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DRUK HOLDING & INVESTMENTS LTD.

GROUP STANDARD BIDDING DOCUMENT

SERVICES

Drukair
Royal Bhutan Airlines
A dhi company

Designing for G+2 Building construction

TENDER NO: DA/PRO-002-2026/463, DATED 27 August 2026.

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NOTICE INVITING QUOTATION (NIQ)

1. The Drukair Corporation Limited is pleased to invite bids from the eligible bidders for Designing of G+2 building construction having two bdedrooms, two toilets, a living rrom, kitchen and corridor. Each floor must have four flats. Secound floor must have three bedrooms, two toilets, a kitchen and corridors and rest two flats must be as ground floor. Third floor must have individual rooms with toilet attachment and a dinning room with kitchen facilities and ten Nos. of car parking at Yongphula, Tashigang as per the scope of works mentioned hereinafter.

2. Detailed specifications, scope of work and terms and conditions of services are given in the Bidding Documents, which are available at the address given below as per the following schedule:

NIQ No.	:	.DA/PRO-002-2026/463
Last date for Bid receipt & time	:	Up to 18 September 2026 on or before 1200 hours at Drukair Corporation Limited, Head Office, Paro.
Bid opening date & time	:	On 18 September 2026 at 1200 hours at Drukair Corporation Limited, Head Office, Paro.

3. All Bids must be accompanied by Bid Security for an amount of BTN 100,000/-[one hundred thousanh only] in the form of Demand Draft /Cash Warrant / Bank Guarantee, issued by any Financial Institutions acceptable and enforceable by Financial Institutions in Bhutan and shall remain valid till 30 days (4 October 2026). Bids not accompanied with an acceptable Bid security as specified in Bidding Documents or Bids accompanied with Bid Security of inadequate value and validity shall be rejected by the Company at the time of the opening.

4. You are requested to submit your most competitive offer in line with the instructions given in the Bidding Document in a sealed envelope with the following details:

NIQ No. DA/PRO/06-2026/
Bid Receipt date: 18 September 2026.

Druk Holding & Investments Ltd.

DRUKAIR CORPORATION LTD. PARO

Brief description of the services: To design for G+2 storage building with four Unit/flat at each floor, on 3rd floor, individual rooms with attached toilet, dining room with kitchen facilities, Car parking.
Bidder's Name ____________________

5. Offers must be addressed to:
Manager,
Procurement & Material Management Section,
Finance & Corporate Services Division,
Drukair Corporation Limited,
Head Office, Paro

6. **Contact Personnel:**

Interested bidders may contact the following person (Nodal officer) for any clarification:
Name: Sangay Dawa
Designation: Procurement & Material Management Section,
Phone No. 17492172, E-mail: sdawa72@druksir.com.bt.

SECTION I - INSTRUCTION TO BIDDERS (ITB)

1. Site Visit

1.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site to obtain all information that may be necessary for preparing the Bid. The costs of visiting the Site shall be at the Bidder's own expense.

2. Clarification on Bidding Document

2.1 The Bidder shall examine the Bidding Documents thoroughly, Bidder may request clarification promptly. Any clarification on Bidding Documents may be notified to the Company in writing, not later than the 5 days from the submission of the bid.

3. Amendment of Bidding Documents

3.1 At any time prior to the deadline for submission of bids, the Company may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document through an Addendum.

3.2 The Addendum, if any shall be available for downloading from the Company's website by prospective Bidders. The Company may, at its discretion, extend the deadline for bid submission, if the Bidders are expected to require additional time in which to take the Addendum into account in preparation of their bid or for any other reason.

4. Modification and Withdrawal of Bids

4.1 No bid can be modified subsequent to the deadline for submission of bids.

5. Price Schedule

5.1 Price shall be quoted in accordance with Bidding **Form 2: Price Schedule Form**

5.2 Price quoted by the Successful Bidder must remain firm during the entire period of performance of the Contract and is not subject to variation.

DRUKAIR CORPORATION LTD. PARO

6. Period of Validity of Bids

6.1 Bids shall remain valid for a period of 30 days. A bid valid for a shorter period shall be rejected by the Company as non-responsive.

6.2 As required, the Company may request bidders to extend the period of validity of their bids. However, a bidder may refuse the request to extend the validity of its bids without forfeiting its bid security. A bidder granting request shall not be required or permitted to modify its bids.

7. Currency of Bid

7.1 The unit rates and prices quoted by Bidder, other than BTN, shall be in a freely convertible currency.

8. Bid Security

8.1 The Bidder shall furnish, as part of its bid, bid security denominated in the currency and in the amount of 100,000/-valid up to 18 November 2026. The Bid Security shall be submitted in the form of an irrevocable bank guarantee /cash warrant/demand draft payable to the Company issued by any Financial Institution of Bhutan or any Foreign bank acceptable and enforceable by Financial Institution of Bhutan.

8.2 The bid security shall be forfeited if a bidder withdraws its bid during the period of bid validity or if the selected Service-Provider fails to sign the Contract in accordance with ITC 17: Signing of Contract.

8.3 Immediately after the award of contract the bid security of all the unsuccessful bidders, shall be returned within fifteen (15) working days of the award of contract/Work Order.

8.4 The bid security of the successful bidder shall be returned immediately after signing of contract/ issue of Work Order.

9. Signing of Bids

9.1 The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person who is duly authorized by the Bidder, holding a Power of Attorney, with an official seal.

10. Submission of Bids

10.1 The bidder(s) shall submit one original bid clearly marked ORIGINAL. In addition, the bidder(s) should also submit one copy marked as COPY. The bid including all documents should be duly filled, signed and sealed in an envelope and addressed to and delivered to the following address:

Manager,

Procurement & Material Management Section,

Finance & Corporate Services Division,

Drukair Corporation Limited,

Head Office, Paro

10.2 18 September2026.

10.3 The submission of Bid(s) by electronic means are not acceptable.

11. Opening of Bid

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11.1 The bid(s) will be opened in the presence of bidders or their representatives who choose to attend on 18 September 2026 at 1200 hours at Drukair Corporation Limited, Head office Paro. In case due date of the opening of the bid falls on non-working days, the opening of the bid shall be on next working day at the same time.

12. Bid Evaluation

12.1 Bids determined to be substantially responsive to the technical specifications and commercial conditions will be evaluated by comparison of their quoted prices. In evaluating the bids, the Company will determine for each bids the evaluated price by adjusting the priced bid by making any correction for any arithmetical errors as follows:

i. where there is a discrepancy between amounts in figures and in words, the amount in words will govern;

ii. where there is discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern unless in the opinion of the Company there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line-item total as quoted shall govern, and the unit rate shall be corrected.

12.2 To assist in the evaluation, comparison of the Bids, the Company may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder that is not in response to a request by the Company shall not be considered.

13. Negotiations

13.1 Negotiations may be carried out with the lowest evaluated bidder. In case of failure during negotiation with the lowest evaluated bidder, the Company shall proceed for negotiation with the next-ranked Bidder.

13.2 The minutes of the negotiations, signed by the company and the Bidder, shall form part of the Contract Agreement.

14. Award Criteria

14.1 The Company will award the Contract to the successful Bidder, after negotiation, if any, whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid.

14.2 However, the Company also reserves the right to accept any bid and to reject any or all bids and to annul the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to Bidders or any obligation to inform the affected Bidders on the grounds for such action of the Company.

15. Deviation

15.1 Bidders shall not be permitted to take any deviation from the terms and conditions as specified in the Bidding Documents. However, any exceptions/deviations to the terms and conditions of the Bid Document should be indicated in the deviation schedule as per the Form 3: Deviation Schedule along with the Technical Bid.

16. Notification of Award

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16.1 Prior to expiry of the period of bid validity or extended validity, Company will issue Notification of Award to the successful Bidder(s). Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

17. Signing of Contract

Within the time period specified in the NoA, the successful consultant shall sign the contract or a Service Order shall be issued by the Company upon submission of Performance Security as per ITC 18.

18. Performance Security

18.1 The successful Bidder shall have to submit the performance security equal to ten percent (10%) of the contract price address to Chief Executive Officer, Drukair Corporation Limited.

18.2 The performance security shall be submitted in any of the following forms:

a) irrevocable bank guarantee,
b) cash warrant, or
c) demand draft.

18.3 Failure of the successful Bidder to submit the above-mentioned performance security or accept the award or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security.

19. Performance Evaluation System

19.1 The performance of the Service Provider shall be assessed as per the Performance Evaluation System (PES) attached at Section V herewith

19.2 Where the PES is required, depending on the nature of Services, Bidders are required to sign and submit the PES Acceptance Form attached as **Annexure- II** along with the bid. In case the bidder does not agree to sign the VPMS Acceptance Form, the bidder shall be liable for rejection.

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Form – 1: Statement of Compliance

To
Manager,
Procurement & Material Management Section,
Finance & Corporate Services Division,
Drukair Corporation Limited,
Head Office, Paro.

Dear Sir/Madam,

With reference to our Bid dated........................for ...... of ....*[insert brief scope of work]* ....against NIQ No........................., we hereby conform that we have read the provisions of following clauses and further confirm that notwithstanding anything stated elsewhere to the contrary, the stipulations of these clauses are acceptable to us and we have not taken any deviation to any of these clauses anywhere in the Bid:

[List of clauses to be inserted with clause heading and reference number, as applicable]

i. Governing Laws (GCC.3).
ii. Retention Money (GCC.12).
iii. Warranty (GCC.13).
iv. Limitation of Liability (GCC.14).

We further confirm that any deviation to the above clauses, found anywhere in our Bid, implicit or explicit, shall stand unconditionally withdrawn without any cost implication whatsoever to COMPANY failing which the Bid security may be forfeited

Sealed and signed

Form – 2: Price Schedule Forms

Schedule of activities for Services *[The Bidder shall fill in this table, with the exception of the column "Bidder's Offered Delivery Date", which is to be filled by the Bidder]*

Item No.	Description of Activities	Qty	UoM	Amount	Final Destination

Note: The formats of the Price Schedule may be modified as per the requirement of the tendered services.

Sealed and Signed

DRUKAIR CORPORATION LTD.

Form – 3: Deviation Schedule

Section No. (Page No.)	Clause No. Sub-clause No.	Details of deviation	Cost Compensation for Deviation	Remarks

Sealed and Signed

Form – 4: Performance Evaluation System Acceptance Form

To

Manager,
Procurement & Material Management Section,
Finance & Corporate Services Division,
Drukair Corporation Limited,
Head Office, Paro.

Dear Sir/Madam,

With reference to our Bid dated........................for supply/execution of ....*[insert brief scope of supply]* ....against NIT No........................., we hereby conform that we have read the provisions in clause 19 regarding the VPMS and we hereby agree to abide by the provisions in the VPMS or do affirm as follows:

1. If our bid is accepted, we agree to be assessed as per the VPMS methodology adopted by Company.
2. We accept the rating of VPMS depending on our performance and any action hereof.
3. We shall be liable for any breach of this undertaking and non- compliance to the provisions of VPMS.

Sealed and signed

DRUKAIR CORPORATION LTD. PARO

SECTION III- GENERAL CONDITIONS OF CONTRACT

1. Definition

1.1 The following terms and expressions used herein shall have the meaning as indicated therein:

a) **"Contract Price"** means the aggregate price payable to the Contractor as specified in the Contract at the time of award, subject to such additions and adjustments thereto or deductions therefrom as may be made pursuant to the provisions of the Contract till the completion of the contract, the price so adjusted shall be termed as Executed Price;

b) **"Company"** means the DHI and/or its Companies applying this Document;

c) **"Services"** means Non-Consultancy Services which are not Consultancy Services. Non-consultancy Services are normally bid and contracted on the basis of performance of measurable outputs, and for which performance standards can be clearly identified and consistently applied. Examples include: drilling, aerial photography, satellite imagery, mapping, catering services, ticketing services, printing services, hiring of training facilities, and similar operations;

d) **"Completion Date"** means the date of completion of the Services by the Service Provider as certified by Company;

e) **"Service Provider"** means a legal entity, including the legal successors or permitted assigns of such entity, entering into a Contract with Company to provide Services;

2. Governing Law

2.1 The Contract/ Purchase Order shall be governed by and interpreted in accordance with the Laws of Bhutan.

3. Service Provider's Responsibilities

3.1 The Service Provider shall provide all the Services in accordance with **Section IV Technical Specifications** and the Delivery and completion requirements.

4. Company's Responsibilities

4.1 The company shall provide all the Services in accordance with **Section IV Technical** Specifications and the Delivery and completion requirements.

5. Quality of Work

5.1 The Service Provider shall guarantee the quality of work. The quality of workmanship shall be of highest standard and to full satisfaction to the Company.

5.2 The Service Provider shall perform the Services and carry out its obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices.

6. Inspection and Tests

6.1 Company may depute its employee at Service Provider's work to inspect the on-going works. During the delivery of services, if it is found that the requirements and the deliverables of the contract, in terms of performance and time, is not delivered as per the Technical

Specification/ToR, the Company terminates the contract subsequent to clause GCC 15: Termination.

7. Insurance and Transportation[1]

7.1 The repaired equipment under the Contract shall be fully insured, in the currency of the Contract Price, against loss or damage incidental to manufacture or acquisition, transportation, storage and Delivery.

7.2 The insurance covers to be taken by the Service Provider shall be equal to at least 100% of the value of equipment valid till thirty (30) days after the Delivery of repaired equipment.

7.3 In case of delays attributable to the Service Provider, the validity period of the insurance cover shall be extended up to thirty (30) days after the actual Delivery. However, if the delays are attributable to the Company, the extra cost, if any, for the extended period of insurance cover, shall be reimbursed by Company.

7.4 The insurance cover shall be in the names of COMPANY and the Service Provider, wherein the beneficiary will be COMPANY and the Service Provider will be the custodian. The Service Provider shall, however, be authorized to deal directly with the Insurance Company or Companies and shall be responsible in regard to maintenance of all insurance covers.

7.5 The Service Provider shall be responsible for transportation of the equipment along with any other related services.

7.6 In case, any other mode of transport has to be resorted to other than that mentioned in above clause, the same shall be done only after obtaining prior approval in writing from the COMPANY.

8. Contract Price

8.1 The Contract Price shall be as specified in the Contract/Work Order subject to any additions and adjustments thereto or deductions therefrom as may be made pursuant to the Contract.

9. Terms of Payment

9.1 The Contract Price, including any advance payments, if applicable.

9.2 Payments shall be made promptly by the Company, but no later than thirty (30) days after the receipt of invoices and documents, provided that the documents are compliant with all the requirements of the Company.

9.3 The currencies in which payments shall be made to the Service Provider under this Contract shall be those in which the Contract Price is expressed.

10. Tax Deducted at Source

10.1 At the time of release of payment, two (2%) percent TDS on service portion shall be deducted from the Service Providers having Bhutanese trade license, or Three (3%) on the service portion from the Service Providers having other than Bhutanese trade license respectively from the gross amount of bills except from the manufacturers and authorized dealers. The Company shall furnish necessary TDS Certificate to the Bidders, issued by the Department of Revenue & Customs, RGoB.

10.2 If any tax exemptions, reductions, allowances or privileges may be available to the Service Provider in the Kingdom of Bhutan, the Company shall use its best efforts to enable the Service Provider to benefit from any such tax savings to the maximum allowable extent.

[1] *"This clause is applicable only for that equipment send outside for repair"*

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11. Performance Security

11.1 The Performance Security shall be valid until the successful completion of the obligations under the Contract, including warranty obligations, if any.

11.2 The Performance Security shall be discharged by the Company and returned to the Service Provider not later than thirty (30) days following the date of completion of the Consultant's performance obligations under the Contract, including any warranty obligations.

12. Liquidated Damages for delay in delivery

12.1 If the Service Provider fails to deliver any or all of the Goods by the date(s) of delivery or fails to perform the Services within the period specified in the Contract/ Purchase Order, the Company shall deduct liquidated damages at the rate of 0.3% per day for each day of delay to a maximum of 10% of the Contract Price .

13. Limitations of Liability

13.1 Except in cases of gross negligence or willful misconduct:

a) neither party shall be liable to the other party, whether in Contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to Company; and

b) the aggregate liability of the Service Provider to the Company, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective Services, or to any obligation of the Service Provider to indemnify Company with respect to patent infringement.

14. Force Majeure

14.1 The Service Provider shall not be liable for forfeiture of its Performance Security, liquidated damages or termination for default if and to the extent that it's delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

14.2 For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Service Provider that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Service Provider. Such events may include, but not be limited to, acts of the RGoB in its sovereign capacity, act of God, wars or revolutions, riot, civil commotion, sabotage, fires, floods, epidemics, quarantine restrictions and freight embargoes or any other cause of similar nature which are not within the control of either party to the contract and which renders the performance of the contract by the said party impossible.

14.3 If a Force Majeure situation arises, the Service Provider shall promptly notify Company in writing of such condition and the cause thereof, along with documentary or pictorial evidence. Unless otherwise directed by company in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

15. Termination

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15.1 **Termination for Default**

15.1.1 The Company, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Service Provider, may terminate the Contract in whole or in part:

a. if the Service Provider fails to deliver any or all of the Services in accordance to the Contract, within the stipulated delivery schedule or within any extension thereof granted by the Company; or

b. if the Service Provider fails to perform any other obligation under the Contract; or

c. if the Service Provider, in the opinion of the Company has engaged in fraud and corruption, in competing for or in executing the Contract, the Company shall be the final authority to decide whether the Service Provider has engaged in any Fraud and Corruption as mentioned above and such decision shall be final and binding on the Service Provider; or

d. If the Service Provider becomes bankrupt or goes into liquidation or makes general assignment for the benefit of the creditors or any receiver is appointed for the property owned by the vendor.

15.1.2 In the event the Company terminates the Contract in whole or in part, the Company may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Service Provider shall be liable to Company for any additional costs incurred by Company in procurement of such undelivered Services. Wherever the Contract is terminated in part, the Service Provider shall continue performance of the Contract to the extent not terminated.

15.2 **Termination by Service Provider**

15.2.1 If,

a) The Company commits a substantial breach of the Contract; the Service Provider may give a notice to Company that specifies the breach and requires Company to remedy the same. If Company fails to remedy the breach or take steps to remedy the breach within thirty (30) days after receipt of the Service Provider's notice, or,

15.2.2 If the Service Provider is unable to carry out any of its obligations under the Contract for any reason attributable to the Company, including but not limited to Company's failure to obtain any governmental permit necessary for the Delivery of Services, which Company is required to obtain as per provision of the Contract or as per relevant applicable laws, the Service Provider may give a notice to Company to carry out such obligation under the Contract and if Company fails to comply within thirty (30) days after receipt of the Service Provider's notice, then the Service Provider may, referring to this sub-clause, forthwith terminate the Contract.

15.2.3 In the event of termination, all payments due to the Service Provider for the Services already delivered, shall be settled by Company with no further liability on any account whatsoever.

15.3 **Termination by Force Majeure**

15.3.1 Service Provider shall not be considered in default if delay in delivery occurs due to Force Majeure.

15.3.2 Only those causes which have duration of more than 7 days shall be considered causes of Force Majeure. In the event of delay due to such causes, the delivery schedule will be extended for a length of time equal to the period of Force Majeure or at the option of the Company, the order may be cancelled. Such cancellation would be without any liability whatsoever on the part of the Company. In the event of such cancellation, the Service Provider shall refund any amount

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advanced or paid to the Service Provider by the Company and deliver back any materials issued to him by the Service Provider and release facilities, if any provided by the Company.

16. Payment upon termination

16.1 Upon termination of this contract pursuant to Clauses GCC 16.1 to GCC 16.3 hereof, the Company shall make the following payments to the Service Provider:

(a) remuneration pursuant to GCC.9: Terms of Payment hereof for services satisfactorily performed prior to the effective date of termination, and reimbursable expenditures pursuant to Clause GC 6 hereof for expenditures actually incurred prior to the effective date of termination; and

(b) except in the case of termination pursuant to clauses (a) through (d) of Clause GC 15.1 hereof, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this contract including the cost of the return travel of the personnel and their eligible dependents.

17. Time for completion

17.1.1 The work shall be completed within three weeks from the date of Signing of Contract/Issuance of Service Order, as the case maybe.

17.1.2 Time is the essence of this contract and no variation shall be permitted in the delivery time/delivery schedule mentioned in the Contract/Service Order.

18. Sub- Letting

18.1 The Service Provider shall not sub-let, transfer or assign any part of this contract, without the prior written consent of the Company.

19. Variations

19.1 Depending on the final requirement, at the time of the award of the Contract, the Company may increase or decrease the quantities by twenty five percent (25%) of the indicated quantity against each item without any changes in rates provided in the Contract.

19.2 Any other modification or variation in the scope of the Services may only be made by written agreement between the Parties.

20. Dispute Resolutions

20.1 Amicable Settlement

In case of any dispute of any kind whatsoever arises between Employer and the Consultant in connection with or arising out of the Contract, the parties shall seek to resolve any such dispute or difference by mutual consultation.

20.2 However, any dispute which cannot be amicably settled between the parties, shall be referred to adjudication/ arbitration in accordance with the laws of Bhutan.

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SECTION-IV: TECHNICAL SPECIFICATION/ TERMS OF REFERENCE

1. Scope of Services

2. Technical Specifications (If applicable)

SECTION V – PERFORMANCE EVALUATION SYSTEM

1. Introduction

A consultant performance evaluation is a standardized, systematic and objective assessment of a consultant's performance on a specific project contract. This enables the Company to judge whether the consultant has performed the work to a high standard on a number of fronts, and whether it is worth engaging them for future projects.

The performance evaluation criteria shall be used by each Project Manager immediately with the commissioning of any services after the award of contract. The consultants shall be evaluated as the project progresses.

2. Objectives

The main objectives of the performance evaluation of Consultants for services are as follows:

- To adopt a more holistic approach in reviewing overall performance of Consultant;
- To work with Consultant to raise safety and quality standards;
- To encourage an environment of continuous improvement by Consultant;
- To build partnership with Consultant in specific and strategic areas; and
- To have a list of preferred Consultant to be selected for limited bidding process

3. Performance Evaluation System (PES)

The assessment of the Consultants shall be done as follows:

SN	Performance Criteria	Weightage
3.1	Scope Management	15%
3.2	Time Management	20%
3.3	Quality Management	30%
3.4	General Assessment	35%
Total		**100%**

3.1 Scope Management (15%)

SN	Evaluation Criteria	Score	Key performance measure	Remarks
3.1.1	Commencement	5%	✓ Early= 120% ✓ On time=100% ✓ Late=0%	As per the contract
3.1.2	Work Schedule	5%	On time =100% or else 0%	As per contract agreement
3.1.3	Resource deployment	5%	Full deployment = 100% or else 0%	As per contract agreement

3.2 Time Management (20%)

SN	Evaluation Criteria	Scor	Key performance measurement	Remarks
3.2.	Meeting Milestones/ Deliverables	5%	✓ On time = 100% ✓ Delay up to 20% = 80% ✓ Beyond 20% = 0%	To be measured as per the work schedule submitted.
3.2.2	Submission of revised work schedules	5%	Timely= 100% or else 0%	To be measured based on the written request made by the Project Manager
3.2.3	Timely response to Client's instruction	5%	✓ 100% response = 100%. ✓ 80% response = 80%. ✓ Less than 80% response = 0%	Calculation will be based on the number of requests made by the Project Manager/Project Engineer.
3.2.4	Problem identification and problem solving	5%	Timely intimation = 100 % or 0%	Timely intimation resulting in resolving of problems during the contract period.

3.3 Quality Management (30%)

SN	Evaluation Criteria	Scor	Key performance measurement	Remarks
3.3.1	Compliance to TOR	10%	✓ Strict adherence =100% ✓ With minor deviations= 80% ✓ Frequent non-compliance= 0%	✓ Minor deviations would mean deviations which does not lead to major issues to the project. ✓ Frequent non-compliance would mean non-compliance leading to delays.
3.3.2	Response to Non-Compliance, Complaints and Notices	10%	✓ 100% response = 100%. ✓ 80% response = 80%. ✓ Less than 80% response = 0%	Calculation will be based on the number of requests made by the Project Manager.
3.3.3	Innovation and alternate option/ design solution during the course of work.	5%	✓ Yes = 100% ✓ No=0%	
3.3.4	Overall quality of the design, reports and presentation	10%	✓ Excellent = 100% ✓ Good with comments =50% ✓ Poor or rejected = 0%	

3.4 General Assessment (35%)

SN	Evaluation Criteria	Scor	Key performance measurement	Remarks
3.4.	Cooperation and Coordination with Employer	4%	✓ Excellent = 100% ✓ Good = 50% ✓ Poor = 0%	To be rated on the promptness of the Contractor on resolution of any issue and on following the guidelines set in the Contract Document. Also, on the communication, returning of phone calls or replying of emails.
3.4.	Personnel Resource Management	5%	Availability of proposed professional = 100% or else 0%	As per the staffing schedule submitted and agreed between both the parties.
3.4.	Technical Competence	10%	✓ Excellent (resolves issues by themselves) =	The ability of the consultant to resolve an issue and notifying the Client on the same.

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			100% ✓ Good (with discussion with Client) = 50% ✓ Poor (solutions given by the Client) = 0%	
3.4.	Integrity and Ethical C4onduct	4%	Zero written complaints = 100% or else 0%	
3.4.	Accurate c5ommunication	4%	✓ Excellent=100% ✓ Good= 80% ✓ Poor = 0%	An excellent communication would mean returning calls and emails before the day ends.
3.4.	Trainings and back u6p services	4%	Survey to be conducted = 100% or else 0%	
3.4.	Problem Resolution 7	4%	✓ Excellent= 100% ✓ Good (needs to be prompted twice) = 50% ✓ Poor (always needs to prompted) =0	An excellent Consultant would mean being proactive and providing problem resolution without the need of being prompted.

4. Consultant Assessment Category

The Consultants shall be categorized into three categories as under:

Category	Score	Remarks
A	80-100	Recommended/Preferred Consultants
B	50-79	✓ Consultants must be developed; ✓ Consider, but with mandatory debriefing on the short comings.
C	0-49	Consultants not qualified

5. Evaluation Period and Debarment

5.1 Evaluation period

The Performance evaluation shall be carried out after the award of any service till its closure.

5.2 Debarment of Consultants

Based on the assessment of consultants at the closure of each project, all non-performing Consultants shall be referred to the Debarment Committee as per the Debarment Rules 2019 of RGoB. The non-performing Consultants falling under category B and C shall be subjected to referral to the Debarment Committee and the decision of the Committee shall be final and binding.

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