scheduled Indian Bank in favor of Bihar Rural Livelihoods Promotion Society, Patna. The Bank Guarantee should be valid for 180 days from the date of last date of submission of Bid.

Bidder submitting EMD in the form of Bank Guarantee (BG) will have to submit scanned

copy of BG with their technical proposal and hard copy of the same should be submitted to BRLPS on or before the last date and time of submission of proposal. In absence of receipt of hard copy of BG, the proposal will not be evaluated. Postal delays, if any, will be the responsibility of bidder.

3. The technical and financial bids must be submitted through <https://eproc2.bihar.gov.in> online platform addressed to “**Chief Executive Officer cum Mission Director, Bihar Rural Livelihoods Promotion Society (BRLPS), Patna - 800021**” before the date and time specified in the Fact Sheet. BRLPS does not take any responsibility for the delay / Non- Submission of Tender / Non-Reconciliation of online Payment caused due to Non- availability of Internet Connection, Network Traffic/ Holidays or any other reason.
4. The bidders shall submit their eligibility and qualification details, certificates as mentioned in the tender document in the format annexed in the Tender.
5. The Bidding documents shall be submitted in the mode as mentioned below:

Earnest Money Deposit (EMD)	Online Mode
Technical Bid (Un-priced)	As per format mentioned in RFP (Annexure I)
Financial Bid (Priced)	As per format available on eProc2 portal. (Annexure 6)

6. In the event of any of the above-mentioned dates being declared as a holiday/ closed day for BRLPS, Patna the tenders will be opened on the next working day at the scheduled time.
7. The technical and financial bids must be submitted through <https://eproc2.bihar.gov.in> before the date and time specified in the RFP document. BRLPS does not take any responsibility for the delay/ Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non- availability of Internet Connection, Network Traffic/ Holidays, or any other reason.
8. The bidders shall submit their eligibility and qualification details, Certificates as mentioned in the tender document, in the online mode on <https://eproc2.bihar.gov.in> at the respective stage(s) only.
9. All prospective bidders may **attend the Pre-Bid meeting**. The venue, date and time are indicated in Schedule of Events as in above.
10. All further Notifications/Corrigendum/Addendum would be notified to the bidder through <https://eproc2.bihar.gov.in>

CEO, BRLPS

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Disclaimer

- The information contained in this Request for Proposal document (RFP) or subsequently provided to bidders by or on behalf of the Client or any of their employees or advisers, is provided to bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
- This RFP is not an agreement and is neither an offer nor invitation by the Bihar Rural Livelihoods Promotion Society (BRLPS) to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Client in relation to the Programme. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Client, its employees, or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements, and information contained in this RFP, may not be complete, accurate, adequate, or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
- Information provided in this RFP to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Client accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- The Client, its employees and advisers make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.
- The Client also accepts no liability of any nature whether resulting from negligence or otherwise, caused arising from reliance of any bidder upon the statements contained in this RFP. The Client may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.
- The issue of this RFP does not imply that the Client is bound to select a bidder or to hire the selected bidder, as the case may be, for the Project and the Client reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
- The bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Client, or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the bidder and the Client shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation of submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

Abbreviations & Definitions

S. No.	Terms	Definition
1.	Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/Client having the Power of Attorney (PoA) from the the Board Resolution mentioning the "name of the Authorized Signatory" of the respective Bidding firm.
2.	RFP Document	Documents issued by the procuring entity, including any amendments there to, that set out the terms and conditions of the given procurement and includes the invitation to bid.
3.	Bid Security/EMD	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
4.	Bidder	Firm participating in the procurement/ bidding process with the procurement entity.
5.	Committee	Committee constituted by Bihar Rural Livelihoods Promotion Society.
6.	Competent Client	A Client or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement.
7.	Agreement Price	Price payable to the firm/company under the Agreement for the complete and proper performance of its obligations under the agreement.
8.	Agreement	An agreement entered into between the procuring entity and a successful bidder concerning the subject matter of procurement.
9.	Day	A calendar day as per BRLPS
10.	Effective date of Agreement	The date on which the agreement comes into force and effect.
11.	EMD	Earnest Money Deposit
12.	GCC	General Conditions of Agreement
13.	GoB	Government of Bihar
14.	GST	Goods & Service Tax
15.	INR	Indian National Rupee
16.	Lol	Letter of Intent
17.	BRLPS	Bihar Rural Livelihoods Promotion Society.
18.	PAN	Permanent Account Number

S. No.	Terms	Definition
19.	PBG	Performance Bank Guarantee
20.	Personnel/ Resources	Professional and Support staff provided by the firm/ company and assigned to perform service to execute an assignment and any part thereof.
21.	Proposal	Proposals submitted by bidders in response to the RFP issued by BRLPS for hiring of firm/company.
22.	Client/Client	Bihar Rural Livelihoods Promotion Society (BRLPS)
23.	QCBS	Quality-cum-Cost-Based Selection
24.	RFP	Request for Proposal
25.	Services	Work to be performed by the firm/ company pursuant to the selection by BRLPS and to the agreement to be signed by the parties in pursuance of any specific assignment awarded to them by Bihar Rural Livelihoods Promotion Society.
26.	TIN	Tax Identification Number
27.	Working Days	Working days is defined as working days of BRLPS.

Fact Sheet

Important Dates & Information

Department Name	Bihar Rural Livelihoods Promotion Society (BRLPS)
Address & Phone Number	Annexe-II, 3 rd Floor, Vidyut Bhawan, Bailey Road, Patna, Phone – 91-612-2504980
Name of Work	Hiring of Human Resource Consultancy Agency For Operationalizing and Supporting a Goal Oriented Human Resource Management System
Project Duration	18 Months
Method of Selection	Quality & Cost Based Selection (QCBS) 70:30
Tender Currency	INR
Joint Venture/Consortium	No consortium / JVs / Associations shall be allowed to bid for this tender. Sub-contracting shall not be allowed.
Bid Document Fee (Non-refundable)	INR 5000/- (INR Five thousand only) to be paid through https://eproc2.bihar.gov.in
Bid Security/EMD	INR 3,50,000/- (INR Three Lakh Fifty Thousand Only) to be paid online on https://eproc2.bihar.gov.in or through Bank Guarantee.
Performance Bank Guarantee (PBG)	5% of the total agreement value within 07 working days from date of issuance of Lol.
Portal for downloading tender documents and proposal submission	The tender is available and downloadable on e-Tendering website: https://eproc2.bihar.gov.in . All subsequent changes to the bid document shall be published on the above website.
Date & place of Pre bid meeting	01/04/2026 at 03:00 P.M. Bihar Rural Livelihoods Promotion Society 3 rd Floor, Vidyut Bhawan, Annexe – II, Nehru Patna, Patna, 800021 Contact: 91-612-2504980

Last Date & Time for Receipt (Online Submission) of Bids	15/04/2026 (Till 03:00 P.M.)
Date and Time of online Opening Technical Bid	15/04/2026 (At 03:30 P.M.)
Date and Time of Technical Presentation	To be informed later
Date and Time of Opening Financial Bid	To be informed later
Bid Validity Period	180 days
Officer Inviting Bids	CEO cum Mission Director

1. Introduction

The Government of Bihar (GoB), through the Bihar Rural Livelihoods Promotion Society (BRLPS), an autonomous body under the Department of Rural Development, locally known as JEEVIKA is working with an objective of social & economic empowerment of the rural poor. The primary focus of the programme is to enhance social and economic empowerment of the rural poor in Bihar.

1.1. Request For Proposal

- 1.1.1. Invitation for Hiring of Human Resource Consultancy Agency For Operationalizing and Supporting a Goal Oriented Human Resource Management System.
- 1.1.2. Bihar Rural Livelihoods Promotion Society (BRLPS), JEEVIKA, Department of Rural Development, Government of Bihar, invites responses (“Tenders”) to this Request for Proposal (“RFP”) from reputed consulting firms (“Bidders”) for the provision of Services as described under, “Terms of Reference” of this RFP.
- 1.1.3. Any agreement that may result from this procurement competition will be issued for a period of 18 months.
- 1.1.4. The Client reserves the right with concurrence of the bidder, to extend the Term for a period or period of up to 1 (One) year on the same terms and conditions.
- 1.1.5. The bidder shall not be permitted to subcontract any of the services under this RFP, except for hiring and managing payroll of its deployed resources.
- 1.1.6. The date for the commencement of services within 30 calendar days of agreement signing.
- 1.1.7. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received in hard copy WILL NOT be considered in this procurement process.

1.2. Project Description

1. The Government of Bihar (GoB), through the Bihar Rural Livelihoods Promotion Society (BRLPS), an autonomous body under the Department of Rural Development, locally known as JEEViKA with an objective of social & economic empowerment of the rural poor. The aim of the hiring of agency is to operationalize and embed a goal oriented human resource management system with BRLPS, including steps like goal-setting, competency mapping and assessment, and integration with existing performance management systems.

2. General Instructions

- 2.1 The Client named in the "Data Sheet" shall select a firm from amongst the Consultants who have submitted a complete Technical Proposal and Financial Proposal in accordance with the method of selection indicated in the Data Sheet.
- 2.2 The Consultants are invited to submit a Technical Proposal and a Financial Proposal, as specified in the Data Sheet (the Proposal) for consulting services required for the Assignment named in the Data Sheet.
- 2.3 The Assignment shall be implemented in accordance with the phasing indicated in the Data Sheet. The Assignment includes several stages, the performance of the consultant under each stage must be upto the client's satisfaction.
- 2.4 The Consultants must familiarize themselves with local conditions and take them into account in preparing their Proposals. To obtain first-hand information on the Assignment, consultants are encouraged to pay a visit to the Client as specified in the Data Sheet before submitting a Proposal and to attend a pre-proposal conference as specified in the Data Sheet. Attending the pre-proposal conference is optional. The Consultant's representative should contact the officials named in the Data Sheet to obtain additional information on the pre-proposal conference.
- 2.5 The Client will provide the inputs specified in the Data Sheet and all available relevant project data and reports.
- 2.6 Please note that (i) the costs of preparing the proposal and of negotiating the agreement, including a visit to the Client, are not to be paid/reimbursed in any case; and (ii) the Client is not bound to accept any of the Proposals submitted.
- 2.7 All information supplied by Bidders may be treated as binding on the Bidders, on successful award of the assignment by the Client based on this RFP.
- 2.8 No commitment of any kind, award or otherwise shall exist unless and until a formal written agreement has been executed by or on behalf of the Client. Any notification of preferred Bidder status by the Client shall not give rise to any enforceable rights by the Bidder. The Client may cancel this public procurement process at any time prior to a formal written agreement being executed by or on behalf of the Client.

2.9 Conflict of Interest

- i. Client requires that Consultants provide professional, objective, and impartial advice and always hold the Client's interests paramount, strictly avoid conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.
- ii. Consultants 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. Any such disclosure shall be made as per the standard forms of technical proposal provided herewith. If the consultant fails to disclose said situations and if the Client comes to know about any such situation at any time, it may lead to the disqualification of the Consultant during bidding process or the termination of its Agreement during execution of assignment.
- iii. No autonomous agency under the control of the Government of Bihar or current employees of the Client shall work as consultants.

2.10 Corrupt and Fraudulent Practices

2.10.1 The Client will reject a proposal for award if it determines that the bidder recommended for award, or any of its personnel, or its agents or, vendors and/or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for this assignment in question;

2.10.2 For the purposes of this provision, the terms are set forth as follows:

- “Corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party; “Fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- “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;
- “Coercive Practice” is impairing or harming, or threaten to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- “Obstructive Practices” is deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to The

Client in order to materially impede an investigation into allegations of a corrupt, fraudulent, collusive or coercive practice; and or threaten, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

2.11 General Considerations

- 2.11.1 Consultants are advised to study all instructions, forms, requirements, appendices, and other information in the RFP document carefully. Submission of the Proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- 2.11.2 Failure to comply with the requirements of this RFP may render the Proposal non-compliant and the Proposal may be rejected, therefore, Consultants must:
- a) comply with all requirements as set out within this RFP and pre-bid clarifications;
 - b) submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP;
 - c) include all supporting documentations specified in this RFP; and
 - d) each Consultant shall submit only one (1) proposal.

2.12 Completeness of Response/ Compliant Proposals

- 2.12.1 Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- 2.12.2 Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
- Include all documentation specified in this RFP;
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - Comply with all requirements as set out within this RFP and pre-bid clarifications

2.13 Proposal Validity

- 2.13.1 The Bidder's Proposal must remain valid for at least 180 days after the Proposal submission deadline. A proposal valid for a shorter period shall be rejected by the Client

as non- responsive bid.

- 2.13.2 In exceptional circumstances, prior to the expiration of the bid validity period, the Client may request bidders to extend the period of validity of their Proposals. The EMD shall also be extended for a corresponding period. A bidder granting the request shall not be required or permitted to modify its bid. The request and the responses shall be made in writing.
- 2.13.3 If it is established that any Expert nominated in the Bidder's Proposal was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation.

2.14 Extension of Validity Period

- 2.14.1 The Client will make its best effort to complete the processing within the proposal's validity period. However, if the need arise, The Client may request, in writing, all Bidders who submitted Proposals prior to the submission deadline to extend the Proposal's validity.
- 2.14.2 If the Bidder 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 Experts.

2.15 Confidentiality

- 2.15.1 From the time the Proposals are opened to the time the Agreement is made, the Bidder 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 Bidders who have submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Agreement award information.
- 2.15.2 Any attempt by shortlisted Bidders or anyone on behalf of the Bidder to influence improperly the Client in the evaluation of the Proposals or award decisions may result in the rejection of its Proposal.
- 2.15.3 Notwithstanding the above provisions, from the time of the Proposals, opening to the time of Award publication, if a Bidder wishes to contact the Client on any matter related to the selection process, it should do so only in writing.

2.16 Amendment to "RFP"

- 2.16.1 At any time prior to the deadline for submission of Proposal, after the Pre-bid meet, the Client may, for any

reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the “RFP” document by the issuance of Addendum/ Corrigendum and posting it on the e-Procurement portal. To afford the Bidders a reasonable time for taking an amendment into account, or for any other reason, the Client may, in its sole discretion, extend the Proposal Submission due date.

2.17 **Governing Law**

2.17.1 The Agreement shall be governed by and interpreted in accordance with the laws of the Bihar State/ India and under the jurisdiction of Courts in Patna, Bihar.

2.18 **Force Majeure**

2.18.1 Definition of Force Majeure

“Force Majeure” shall mean any event beyond the reasonable control of the Client or of the Consultant, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected.

2.18.2 Force Majeure events

A Force Majeure shall include, without limitation, the following: war, hostilities, or warlike operations (declared by state), invasion, act of foreign enemy, and civil war; strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague; earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster as declared by the appropriate government;

- If either party is prevented, hindered, or delayed from or in performing any of its obligations under the agreement by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) days after the occurrence of such event.

2.18.2.1 The party who has given such written notice shall be excused from the performance or punctual performance of its obligations under the agreement for so long as the relevant event of Force Majeure continues and to the extent that such party’s performance is prevented, hindered, or delayed. The time for achieving Final Acceptance may be

extended.

2.18.2.2 The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the agreement and to fulfil its or their obligations under the agreement.

2.18.2.3 No delay or non-performance by either party to this Agreement caused by the occurrence of any event of Force Majeure shall:

2.18.2.3.1 constitute a default or breach of the Agreement;

2.18.2.3.2 give rise to any claim for damages or additional cost or expense occasioned by the delay or non-performance, if, and to the extent that, such delay or non-performance is caused by the occurrence of an event of Force Majeure.

2.18.2.4 If the performance of the Agreement is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days on account of one or more events of Force Majeure during the time period covered by the Agreement, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Agreement by giving a 30 days prior written notice to the other.

2.19 Termination Clause

2.19.1 Termination for Default

2.19.1.1 The Client may, without prejudice to any other remedy for breach of agreement, by a prior written notice of default of at least 30 days be sent to the selected bidder, terminate the agreement in whole or in part provided a cure period of not less than 30 days is given to the selected bidder to rectify the breach.

2.19.1.2 If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the agreement, or any extension thereof granted by The Client; or;

2.19.1.3 If the selected bidder fails to perform any other obligation under the agreement within the specified period

of delivery of service or any extension granted thereof; or;

2.19.1.4 If the selected bidder, in the judgment of the Client, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the agreement, or;

2.19.1.5 If the selected bidder commits breach of any condition of the agreement; or;

2.19.1.6 If The Client terminates the agreement in whole or in part, amount of PBG may be forfeited. The decision of the Client will be final and conclusive in this regard.

2.19.2 Termination for Insolvency

2.19.2.1 The Client may at any time terminate the Agreement by giving a written notice of at least 30 days to the selected bidder if the selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to The Client.

2.19.3 Termination for Convenience

2.19.3.1 The Client, by a prior written notice of at least 30 days sent to the selected bidder, may terminate the Agreement, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of the selected bidder under the Agreement is terminated, and the date upon which such termination becomes effective.

2.19.3.2 In such case, the Client will pay for all the pending invoices.

2.19.3.3 Limitation of Liability- In no event shall either party be liable for consequential, incidental, in direct, or punitive loss, damage or expenses (including lost profits). The selected bidder shall not be liable to the other hereunder or in relation hereto (whether in agreement, tort, strict liability or otherwise) for more than the value of the amount to be paid (including any amounts invoiced but not yet paid) under this Agreement.

2.19.4 Termination by the Client

2.19.4.1 The Client may at any time terminate the Agreement by giving a prior written notice of at least thirty (30) days written notice of termination to the Bidder, such notice to be given after the occurrence of any of the events, terminate this Agreement if:

- The Selected Bidder fails to remedy any breach hereof or any failure in the performance of its obligations

hereunder, as specified in a notice of suspension, within thirty (30) days of receipt of such notice of suspension or within such further period as the Client may have subsequently granted in writing.

- The Selected Bidder becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary.
- The Selected Bidder submits to the Client a statement which has a material effect on the rights, obligations, or interests of the Client and which the Selected Bidder knows to be false.
- Any document, information, data, or statement submitted by the Selected Bidder in its Proposals, based on which the Selected Bidder was considered eligible or successful, is found to be false, incorrect, or misleading; or
- As the result of Force Majeure, the Selected Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- If the BRLPS would like to terminate the agreement for reasons not attributable to the Selected Bidder's performance, they will need to clear all invoices for the Selected Bidder services up to the date of their notice.
- If the BRLPS would like to terminate the agreement for reasons attributable related to the Selected Bidder, the BRLPS will give a rectification notice for 1 month to the Selected Bidder in writing with specific observations and instructions.

2.19.5 Termination by Selected Bidder

2.19.5.1 The Selected Bidder may, by not less than three (03) months prior written notice to the Client, such notice to be given after the occurrence of any of the events, terminate this Agreement if:

- The Client is in material breach of its obligations pursuant to this Agreement and has not remedied the same within thirty (30) days (or such longer period as the Selected Bidder may have subsequently agreed in writing) following the receipt by the Client of the Selected Bidder's notice specifying such breach.
- As the result of Force Majeure, the Selected Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days;

2.20 Suspension

2.20.1 The Client may, by prior written notice of suspension to the Selected Bidder,

without any obligation (financial or otherwise) suspend all the payments to the Selected Bidder here under if the Selected Bidder shall be in breach of this Agreement or shall fail to perform any of its obligations under this Agreement, including the carrying out of the Services.

- Shall specify the nature of the breach or failure, and
- Shall provide an opportunity to the Selected Bidder to remedy such breach or failure within a period not exceeding thirty (30) days after receipt by the Selected Bidder of such notice of suspension.

2.21 Cessation of rights and obligations

2.21.1 Upon termination of this Agreement or upon expiration of this Agreement, all rights and obligations of the Parties hereunder shall cease, except

- Such rights and obligations as may have accrued on the date of termination or expiration,
- The obligation of confidentiality set forth in RFP.

2.22 Cessation of Services

2.22.1 Upon termination of this Agreement by notice of either Party to the other, the Selected Bidder 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.

2.23 Disputes Resolution

2.23.1 Amicable Settlement: The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of the agreement, the aggrieved party shall issue a written notice setting out the Dispute/differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation.

2.23.2 If any of the disputes arising out of the agreement signed is not settled amicably, the courts in Patna, Bihar shall have the sole jurisdiction to settle the disputes.

2.24 Liquidated Damages

2.24.1 Except as provided under clause "Force Majeure," if the consultant fails to deliver the deliverables within the time-line prescribed in payment schedule, the Client may without prejudice to all its other remedies under the Agreement, deduct from the invoice/s of the agency as liquidated damages, a sum 0.07% per day till the period of delay.

2.25 Project closure

2.25.1 The last month of the project is considered as Project Closure period. During the project closure, the service provider shall clear all pending work as per agreement.

2.25.2 To ensure proper transfer of knowledge to the BRLPS.

3. Terms of Reference

1.1 Objective of the Assignment

- 1.1.1 The objective of the assignment is to support the operationalization of a goal oriented, compassionate, and service-driven human resource management (GO-HRM) system in JEEViKA. This initiative is rooted in the values of Sewa Bhaav (spirit of selfless service), empathy, and equity, ensuring that each individual in the organization is empowered, supported, and recognized for their contribution to social transformation.
- 1.1.2 The scope and approach of operationalization is defined below.
- 1.1.3 Setting goals and targets: delineating BRLPS' vision and goals into specific objectives, purpose and key results, leading to individual key performance indicators for each position / role - ensuring alignment with both performance metrics and the emotional and social intelligence required to serve communities with Sewa Bhaav.
- 1.1.4 Competency mapping: Develop a framework for roles, activities, and competencies (FRAC) for all positions in JEEViKA, incorporating core behavioral values like integrity, empathy, collaboration.
- 1.1.5 Competency assessment and development: Support development of capability needs assessments and the identification of relevant competency building contents(courses), including onboarding in coordination with BRLPS and 3rd party course providers (to be hired separately by the BRLPS), in alignment with the KPIs, KRAs and JEEViKA's core values.
- 1.1.6 Performance management: Design and implement the roadmap for linking competencies (Domain, Behavioural and Functional) and performance (program delivery indicators), with BRLPS processes like transfers and workforce planning and redeployment- ensuring fairness, dignity, and the recognition of service-oriented leadership at all levels.
- 1.1.7 The agency will be responsible for operationalizing GO-HRM in JEEViKA across the components outlined under Sections 1.1 – 1.6. All deliverables produced as part of this initiative will be solely owned by JEEViKA and the agency onboarded through this RFP will be expected to make necessary efforts to manage and handover such deliverables to JEEViKA through the course of their agreement.

1.2. Background and JEEViKA vision 2030

In the last decade, JEEViKA has emerged as India's largest state level women's socio-economic empowerment program, working directly with over 1 crore families in rural Bihar. The JEEViKA program in the present context, has not only organized women into collectives but has successfully amplified the reach of rural bank branches in Bihar by developing SHGs as credible borrowers of bank credit through investments into productive livelihoods.

The BRLPS Vision 2030 outlines a mission to further improve service delivery and ensure meaningful livelihoods, by expanding rural credit markets, diversifying livelihoods opportunities, and upgrading existing activities through technical support. A key driver of this vision is the enhancement of JEEViKA's organizational capacities through the system strengthening of its cadres and officials.

1.3. About a goal-oriented human resource management (GO-HRM) system

BRLPS wants to achieve this through a goal-oriented, competency-focused approach to human resource management that elevates individual and organizational performance. Rooted in Sewa Bhaav, the GO-HRM approach is designed to respect individual dignity, amplify strengths, and address barriers with empathy.

The performance of each employee is influenced by the skills, motivation, and opportunities they possess to fulfill their organization's objectives, and the barriers they confront. Bringing observability to these constraints can help a department monitor and close the gap between what an individual is required to do and what they are actually able to do. By identifying and supporting these interlinked factors, BRLPS seeks to create a workforce that is capable, motivated, and deeply connected to its mission of serving communities.

Competencies are a useful construct for understanding and improving individual performance. Specific, accurate, and measurable mapping of competencies and values - including compassion, collaboration, equity, humility, and a spirit of Sewa Bhaav in public service, helps a department to gain clarity about whether an individual has the right attitude, skills, and knowledge required to perform their role and accordingly direct resources towards developing these.

In a competency-driven system where individuals work towards numerous goals and perform multiple roles which further require fulfillment of various activities, the theme can:

- Identify competencies required for performing a particular role;
- Assess whether their employees possess those competencies;
- Provide customized training resources and other forms of support to build competencies where needed;
- Make transfers and promotions based on competencies, and use other incentives to encourage their employees to acquire the competencies required for their current and desired future roles. Therefore, competencies can help a department answer the question: given our organizations goals, what attitudes, skills and knowledge should our employees possess to enable them to achieve their goals, and in the process, achieve the JEEViKAs goals? The vendor onboarded through this RFP will play an important role in operationalizing this vision.

1.4. Operationalizing GO-HRM

- GO-HRM is expected to enhance the BRLPS efficiency and effectiveness in achieving its goals. This will require the integration of four key components of people management: eHRMS, Learning management system, APAR (annual performance appraisal report), and management information systems (MIS) or workflow applications.
- The eHRMS serves as the foundation, maintaining electronic service records of all department personnel and providing essential information on employee positions and tenure. Learning management System, a competency-driven open-source platform, enables departments to set and assess goals and competencies, and empowers officials to develop professionally. Workflow applications streamline departmental processes, track program data, automate data flow, and thereby enable real-time monitoring. Finally, the APAR system provides a platform to integrate all capacity- and performance-related information pertaining to an individual in one place and thus allows the department to employ a comprehensive data-driven and goal-oriented method to performance management.
- Together, these systems will create an environment where people are supported to grow and thrive—with a focus on service delivery that is not only efficient but empathetic and empowering.

1.5. Role of the Agency

The agency onboarded through this RFP will work in close coordination with the BRLPS in operationalizing a goal-oriented human resource management system. This will be undertaken in 2 phases comprising the implementation of 6 key components. A phase-wise, indicative scope of work is as follows:

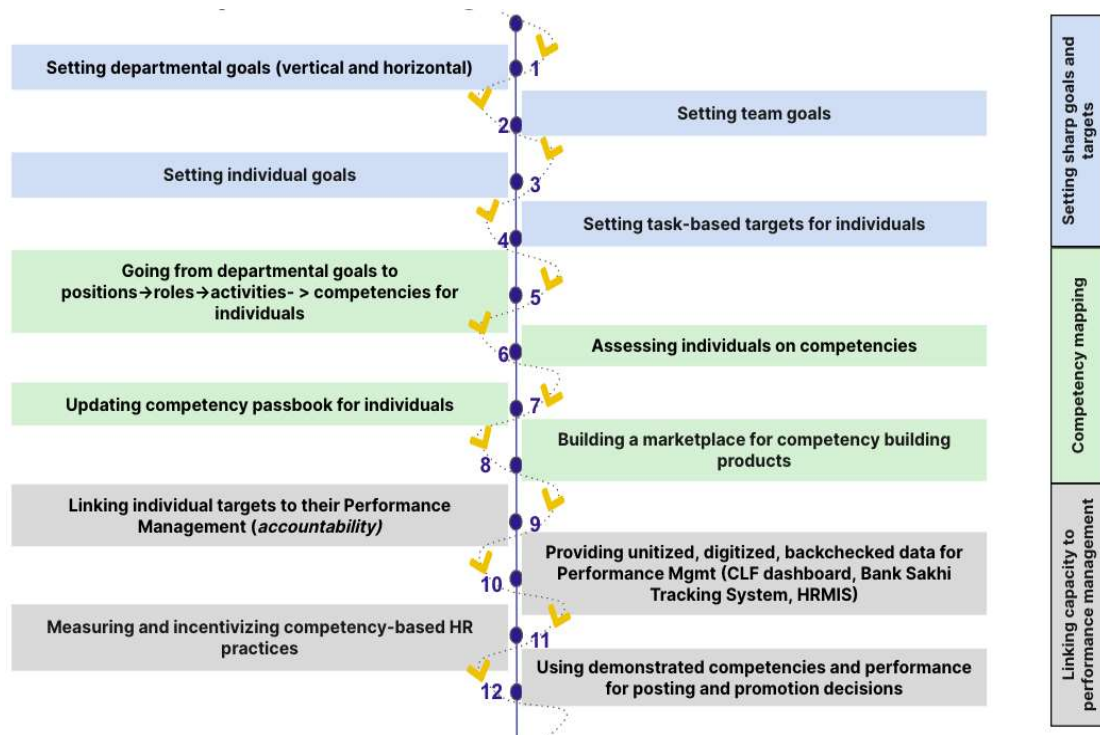


Figure 1: Roadmap for using competencies to improve departmental performance

Beyond the technical scope outlined in Phase 1 and Phase 2, the agency will be instrumental in:

- Promoting change management grounded in care, trust, and shared accountability
- Nurturing a culture of Sewa Bhaav across all levels of JEEViKA’s human resources
- Ensuring that all tools, frameworks, and processes are inclusive, accessible, and aligned with BRLPS’s ethos of service, empowerment, and integrity

Phase 1 – Design, testing and operationalization Phase (12 months)

In phase 1, the vendor will work towards operationalizing the first 4 components, namely, setting goals and targets, competency mapping, competency assessment & competency development pathways. The broad steps under each of these items is described below.

I. Setting goals and targets:

- Undertake detailed discussions with BRLPS management to understand its current HR systems and processes, vision, and requirements from GO-HRM, identifying key information fields in the dictionary of positions, roles and activities.
- Build a theory of change to articulate how the BRLPS’ activities are expected to achieve its citizen welfare goals. Based on the theory of change, define Goals and Objectives (as shown in figure 2) at the state level, which are specific, measurable, achievable, reliable and time-bound (SMART).
- Deconstruct state goals into Key Result Areas (KRAs) for thematic teams (if relevant)
- From the Key Result Areas (KRAs), define Key Performance Indicators (KPIs) for each position.
- Use these KPIs to assign activity-based targets for the individuals holding various positions within the BRLPS, against which their performance can be reviewed.

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- F. The agency will undertake workshops, review meetings, stakeholder consultations, and any other relevant activities to ensure high fidelity and quality of the deliverables produced as an outcome of this step.
 - G. In particular, the agency will coordinate with and collate inputs from BRLPS leadership, other agencies supporting JEEViKA, PMUs, etc.

II. Competency mapping

Delineate all roles for each position and list all the activities under each role. Map competencies required to be able to perform the activities required for a role. This may include the following broad steps:

- A. Create process maps and organograms to align on total positions within the BRLPS to be covered and understand who needs to do what. Create an initial set of process maps for key functions of the BRLPS.
- B. By utilizing the public competency dictionary, develop competency maps for each of the positions - with competencies and proficiency levels defined for each position and showing all positions linked to a specific competency.
- C. Align and draft roles, responsibilities, job descriptions and link position, roles, competencies of the staff based on this exercise, and advise on revisions where necessary. Further, the competency view showing all competencies linked to a specific position be specifically listed.
- D. A pilot competency mapping exercise of a subset of positions within BRLPS was undertaken in 2022-23. The agency onboarded through this RFP will be provided with the relevant material and learnings from this exercise.
- E. Undertake workshops, review meetings, and stakeholder consultations as required to develop, validate, and finalize the deliverables, recommending steps for drafting the dictionaries and interrelationships.
- F. Ensure linkages with the goal-setting exercise undertaken as part of step 1
- G. Undertake necessary change management and advocacy which may include guiding employees through the transition, addressing concerns, and promoting understanding and acceptance of the GO-HRM's benefits and objectives.

III. Competency assessment pathways

- A. Support BRLPS in creating and identifying assessments to measure proficiency levels of the employees based on the competency mapping exercise. This will involve identifying a combination of knowledge and skill tests (either designed by the vendor or sourced externally), and designing 360-degree feedback from colleagues and beneficiaries (as applicable)
- B. Establish validity and reliability for the competency dictionaries and the knowledge and skill assessment instruments through relevant pilots and tests
- C. Conduct a training needs assessment, as requested by JEEViKA, for a sample of positions to supplement the gaps assessments in point A.

IV. Competency development pathways

- A. Support the creation and identification of customized e-training and competency-building resources to build the competency gaps identified in the previous step and/or priority competencies identified by the BRLPS.
- B. Collate and review existing training policies, guidelines, and materials, and align the same with emerging requirements of the BRLPS to train its employees in an online, face-to-face, or blended manner
- C. Ensure that all competency-building resources are fit-to-purpose as per the outputs of phase 1 and adhere to adult learning principles and pedagogy

Phase 2 - Implementation and adoption support (6 months for HR Agency)

In phase 2, the agency onboarded through this RFP will build on the learning and deliverables prepared during phase 1 to work towards supporting JEEVIKA on building linkage between capacity and performance development and conducting impact assessment.

I. Linking capacity to performance management

- A. Support BRLPS in designing and implementing a roadmap that will help it map its employees' competencies with their performance, related scoring and service delivery indicators.
- B. This will need to be done by linking existing performance management systems (eg. APAR) and MISes in a way that provides the BRLPS an accurate picture of its employees' performance.
- C. Based on the above, support BRLPS in updating its review processes and systems to enable better problem diagnosis.
- D. Provide inputs to BRLPS in identifying bottlenecks, adapting frameworks in the areas of human resource management system, learning & development, and performance management, and aligning governance processes to the overall objectives of the organization.
- E. Ensure knowledge transfer between the onboarded agency and other external agencies working with the BRLPS such that outputs produced by the onboarded agency are available for onboarding onto relevant platforms, discussion during review meetings, etc.
- F. Support the BRLPS in integrating the 4 components of GO-HRM (eHRMS), Learning management system, APAR, and workflow apps (BRLPS' MIS).
- G. Support the BRLPS in ensuring a smooth and positive shift in organizational processes and culture, including the adoption and incentivization of goal-oriented HR practices through policy support.

II. Impact assessment

During the course of the engagement, the agency will support in impact assessment of operationalization of GO-HRM within BRLPS in collaboration with an M&E theme.

While the exact methodology will be determined by the BRLPS, the following points should be considered in supporting Impact Assessment:

- A. **Sample selection and data collection:** this will involve designing and implementing a robust methodology, identifying a representative sample based on factors like job roles, seniority, etc., obtaining and analyzing relevant HR data, performance metrics, and employee feedback.
- B. **Impact measurement and analysis:** this may involve the pre-post comparisons of key performance indicators and metrics in line with the objectives of GO-HRM. As part of this, the agency will support statistical and qualitative analyses to evaluate changes in employee productivity, job satisfaction, etc.
- C. **Report and recommendations:** at the end of this exercise, the agency will produce a report to summarize key findings and recommendations. Furthermore, the agency may be required to present these to key stakeholders, including cadres and senior leadership within JEEVIKA.

1.6 Scale of implementation and flow of activities

The BRLPS has approximately 7300 employees at present, of which there are 90 unique positions, for whom the competency mapping, goal-setting, etc., which needs to be done. Service/cadre rules which provide an overview of qualifications, promotion guidelines, etc., and

any other relevant documentation will be made available to the onboarded vendor.

The activities described above and below be undertaken in a phase-wise manner, as depicted in table. While this flow of activities is preferred, the bidders may propose an alternative flow based on their assessment of the requirements.

All deliverables and solutions developed by the agency onboarded through this RFP will be owned by BRLPS. The selected agency is expected to provide necessary documentation and support to ensure that the material is easy-to-access and understandable.

Activity ↓ / Month →	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Phase 1 – Operationalization Phase (12 Months)																		
Onboarding & context setting	■																	
Setting goals, targets, competency mapping	■	■	■	■	■	■												
Competency assessment & development pathways						■	■	■	■	■	■	■						
Phase 2 – Implementation Phase (6 Months)																		
Support Linking capacity & performance management					■	■	■	■	■	■	■	■	■	■	■			
Support in Impact assessment														■	■	■	■	■

1.7 Minimum resource requirement & location

Position/ Role	Qualifications	Professional Experience	Responsibilities	Experience (in years)
<p>Team Lead (Offsite / Onsite - The Team Lead shall be stationed at the BRLPS office, Patna, for a minimum of 90 days of the assignment period, and additionally as and when required by the project. The Team Lead shall mandatorily attend all review meetings related to the assignment at the BRLPS office, Patna.</p>	<p>MBA/PGDM /MA in Human Resources/ Personnel Management/ Liberal Arts/ Public Administration.</p>	<p>Should have experience of handling at least 2 large scale assignments (organizations having minimum 100 unique positions) in HR Transformation/ Capacity Building/ Organization Development & Effectiveness projects as Project/ Program Manager.</p> <p>or</p> <p>Should have the experience of working in at least 3 projects with similar scope (HR Transformation/ Capacity Building/ Organization Development & Effectiveness) either in the private sector or Government</p> <p>or</p> <p>Should have experience of handling at least 1 assignment on HR transformation/ organization Development & Effectiveness in the last five years with a central or state government/ PSU organization in India.</p>	<p>Day to day project ownership/management and coordination with the BRLPS, other external agencies, and within the project team</p>	<p>Minimum 12 years</p>

<p>Learning and development Expert (Onsite)</p>	<p>MBA /PGDM /MA in Human Resources or Personnel Management or Social Sciences</p>	<p>Should have the experience of working in at least 3 projects involving development of Competency Framework/ Competency Dictionaries/ Skill Dictionaries/ Competency Mapping</p> <p>or</p> <p>Should have the experience of implementing at least 1 such assignment (involving development of Competency Framework/ Competency Dictionaries/ Skill Dictionaries/ Competency Mapping) with central or state government/ PSU organization in India.</p> <p>or</p> <p>Shall have the experience of designing surveys / developing survey questionnaire for at least one project in area related to Competency/ Skill Development.</p> <p>or</p> <p>Should have experience of designing and/or implementing at least 1 competency-based technology platform in the last 3 years</p>	<ol style="list-style-type: none"> 1. Training Needs Analysis: Identify and assess skill gaps and learning needs, specifically related to the HR transformation and broader organizational changes. 2. Curriculum Design and Development: Create and develop training programs, content, and materials that are aligned with the objectives of HR transformation and organization development. 3. Change Management Support: Collaborate with the change management team to develop training strategies that support the overall change management plan. Help employees understand and adapt to new HR processes, systems, and cultural shifts. 4. Evaluation and Impact Assessment: Implement methods to measure the effectiveness of learning interventions. Assess the impact of training on employee performance, 	<p>Minimum 7 years</p>
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			engagement, and alignment with organizational goals.	
Learning and development – Associate (Onsite)	MBA /PGDM /MA in Human Resources or Personnel Management.	Should have supported at least (03) three projects focused on Competency Frameworks, Competency Dictionaries, Skill Dictionaries, or Competency Mapping of which one project with a Central/State Government department or PSU in India. or Should have experience in designing or assisting with survey development (e.g., survey questionnaires) for at least one project related to Competency or Skill Development.	1. Identify Training Needs: Help assess what skills employees need, especially during HR and company-wide changes. 2. Support Training Development: Assist in creating training materials that match HR transformation goals. 3. Support Change Initiatives: Work with the change team to help employees learn and adjust to new HR systems and ways of working. 4. Track Training Impact: Help monitor how effective the training is and how it affects employee performance and engagement.	Minimum 5 years
Performance management systems	MBA/PGDM/MA in Human Resources/ Personnel	Should have the experience of working in at least 03 Government Projects/ Ministries/PSUs and shall be	1. The expert will help to ensure that the BRLPS' performance	Minimum 7 years

<p>expert (Onsite)</p>	<p>Management or Master of Science in Industrial-Organizational Psychology.</p>	<p>aware of government processes pertaining to Government Process Transformation/ Government Process Reengineering or</p> <p>Should have strong understanding of the working and structure of Government Clients (at least 3) and the different roles under the Clients</p> <p>or</p> <p>Should have experience of working in at least 2 projects for Government/ PSUs in areas related to Skilling/ Capacity Development/ Change Management etc.</p>	<p>appraisal processes support the development of competencies and align with its broader goals.</p> <p>2. System Design and Implementation: Design, develop, and implement an effective performance management system that aligns with the BRLPS' goals, values, and competencies.</p> <p>3. Performance Appraisal Framework: Develop performance appraisal processes, tools, and templates that enable objective and fair assessment of employee performance.</p> <p>4. Competency Mapping and Assessment: Collaborate with HR and management to identify, define, and map the key competencies required for each role within the organization. Develop assessment methods and tools to evaluate employees' competencies and skills, ensuring alignment with performance</p>	
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			<p>management.</p> <p>5. Training and Development Recommendations: Use data from performance appraisals and competency assessments to identify skill gaps and development needs.</p> <p>6. Continuous Improvement: Gather feedback from stakeholders, assess effectiveness, and make adjustments as necessary to ensure the system remains aligned with the organization's needs.</p>	
<p>Performance management systems – Associate (Onsite)</p>	<p>MBA / PGDM/ MA in Human Resources / Personnel Management</p>	<p>Should have supported multiple projects (at least 3) involving work with Government Departments having familiarity in basic government procedures and workflows.</p> <p>or</p> <p>Experience in assisting with at least one (1) project related to Government Process Transformation or Reengineering.</p> <p>or</p> <p>Basic understanding of the organizational structure and functions within Central Government bodies.</p> <p>or</p> <p>Should have contributed to at least one (1) project in areas such as Skilling, Capacity</p>	<p>1.Support System Design & Implementation: Assist in developing and rolling out a performance management system that reflects BRLPS's values, goals, and competency requirements.</p> <p>2. Contribute to Appraisal Processes: Help design tools, templates, and procedures that promote fair and objective performance evaluations.</p> <p>3. Assist in Competency Mapping: Work</p>	<p>Minimum 5 years</p>

		Development, or Change Management for Government or PSU clients.	with HR and department leads to identify and document key competencies for various roles and support methods to assess these effectively. 4. Analyze Skill Gaps: Use performance data to identify training needs and suggest development areas for employees. 5. Support Ongoing Improvements: Collect feedback from users and contribute to refining the system to ensure it stays relevant and effective.	
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The agency onboarded through this RFP shall work closely with the Nodal Officer/Authority and BRLPS officials to deliver the required outputs. The team structure is detailed in the table above. Key project roles namely the Team Lead (Offsite/Onsite), Training and Development Expert, Training & Development Associate, Performance Management System Expert, and Performance Management Systems Associate shall be stationed at BRLPS office, Patna. The remaining team members may work remotely. BRLPS shall provide working space in Patna for the team's operations.

The Team Lead shall be stationed at the BRLPS office, Patna, for a minimum of 90 days during the agreement period and additionally as and when required by the project and shall mandatorily attend all review meetings related to the assignment at the BRLPS office, Patna.

The quality of outputs and deliverables prepared by the vendor is of paramount importance. Thus, the vendor is expected to deploy cutting-edge project management systems and tools to track progress, manage timelines, and ensure alignment with the defined scope of work. The agency will be expected to brief the Committee of its project management preparedness following the commencement of the assignment, and at appropriate intervals thereafter.

It may be noted that the resource details mentioned in the table above are the minimum requirements, and the bidder is expected to provide a detailed breakdown of resources that it proposes to deploy for the scope of work defined under ToR as part of its financial proposal.

1.7. Project deliverables, delivery timeline and payment schedule

The total execution period of the project will be as defined below.

- a. 12 months to complete the deliverables, knowledge transfer, etc.
- b. 06 months to support BRLPS and Technical agency in Roll out & Implementation Support - Linking capacity & performance management for rolling out in the system.
- c. Maximum 18 months from the date of notification of award/agreement.
- d. Need for annual support, if required, shall be assessed at the end of the agreement period on mutual consent of the parties. In case, if BRLPS decides to go ahead with this, the annual support period shall start following the successful roll out in the system.
- e. The Selected Agency/Vendor (“Vendor”) shall complete and submit all deliverables for the 90 (ninety) designated positions strictly within the timelines prescribed in the approved Gantt Chart (Clause 3.6) and submit the same to the Nodal Manager, BRLPS, for review, verification, and acceptance.
- f. All deliverables shall be deemed completed only upon formal written acceptance by the Nodal Manager, BRLPS post approval from the competent authority & in accordance with the provisions of this RFP.
- g. In the event that the Vendor is unable to complete and submit deliverables for all 90 positions within the stipulated timelines, but has completed and submitted deliverables for a portion of the positions (e.g., 50 positions) within the approved timelines, the following provisions shall apply:
 - I. The Vendor shall continue to complete and submit the remaining position-wise deliverables to the Nodal Manager, BRLPS, for review and acceptance.
 - II. Upon written acceptance of such remaining deliverables by the Nodal Manager, BRLPS, the Vendor shall be permitted to raise a single consolidated invoice for all such deliverables completed beyond the original timelines specified in the Gantt Chart.
 - III. Payment for the accepted deliverables completed beyond the stipulated timelines shall be released together with the Second Installment, as defined under the Payment Terms of this RFP, subject to fulfillment of all other agreed conditions.
 - IV. Penalties for delays, as prescribed under the Payment Terms of this RFP, shall be applicable, enforced, and deducted from the payable amount for all deliverables submitted and accepted beyond the Gantt Chart timelines & Payment terms.
- h. The Selected Agency/Vendor (“Vendor”) shall ensure that all activities under this assignment including workshops, consultations, field visits, As-Is assessments, documentation, and submission of all deliverables are completed strictly within the delivery timelines prescribed in the Gantt Chart and as stipulated under the Payment Terms of this RFP/Agreement.
- i. stipulated under the Payment Terms of this RFP/Agreement.

1.8. Payment Terms

Payment shall be made in Indian rupees based on satisfactory completion of expected deliverables for each position as per the timeline. The invoices will be raised using the GST details of the successful agency. The invoices must be based on the agreement signed (or any amendments thereof).

The payments will be made in the following manner:

Installment	% Payment*	Phases of GO-HRM	Activity Deliverables / Deliverable Timelines	Penalty for not meeting the timelines
Quarter 1	10% of the unit cost for each position	Operationalization Phase	Goals, KPI, Role/activity/competency mapping completed for minimum 30 unique positions	0.07% per day for incomplete position beyond deliverable timelines
Quarter 2	20% of the unit cost for each position		Goals, KPI, Role/activity/competency mapping completed for minimum 60 unique positions	
Quarter 3	20% of the unit cost for each position		Competency assessment and development pathways completed for minimum 45 unique positions	
Quarter 4	20% of the unit cost for each position		Competency assessment and development pathways completed for minimum 45 unique positions	
Quarter 5	10% of the unit cost for each position	Implementation phase	Support capacity performance management Linking &	15 months from the date of agreement/commencement of services

Quarter 6	20% of the unit cost for each position		Support in Impact Assessment	18 months from the date of agreement/commencement of services	
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NOTE:

1. Successful Agency will have to provide support to BRLPS and Technical Agency in Phase II in rolling out and Implementation Support-Linking Capacity & Performance Management to the developed system and support in the Impact Assessment –End line.
2. Payment to the selected Agency shall be released on a quarterly, milestone-linked basis, subject to satisfactory completion and acceptance of deliverables as per the ToR.
3. During the Operationalization Phase, payments to the selected HR Agency shall be released on a quarterly basis on a unit cost per position, linked to the successful completion and approval of prescribed deliverables out of a total of Ninety (90) unique positions. The minimum number of unique positions to be completed against each deliverable in each quarter shall be Thirty (30) positions in the first quarter, Sixty (60) positions in the second quarter, Forty-Five (45) positions in the third quarter, and Forty-Five (45) positions in the fourth quarter. The HR Agency may complete additional positions beyond the minimum requirement in any quarter; however, payments shall be released strictly against the number of positions completed and approved for that respective quarter on a per-position basis.
4. During the implementation phase, payments shall be released on a quarterly basis against satisfactory delivery of activities related to linking Capacity Building with the Performance Management System (PMS) and support in Impact Assessment, as per the approved work plan.
5. All payments shall be subject to verification, review, and formal acceptance of deliverables by nodal manager BRLPS and approval from the competent Authority.
6. No advance payment will be made.
7. GST are extra as applicable on actual at the time of invoicing.
8. On achieving the milestone as mentioned above the payment due to the vendor after deducting penalties, if any, shall be made by the BRLPS.
9. Statutory deductions, if any, shall be made at source from the invoice/s.
10. All the payments shall be made in Indian National Rupee (INR) and shall be subject to applicable statutory deductions, if any.
11. Payments shall be processed upon completion of each milestone, corresponding to the work completed for each designated position. The agency will be permitted to proceed to the subsequent stage for the number of positions where the preceding work has been duly completed.
12. All expenses related to the deliverables, including those incurred by the resources deployed by the HR agency (such as field visits, cab travel, food, accommodation, hardcopies of documents, and printing of reports), will be borne by the HR agency. **BRLPS will bear only the expenses related to conducting workshops.**

1.9. Deployment of manpower

Month Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Team Lead (Offsite / Onsite - The Team Lead shall be stationed at the BRLPS office, Patna, for a minimum of 90 days of the agreement period, and additionally as and when required by the project. The Team Lead shall mandatorily attend all review meetings related to the assignment at the BRLPS office, Patna.																		
Learning and development Expert (Onsite)																		
Learning and development Associate (Onsite)																		
Performance Management System Expert (Onsite)																		
Performance Management System Associate (Onsite)																		

In addition, the bidder may keep in consideration the following points:

1.10. ASSIGNMENT PERIOD

The agreement will be made for a period of 18 months wherein the deliverables will be completed by the successful agency within 12 months and for remaining 06 months, agency will provide manpower outlined in deployment of manpower above and support to BRLPS and the Technical agency in rolling out and implementation – linking capacity and performance management in the developed system and support in impact assessment – Endline.

1.11. REVIEW AND MONITORING OF THE ASSIGNMENT:

The performance of the agency will be assessed based on work done as per the Terms of Reference. The deliverables and performance of the agency will be one of the key factors for continuation of services. Agency’s performance will be reviewed on each two months for which; a review mechanism put in place. The observation of BRLPS in the review meeting shall be complied by the BRLPS and accordingly the agency will complete the assignment at no additional cost.

The work of the onboarded agency and the final output / deliverables submitted would be reviewed by the following committee and efforts would be made to communicate to the

agency the observations / comments / appraisal within 7 days of submission of the deliverables. The agency shall comply with the observation and comments.

Members Of Reviewing Committee may be following or as decided by the CEO, BRLPS	
	CEO / Additional CEO, BRLPS
	Director
	State Project Manager-HRD
	Chief Finance Officer (CFO)
	Any other representative as replacement or additional member as per the recommendation of Chief Executive Officer

4. Payment Terms

Payment shall be made as per the following table-

Installment	% Payment*	Phases of GO-HRM	Activity Deliverables / Deliverable Timelines	Penalty for not meeting the timelines
Quarter 1	10% of the unit cost for each position	Operationalization Phase	Goals, KPI, Role/activity/competency mapping completed for minimum 30 unique positions	0.07% per day for incomplete position beyond deliverable timelines
Quarter 2	20% of the unit cost for each position		Goals, KPI, Role/activity/competency mapping completed for minimum 60 unique positions	
Quarter 3	20% of the unit cost for each position		Competency assessment and development pathways completed for minimum 45 unique positions	
Quarter 4	20% of the unit cost for each position		Competency assessment and development pathways completed for minimum 45	

			unique positions	services	
Quarter 5	10% of the unit cost for each position	Implementation phase	Support Linking & capacity performance management	15 months from the date of agreement/commencement of services	
Quarter 6	20% of the unit cost for each position		Support in Impact Assessment	18 months from the date of agreement/commencement of services	

NOTE:

1. Successful Agency will have to provide support to BRLPS and Technical Agency in Phase II in rolling out and Implementation Support-Linking Capacity & Performance Management to the developed system and support in the Impact Assessment –End line.
2. Payment to the selected Agency shall be released on a quarterly, milestone-linked basis, subject to satisfactory completion and acceptance of deliverables as per the ToR.
3. During the Operationalization Phase, payments to the selected HR Agency shall be released on a quarterly basis on a unit cost per position, linked to the successful completion and approval of prescribed deliverables out of a total of Ninety (90) unique positions. The minimum number of unique positions to be completed against each deliverable in each quarter shall be Thirty (30) positions in the first quarter, Sixty (60) positions in the second quarter, Forty-Five (45) positions in the third quarter, and Forty-Five (45) positions in the fourth quarter. The HR Agency may complete additional positions beyond the minimum requirement in any quarter; however, payments shall be released strictly against the number of positions completed and approved for that respective quarter on a per-position basis.
4. During the implementation phase, payments shall be released on a quarterly basis against satisfactory delivery of activities related to linking Capacity Building with the Performance Management System (PMS) and support in Impact Assessment, as per the approved work plan.
5. All payments shall be subject to verification, review, and formal acceptance of deliverables by nodal manager BRLPS and approval from the competent Authority.

5. Preparation & Submission of the Proposal

- Bidders should submit their responses as per the formats given in this RFP which is to be uploaded on the website <https://eproc2.bihar.gov.in>.
- Please note that prices should not be indicated in the technical proposal but should only be indicated in the financial proposal (provided in EXCEL format on <https://eproc2.bihar.gov.in>)
- The submission of bid is to be made through <https://eproc2.bihar.gov.in>.
- All the pages of the Proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder’s Proposal.
- The Proposal shall contain no interlineations or overwriting, except as necessary to

correct errors made by the Bidder itself. Any such corrections must be initialed by the authorized signatory of the Bidder.

6. Pre-bid Conference

- a. BRLPS shall hold a pre-bid meeting with the prospective Bidders as per information given in the Fact Sheet above.
- b. The Bidders will have to ensure that their queries for pre-bid meeting should reach the point of contact (Nodal Officer) through email pm.sla@brlps.in and proc.sp@brlp.in.
- c. The e-mail should necessarily have subject as per the following nomenclature:
“Pre-bid Query – **RFP for Hiring of Human Resource Consultancy Agency for Operationalizing and Supporting a Goal Oriented Human Resource Management System** **{Company’s Name}”
- d. The queries should necessarily be submitted in the following format in both PDF and Editable MS-Word/ Excel File Format:

S. No.	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification
1.			
2.			
3.			

- e. Client shall not be responsible for ensuring that the Bidders’ queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the Client.
- i. Pre-bid Queries and Corrigendum
 - a. The BRLPS will endeavor to provide timely response to all queries. However, Client makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Client undertake to answer all the queries that have been posed by the Bidders.
 - b. At any time prior to the last date for receipt of bids, Client may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum to be published on <https://eproc2.bihar.gov.in>.
 - c. The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the <https://eproc2.bihar.gov.in> and emailed to all participants of the pre- bid conference.
 - d. Any such corrigendum shall be deemed to be incorporated into this RFP.
 - e. To provide prospective Bidders reasonable time for taking the corrigendum into account, the Client may, at its discretion, extend the last date for the receipt of Proposals.

7. Right to Terminate the Process

- i. Client may terminate the selection process at any time and without assigning any reason. Client makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This RFP does not constitute an offer by the Client. The Bidder's participation in this process may result Client selecting the Bidder to engage towards

execution of the subsequent agreement.

8. RFP document fees

The Bidder will download the RFP document(s) and price format from the website <https://eproc2.bihar.gov.in>. The bid fee of INR 5000/- (INR Five thousand only) should be submitted online.

9. Tender Processing document fees

- i. The bidder will have to pay a one-time Tender Processing Fee at <https://eproc2.bihar.gov.in>. for submitting the proposal online. The RFP document fee must be submitted with proposal. Proposals received without or with inadequate RFP document fees shall be rejected.
- ii. This fee is mandatory to be paid through online mode i.e., Internet payment gateway (Credit/ Debit Card), Net banking, NEFT/RTGS.

10. Earnest Money Deposit (EMD)

- i. Bidders shall submit an EMD of INR 3,50,000/- (INR Three lakh Fifty Thousand) only to be paid online on <https://eproc2.bihar.gov.in>.
- ii. Bidders seeking exemption from submitting EMD under MSME registration will have to furnish valid MSME certificate with their technical bids as per Bihar Financial Rules. Such agencies/vendors seeking exemption from EMD should **submit an Undertaking on their letter head, that if they withdraw their bid during bid validity period or does not submit performance security or sign the agreement, shall be liable for legal action.**
- iii. EMD of all unsuccessful Bidders would be refunded by the Client within 2 months of the signing of agreement with the successful bidder. The EMD, for the amount mentioned above, of successful Bidder would be returned upon submission of Performance Bank Guarantee.
- iv. The EMD amount is interest free and will be refundable to the unsuccessful Bidders as well as successful bidder without any accrued interest on it.
- v. Proposals not accompanying the EMD or containing EMD with infirmity (ies) (relating to the amount or validity period etc.), mentioned above, shall be summarily rejected.
- vi. The EMD may be forfeited in the event of:
 - A Bidder withdrawing its bid during the period of bid validity
 - A successful Bidder fails to sign the subsequent agreement in accordance with this RFP
 - The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP
 - A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

11. Performance Bank Guarantee

- i. Within 07 working days from the date of Letter of Intent (LoI) from the client, the successful Bidder shall furnish the Performance Bank Guarantee (PBG) of an amount equal to 5% of its agreed value (i.e.,18 months project value), by way of DD/Performance Bank Guarantee issued by one of the Nationalized/ Scheduled Indian Bank for the due performance of the Assignment.
- ii. The PBG submitted will be for 24 months. However, in case of extension of project,

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- above performance guarantee will have to be renewed for the extended period of the project.
- iii. Refund of PBG: The PBG shall be refunded within six months from the date of successful completion of the assignment without any interest.
 - iv. Forfeiture of PBG: PBG shall be forfeited in the following cases:
 - When any terms and condition of the agreement is breached.
 - When the selected Bidder fails to commence the services or fails to provide deliverables after partially executing the deliverables under agreement.
 - The successful bidder must follow the working hours, working days and Holidays of BRLPS. However, successful bidder shall be available on a holiday if so, required by the BRLPS. No extra payments will be made for working on extended hours/Saturdays/Sundays/Holidays to meet the committed/required time schedules.
 - The successful bidder does not support BRLPS in linking developed Capacity & Performance Management module in the developed system and its rolling with implementation and conducting impact assessment endline
 - v. Format of Performance Bank Guarantee (PBG) and Agreement: These will be shared at the time of issuance of Lol.

12. Proposal Preparation

- i. The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Client to facilitate the evaluation process, and in negotiating a definitive agreement or all such activities related to the bid process.
- ii. Client will in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- iii. Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal.
- iv. The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English/Hindi, translation of the same in English language is to be submitted duly attested by the Bidder. For purposes of Proposal evaluation, the English translation shall govern.

13. Technical Proposal

- i. The Technical Proposal shall not include any financial information. A Technical Proposal containing financial bid information shall be declared non-responsive and will not be evaluated.
- ii. **Consultant shall not propose alternative Experts. Only one CV shall be submitted for each Expert position. Failure to comply with this requirement will make the Proposal non-responsive.**
- iii. If any of the Experts become unavailable during the period of agreement (not before 03 months), the Consultant shall provide a written adequate justification and

evidence satisfactory to the Client together with the substitution request along with new CV. In such case, a replacement Expert shall have equal or better qualifications and experience than those of the originally proposed Expert.

- iv. Depending on the nature of the assignment, the Consultant is required to submit a Full Technical Proposal (FTP).

14. Financial Proposal

The Financial Proposal shall be prepared using the format available on eProcurement portal (in EXCEL format). It shall list all costs associated with the assignment, including (a) remuneration for Experts with administrative cost.

15. Taxes

The Consultant and Experts are responsible for meeting all tax liabilities arising out of the assignment unless stated otherwise.

16. Currency of Proposal

The Consultant may express the price for its Services in the INR.

17. Currency of Payment

Payment under the Agreement shall be made in INR.

18. Venue & Deadline for Submission of Proposal

- i. Proposals, in its complete form in all respects as specified in the RFP, must be submitted online before the end time.
- ii. Bids received in hard copy shall not be entertained.
- iii. The bids submitted by telex/telegram/fax/e-mail/hard copy etc. shall not be considered. No correspondence will be entertained on this matter.
- iv. The Client reserves the right to modify and amend any of the above-stipulated conditions/criteria depending upon project priorities vis-à-vis urgent commitments.

19. Visibility, Format and Numbering of the uploaded document

The bidder shall ensure that the document uploaded on the e-procurement portal is clearly visible and downloadable.

- i. The bidder shall ensure that the documents uploaded are correctly numbered so that any specific document can be easily and quickly found using the appropriate serial/page no. All documents shall only be uploaded in the formats mentioned here: PDF Format. The unsuccessful opening or downloadability of documents which are uploaded in any format/PDF format shall not be entitled for any claim whatsoever.
- ii. No claims shall be entertained owing to issues of internet connectivity. The bidders are advised to upload the bid online well in advance of the deadline to avoid difficulties.

20. Evaluation and Qualification Criteria

20.1 Evaluation

i. Evaluation Process

- a. Bihar Financial Rule and amendments published time to time will be considered for evaluation of bid by the BRLPS.**
- b. The committee will evaluate the responses of the Bidders (Proposal

Evaluation Committee).

- c. The Committee shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence may lead to the Bidder's Proposal being declared non-responsive.
- d. The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Proposal Evaluation Committee.
- e. The Proposal Evaluation Committee may ask for enquires through email with the Bidders to seek clarifications on their proposals.
- f. The Proposal Evaluation Committee reserves the right to reject any or all Proposals based on any deviations contained in them.
- g. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- h. The evaluation would consist of following phases:
 - **Phase I:** Evaluation of Pre-qualification Criteria.
 - **Phase II:** Evaluation of Technical Proposal (of only those bidders who qualify as per the pre-qualification criteria).
 - **Phase III:** Evaluation of Financial Proposal (of only those bidders who score at least 70% in the technical qualification criteria)
 - **Phase IV:** Combined Evaluation of Technical and Financial Bids (QCBS – 70:30).
 - **Agency scoring highest scores (H1) in combined evaluation will be termed as successful agency/bidder.**

20.2 Proposal Opening

- a. The Proposals submitted up to the last date and time mentioned above will be opened online on the mentioned time and date by the BRLPS, in the presence of the Bidder's representatives who choose to be present at the time of opening.
- b. The representatives of the Bidders are advised to carry an identity card or a letter of Client from the Bidding entity for attending the opening of the Proposal.

20.3 Proposal validity

- a. The offer submitted by the Bidders should be valid for minimum period of 180 days from the last date of submission of the Proposal.

21. Award criteria

- a. **Bihar Financial Rule and amendments published time to time will be considered for award of agreement by the BRLPS.**
- b. The Client may award the Assignment to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids and has **scored H-1 status** as per the QCBS process.

22. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

- a. The Client reserves the right to accept or reject any proposal, and to annul the
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tendering process and reject all proposals at any time prior to award of assignment, 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 The Client action.

23. Notification of Award

- a. Prior to the expiration of the validity period, The Client will notify the successful bidder in writing by email, that its proposal has been accepted. In case the tendering process has not been completed within the stipulated period, The Client, may like to request the bidders to extend the validity period of the bid.
- b. The notification of award will constitute the formation of the agreement. Upon the successful bidder's furnishing of Performance Bank Guarantee, The Client will return the EMD of unsuccessful bidders.

24. Signing of Agreement

- a. After the Client notifies the successful bidder that its proposal has been accepted, The Client shall enter into an agreement, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between. The client and the successful bidder.

25. Performance Assessment/Monitoring

The performance of agency will be assessed on every three months based on the deliverables mentioned in the Terms of Reference and following points-

1. Quality of deliverable is not up to the mark as mentioned in scope of work
2. Delays in deliverables pre decided dates
3. Not engaging resources on a dedicated basis
4. Assigning resources that does not meet the client requirements.

In case of any short-comings in respect of the above, penalty may be imposed by the BRLPS.

26. Failure to agree with terms and condition of RFP

- a. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the Client may award the assignment to the next highest bidder on the L1 rate received in the selection process.

27. Proposal Evaluation

- a. Initial Proposal scrutiny will be held and to confirm that Proposals do not suffer from the infirmities detailed below. The proposal will be treated as non-responsive, if a Proposal is found to have been:
 - Submitted in manner not conforming with the manner specified in the RFP document
 - Submitted without appropriate EMD as prescribed herein
 - Received without the appropriate power of attorney
 - Containing subjective/incomplete information

- Submitted without the documents requested in the checklist
- Non-compliant with any of the clauses stipulated in the RFP
- Having lesser than the prescribed validity period.
- The EMD of all non-responsive bids shall be returned to the bidders.

b. All responsive Bids will be considered for further processing as below.

- The Client will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

28. Criteria for Evaluation

28.1 Pre-qualification (PQ) criteria

#	Qualifying Parameter	Eligibility / Document criteria
1	Registration	<p>Firms eligible for participating in the assignment should be a single legal entity registered under the appropriate Act in India for at least the past 5 years. It should fulfil the following conditions:</p> <p>A company registered under the Companies act 1956 or a partnership firm registered under the Indian Limited Liability Partnership Act, 2008.</p> <p><u>Supporting Documents</u></p> <ol style="list-style-type: none"> 1. Certificate of incorporation or Registration 2. PAN number of the firm
2	Turnover	<p>The bidder should have minimum average annual turnover of Rs 02 crore during 03 consecutive financial years out of five (05) financial years; 2020-21,2021-22, 2022-23, 2023-24 & 2024-25.</p> <p><u>Supporting Documents</u></p> <p>CA Certificate having UDIN number</p>
3.	Experience	<p>The bidder should have at least 3 years of experience in HR consulting.</p> <p><u>Supporting Documents</u></p> <p>Supporting Contract/Work Order</p>
4.	Firm's Specific Work Experience	<p>" Bidder should have successfully completed at least 3 projects, each of value Rs 1.50 crore, or 2 projects, each of Rs. 2 crore, or 1 Project of Rs. 3 crore or more during the last 3-5 calendar years (from the year of publication of RFP) in HR Transformation, Consulting, Organisation development, etc., in India".</p> <p><u>Supporting Documents</u></p> <p>Copy of Contract / Work Order/ CompletionCertificates from the Client.</p>

5.	Blacklisting	The Bidder should not have been blacklisted/debarred by the Central Government, any State Government, a Statutory Authority, or a Public Sector Undertaking/Local Bodies from participating in any tender/assignment. <u>Supporting Documents</u> The bidder must submit a Notarized Affidavit to this effect.
6.	GST	Bidder should submit active GST registration certificate on the name of bidder.

28.2 Technical Qualification (TQ) criteria (Technical Score = ST)

The evaluation committee of the Client will carry out the evaluation of technical proposals (of only those bids/proposal who will qualify in pre-qualification) based on the following evaluation criteria and points system. If required, specific clarifications may be asked from any or all bidder(s) at any stage. However, after the submission of the proposal by the bidder, any supplementary/ clarificatory document of a date later than the date of submission of proposal shall not be accepted.

#	Criteria, sub-criteria, and point system for the evaluation of Technical Proposals.	Maximum Marks
1.	Prior Experience	
1.1	"Bidder should have successfully implemented at least 3 projects during the last 3-5 calendar years (from the year of publication of RFP) in the areas pertaining to at least 2 of the following: <ul style="list-style-type: none"> ● Organisational Development/Design ● Manpower Planning/Performance Evaluation ● Talent lifecycle management ● Culture & Change Management Supporting Documents Copy of Contract/ Work Order along with Completion Certificates from the Client. 03 Projects - 10 Marks 04 Projects - 15 Marks 05 or more projects - 20 Marks	20
1.2	The bidder should have minimum average annual turnover of Rs 02 crore during 03 consecutive financial years out of five (05) financial years; 2020-21,2021-22, 2022-23, 2023-24 & 2024-25. =>2.0 crore - < 2.5 crore - 10 marks =>2.5 crore - <=3.5 crore - 20 marks More than 3.5 crore - 30 marks	30
2.	Detailed Approach & Methodology and Implementation Plan	20
	Adequacy and quality of the proposed methodology, work plan and knowledge transfer in responding to the Terms of Reference (ToR).	
	2.1 Technical Approach & Methodology for this assignment	

	2.1.1 Approach & Methodology including the organization structure to be deployed in order to facilitate the progress for the engagement – 2.5 marks	
	2.1.2 Work Plan – 2.5 marks	
	2.2 Presentation by the Consultant on the approach and methodology – 15 Marks	
4	Experts' qualifications and competence for the Assignment	30 Marks
	The number of points to be assigned to each of the positions shall be determined considering the following parameters – (a) General Qualification – 20% (b) Relevant Experience – 70% (c) Experience in the Regional languages – 10% <i>CVs are to be submitted in the attached Format.</i>	
1.	Expert-1 [Team Lead (01)] – 10 marks	
2.	Expert-2 [Learning and Development Expert (1)] – 10 Marks	
3.	Expert-3 [Performance Management System Expert (1)] – 10 Marks	
	Grand Total	100
NOTE	Bidder has to submit CVs of all the manpower. However, CV will be evaluated for only above three (03) Experts. All the CVs must be signed by the individual and countersigned by the bidder with seal.	
	Bider scoring 70% or more marks in the Technical Evaluation will be eligible for opening of their Financial Proposal.	

28.3 Financial Bid Evaluation

- A fixed price fee to be quoted for the entire scope of work as “Hiring of Human Resource Consultancy Agency For Operationalizing and Supporting a Goal Oriented Human Resource Management System.” **Total Prices quoted should be inclusive of all fees towards complete scope of work, all taxes, duties, levies, license fees, and shall also include all expenses incurred for the execution of the agreement such as travel expenses, transportation expenses, other expenses, office expenses, out of pocket expenses etc. along with margin.** Conditional Financial Bid shall be out-rightly rejected.
- The grand total of Cost as quoted in price format shall be considered as the quoted value for evaluation of financial bid.
- No adjustment of the agreement price shall be made on account of any variations in cost of inflation, labour and materials or any other costs components affecting the total cost in fulfilling the obligations under the agreement. **The prices, once offered, must remain fixed during the period of agreement.**
- In this phase, the Financial Proposals of only those Bidder, who are technically qualified under Technical Evaluation as above shall be opened online.

28.4 **Combined Evaluation of Technical & Financial Bid:**

- a) The lowest evaluated Financial Proposal (F_m) is given the maximum financial score (S_f) of 100.
- b) The formula for determining the financial scores (S_f) of all other Proposals is calculated as following:
- c) $S_f = 100 \times F_m / F$, in which “ S_f ” is the financial score, “ F_m ” is the lowest price, and “ F ” the price of the proposal under consideration.

The weights given to the Technical (T) and Financial (P) Proposals are:

T = 70, and

P = 30

- d) Proposals are ranked according to their combined technical (S_t) and financial (S_f) 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: $S = S_t \times T\% + S_f \times P\%$.
- e) All scores shall be calculated up to two decimal places only.

ANNEXURES

Annexure 1: Form –1 (Proposal Submission Letter)

(Should Be Scanned and Uploaded)

PROPOSAL SUBMISSION LETTER

(On the letter head)

{Location, Date}

To:

The Chief Executive Officer cum Mission Director

Bihar Rural Livelihoods Promotion Society,

Annexe-II, 3rd floor, Vidyut Bhawan,

Bailey Road, Patna-800021

Dear Sir,

We, the undersigned, offer to provide the services under {RFP Name} to Bihar Rural Livelihoods Promotion Society (BRLPS), in accordance with your Request for Proposals vide no.

_____ (RFP No) _____ (dated).

We are hereby accordingly submitting our Proposal as per terms of this RFP.

We hereby declare that:

- All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in this Proposal may lead to our disqualification.
- Our Proposal shall be valid and remain binding upon us till the bid validity period.
- We meet the eligibility requirements as stated in RFP
- In competing for (and, if the award is made to us, in executing) the Agreement, we undertake to observe the laws against fraud and corruption, including bribery as per RFP.
- Except as stated in the RFP, we undertake to negotiate an agreement on the basis of the proposed Experts. We accept that the substitution of Experts for reasons other than those stated in RFP may lead to the termination of agreement negotiations.
- Our Proposal is binding upon us and subject to any modifications resulting from the Agreement negotiations.

We undertake, if our Proposal is accepted and the Agreement is signed, to initiate the Services related to the assignment no later than the period mentioned in the RFP.

We understand that Bihar Rural Livelihoods Promotion Society is not bound to accept any Proposal that it receives.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}:

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

Contact information (phone and e-mail): _____

Annexure 2: Technical Proposal – Standard Forms

(Should Be Scanned and Uploaded)

Checklist of Required Forms

Required for Proposal (√)	Form	Description
√	TECH-1	Agency's Unit Organization and Experience.
√	TECH-2	Description of the Approach, Methodology, and Work Plan for Performing the Assignment
√	TECH-3	Team Composition, Experts Inputs, and attached Curriculum Vitae (CV)

Annexure 3: Form Tech – 1 (Organization Details)

Project Management Unit's Organization and Experience

Form TECH-1: A brief description of the Organization and an outline of the recent experience of the firm that is most relevant to the assignment. The outline should indicate the names of the firm.

Experts who participated, the duration of the assignment, the agreement amount, and the Project Management Unit's role/involvement

A. Bidder's Organization

- Provide here a brief description of the background and organization of your company/firm.
- Include organizational chart, a list of Board of Directors, and beneficial ownership.

B. Bidder's Experience

List only previous similar assignments successfully completed/ on-going in the last 3 years as specified under Technical Evaluation criterion broadly in following categories:

Format for Experience is as follows: -

Duration	Assignment name/& Brief description of main deliverables / outputs	Name of Client & Address	Approx. Contract value (in Rs equivalent) / Amount paid to your firm	Role on the Assignment
e.g., Apr 2019 to Mar 2020}	{e.g., "Improvement quality of..... " designed masterplan for rationalization of ;}	{e.g., Ministry of..... , country}	Amount in Crore.	{e.g., Lead Partner in a JV A&B&C}
e.g., Apr 2019 to Mar 2020}	{e.g., "Improvement quality of..... " designed masterplan for	{e.g., Ministry of..... , country}	Amount in Crore.	{e.g., Lead Partner in a JV A&B&C}

Duration	Assignment name/& Brief description of main deliverables / outputs	Name of Client & Address	Approx. Contract value (in Rs equivalent) / Amount paid to your firm	Role on the Assignment
	rationalization of ;}			
e.g., Apr 2019 to Mar 2020}	{e.g., "Improvement quality of..... " designed masterplan for rationalization of ;}	{e.g., Ministry of..... , country}	Amount in Crore.	{e.g., Lead Partner in a JV A&B&C}

Annexure 4: Form Tech –2 (A&M)

Description of Approach, Methodology and Work Plan


Form TECH-2: a description of the approach, methodology, and work plan for performing the assignment.

Suggested structure of your Technical Proposal: -

- **Technical Approach and Methodology:** Please explain your understanding of the objectives of the assignment, the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s) and the degree of detail of such output, the approach for mobilizing the proposed experts named in the bid, the approach for engaging as HRA Agency.
- **Work Plan:** Please outline the plan for the implementation of the main activities/tasks of the assignment, including mobilizing of proposed experts named in the bid, the content and duration of each activity, phasing and interrelations (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 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). The work plan should be consistent with the Work Schedule.
- **Organization:** Please describe the structure and composition of your team, including the list of the Experts –Clearly reflecting the experts committed right from the start date.

Annexure 5: Form Tech –3 (CV Template)

{A brief description of the team composition and roles and responsibilities needs to be provided in addition to the CV}

 {Add Photo – Delete this text}	Name	{Full Official Name}			
	Proposed Position:	{The proposed designation}			
	Date of Birth	{Please use the following format only: 28 th August 1978}			
	Education:	Degree(s)/ Diploma(s)	Institution	Year	
				From	To
	{Degree name with specialization (if any)}	{Name of institution, Name of city where institution is situated}	{YYYY}	{YYYY}	
	{Add/ Delete rows if needed}				
Employment Record	Total Experience: {Total Work Experience in Years and Months, e.g., 10 years and 6 months}				
	From	To	Company	Position Held	
	{MM, YYYY}	{MM, YYYY}	{Company Name, Name of city where you were posted}	{Designation in the company}	
	{Add/ Delete rows if needed}				
Brief Profile	{Enter data here}				
Countries of Work Experience	{Name of the country}				
Languages	Language	Speaking	Reading	Writing	
	{Name of Language, e.g., English, Hindi etc.}	{Yes/ No}	{Yes/ No}	{Yes/ No}	
	{Add/ Delete rows if needed}				
Work Undertaken that Best Illustrates Capability to Handle the Task Assigned {Add assignments and rows as per the text}					

Project/ Assignment: {Name of the project/ Assignment}
Month and Year (Start and end): {E.g., September2019 – August 2020}
Location: {Name of the city, Name of the state}
Client: {Name of the Client}
Position held: {Position/ Designation as per the assignment}
Activities:

- {Mentions activities for which you were responsible in the project and “highlight” the key words that relates to the job description for your proposed position}
- {Add more sections if needed}

Project/ Assignment: {Name of the project/ Assignment}
Month and Year (Start and end):{E.g. September2019 – August 2020}
Location: {Name of the city, Name of the state}
Client: {Name of the Client}
Position held: {Position/ Designation as per the assignment}
Activities:

- {Mentions activities for which you were responsible in the project and “highlight” the key words that relates to the job description for your proposed position}
- {Add more sections if needed}

Project/ Assignment: {Name of the project/ Assignment}
Month and Year (Start and end): {E.g. September2019 – August 2020}
Location: {Name of the city, Name of the state}
Client: {Name of the Client}
Position held: {Position/ Designation as per the assignment}
Activities:

- {Mentions activities for which you were responsible in the project and “highlight” the key words that relates to the job description for your proposed position}
- {Add more sections if needed}

Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful described herein may lead to my disqualification or dismissal, if engaged

{Name of Candidate} Date: DD-MM-YYYY

Countersigned by the Consultant (Bidder)

Signature and Name of Expert

Signature, seal of the Consultant (Bidder)

Annexure 6: Form (Financial Bid Format)

Form-6 will have to submitted in online format only and failure to comply the same will result in rejection of Bid.

<p align="center">PRICE FORMAT Hiring of Human Resource Consultancy Agency For Operationalizing and Supporting a Goal Oriented Human Resource Management System RFP Ref. No. BRLPS/Proj-Comm/2177/23 Date: 23-03-2026</p>			
Sl. No.	Description of Service	Cost per unique positions in INR for the entire scope of work as per ToR	Total Cost in INR for 90 unique posts for the entire scope of work as per ToR
1	Hiring of Human Resource Consultancy Agency For Operationalizing and Supporting a Goal Oriented Human Resource Management System as per RFP/ToR.	<p><u>PLEASE DO NOT QUOTE RATES HERE. A SEPARATE SHEET IN EXCEL FORMAT IS AVAILABLE ON https://eproc2.bihar.gov.in TO QUOTE THE RATES</u></p>	
		Total in Figures in INR	
		Applicable GST in INR	
		Total Amount in Figures in INR	
Total Amount in Words			
NOTE:	In case of discrepancy in amount in figure and words, amount quoted in words shall be considered for evaluatin.		
Signature of Authorized Representative			
Name of Bidder [insert complete name of Bidder]			
Address of Bidder			
Date [insert date]			

Annexure 7: Form (Information and Dates)**Important Information and Details**

#	Particulars	Details
1	Name of the Firm	
2	Name and Designation of the Contact Person	
3	Address and Contact Details (E-Mail and Mobile No.) of the Contact Person	
4	Corporate website URL.	
5	Legal Status	
6	Address of Head Office:	
7	Incorporation/Registration status of the Bidder	Submit Incorporation Certificate <i>PageNo.at which enclosed:_____</i>
8	Date of Incorporation/Registration	
9	Power of Attorney/Board Resolution in the name of the Authorized signatory	<i>PageNo.at which enclosed:_____</i>
10	Turnover in consecutive three (3) Financial Years from consultancy services in India:	FY2020-21:_____/- FY2021-22:_____/- FY2022-23:_____/- FY2023-24:_____/- FY2024-25:_____/- Submit a CA Certificate stating the above figures <i>Page No. in which CA Certificate has been enclosed: _____</i>
11	PAN Number	<i>Page No.at which enclosed:_____</i>
12	GSTIN Number	<i>Page No.at which enclosed:_____</i>
13	A Notarized undertaking stating that the firm has not been blacklisted by any Central/ State Government/Public Sector as on the date of RFP	<i>Page No. at which Affidavit has been enclosed:_____</i>

#	Particulars	Details
16	Number of Qualified Resources: The Bidder should have at least 200 resources in advisory/consulting services at bidder's own payroll	A certificate from HR (on company's letterhead) of the bidder should be submitted. <i>PageNo.at which enclosed:_____</i>
19	One Copy of the whole of the RFP document (With Corrigendum, if any) with each page signed and stamped.	<i>Page No.at which enclosed:_____</i>
20.	Bank Details – Name of Bank, Account Number with IFSC Code.	<i>Page No.at which enclosed:_____</i>

Annexure 8: Form (Power of Attorney)

(Power of Attorney or Board Resolution in favour of Authorized Representative)

(Note: To be executed on a non-judicial stamp paper of appropriate value)

Know all men by the present that We.....(name of the enterprise and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/Ms (name)son/daughter/wife of.....And presently residing at..... who is presently employed with us and holding the position of as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things including to enter into negotiation, as are necessary or required in connection with or incidental to submission of our Bid for the RFP Reference No. Dated.....

The attorney is fully authorized for providing information/ responses to the tendering Client, representing us in all matters before the tendering Client including negotiations with the tendering Client, signing and execution of all affidavits, undertakings and agreements consequent to acceptance of our bid, and generally dealing with the tendering Client in all matters in connection with or relating to or arising out of our bid for the said tender.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS.....DAYOF

For

{Signature, name, designation and address}

Accepted

.....

(Signature)

(Name, Title and Address of the Attorney)

Witnesses: 1. _____
2. _____

Annexure 9: Form (Non blacklisting)

To:

The Chief Executive Officer

Bihar Rural Livelihoods Promotion Society,

Annexe-II, 3rd floor, Vidyut Bhawan,

Bailey Road, Patna-800021

Sub: Hiring of Human Resource Consultancy Agency For Operationalizing and Supporting a Goal Oriented Human Resource Management System

Dear Madam/Sir

In response to the RFP Ref. No.: ___ dated ___ for RFP titled “Hiring of Human Resource Consultancy Agency For Operationalizing and Supporting a Goal Oriented Human Resource Management System”, as a Partner/ Director of (organisation name) I/We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted/debarred either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central Government/ PSU/Local Bodies as on date of RFP.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled with legal action.

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Forms of Bid Security (EMD)
Form of Bid Security - Bank Guarantee
[Guarantor letterhead or SWIFT identifier code]

Bank Guarantee No.....*[insert guarantee reference number]*

Date.....*[insert date of issue of the guarantee]*

WHEREAS, _____ *[name of Bidder]* (hereinafter called "the Applicant") has submitted his Proposal dated _____ *[date]* or will submit his Proposal for the _____ *[name of assignment]* (hereinafter called "the RFP") under Request for Proposal No.....*[insert number]* (hereinafter called "the RFP")

KNOW ALL PEOPLE by these presents that We _____ *[name of bank]* of _____ *[name of country]* having our registered office at _____ (hereinafter called "the Bank") are bound unto _____ *[name of Purchaser]* (hereinafter called "the Purchaser ") in the sum of _____ for which payment well and truly to be made to the said Purchaser the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this _____ day of _____ 20_____.

THE CONDITIONS of this obligation are:

- (1) If after Bid opening the Applicant (a) withdraws his bid during the period of Bid validity specified in the Letter of Bid; or (b) does not accept the correction of the Bid Price pursuant to ITB 31;

or

- (2) If the Applicant having been notified of the acceptance of his bid by the Purchaser during the period of Bid validity:
 - (a) fails or refuses to execute the Agreement in accordance with the Instructions to Bidders, if required; or
 - (b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders.
 - (c) has submitted false document to get the award

we undertake to pay to the Purchaser up to the above amount upon receipt of his first written demand, without the Purchaser having to substantiate his demand, provided that in his demand the Purchaser will note that the amount claimed by him is due to him owing to the occurrence of one or any of the four conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date _____ days after the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Purchaser, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this guarantee should reach the Bank not later than the above date.

DATE _____ SIGNATURE OF THE BANK _____

WITNESS _____ SEAL _____

[signature, name, and address]

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