



Public services closer home

Empanelment of Agencies for Assessment of e-Governance Projects

Expression of Interest



Department of Electronics and Information Technology
Ministry of Communications and Information Technology
Government of India

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1. Introduction

- 1.1 The Department of Electronics and Information Technology (DeitY), Ministry of Communications and Information Technology, Government of India, has been assessing e-Governance Projects across India to understand the impact, utility, user satisfaction, sustainability, scalability and replicability of these projects.
- 1.2 Since 2006 many assessment studies have been completed and the reports are available on the National e-Governance Plan (NeGP) website - http://negp.gov.in/index.php?option=com_content&view=article&id=335&Itemid=661. These e-governance projects were assessed at the national, State and Local Government levels. The studies helped in providing an overview of the impact felt by the users (citizens and businesses) after computerization. It is proposed to begin the next cycle of the assessment studies.

2 Purpose

- 2.1 The purpose of this Expression of Interest is to shortlist reputed organisations for assessment of select e-Government projects on a TURNKEY BASIS. The objective of this document is to provide indicative information about the scope and objective of this activity. The detailed terms and conditions and parameters for selection of the bidding organization will be provided in the Request for Proposal, which will be provided to only agency(ies) shortlisted as per the selection parameters provided in this EOI document.

3 Critical Information

- 3.1 Applicants are advised to study this EOI document carefully before submitting their proposals in response to the EOI Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- 3.2 Applicants are requested to attend a pre-proposal briefing meeting as per details provided below

Sr.	Information	Details
3.2.1	EOI No. and Date	6(5)/2010 EG-I Vol III-13 th January 2014
3.2.2	Last date for submission of written queries for clarifications	24th January 2014 till 01.00 pm Director (e-Governance) Room No. 2019 Department of Electronics & IT Electronics Niketan, 2 nd Floor, 6 CGO Complex, New Delhi 110003 e-Mail ID: gauravdwivedi@nic.in
3.2.3	Date of pre-proposal briefing	20th January 2014 at 04.00 pm
3.2.4	Release of response to clarifications on www.negp.gov.in	29th January 2014
3.2.5	Last date (deadline) for submission of EOI Proposal	7th February 2014 till 03.00 pm

Sr.	Information	Details
3.2.6	Addressee and Address at which proposal in response to EOI notice is to be submitted:	Director (e-Governance) Room No. 2019 Department of Electronics & IT Electronics Niketan, 2 nd Floor, 6 CGO Complex, New Delhi 110003
3.2.7	Opening of Responses/EOI	10th February 2014
3.2.8	Presentation on EOI Proposal by the applicants	Will be intimated later
3.2.9	Shortlisting of Applicants	Will be intimated later
3.2.10	Floating of RFP	Will be intimated later

4 Background

- 4.1 DeitY proposes to continue the assessment of mature projects and undertake base line surveys for upcoming projects that will provide at least a partial explanation for the variation in performance of different projects.
- 4.2 **Impact Assessment:** The objectives of the Impact Assessment are:
- 4.2.1 To assess impact on the common man/end user at individual user level and the reason behind the observed impact. The impact is assessed based on the Outreach of services being delivered, Cost of Access of services delivered – Direct and Indirect, Quality of Service delivered – Facilities, Interaction, Convenience etc. and Impact on overall Governance – Corruption, Accountability, Transparency, and Participation.
- 4.2.2 To compare and contrast the manual process with the ICT based process
- 4.2.3 To assess impact on the implementing Agencies from the perspective of understanding the extent of GPR undertaken as well as assessing impact on the employees of the agency.
- 4.3 **Baseline studies:** Baseline studies will be conducted for projects which are about to be implemented within the next 1-2 years. The same framework as the Impact Assessment will be applied to Baseline study. Recommendations made on the basis of this study may be integrated as feedback before actual implementation of computerized services. Also, data collection from the control group (manual users) done before the implementation of the computerised services ensures that there are fewer gaps in the Impact Assessment study, whenever it is conducted since there will be less dependence on recall for the data. The results will provide inputs on current problems to be rectified as well as enable projects to set clear goals for targeted benefits. Objectives of the Baseline Studies are:

- 4.3.1 To create baseline data against which the impact of ICT based delivery processes can be measured
- 4.3.2 To understand the challenges in the current modes of service delivery
- 4.3.3 Benchmarks for future implementation of the project
- 4.4 The Framework of Assessment that needs to be adapted for studies is at http://negp.gov.in/pdfs/2013-14_Revised%20Framework%20for%20Assessment.pdf

5 Eligibility Criteria

- 5.1 Only Academic Institution/ Policy Research Institute/Not for Profit Organization/ Registered Society engaged in Research are eligible to apply.
- 5.2 The institution/organization should have been in existence for a period of at least 10 years on the date of the application.
- 5.3 The institution should have experience in evaluating, assessing or researching at least two ICT4D projects/ e-Governance Projects in the last 2 years valued @ Rs. 20.00 Lakh or more per study. Both completed and ongoing projects will be considered.

6 Scope of Work

The broad scope of work is as under:

- 6.1 Understand project requirements
- 6.2 Customize DeitY's assessment framework for the study
- 6.3 Define Research methodology
- 6.4 Develop sampling methodology
 - 6.4.1 Sample type
 - 6.4.2 Sample size
 - 6.4.3 Sample locations
 - 6.4.4 Method of data collection
- 6.5 Design of survey instrument
- 6.6 Workshop with respective departmental stakeholders before data collection
- 6.7 Pre-testing of survey instrument
- 6.8 Administration of survey instrument and primary data collection through face to face, in person interviews and if required online surveys
- 6.9 Verify and analyze data
- 6.10 Submit draft reports
- 6.11 Post acceptance of draft reports by DeitY, proof-read and approve print ready copies
- 6.12 Workshop for presentation of reports/findings to project team of the assessed project

- 6.13 Final report
- 6.14 Write Case Studies in the defined format

7 Deliverables

- 7.1 Approach document (background of the study and status of the project)
- 7.2 Research methodology including sampling procedures and sample size
- 7.3 Sensitization workshops with concerned project department
- 7.4 Report formats for assigned projects
- 7.5 Study Data (SPSS, excel and raw format)
- 7.6 Final report
- 7.7 Dissemination workshop
- 7.8 Case Studies

8 Timeline

- 8.1 The empanelment will be valid till March 2017, extendable to another year based on performance

9 Geographical Coverage of the Project

- 9.1 All India.

10 Approach Paper to Express the Interest

- 10.1 The Applicants are required to submit an Approach paper to a Maximum of five A4 pages as per details given below:
- 10.2 **Approach and Methodology:** In this chapter the Applicants shall explain their understanding of the objectives of the project, approach and methodology for carrying out the project activities and obtaining the expected output. Expertise and organizational experience in the area of assessment of e-Governance & ICT4D projects is required to be mentioned as well as organizational experience in Government/ Sector Development Work.
- 10.3 **Human Resources:** The Applicant shall provide details of the dedicated project team – their individual roles and responsibilities in the project, their relevant experience. At a minimum, the team must be composed of a dedicated Project Manager, Statistician, Field Survey Manager and Data Analysis and Report writing expert. These need to be either on permanent rolls of the Applicant or must have a long tenure contract (one year or more) to ensure continuity of the proposed project team & no. of such separate teams that may be deployed parallely in case of assignment of multiple projects.
- 10.4 **Deliverables:** Approach paper need to mention deliverables on Monthly and Quarterly basis.

- 10.5 **Work Plan & Deliverables:** The agency shall propose and justify the main activities of the project, their content and duration, phasing and interrelations, resource planning to be deployed and delivery dates. The proposed work plan should be consistent with the approach and methodology, showing understanding of the EOI and ability to translate them into a feasible working plan. The work schedule should reflect how and by when the applicant is expected to complete the assignment for each of the components, and the timelines of achieving the same as mentioned in this EOI document. Applicant is required to describe the work schedule for different tasks using the following format:

No.	Activities, Phases and Resources	Months												
		1	2	3	4	5	6	7	8	9	10	11	12
i														
ii														

11 Payment terms and Conditions

- 11.1 It is proposed to enter into a deliverables based payment with the Agency/ies selected after the completion of RFP process. The details regarding the same will be provided in the RFP.

12 Supporting Proofs and Documents

- 12.1 Details of registration
- 12.2 Latest annual report indicating the category of the applicant
- 12.3 Evidences of published material on completed and ongoing assessment of ICT4D projects/ e-Governance Projects
- 12.4 Proposed Team for the study
- 12.5 Curriculum vitae (CV) of professionals on roll of the applicant proposed to be included in the study
- 12.6 Signed consent of the professionals mentioned as mentioned above.

13 List of Projects

Current list of project is as under:

- 13.1 **Central MMPs**
- 13.1.1 e-Procurement
- 13.1.2 Pensions
- 13.2 **State MMPs**
- 13.2.1 e-Treasury
- 13.2.2 Land Records
- 13.3 **Others**
- 13.3.1 eGram
- 13.3.2 MP Online

More projects may be added at later stage.

14 Completeness of Response

- 14.1 Applicants are advised to study all instructions, forms, requirements and other information in the EOI documents carefully. Submission of the EOI shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications.
- 14.2 The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI documents or submission of a proposal not substantially responsive to this document will be at the Applicant's risk and may result in rejection of its Proposal.

15 EOI Proposal Preparation Costs & Related Issues

- 15.1 The Applicant is responsible for all costs incurred in connection with participation in this 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 DeitY to facilitate the evaluation process. DeitY will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the EOI process.
- 15.2 This EOI does not commit DeitY to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this EOI.
- 15.3 All materials submitted by the Applicants will become the property of DeitY and may be returned completely at its sole discretion.
- 15.4 The assessment studies, collected data in both raw as well as processed format, data analysis, reports, case studies and any other intellectual property/deliverable prepared and submitted by the Agency/ies in relation to the Project shall be and remain the property of the Department of Electronics and Information Technology (DeitY), and DeitY shall be the sole owner of all intellectual property rights in such deliverables.
- 15.5 *The agency/ies shall deliver all the documents/deliverables to DeitY, together with a detailed inventory thereof, prior to termination or expiration of the project. The Agency/ies shall not use these documents for any purpose other than related to the project without the prior written approval from DeitY.*

16 Queries

- 16.1 All queries may be sent to the Nodal Officer of DeitY specified before by post, or email on or before **24th January 2014 till 01.00 pm**
- 16.2 DeitY shall hold a pre-bid briefing meeting with the prospective Applicants. The Applicants will have to send their queries for Pre-Bid meeting by post or email.
- 16.3 All queries to be raised at the EOI stage will relate to the EOI alone and no queries related to detailed analysis of Scope of work, payment terms and mode of selection will be entertained. These issues will be amply clarified at the RFP stage.

- 16.4 All enquiries / clarifications from the Applicants, related to this EOI, must be directed in writing exclusively to the contact person notified in this EOI document.
- 16.5 The preferred mode of delivering written questions to the aforementioned contact person would be through mail or e-mail. Telephone calls will not be accepted. In no event will the DeitY be responsible for ensuring that Applicants' inquiries have been received by DeitY. The queries by the applicants will be provided in the following format.

S No.	Page	Section	Sub Section	Details	Clause of the EOI on which Clarification required	Clarification Required

17 Responses to Pre-submission Queries and Issue of Corrigendum

- 17.1 After distribution of the EOI, the contact person notified by DeitY will begin accepting written questions from the applicants. The Nodal Officer notified by the DeitY will endeavor to provide timely response to all queries. However, DeitY makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does DeitY undertake to answer all the queries that have been posed by the applicants. The responses to the queries from all Applicants will be posted online on www.negp.gov.in.
- 17.2 At any time prior to the last date for receipt of EOI, DeitY may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the EOI Document by a corrigendum.
- 17.3 The Corrigendum (if any) & clarifications to the queries from all applicants will be posted online at the www.negp.gov.in.
- 17.4 Any such corrigendum shall be deemed to be incorporated into this EOI.
- 17.5 In order to provide prospective applicants reasonable time for taking the corrigendum into account, DeitY may, at its discretion, extend the last date for the receipt of EOI Proposals.

18 Right to Terminate the Process

- 18.1 DeitY may terminate the EOI process at any time and without assigning any reason. DeitY makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- 18.2 This EOI does not constitute an offer by DeitY. The applicant's participation in this process may result in short listing the agency/ies.

19 Submission of Responses

- 19.1 The application shall be submitted in a single sealed envelope and superscripted "Assessment of e-Governance Projects" and EOI No. **6(5)/2010 EG-I Vol III-13th January 2014**. This envelope should contain one hard copy of EOI proposal and one soft copy in the form of a non-rewriteable CD. CD media must be duly signed using a Permanent pen Marker and should bear the name of the Applicant. Envelope should indicate clearly the name, address, telephone number, e-Mail ID and fax number of the Applicant.
- 19.2 Application shall consist of supporting proofs and documents as defined in the Pre-qualification section.
- 19.3 Applicants shall submit all the required documents as mentioned in the EOI including various templates (*Form 1 to Form 4*). It should be ensured that various formats mentioned in this EOI should be adhered to and no changes in the format should be done.
- 19.4 The document should be page numbered, must contain the list of contents with page numbers and shall be initialed by the Authorized Representative of the Applicant on each page.
- 19.5 Applicant must ensure that the information furnished by him / her in respective CDs is identical to that submitted by him in the original paper. In case of any discrepancy observed by DeitY in the contents of the CDs and original paper, the information furnished on original paper will prevail over the soft copy.
- 19.6 EOI document submitted by the Applicant should be concise and contain only relevant information as required.

20 EOI Submission Format

- 20.1 The entire proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the EOI proposal.

21 Venue and Deadline for Submission

- 21.1 Proposals must be received at the address specified before the scheduled time **7th February 2014 till 03.00 pm**.
- 21.2 Any proposal received by DeitY after **03.00 pm** on **7th February 2014** shall be rejected and returned unopened to the Applicant.
- 21.3 The EOI submitted by telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- 21.4 DeitY shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- 21.5 DeitY reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

22 Short listing Criteria

- 22.1 DeitY will shortlist agency/ies based on the presentation on EOI Proposal made to an Evaluation Committee

- 22.2 Any attempt by applicant to influence the EOI process may result in the rejection of its EOI Proposal.

23 Evaluation Process

- 23.1 DeitY will constitute an Evaluation Committee to evaluate the responses of the Applicants.
- 23.2 The Evaluation Committee constituted by DeitY shall evaluate the responses to the EOI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI Proposal. The Committee may seek additional documents as it deems necessary.
- 23.3 Each of the responses shall be evaluated to validate compliance of the applicant according to the Pre-Qualification criteria, Forms and the supporting documents specified in this document.
- 23.4 The decision of the Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- 23.5 The Evaluation Committee may ask for presentation / meetings with the applicants to evaluate its suitability for the assignment.
- 23.6 The Evaluation Committee reserves the right to reject any or all proposals.
- 23.7 The EOI Proposal will be evaluated based on the documentary evidences provided and, marks will be assigned to the proposal based on the following criterion:

#	Particulars	Marks for evaluation
i	Presentation on EOI Proposal by the Applicant	30%
ii	Agency's Profile	10%
iii	Projects completed by the Applicant	30%
iv	CVs of Professionals to be engaged in the assignment	30%

- 23.7.1 Applicants securing $\geq 80\%$ marks would be shortlisted for issuance of RFP.

24 Notification of Short listing

- 24.1 DeitY shall notify by email and by speed post all applicants that have been shortlisted
- 24.2 Only Shortlisted applicants will be issued the Request for Proposal (RFP).

25 EOI Submission forms

- 25.1 The applicants are expected to respond to the EOI using the forms given in this section and all documents supporting Pre-Qualification / EOI Criteria.

Proposal / Pre-Qualification application shall comprise of following forms:

- 25.2 Form 1: Covering Letter on Letterhead of the Applicant

- 25.3 Form **2**: Details of the Applicant's Operations and Business
- 25.4 Form **3**: Compliance Sheet for Pre-Qualification Criteria
- 25.5 Form **4**: Format for CV of Professionals to be deployed in the Project (*Separate form will be required for each professional*)

Form 1: Covering Letter on Letterhead of the Applicant

< Location, Date >

To,

Director (e-Governance)

Room No. 2019

Department of Electronics and Information Technology,

Electronics Niketan, 2nd Floor, 6 CGO Complex, Lodhi Road, New Delhi-03

Dear Sir/Madam,

We, the undersigned, offer to provide the services for Assessment of e-Governance Projects. Our correspondence details with regard to this EOI are:

No.	Information	Details
1	Name of the Contact Person	< Insert Name of Contact >
2	Address of the Contact Person	< Insert Address >
3	Name, designation and contact, address of the person to whom, all references shall be made, regarding this EOI.	< Insert details of Contact >
4	Telephone number of the Contact Person.	< Insert Phone No. >
5	Mobile number of the Contact Person	< Insert Mobile No. >
6	Fax number of the Contact Person	< Insert Fax No. >
7	Email ID of the Contact Person	< Insert Email. >
8	Organization website URL.	< Insert Website URL. >

We are hereby submitting our Expression of Interest in both printed format (1 copy) and as a soft copy in a CD. We understand you are not bound to accept any Proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, we are liable to be dismissed from the EOI selection process or termination of the contract during the project.

We agree to abide by the conditions set forth in this EOI.

We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

< Applicant's Name with seal >

Name: < < Insert Name of Contact > >

Title: < < Insert Title of Contact > >

Signature: < < Insert Signature > >

Form 2: Details of the Applicant's Operations and Business

Sl. No.	Information Sought	Details to be Furnished
A	Name and address of the Applicant Agency	
B	Incorporation status of the firm <i>(as mentioned in pre-qualification criteria)</i>	
C	Year of Establishment	
D	Details of registration with appropriate authorities for service tax	
E	Details of Contact Person: Name, Address, e-Mail, Phone nos. Fax nos. Mobile Number	

Form 3: Compliance Sheet for Pre-Qualification Criteria

	Basic Requirement	Documents Required	Provided	Reference & Page No.
1	Category of the Agency: Academic Institutions/ Policy Research Institute/ Not for Profit Organizations/ Registered Societies	Latest annual report indicating the category of the agency	Yes / No	
2	The institutions/ organizations should have been in existence for a period of at least 10 years on the date of the application	Copy of registration indicating date of registration	Yes / No	
3	Completed/Ongoing at least two projects in the last two years related to assessment of ICT4D projects/ e-Governance Projects	<ul style="list-style-type: none"> • Completed: Published material and a copy of Work Order • Ongoing: Copy of Work Order/ Contract Document/ Client Certificate 	Yes / No	
4	In-house capacity to deploy the resources who will administer the project:	CVs of Professionals	Yes / No	
4.a	A Project Lead/Manager with 10+ years of total work experience with minimum 5 years in managing assessment projects	CV of Professionals	Yes / No	
4.b	Statistician with at least 5 year of experience in statistical analysis and designing sampling of ICT4D/e-Governance Projects	CV of Professionals	Yes / No	
4.c	Professionals with at least 5 year of experience in conducting large field surveys	CV of Professionals	Yes / No	
4.d	Professionals with at least 5 year of experience in analysis, report and case study writing	CV of Professionals	Yes / No	

Form 4: Format for CV of Professionals to be deployed in the Project

Sr.	Details												
1	Name of the Professional:												
2	Qualifications (Graduation & above only)												
3	Total years of work experience:												
4	Total years of relevant experience:												
5	Key Expertise (e.g. Project Management, Surveys, Statistical Analysis and Sampling, etc.)												
6	Languages Known:												
7	Publications												
8	Work history (current to past)												
8.a	Current												
	Designation:												
	Organization:												
	Duration: From: DD/MM/YYYY To: DD/MM/YYYY												
	Key Job responsibilities: <i>Only relevant experience to be listed</i>												
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Projects handled</th> <th style="width: 25%;">Role in the project</th> <th style="width: 25%;">Client</th> <th style="width: 25%;">Team Size (if any)</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Projects handled	Role in the project	Client	Team Size (if any)								
Projects handled	Role in the project	Client	Team Size (if any)										
8.b	Previous												
	Designation:												
	Organization:												
	Duration: From: DD/MM/YYYY To: DD/MM/YYYY												
	Key Job responsibilities: <i>Only relevant experience to be listed</i>												
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Projects handled</th> <th style="width: 25%;">Role in the project</th> <th style="width: 25%;">Client</th> <th style="width: 25%;">Team Size (if any)</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Projects handled	Role in the project	Client	Team Size (if any)								
Projects handled	Role in the project	Client	Team Size (if any)										
9	Any other (Certifications, trainings received etc)												

End of EOI Document
