

**CSC e-GOVERNANCE SERVICES INDIA LIMITED**

**REQUEST FOR PROPOSAL (RFP)**

**SELECTION OF CONSULTANCY AGENCY**

**FOR**

**NATIONAL PROGRAM MANAGEMENT UNIT**

**FOR**

**NATIONAL POPULATION REGISTER (NPR) PROJECT  
IN RURAL AREAS OF 17 STATES & 1 UT**

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## 1 Request for Proposal (RFP)

### 1.1 Covering Letter

To,

Date: November 24, 2011

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- 1.1.1** M/s. CSC e-Governance Services India Ltd. (hereinafter referred to as “CSC-SPV”) invites Pre-Qualification, Technical and Financial Bids from interested Bidder for providing Program Management Services for National Program Management Unit for National Population Register (NPR) Project in rural areas of 17 States and 1 UT, in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.
- 1.1.2** This document provides information to enable the bidders to understand the broad requirements to submit their "Bids". The detailed scope of work is provided in *Para-3* of this RFP document.
- 1.1.3** Interested Bidders are expected to submit the “Pre-qualification, Technical and Financial bids” as per instructions in *Para 7.5*. The sealed proposals may be submitted at the address mentioned in *Para 1.2* on or before December 15<sup>th</sup>, 2011, at 3:00 pm.
- 1.1.4** Any corrigenda/clarifications related to this RFP will be issued using the same mode of correspondence as for the RFP.
- 1.1.5** Interested Bidders are advised to study this RFP document carefully before submitting their bids in response to the bid invitation. Submission of a bid in response to this invitation shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- 1.1.6** CSC-SPV reserves the right to reject any or all the bids in whole or part without assigning any reasons.
- 1.1.7** Earnest Money Deposit (EMD): All bids submitted in response to the RFP document must be accompanied by Earnest Money Deposit of Rs. 10,00,000.00 (Rs. Ten lakhs only) in the form of a Demand Draft drawn in favour of “CSC e-GOVERNANCE SERVICES INDIA LIMITED” on any scheduled commercial bank payable at New Delhi.

## 1.2 Important Information

|     | Information  | Details/ Target Date   |
|-----|--|--|
| 1.  | Date of issue of RFP document  | Thursday, 24 <sup>th</sup> November, 2011  |
| 2.  | Last date for submission of queries                                    | Thursday, 1 <sup>st</sup> December, 2011at 3:00 p.m.<br>Email : <a href="mailto:infocscspv@cscegovindia.com">infocscspv@cscegovindia.com</a>   |
| 3.  | Pre-bid meeting  | Friday, 2 <sup>nd</sup> December, 2011at 3:00 p.m.   |
| 4.  | Last date for submission of Bids and opening of Pre-qualification Bids | Thursday, 15 <sup>th</sup> December, 2011at 3:00 p.m.  |
| 5.  | Opening of Technical Bids  | Thursday, 15 <sup>th</sup> December, 2011at 5:00 p.m.  |
| 6.  | Technical presentation by shortlisted bidders                          | Monday, 19 <sup>th</sup> December 2011 at 11.00 a.m. in alphabetical order of bidder name. Each bidder will be given ½ hour slot to present.   |
| 7.  | Opening of Financial Bids  | Thursday, 22 <sup>nd</sup> December, 2011at 3:00 p.m.  |
| 8.  | Earnest Money Deposit (EMD) in the form of a Demand Draft              | Amount of Rs. 10,00,000.00 (Rupees Ten Lakhs only)   |
| 9.  | Contact Person for queries   | The Company Secretary<br>CSC e-GOVERNANCE SERVICES INDIA LTD.<br>3 <sup>rd</sup> Floor, Electronics Niketan, 6, CGO Complex,<br>Lodhi Road, New Delhi -110003<br>Phone : 011-32928620<br>Email: <a href="mailto:infocscspv@cscegovindia.com">infocscspv@cscegovindia.com</a> |
| 10. | Addressee and Address for Bid submission                               | The Company Secretary<br>CSC e-GOVERNANCE SERVICES INDIA LTD.<br>3 <sup>rd</sup> Floor, Electronics Niketan, 6, CGO Complex,<br>Lodhi Road, New Delhi -110003<br>Phone : 011-32928620<br>Email: <a href="mailto:infocscspv@cscegovindia.com">infocscspv@cscegovindia.com</a> |

## 2 National Population Register (NPR) Project

### 2.1 Project Background

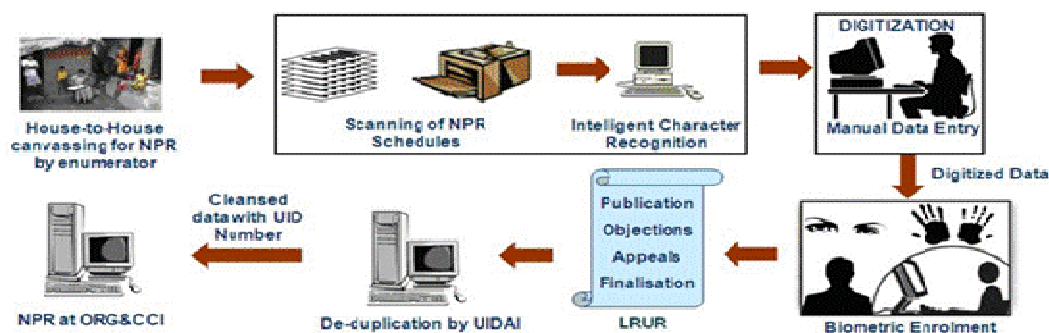
**2.1.1** The National Population Register (NPR) is a Register of Usual Residents of the country. It is being prepared at the Local (Village/Ward), Sub District (Tehsil), District, State and National level under provisions of the Citizenship Act 1955 and the Citizenship (Registration of Citizens and issue of National Identity Cards) Rules, 2003. NPR is intended as a comprehensive identity database in the country which would *inter alia* enable better targeting of the benefits and services under the Government schemes/programmes, improve planning and prevent identity fraud.

**2.1.2** To achieve this, during the first phase of Census 2011, enumerators have visited every household and have collected the details required for the NPR in a paper format. These forms have been scanned and the data is in the process of feeding into an electronic database. Biometric attributes- photograph, fingerprints and iris is being added to the

database by organizing enrolment camps in each local area. The enrolment will be done in the presence of Government servants appointed for this purpose.

**2.1.3** The data collection (in paper format) for creating the NPR has been completed in the country along with House-listing and Housing Census in 2010. The scanning of these filled in NPR Schedules (approx. 26 crore) has also been completed. The work of data entry of more than 14 crore individuals has been completed so far. Biometric enrolment of more than 50 lakh persons has also been done.

**2.1.4** Registrar General & Census Commissioner, India (RG&CC,I), MHA has assigned the responsibility of digitization of the demographic information and collection of biometrics for 17 States and 1 Union Territory (UT) in India to DIT (list of States/UT at **Annex-1**). The diagram below shows the entire process of NPR in a nutshell -



**2.1.5** It is estimated that the project will digitize the data of about 62.5 crore population of India and biometric capture of about 56.2 crore people. Biometric capture will include photograph, all ten finger prints and Iris capture for the population above 5 years of age. The digitization of NPR is expected to be completed by the appointed Managed Service Providers (MSPs) in 6 months and the Biometric enrolment in 12 months after digitization. The Request for Quotations (RFQs) for selection of MSPs for the aforementioned processes have already been issued by National Institute of Electronics and Information Technology (NIELIT, formerly known as DOEACC) and are available at <http://www.doeacc.edu.in/jsp/RFQ.html> (demographic data digitization) and at <http://www.doeacc.edu.in/jsp/RFQ2.html> (for biometric enrolment), also at <http://www.mit.gov.in/whatsnew>. For further details on the coverage and scope of the NPR project, the RFQs cited above may kindly be referred to.

**2.1.6** **CSC-SPV, established as a company under the Companies Act 1956 for the purpose of managing the CSC scheme, and in which the Government of India holds a Golden Share, has been mandated to supervise and monitor the NPR project in rural areas of these States/UT. In terms of the mandate, CSC-SPV has entered into a Memorandum of Understanding (MOU) with NIELIT (formerly DOEACC). Copy of the MOU is available at [http://csc-india.org/DIT/GuidelinesandMOU /tabid/572/ language/ en-GB/](http://csc-india.org/DIT/GuidelinesandMOU/tabid/572/language/en-GB/)**

[Default.aspx](#). **Annex-2** specifies the details of processes/activities envisaged from CSC-SPV during various stages of project.

### 3 Scope of Work for National Project Management Unit

As part of the monitoring arrangements for NPR project in rural areas, appointment of Project Management Consultants to form the National Project Management Unit (NPMU) is envisaged to support CSC-SPV and other project stakeholders. NPMU will comprise of 5 resources at the National level, 18 resources at State level (one for each State/UT) and 71 resources to be placed one each in every NPR zone (*list at **Annex-3***) to manage and monitor the successful implementation of the NPR project within the timelines envisaged.

The specific activities to be performed by NPMU would include, but not limited to, the following:

#### 3.1 Program Management

**3.1.1** Besides the NPMU, CSC-SPV will also deploy quality supervisors (one at the District level) and quality coordinators at the Sub-District level [around five quality coordinators per District, on an average] for the roles specified for them in **Annex-2**. These resources would be selected in a decentralized manner, at the District level, through local Manpower Agencies, by a Committee comprising of the District Level Authorities. The NPMU will assist CSC-SPV in preparing the guidelines for selection and actual deployment of these Sub-District Resources in field. NPMU will also coordinate with NIELIT for training of quality supervisors and coordinators after their selection.

**3.1.2** NPMU will assist CSC-SPV in ensuring that the MSPs carry out the work as per contract/SLAs entered into between NIELIT and MSPs. NPMU will also recommend the action, if any, required to be taken by CSC-SPV for enforcement of the said contract/SLAs. NPMU will also recommend regarding any administrative and legal action against MSPs which may be required to be taken by NIELIT under the contract. NPMU will also assist CSC-SPV in carrying out and/or performing any other responsibilities as may be further required by CSC-SPV for carrying out the NPR work.

**3.1.3** Without prejudice to the generality of the aforesaid roles envisaged for the NPMU, the NPMU shall undertake the following specific activities:-

- i. NPMU will coordinate with and monitor the work of the resources placed at District/Sub-District level. NPMU will monitor and collect report status of Sub-District resources for timely checking of the quality of digitized data and biometric process at village level; monitoring MSPs for project status, LRUR correction & printing process

and tracking the progress of Sub-District resources in handover of data to NIELIT as per the process flows.

- ii. Management Information System (MIS) is being developed by RGI/NIELIT. NPMU shall assist in customising the MIS as may further be necessary. NPMU will also ensure receipt of MIS updates on daily basis from each level regarding the project status and reporting the same to CSC-SPV/DIT/NIELIT.
- iii. Inputs from MSPs and States/district authorities are critical to smooth implementation of the project and will provide details of implementation and project progress at various levels vis-à-vis the schedule. NPMU will review and present the progress made on daily and/or periodic basis. NPMU will prepare and/or circulate project monitoring / milestone progress reports and presentations including status reports in respect of the work at each level. NPMU will suggest strategies for faster project implementation and removal of bottlenecks for smooth operation on the field.
- iv. NPMU will undertake issue identification, tracking, escalation and resolution management between CSC-SPV /NIELIT/State/District Authorities and MSPs.

### **3.2 Monitoring of Funds**

The RFQs for selection of MSPs prescribe release of funds to MSPs only on achievement of prescribed milestones. Hence it is imperative to proactively monitor achievement of these milestones and disbursement of funds by NIELIT both to the MSPs and to the CSC-SPV, so that the NPR project work does not suffer. NPMU would also maintain the fund flow and utilization documentation relating to each component and present the same to CSC-SPV/NIELIT/DIT as and when required. Besides these, NPMU shall undertake the following activities:-

- a) Projecting fund requirements based on projected timelines for achievement of milestones after taking into account the utilisation of funds released including the advances, if any;
- b) Preparing cash budgets and fund flow statements;
- c) Maintaining and updating the fund tracker on a regular basis.

### **3.3 Clarification regarding reports**

The NPMU shall respond to all queries on processes, reports, status, fund related queries or any other communication sent by CSC-SPV regarding NPR project. This will include receiving, collating and providing clarifications as and when required.

### **3.4 Broad Roles and responsibilities of NPMU resources**

The broad roles defined for various levels of personnel in NPMU are as follows:

- a) **Central PMU – Project head:** Overall program management role on behalf of CSC-SPV in respect of the NPR project in rural areas; overseeing coordination with DIT/RGI/NIELIT/MSPs/State agencies; preparing schedule of implementation and identification/tracking critical activities and project timelines; management of MIS reporting and reports on critical issues which can affect timely completion & quality of the project; communication / escalation of bottlenecks regarding project status; provide support & guidance to the Central/State teams for smooth functioning of project; assist in bid process wherever necessary.

**Project Managers:** Coordination with DIT/NIELIT/RGI/State agencies and State resources; monitoring MIS reports from States; responsible for regular communication to management regarding project status; providing support / guidance to the State level team for smooth functioning of project; reporting to Project head; assisting in bid process and monitoring MSPs' performance.

- b) **State level coordinator:** Coordination with State Authorities, Zonal Coordinators within the State and MSPs; project monitoring & coordination at State level; ensuring timely MIS reports/project status from Zonal team and MSPs; providing support/guidance to the Zonal/District team for smooth functioning of project; reporting to Central team and managing field level operational issues
- c) **Zonal level coordinator:** Coordination with District/Sub-District level Authorities and MSPs; project monitoring at Zonal/MSP level; ensuring timely MIS reports / project status from Sub-District resources; providing support / guidance to the Sub-District resources; reporting to State team; managing field level operational & technical issues.

#### 4 Eligibility Criteria

- 4.1 The bidder shall be a Company registered under the Companies Act, 1956 for over five years, with a minimum turnover of Rs. 25 (twenty five) crore from consulting operations (which shall include program/project management) in each of the last three financial years namely 2008-09, 2009-10 and 2010-11.
- 4.2 The bidder shall also have on its rolls at least 200 technically qualified personnel (B.E./B.Tech, MCA or MBA) who are deployed or available for deployment in the area of consulting services for IT related projects including e-Governance, Program/Project Management and IT infrastructure.
- 4.3 The bidder must be a single entity. Consortium or any kind of association of firms will not be allowed to participate in the procurement process. The bidder shall not be blacklisted by the Central Government or by any of the 18 State/UT Governments or under a declaration of ineligibility for corrupt or fraudulent practices as on the last date for



submission of the bid. The bidder will also undertake not to sub-contract any part of this work to third parties.

## 5 Resource Requirements

5.1 On selection, the bidder (hereinafter referred to as 'the Agency') would be required to deploy an appropriate team of Consultants fulfilling the following minimum requirements:

- a) Each member of the team must be a full time employee of the bidder and at least 50% of the team should have been working with the Agency for a period of at least One Year.
- b) The team shall be deployed on an exclusive basis and no resource deployed under this Project will work on any other engagement.
- c) The resources at the Central level and the State will be selected from the set of CVs submitted as part of response to the RFP. CVs shall be furnished in respect all the resources proposed for the Central PMU, a minimum 5 Nos. of CVs for State Coordinators and a minimum 20 Nos. of CVs for Zonal Coordinators.
- d) CSC-SPV may conduct interviews prior to placement of the resource. In case the resource is not found suitable during the interview, the Agency will arrange for replacement of such resources.
- e) For States/Zones where no CV is furnished as part of the response to the RFP, the Agency shall forward minimum four eligible CVs to a Committee as may be constituted under the Chair of the concerned State IT Secretary (or the Secretary of any other appropriate Department) along with State Information Officer (SIO)/NIC and an official from NIELIT for selection. The Committee may, if required, also interview the candidates for suitability for the said position.
- f) The minimum qualifications and experience, and the indicative number of resources at each level, are given in **Table-1** below :

**Table-1**

| S. No. | Role             | No. of resources | Location  | Qualification          | Minimum total work experience in years | Minimum project management experience in years |
|--------|------------------|------------------|-----------|------------------------|--|--|
| 1      | Project Head     | 1                | New Delhi | B.Tech/B.E/MCA and MBA | 10                                     | 7  |
| 2      | Project Managers | 4                | New Delhi | B.Tech/B.E/MCA and MBA | 7                                      | 5  |

| S. No. | Role              | No. of resources | Location                                       | Qualification          | Minimum total work experience in years | Minimum project management experience in years |
|--------|-------------------|------------------|--|------------------------|--|--|
| 3      | State Coordinator | 18               | At Various States (details at <b>Annex-1</b> ) | B.Tech/B.E/MCA and MBA | 5                                      | 4  |
| 4      | Zonal Coordinator | 71               | At Various Zones (details at <b>Annex-3</b> )  | B.Tech/B.E/MCA /MBA    | 4                                      | 2  |

- 5.2 At the technical evaluation stage, weightage will be given to higher qualifications, educational background from reputed institutions like IITs/IIMs and range of relevant assignments handled. Weightage in technical evaluation will also be given to prior experience in working in the State(s) for which the resource is proposed and knowledge of local language of such State.
- 5.3 The resource requirement indicated in **Table-1** is only indicative and shall be used only for the purpose of evaluation of the bids. It is clarified that the actual resource requirement may vary, both in numbers and distribution, and no liability whatsoever shall attach to the CSV-SPV on account of such variation.
- 5.4 Depending on work requirements, CSC-SPV may direct redeployment of any of the resources at the State/Zonal levels. However, no additional sum shall be payable to the Agency on account of such redeployment.
- 5.5 In case of replacement of resource(s), besides being liable to the penalties specified in Para 6.5, the Agency will make the replacement with a resource of equivalent or higher qualifications and experience. To facilitate knowledge transfer, the consultancy organisation will ensure that there is at least a 14 day overlap between the existing resource and the replacement resource. The decision of CSC-SPV shall be final and binding in the matter of replacement of resources or placement of additional resources, irrespective of the fact that a resource may be replaced by a person with higher qualifications and / or experience.

## 5.6 Location and working hours

- a) The Central level Consultants will keep to the normal working hours of CSC-SPV, and the State/Zonal Consultants will keep to the normal working hours of the State Government where the Consultant is placed. They may also be required to work beyond normal working hours and on Holidays / Sundays depending on exigencies of work.

- b) The Consultants will also follow the Holiday Schedule of CSC-SPV or the State Government where they are placed, as the case may be.
- c) The Central level Consultants shall operate from the office where the NIELIT and CMPT PMUs are located and in coordination with the said PMUs. The State and Zonal Consultants shall operate from the NIELIT/State authority/STPI/C-DAC office, as may be specified.

## 6 Payment terms and Conditions

### 6.1 Deliverable linked payments

50% of the contract price shall be payable based entirely on achievement of milestones/deliverables prescribed for the NPR work. This delivery linked payment shall consist of two components – 10% of the contract price shall be payable based on completion of data digitisation by MSP1s and the remaining 40% linked to completion of biometric capture by MSP2s.

- a) The schedule in respect of payments (cumulative) linked to data digitisation shall be as per **Table-2**. The payment %ages indicated in the Table are cumulative and each cell in the Table represents the cumulative eligible amount [in % terms from out of the total payments linked to data digitisation], as per the number of zones (as indicated in column (1)) and the extent of data digitisation achieved (as indicated in row (1)):

**Table-2**

|                 |    | % completion of data digitization |       |       |       |                 |        |
|-----------------|----|-----------------------------------|-------|-------|-------|-----------------|--------|
|                 |    | 25                                | 50    | 75    | 100   | LRUR Correction | Final  |
| Number of Zones | 17 | 5.0%                              | 10.0% | 13.8% | 17.5% | 21.3%           | 25.0%  |
|                 | 35 | 10.0%                             | 20.0% | 27.5% | 35.0% | 42.5%           | 50.0%  |
|                 | 53 | 15.0%                             | 30.0% | 41.3% | 52.5% | 63.8%           | 75.0%  |
|                 | 71 | 20.0%                             | 40.0% | 55.0% | 70.0% | 85.0%           | 100.0% |

- b) The schedule in respect of payments (cumulative) linked to biometric capture shall be as per **Table-3**. The payment %ages indicated in the Table are cumulative and each cell in the Table represents the cumulative eligible amount [in % terms from out of the total payments linked to biometric capture], as per the number of zones (as indicated in column (1)) and the extent of biometric capture achieved (as indicated in row (1)):

**Table-3**

|                        |           | % completion of biometric capture |       |       |       |               |        |
|------------------------|-----------|-----------------------------------|-------|-------|-------|---------------|--------|
|                        |           | 25                                | 50    | 75    | 100   | LRUR Printing | Final  |
| <b>Number of Zones</b> | <b>17</b> | 3.8%                              | 7.5%  | 11.3% | 15.0% | 20.0%         | 25.0%  |
|                        | <b>35</b> | 7.5%                              | 15.0% | 22.5% | 30.0% | 40.0%         | 50.0%  |
|                        | <b>53</b> | 11.3%                             | 22.5% | 33.8% | 45.0% | 60.0%         | 75.0%  |
|                        | <b>71</b> | 15.0%                             | 30.0% | 45.0% | 60.0% | 80.0%         | 100.0% |

**Illustrations:**

1. If 50% data digitisation is complete in 35 zones, the Agency is eligible, on cumulative basis upto the month, for 20% of the payments linked to data digitisation (i.e. 10% of the contract price). The cumulative eligible payment will be 20%\*10% of contract price = 2.0% of contract price.
2. If in a month, two milestones namely 75% data digitisation is achieved in 17 zones and 50% data digitisation is achieved in 35 zones, the Agency has the option to claim 20.0% of the payment linked to data digitisation (i.e. 2.0% of the contract price), being the higher of the eligible cumulative amounts, namely 13.8% or 20%. If 10% had been paid upto the previous month, the amount eligible during the month of invoice shall be (20%-10%)\*10% = 1.0% of the contract price.

## 6.2 Payment linked to Consulting Agency resource deployment and other Parameters

The remaining 50% of the contract price shall be payable on the basis of deployment of resources at various levels including the District/Sub-District levels and shall be as per the following schedule:

**Table-4**

| Payment Schedule based on personnel deployment                                       |                               |
|--|-------------------------------|
|  | Payment (% of contract price) |
| Manpower mobilization and deployment   |                               |
| CPMU, State & Zonal level  | 3%                            |
| District/Sub-District Level  | 7%                            |
| Payment release per quarter (5%) - Total for 6 quarters after the initial deployment | 30%                           |
| After Project Completion   | 10%                           |
| <b>Total payment linked to personnel deployment</b>                                  | <b>50%</b>                    |

**Note:** It is estimated that all the Project Deliverables would be completed within 18 months from award of data digitisation work.

### 6.3 Payment Mechanism:

The payment will be done on Monthly basis on submission of single invoice at the end of the month by the Agency. The cumulative eligible amount upto the month shall be computed in terms of the milestones and deployment timelines above and the payment due for the month shall be determined after deducting all the payments made prior to the month for which the invoice has been raised. Where there are multiple eligible amounts in terms of any of the Tables (Table-2 or Table 3), the Agency shall have the choice to prefer the highest such eligible amount. The deliverables shall be certified by the Project Head and shall be subject to acceptance by CSC-SPV.

### 6.4 Timelines for Deployment

**Table-5**

| S. No. | Activity   | Timeline     | Responsibility | Penalty for delay  |
|--------|--|--------------|----------------|--|
| 1      | Issue of Work Order to the Agency  | T0           | CSC-SPV        |  |
| 2      | Submission of Performance Security by the Consulting Agency and completion of contract signing formalities | T0 + 10 days | Agency         | Rs. 25,000 per day   |
| 3      | Placement of Central Team & State Consultants  | T0 + 20 days | Agency         | Rs. 5,000 per day per resource, Rs 10,000 per day for Project Head.  |
| 4      | Placement of at least 50% Zonal Level Resources  | T0 + 30 days | Agency         | Rs. 3,000 per day per resource for delay beyond stipulated timeframe |
| 5      | Completion of placement of all Zonal level resources   | T0 + 45 days | Agency         | Rs. 3,000 per day per resource for delay beyond stipulated timeframe |

### 6.5 Penalties

**Table-6**

| Sr. No. | Parameter                            | SLA   | Penalty   |
|---------|--------------------------------------|---|---|
| 1       | Shortfall of Attendance of resources | If a resource is absent for 5 consecutive working days without any reasonable cause, then the resource will have to be replaced if required | Rs. 25,000 replacement penalty for each absentee related replacement during the term of the project in addition to penalties for replacement of resources as applicable under S Nos. 2 or 3 |

| Sr. No. | Parameter  | SLA   | Penalty  |
|---------|--|---|--|
| 2       | Substitution of resources from those CVs provided with the technical bid | No substitution of those resources will be allowed whose CVs have been provided along with the technical bid for the period T0 + 180 days ( i.e. 180 days of commencement of Project) | Penalty of Rs. 50,000 per substitution of Resources of those whose CVs have been provided along with the technical bid   |
| 3       | Any other replacement of Resources                                       | Resources initially deployed are not to be replaced during the tenure of the Project. In case resources are replaced, penalties will apply.   | Up to 0-2 resources - Nil<br>3-5 resources – Rs. 10,000 per replacement<br>6-10 resources – Rs. 20,000 per replacement<br>11-15 resources – Rs. 30,000 per replacement<br>>15 resources - Rs. 40,000 per replacement |

## 7 Instructions to Bidders

### 7.1 Completeness of Response

- 7.1.1** Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid will be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- 7.1.2** The response to this RFP shall be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its proposal and forfeiture of the Bid EMD.
- 7.1.3** The Bidders shall be responsible for the costs associated with the preparation of their bids and their participation in the bidding process. CSC-SPV will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the bidding process.
- 7.1.4** All communications to CSC-SPV including this RFP and the bid documents will be signed on each page by the authorized representative of the bidder along with authority letter attached with the bid.

### 7.2 Pre-Bid Meeting

- 7.2.1** CSC-SPV will hold a pre-bid meeting with the prospective bidders on **Friday, December 2<sup>nd</sup>, 2011 at 03:00 pm** at Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi.

The Bidders will have to send their queries for Pre-Bid meeting prior to **Thursday December 1<sup>st</sup>, 2011 at 03:00 pm** to CSC-SPV through email to [infocscspv@cscegovindia.com](mailto:infocscspv@cscegovindia.com)

### **7.3 Amendment of RFP Document**

**7.3.1** At any time prior to the last date for receipt of bids, CSC-SPV, 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 an amendment. CSC-SPV may, at its sole discretion, also extend the deadline for submission of proposals by issuing a corrigendum.

### **7.4 Earnest Money Deposit (EMD)**

**7.4.1** Bidders shall submit, along with their Bids, EMD of Rs.10.00 Lakhs (Rupees Ten Lakhs only) in the form of a Demand Draft in favour of "CSC e-GOVERNANCE SERVICES INDIA LIMITED", on any Scheduled Commercial Bank, payable at New Delhi. EMD in any other form shall not be entertained. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the Bidder on the amount of the EMD. Bids submitted without the EMD shall be summarily rejected.

**7.4.2** Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days after the award of the contract to the Successful Bidder.

**7.4.3** The EMD may be forfeited:

- i) If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
- ii) In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee (PBG) within specified time in accordance with the format given in the RFP.

### **7.5 Submission of Bids**

**7.5.1** The bidders shall submit their offers in three sealed parts namely, "Pre-Qualification Criteria", "Technical bid" and "Financial bid", marked as such along with the bidder's name, strictly in the format given in this document. The bidders shall also submit soft copy of the Pre-Qualification and Technical Bids, in .pdf format, on separate non-rewritable CD media. The CDs must be duly signed using a permanent Pen/Marker and should bear the name of the bidder.

**7.5.2** The hardcopy and softcopy of the Pre-Qualification bid should be in a single sealed envelope, clearly marked as "Pre-Qualification Proposal from <<Bidder Name>>". Similarly, the hardcopy and softcopy of the technical proposal should be in a single sealed envelope, clearly marked as "Technical Proposal from <<Bidder Name>>". The

hardcopy of the financial proposal should be in a separate sealed envelope, clearly marked as "Financial Proposal from <<Bidder Name>>".

**7.5.3** All parts should be submitted in one sealed envelope clearly marked as **"RFP for Selection of Consultancy Agency for NPMU for NPR Project in Rural Areas- DO NOT OPEN BEFORE 3.00 P.M. ON --<<Date>>" <<Bidder Name>>.**

**7.5.4** Any proposal received by CSC-SPV after the above deadline shall be rejected and returned unopened to the Bidder.

**7.5.5** The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter. CSC-SPV 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.

**7.5.6** Any default by the bidder in respect of tender terms & conditions will lead to rejection of the bid & forfeiture of EMD.

**7.5.7** CSC-SPV reserves the right to reject any or all proposals without assigning any reasons thereof.

## **7.6 Documents Comprising the Bid**

The bids prepared by the Bidder shall comprise of the following:

### **Pre-Qualification:**

- a) Copy of Certificate of incorporation and Copy of Service Tax Registration Certificate.
- b) A self certified letter by the authorized signatory of the bidder stating that the bidder is not blacklisted by the Central Government or any of the 18 State/UT Governments or under a declaration of ineligibility for corrupt or fraudulent practices as of the last date for submission of the bid.
- c) Certificate from Head (HR) or Company Secretary for number of technically qualified professionals employed by the company as per Para 4.2.
- d) Copy of the audited profit and loss account/ balance sheet/ annual report of the last three financial years.
- e) Earnest Money Deposit (EMD) specified in Para 7.4.

### **Technical:**

- a) A power of attorney by the CEO or competent authority authorizing the Bidder to sign/ execute the proposal as a binding document and also execute all relevant agreements forming part of RFP
- b) Relevant Experience of the bidder as per Para 4.1



- c) Detailed Approach and Methodology
- d) Curriculum Vitae (CV's) of Proposed Staff (**Annex-6**)
- e) All relevant documents required as evidence of meeting technical evaluation criteria

**Financial:**

- a) Financial proposal (**Annex-7**)

## 7.7 Evaluation Process

### 7.7.1 Pre-Qualification

CSC-SPV will shortlist the bidders who meet the Pre-Qualification criteria mentioned in the table below and each of the responses shall be evaluated to validate compliance of the bidders according to the following criteria as per format and supporting documents mentioned against each clause;

| S. No. | Criterion   | Supporting Documents to be submitted   | Complied Yes/No | Reference Pg. No. |
|--------|---|--|-----------------|-------------------|
| 1      | The bidder should be a Company registered under the Companies Act, 1956 since last 5 years.   | Copy of Certificate of incorporation and Copy of Service Tax Registration Certificate  |                 |                   |
| 2      | The bidder shall not be blacklisted by any Central / State Government (Central/ State Government and Public Sector)) or under a declaration of ineligibility for corrupt or fraudulent practices as of 1 <sup>st</sup> December 2011.                                       | A self certified letter by the authorized signatory of the bidder must be submitted on original letter head of the bidder with signature and stamp.                |                 |                   |
| 3      | The responding Company must have on its rolls consulting staff of at least 200 technically qualified personnel (B.E./B.Tech, MCA or MBA) in the area of consulting services for IT related projects including e-Governance, Program /Project Management, IT infrastructure. | Certificate from Head (HR) or company secretary for number of technically qualified professionals employed by the company and appropriate supporting undertakings. |                 |                   |
| 4      | The responding Company should have an turnover of at least Rs 25 crore from consulting operations in each of the last three financial years namely 2008-09, 2009-10 and 2010-11   | Copy of the audited profit and loss account/ balance sheet/ annual report of the three financial years.  |                 |                   |

The names of pre-qualified bidders, whose bids will qualify for opening of the Technical Bids, will be communicated to only those bidders, along with the time and date of opening of the Technical Bids.

### 7.7.2 Technical Evaluation

- 1) In the second stage, the Technical Proposal will be evaluated on the basis of the bidder's experience, its understanding of the Scope of Work, proposed methodology and work plan and the qualifications and experience of Key Personnel.
- 2) Proposal Presentations: CSC-SPV may invite each pre-qualified bidder to make a presentation. The purpose of such presentations would be to allow the bidders to present the key points in their proposals including the proposed resource deployment.
- 3) A minimum of 75 marks should be scored in the technical proposal for the bid to be declared technically qualified. The Financial Bids of only those bidders who have obtained a Technical Score of 75 percent or more shall be opened.
- 4) The technical evaluation shall be in terms of the following parameters and marking schema:

| S. No. | Parameter                                  | Maximum marks | Criteria/Parameters for Technical Evaluation   |
|--------|--|---------------|--|
| 1      | Relevant previous experience of the bidder | 25            | 1. Number of Projects in which the bidder has handled bid process management or program/project management;<br>2. Number of e-Governance projects executed.<br>3. Number of technically qualified personnel ( B.E. / B. Tech , MCA or MBA ) on the rolls of the company in the area of consulting services for IT related projects including e-Governance, Program / Project Management, IT infrastructure, IT security and IT procurement |
| 2      | Approach and Methodology                   | 15            | Understanding the scope, approach and methodology, work plan and staffing schedule. Evaluation will be based on quality of submissions and the presentation, if any, made to CSC-SPV.  |
| 3      | Quality and competence of Key Personnel    | 60            | Marks will be awarded only in respect of the CVs furnished along with the Technical Bid.   |
|        | Central PMU                                | 20            | Marks will be awarded based on qualifications, total experience, experience in e-Governance Projects, experience in bid process management and project/program management. Due weightage will be given to higher qualifications, educational background from reputed institutions like IITs/IIMs   |
|        | • Project Head (1)                         | 8             |  |
|        | • Project Manager (4)                      | 3             |  |
|        | State Coordinators (17)                    | 17            |  |
|        | Zonal Coordinators (71)                    | 23            |  |

| S. No. | Parameter    | Maximum marks | Criteria/Parameters for Technical Evaluation  |
|--------|--------------|---------------|---|
|        |              |               | and range of relevant assignments handled.<br><br>For consultants to be based in the States/Zones, additional marks will be awarded for prior experience in working in the State and knowledge of local language. |
|        | <b>Total</b> | <b>100</b>    |   |

### 7.7.3 Financial evaluation

- 1) In the third stage, the financial evaluation of the proposal will be carried out after determining whether the Financial Proposals are complete, unqualified and unconditional.
- 2) The bids shall be ranked and evaluated on the basis of the Contract Price quoted by the bidders. The Lowest Quoting Bidder (L1) will be selected.
- 3) The Contract Price shall be all inclusive including travel, taxes, out-of-pocket expenses and incidentals. In particular, the price shall also include cost of any stationery, telephone expenses, Infrastructure requirements such as Laptops, data cards, etc. as may be required by any of the resources deployed.
- 4) The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any item shall not entitle the agency to be compensated and the liability to fulfil its obligations as per the Scope of Work within the total quoted price shall be that of the bidder.
- 5) Any conditionality included in the financial bid shall lead to summary disqualification of the entire bid and forfeiture of the Earnest Money Deposit (EMD).

### 7.8 Performance Security

- 1) CSC-SPV shall notify the successful bidder ('the Agency') in writing by registered letter or by fax, that its bid has been accepted. The selected Agency shall, within seven (7) days of receipt of such communication from CSC-SPV, furnish an performance security in the form of an unconditional bank guarantee in the format prescribed in **Annex-5**, valid at least for 6 (six) months beyond the project period, for an amount equivalent to 10 (ten) per cent of the Contract Price.
- 2) The Agency shall also sign a contract in the format specified in **Annex-8** only after which the EMD of the successful bidder will be refunded/returned. The EMD of the selected Agency shall be refunded as soon as may be, after submission of Performance Security and subject to entering into a contract with CSC-SPV.

## **7.9 Conflict of Interest**

- 1) The selected Agency shall not be allowed and shall undertake or obtain the work of any MSP under NPR project either through bidding or otherwise.

## **7.10 Confidentiality**

- 1) Information relating to the examination, clarification, comparison and evaluation of the proposals submitted shall not be disclosed to any of the responding agencies or their representatives or to any other persons not officially concerned with such process until the selection process is over. The undue use by any responding agency of confidential information related to the process may result in rejection of its proposal. Also, bidder should undertake to return all the infrastructure items if any, storage media etc, or any other device/ data / material etc received during the process of execution of this contract to CSC-SPV.
- 2) The NPR data / media shall remain under the control of the CSC SPV. Selected Agency shall not copy, reproduce, store, or record any data at any time or for any purpose. The Agency shall be provided access to data, as necessary and on a need to access basis, solely to perform the Services. Any breach of the foregoing covenant shall be treated as a material default liable for immediate termination of the contract, without prejudice to any other action, including forfeiture of the performance security, as may be liable to be taken against the Agency under the extant law and the contractual obligations.

## **7.11 Arbitration**

- 1) Any dispute or issues relating to implementation of the contract between CSC-SPV and the Agency shall be settled by mutual discussion between the representatives of the Agency and CSC-SPV nominated for this purpose. If the matter is still not sorted out, it shall be referred to the Secretary, Department of Information Technology, Government of India whose decision shall be final and binding on both the parties.
- 2) All disputes in this connection shall be governed by the laws and procedures established in India and settled in Delhi jurisdiction only.

## **7.12 Miscellaneous**

- 1) The Agency shall take out and maintain, at its own cost but on terms and conditions approved by CSC-SPV, insurance against the risks, and for the coverage, as shall be specified by CSC-SPV and in accordance with good industry practice.

- 2) If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist. The decision of CSC-SPV as to whether the performance or delivery has so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 30 days, CSC-SPV may at its option, terminate the contract without any obligation to compensate the Agency.

CSC-SPV may, in its sole discretion, also decide to terminate the contract, upon which the Agency shall be eligible to payment of remuneration for the services satisfactorily performed prior to the effective date of termination and reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

**Annex- 1: List of States and Resource Deployment**

| S. No. | State/ UT            | State Anchor | State Anchors shared with other States   |
|--------|----------------------|--------------|--|
| 1      | Arunachal Pradesh    | 1            |  |
| 2      | Assam                | 1            |  |
| 3      | Bihar                | 1            |  |
| 4      | Chhattisgarh         | 1            |  |
| 5      | Haryana              | 1            |  |
| 6      | Himachal Pradesh     | 1            |  |
| 7      | Jammu & Kashmir      | 1            |  |
| 8      | Jharkhand            | 1            |  |
| 9      | Madhya Pradesh       | 1            |  |
| 10     | Meghalaya            | 1            |  |
| 11     | Mizoram              | 1            |  |
| 12     | Punjab               | 1            |  |
| 13     | Rajasthan            | 1            | Will also support Dadra and Nagar Haveli |
| 14     | Sikkim               | 1            |  |
| 15     | Tripura              | 1            |  |
| 16     | Uttar Pradesh        | 2            |  |
| 17     | Uttarakhand          | 1            |  |
| 18     | Dadra & Nagar Haveli | 0            | Shared with Rajasthan                    |
| Total  |                      | 18           |  |

**Annex - 2: CSC-SPV Processes / Activities in Project (in rural areas)**

1. Bid Process Management
  - i. Pre-Qualification of bidders
  - ii. Technical and Financial Evaluation of bidders (in coordination with NIELIT / DIT team) on the basis of specifications in the RFQ
  - iii. Final selection of MSPs in coordination with NIELIT
  - iv. Allocations of respective zones in coordination with NIELIT
  - v. Sharing of final MSP details and their locations with NIELIT for updating the MIS
2. Details of operational CSCs (only in the case MSP is a SCA or MSPs want to use CSCs)
  - i. Collating operational CSCs location details in designated States/ UT

- ii. CSC-SPV will ensure that CSCs engaged in data digitization process are registered on OMT and provide the details of the same to NIELIT for updating the Management Information System (MIS)
3. NIELIT training of data entry quality coordinators
  - i. All the quality checking coordinators of CSC-SPV will be provided training by NIELIT through their accredited centers, as necessary (NIELIT will also be imparting training to the Master Trainers of MSP1 and MSP2. It is a mandatory requirement for MSPs to get all their DEOs certified by NIELIT before starting the data digitization process at the field)
4. Collection of Data Entry Software
  - i. MSP1 will directly collect data entry software from Regional Data Collation Centre (RDCC)
5. Finalization of Data Entry Points (DEP)
  - i. MSP1s will provide details of the data entry points (DEP) and the data entry operators (DEO) in their respective Zones to CSC-SPV and NIELIT
  - ii. CSC-SPV will share the details of operational CSCs with MSPs (in case MSP1 is not SCA) so that, wherever possible, they may leverage the services of CSCs for data digitization
  - iii. MSP1 will have to update the MIS in case of relocation of any DEP and DEO.
6. Zone-wise segregation of data
  - i. NIELIT will segregate the zone-wise data based on MSPs respective areas.
7. Collection of rural data from RDCC
  - i. MSP1 will collect the DVDs / Media from respective RDCC/ NIELIT Zonal centres
8. Segregation of data (Zone-wise to village-wise data preparation)
  - i. NIELIT will provide the segregation software to MSP1
  - ii. In case, segregation software was not used, MSP1 will have to segregate zone-wise data into village-wise / CSC-wise
  - iii. For ease of operation, data entry software and segregation software can be handed over to MSP1 simultaneously at RDCC
9. Installation of data entry software at DEP
  - i. MSP1 will ensure the installation of data entry software at all DEP machines.
  - ii. MSP1 will periodically update the completion status of software installation report through MIS
  - iii. It will be a mandatory requirement for MSP1 to install data entry software before starting the process of data digitization
10. Data entry process

- i. Data entry will be performed at village / CSC level
- ii. MSP1 to ensure 100% accuracy in data entry digitization operation
- iii. MSP1 will periodically update the completion status of data entry through MIS

11. Quality checking of data digitization

- i. The first level of quality checking will be performed by MSP1 supervisor
- ii. MSP1 supervisor will instruct DEO for rectification of error found in data entry
- iii. The second level of quality checking will be performed by CSC-SPV quality coordinators. CSC-SPV is mandated to perform at least 10% quality check on the total digitized data at the DEP / village level in the rural areas.
- iv. CSC-SPV will deploy quality coordinators at the district/sub-district level [around five quality coordinators, on an average]. The number of visits of CSCs/DEPs by the quality coordinators for quality check or otherwise shall be suitably calibrated to ensure that the total number of quality coordinators required by CSC-SPV for undertaking the NPR work does not exceed this requirement. However, it is expected that on an average, quality coordinators will be able to visit 2 CSCs/ DEPs per day for quality check.
- v. Apart from quality coordinators, quality supervisors will also be placed at district level (one per district)
- vi. The quality coordinator(s) shall check at least 10% of the data entered by MSP1. Village level data shall be the basic unit of this quality check. The MSP shall rectify the errors found by the CSC-SPV's quality coordinators. These rectifications will be cross verified by the CSC-SPV. Thus, the quality check will be performed only once on a given data. If error is found by the quality coordinator, 100% quality check will again be performed by MSP1 supervisor. All errors found through such check shall be duly rectified and reported by the MSP1, though the quality coordinator is not required to check this further verification/rectification by MSP1.
- vii. The progress of data quality will be monitored through MIS updates. It is presumed that MIS updation facility from mobile phone will be made available to CSC-SPV quality coordinators & supervisors. MIS will not be a daily update but will be done after a DEP visit and completion of quality check of data at location. Any other information regarding MIS / updates may be obtained directly from MSP.

12. Preparation and completed MSP1 data transfer to RDCC

- i. MSP1 will prepare the data in required format for Biometric data digitization and village-wise LRUR
- ii. MSP1 will export data in desired format and media



- iii. CSC-SPV quality coordinator will perform his last visit to a respective DEP after getting information from MSP1 to collect final media in sealed format.
  - iv. The MSP shall be responsible for data security. CSC-SPV will be responsible only for collection and forwarding of the final data media from MSP to NIELIT, along with a declaration from the MSP that the data in their machine has been fully erased. CSC-SPV will hand over the completed digitized data to NIELIT after certifying completeness and with certificate from MSP1 for 100% correctness.
  - v. The media containing the digitized data will be stored at district level and will be transferred together on monthly basis (and once after all the data for the entire district is digitized) to the NIELIT RDCC/Zonal Centres for zonal data aggregation .
13. Data transfer to MSP2 for Biometric
- i. MSP2 will collect the fields required for biometric data from RDCC
14. Procurement of Biometric device
- i. MSP2 will procure and setup the biometric devices and necessary infrastructure at the village level camps
15. Biometric capture
- i. MSP2 will ensure the setup of requisite devices at the camps to be organized at village level
  - ii. The process will be carried out in the presence of RGI representative at camp level. After covering a village, same camp will be shifted to other village and will cover the next village
  - iii. UIDAI software will be used for the process which will generate two data packets (one for UIDAI and other for the RGI that will be further used for LRUR printing)
  - iv. MSP2 to ensure 100% data quality for biometric process
  - v. CSC-SPV quality coordinator will coordinate in the process with MSP2 during the process. Quality coordinator will perform at least 10% quality check on the KYR+ component of biometric data of rural areas at data entry points to check and ensure accuracy and completeness of data entered by MSP2. However, CSC-SPV quality coordinators are not required to be present in each biometric camp and the monitoring will be done in terms of random visits to such camps.
16. Transfer of completed biometric data to RDCC

- i. The MSP shall be responsible for data security. CSC-SPV will be responsible only for collection and forwarding of the final data media from MSP to NIELIT, along with a declaration from the MSP that the data in their machine has been fully erased. CSC-SPV will hand over the completed biometric data to NIELIT after certifying completeness and with certificate from MSP2 for 100% correctness.

17. Printing of LRUR

- i. After completion of biometric capturing, MSP2 will print the LRUR
- ii. MSP2 will hand over LRUR to RGI for publication

18. LRUR correction process

- i. RDCC will receive the LRUR correction from MSP2
- ii. RDCC will forward LRUR for correction to MSP1 at the Zonal level
- iii. MSP1 will perform the demographic LRUR correction at the Zonal level
- iv. CSC-SPV to ensure that all the corrections after LRUR printing incorporated by MSPs.

19. Handover of corrected LRUR to RDCC

- i. CSC-SPV to hand over the final data after LRUR corrections to NIELIT after certifying completeness and full incorporation of the corrections into data.

20. Handover of completed data to NIELIT

- i. After completing digitization process and biometric enrolment, CSC-SPV will hand over complete data to NIELIT.

21. Handover of final data to RGI

- i. NIELIT will deliver final aggregate data to RGI

22. Strategy for difficult areas

- i. In case the CSC-SPV faces any problem in carrying out their responsibilities in difficult areas as planned, the strategies for quality check and data entry at village level may be reconsidered and finalized by CSC-SPV and NIELIT by mutual consultation and with the concurrence of DIT and RGI.

23. Payments and action under the contract with MSPs

- i. Payments to the MSPs, under the contract for rural areas, will be made directly by NIELIT, on the recommendation of CSC-SPV.
- ii. CSC-SPV would ensure that that MSPs carry out the work as per contract/SLA entered onto between NIELIT and MSPs for which CSC-SPV may take necessary action directly against MSPs, if required. However, any legal and administrative action against the MSPs, under the contract, shall be taken by NIELIT on the recommendation of CSC-SPV, though this shall not preclude NIELIT from taking direct action against the MSP for violating the terms of the contract/SLAs.

**Annex- 3: List of NPR Zones and Resource Deployment**

| State             | NPR Zone | Zone Name                   | District            |
|-------------------|----------|-----------------------------|---------------------|
| Arunachal Pradesh | 1        | Zone 1                      | Anjaw               |
|                   |          |                             | Changlang           |
|                   |          |                             | Upper Dibang Valley |
|                   |          |                             | East Kameng         |
|                   |          |                             | East Siang          |
|                   |          |                             | Kurung Kumey        |
|                   |          |                             | Lohit               |
|                   |          |                             | Lower Dibang Valley |
|                   |          |                             | Lower Subansiri     |
|                   |          |                             | Papumpare           |
|                   |          |                             | Tawang              |
|                   |          |                             | Tirap               |
|                   |          |                             | Upper Siang         |
|                   |          |                             | Upper Subansiri     |
|                   |          |                             | West Kameng         |
|                   |          |                             | West Siang          |
| Assam             | 2        | Central & Southern Division | Cachar              |
|                   |          |                             | Hailakandi          |
|                   |          |                             | Kamrup              |
|                   |          |                             | Karbi Anglong       |
|                   |          |                             | Karimganj           |
|                   |          |                             | Morigaon            |
|                   |          |                             | Nagaon              |
|                   |          |                             | North Cachar Hills  |
|                   | 3        | Eastern Division            | Dhemaji             |
|                   |          |                             | Dibrugarh           |
|                   |          |                             | Golaghat            |
|                   |          |                             | Jorhat              |
|                   |          |                             | Lakhimpur           |
|                   |          |                             | Sivasagar           |
|                   | 4        | Western & Northern Division | Tinsukia            |
|                   |          |                             | Baksa               |
|                   |          |                             | Barpeta             |
|                   |          |                             | Bongaigoan          |
|                   |          |                             | Chirang             |
|                   |          |                             | Darrang             |
|                   |          |                             | Dhuburi             |
|                   |          |                             | Goalpara            |
|                   |          |                             | Kokrajhar           |
|                   |          |                             | Nalbari             |
|                   |          |                             | Sonitpur            |
|                   |          |                             | Udalguri            |
| Bihar             | 5        | Patna                       | Bhojpur             |
|                   |          |                             | Buxar               |
|                   |          |                             | Kaimur (Bhabua)     |
|                   |          |                             | Nalanda             |
|                   |          |                             | Patna               |

| State        | NPR Zone | Zone Name | District                 |
|--------------|----------|-----------|--------------------------|
|              | 6        | Magadh    | Rohtas                   |
|              |          |           | Arwal                    |
|              |          |           | Aurangabad               |
|              |          |           | Gaya                     |
|              |          |           | Jehanabad                |
|              |          |           | Nawada                   |
|              | 7        | Saran     | Chapra                   |
|              |          |           | Gopalganj                |
|              |          |           | Siwan                    |
|              | 8        | Trihut    | East Champaran           |
|              |          |           | Muzaffarpur              |
|              |          |           | Sheohar                  |
|              |          |           | Sitamarhi                |
|              |          |           | Vaishali                 |
|              |          |           | West Champaran           |
|              | 9        | Darbanga  | Darbhanga                |
|              |          |           | Madhubani                |
|              |          |           | Samastipur               |
|              | 10       | Koshi     | Madhepura                |
|              |          |           | Saharsa                  |
|              |          |           | Supaul                   |
|              | 11       | Purnia    | Araria                   |
|              |          |           | Kathihar                 |
|              |          |           | Kishanganj               |
|              |          |           | Purnia                   |
|              | 12       | Bhagalpur | Banka                    |
|              |          |           | Bhagalpur                |
|              | 13       | Munger    | Begusarai                |
|              |          |           | Jamui                    |
|              |          |           | Khagaria                 |
|              |          |           | Lakhisarai               |
|              |          |           | Munger                   |
|              |          |           | Sheikhpura               |
| Chhattisgarh | 14       | Durg      | Durg                     |
|              |          |           | Kabirdham/ Kawarda       |
|              |          |           | Kanker                   |
|              |          |           | Rajnandgaon              |
|              | 15       | Raipur    | Bastar                   |
|              |          |           | Bijapur                  |
|              |          |           | Dantewada (South Bastar) |
|              |          |           | Dhamtari                 |
|              |          |           | Mahasamund               |
|              |          |           | Narayanpur               |
|              |          |           | Raipur                   |
|              | 16       | Raigarh   | Jashpur                  |
|              |          |           | Koriya                   |
|              |          |           | Raigarh                  |
|              |          |           | Surguja                  |
|              | 17       | Korba     | Bilaspur                 |

| State            | NPR Zone | Zone Name        | District            |
|------------------|----------|------------------|---------------------|
|                  |          |                  | Janjgir-Champa      |
|                  |          |                  | Korba               |
| Haryana          | 18       | Ambala Division  | Ambala              |
|                  |          |                  | Kaithal             |
|                  |          |                  | Kurukshetra         |
|                  |          |                  | Panchkula           |
|                  |          |                  | Yamuna Nagar        |
|                  | 19       | Hisar Division   | Bhiwani             |
|                  |          |                  | Fatehgarh/Fatehabad |
|                  |          |                  | Hisar               |
|                  |          |                  | Jind                |
|                  |          |                  | Sirsa               |
|                  | 20       | Rohtak Division  | Jhajjar             |
|                  |          |                  | Karnal              |
|                  |          |                  | Panipat             |
|                  |          |                  | Rohtak              |
|                  |          |                  | Sonapat             |
|                  | 21       | Gurgaon Division | Faridabad           |
|                  |          |                  | Gurgaon             |
|                  |          |                  | Mahendragarh        |
|                  |          |                  | Mewat               |
|                  |          |                  | Palwal              |
|                  |          |                  | Rewari              |
| Himachal Pradesh | 22       | Shimla           | Kinnaur             |
|                  |          |                  | Shimla              |
|                  |          |                  | Sirmaur             |
|                  |          |                  | Solan               |
|                  | 23       | Kangra           | Chamba              |
|                  |          |                  | Kangra              |
|                  |          |                  | Una                 |
|                  | 24       | Mandi            | Bilaspur            |
|                  |          |                  | Hamirpur            |
|                  |          |                  | Kullu               |
|                  |          |                  | Lahul & Spiti       |
| Jammu & Kashmir  | 25       | Jammu & Kashmir  | Mandi               |
|                  |          |                  | Anantnag            |
|                  |          |                  | Bandipora           |
|                  |          |                  | Badgam              |
|                  |          |                  | Baramulla           |
|                  |          |                  | Doda                |
|                  |          |                  | Ganderbal           |
|                  |          |                  | Jammu               |
|                  |          |                  | Kargil              |
|                  |          |                  | Kathua              |
|                  |          |                  | Kishtwar            |
|                  |          |                  | Kulgam              |
|                  |          |                  | Kupwara             |
|                  |          |                  | Leh                 |
|                  |          |                  | Poonch              |

| State          | NPR Zone | Zone Name  | District                 |
|----------------|----------|------------|--------------------------|
| Jharkhand      |          |            | Pulwama                  |
|                |          |            | Rajouri                  |
|                |          |            | Ramban                   |
|                |          |            | Reasi                    |
|                |          |            | Samba                    |
|                |          |            | Shopian                  |
|                |          |            | Srinagar                 |
|                |          |            | Udhampur                 |
|                | 26       | Ranchi     | Gumla                    |
|                |          |            | Khunti                   |
|                |          |            | Lohardaga                |
|                |          |            | Ranchi                   |
|                |          |            | Simdega                  |
|                | 27       | Dumka      | Deoghar                  |
|                |          |            | Dumka                    |
|                |          |            | Godda                    |
|                |          |            | Jamtara                  |
|                |          |            | Pakur                    |
|                |          |            | Sahebganj                |
|                | 28       | Hazaribagh | Bokaro                   |
|                |          |            | Chatra                   |
|                |          |            | Dhanbad                  |
|                |          |            | Giridih                  |
|                |          |            | Hazaribagh               |
|                |          |            | Koderma                  |
|                |          |            | Ramgarh                  |
|                | 29       | Palamu     | Daltanganj (Palamu)      |
|                |          |            | Garwah                   |
|                |          |            | Latehar                  |
|                | 30       | Kolhan     | Chaibasa(West Singhbhum) |
|                |          |            | East Singhbhum           |
|                |          |            | Saraikela Kharsawan      |
| Madhya Pradesh | 31       | Chambal    | Bhind                    |
|                |          |            | Morena                   |
|                |          |            | Sheopur                  |
|                | 32       | Gwalior    | Ashok Nagar              |
|                |          |            | Datia                    |
|                |          |            | Guna                     |
|                |          |            | Gwalior                  |
|                |          |            | Shivpuri                 |
|                | 33       | Ujjain     | Dewas                    |
|                |          |            | Mandsaur                 |
|                |          |            | Neemuch                  |
|                |          |            | Ratlam                   |
|                |          |            | Shajapur                 |
|                |          |            | Ujjain                   |
|                | 34       | Indore     | Badwani/Barwani          |
|                |          |            | Dhar                     |
|                |          |            | Indore                   |

| State     | NPR Zone | Zone Name   | District             |
|-----------|----------|-------------|----------------------|
|           |          |             | Jhabua               |
|           |          |             | Khandwa (East nimar) |
|           |          |             | Khargone             |
|           |          |             | Burhanpur            |
|           | 35       | Bhopal      | Betul                |
|           |          |             | Bhopal               |
|           |          |             | Raisen               |
|           |          |             | Rajgarh              |
|           |          |             | Sehore               |
|           |          |             | Vidisha              |
|           | 36       | Hoshangabad | Harda                |
|           |          |             | Hoshangabad          |
|           | 37       | Sagar       | Chhatarpur           |
|           |          |             | Damoh                |
|           |          |             | Panna                |
|           |          |             | Sagar                |
|           |          |             | Tikamgarh            |
|           |          |             |                      |
|           | 38       | Jabalpur    | Balaghat             |
|           |          |             | Chhindwara           |
|           |          |             | Dindori              |
|           |          |             | Jabalpur             |
|           |          |             | Katni                |
|           |          |             | Mandla               |
|           |          |             | Narsinghpur          |
|           |          |             | Seoni                |
|           | 39       | Rewa        | Anuppur              |
|           |          |             | Rewa                 |
|           |          |             | Satna                |
|           |          |             | Shahdol              |
|           |          |             | Sidhi                |
|           |          |             | Singrauli            |
|           |          |             | Umaria               |
|           |          |             |                      |
| Meghalaya | 40       | Zone 1      | East Khasi Hills     |
|           |          |             | East Garo Hills      |
|           |          |             | Jaintia Hills        |
|           |          |             | Ri-Bhoi              |
|           |          |             | South Garo Hills     |
|           |          |             | West Garo Hills      |
|           |          |             | West Khasi Hills     |
| Mizoram   | 41       | Zone 1      | Aizawl               |
|           |          |             | Champhai             |
|           |          |             | Kolasib              |
|           |          |             | Lawngtlai            |
|           |          |             | Lunglei              |
|           |          |             | Mamit                |
|           |          |             | Saiha                |
|           |          |             | Serchhip             |
| Punjab    | 42       | Zone 1      | Gurdaspur            |
|           | 43       | Zone 2      | Amritsar             |

| State     | NPR Zone | Zone Name | District        |
|-----------|----------|-----------|-----------------|
|           |          |           | Taran Taran     |
|           | 44       | Zone 3    | Hoshiarpur      |
|           |          |           | Nawanshahar     |
|           | 45       | Zone 4    | Jalandhar       |
|           |          |           | Kapurthala      |
|           | 46       | Zone 5    | Fatehgarh Sahib |
|           |          |           | Ludhiana        |
|           | 47       | Zone 6    | Patiala         |
|           |          |           | Mohali          |
|           |          |           | Rupnagar        |
| Rajasthan | 48       | Zone 7    | Sangrur         |
|           |          |           | Barnala         |
|           | 49       | Zone 8    | Mansa           |
|           |          |           | Bhatinda        |
|           | 50       | Zone 9    | Moga            |
|           |          |           | Faridkot        |
|           |          |           | Muktsar         |
|           | 51       | Zone 10   | Ferozepur       |
|           | 52       | Jaipur    | Alwar           |
|           |          |           | Dausa           |
|           |          |           | Jaipur          |
|           |          |           | Jhunjhunu       |
|           |          |           | Sikar           |
|           | 53       | Jodhpur   | Barmer          |
|           |          |           | Jaisalmer       |
|           |          |           | Jalore          |
|           |          |           | Jodhpur         |
|           |          |           | Pali            |
|           |          |           | Sirohi          |
|           | 54       | Udaipur   | Banswara        |
|           |          |           | Chittorgarh     |
|           |          |           | Dungarpur       |
|           |          |           | Rajsamand       |
|           |          |           | Udaipur         |
|           | 55       | Kota      | Baran           |
|           |          |           | Bundi           |
|           |          |           | Jhalawar        |
|           |          |           | Kota            |
|           | 56       | Bikaner   | Bikaner         |
|           |          |           | Churu           |
|           |          |           | Hanumangarh     |
|           |          |           | Sri Ganganagar  |
|           | 57       | Ajmer     | Ajmer           |
|           |          |           | Bhilwara        |
|           |          |           | Nagaur          |
|           |          |           | Tonk            |
|           | 58       | Bharatpur | Bharatpur       |
|           |          |           | Dholpur         |



| State         | NPR Zone | Zone Name | District                          |
|---------------|----------|-----------|-----------------------------------|
|               |          |           | Karauli                           |
|               |          |           | Sawai Madhopur                    |
|               |          |           | East District                     |
|               |          |           | North District                    |
| Sikkim        | 59       | Zone 1    | South District                    |
|               |          |           | West District                     |
|               |          |           | Dhalai                            |
|               |          |           | North Tripura                     |
| Tripura       | 60       | Zone 1    | South Tripura                     |
|               |          |           | West Tripura                      |
|               |          |           | Basti                             |
|               |          |           | Deoria                            |
| Uttar Pradesh | 61       | Lucknow   | Gorakhpur                         |
|               |          |           | Hardoi                            |
|               |          |           | Kushi Nagar                       |
|               |          |           | Lakhimpur Kheri                   |
|               |          |           | Lucknow                           |
|               |          |           | Mahrajganj                        |
|               |          |           | Raebareli                         |
|               |          |           | Sant Kabir Nagar                  |
|               |          |           | Siddhartha Nagar                  |
|               |          |           | Sitapur                           |
|               |          |           | Unnao                             |
|               | 62       | Varanasi  | Allahabad                         |
|               |          |           | Chandoli                          |
|               |          |           | Fatehpur                          |
|               |          |           | Gazipur                           |
|               |          |           | Jaunpur                           |
|               |          |           | Kaushambi                         |
|               |          |           | Mirzapur                          |
|               |          |           | Pratapgarh                        |
|               |          |           | Sant Ravidas Nagar                |
|               |          |           | Sonbhadra                         |
|               | 63       | Bareilly  | Varanasi                          |
|               |          |           | Badaun                            |
|               |          |           | Bahraich                          |
|               |          |           | Balrampur                         |
|               |          |           | Bareilly                          |
|               |          |           | Gonda                             |
|               |          |           | Pilibhit                          |
|               |          |           | Shahjahanpur                      |
|               | 64       | Faizabad  | Shravasti                         |
|               |          |           | Ambedkar Nagar                    |
|               |          |           | Azamgarh                          |
|               |          |           | Balia                             |
|               |          |           | Barabanki                         |
|               |          |           | Chattrapati Shahuji Maharaj Nagar |
|               |          |           | Faizabad                          |

| State                | NPR Zone | Zone Name | District             |
|----------------------|----------|-----------|----------------------|
|                      |          |           | Mau                  |
|                      |          |           | Sultanpur            |
|                      | 65       | Kanpur    | Auriya               |
|                      |          |           | Banda                |
|                      |          |           | Chitrakoot           |
|                      |          |           | Etawa                |
|                      |          |           | Farukhabad           |
|                      |          |           | Hamirpur             |
|                      |          |           | Jallora              |
|                      |          |           | Jhansi               |
|                      |          |           | Kannauj              |
|                      |          |           | Kanpur Dehat         |
|                      |          |           | Kanpur Nagar         |
|                      |          |           | Lalitpur             |
|                      |          |           | Mahoba               |
|                      | 66       | Moradabad | Bijnaur              |
|                      |          |           | Jyotiba Phule Nagar  |
|                      |          |           | Moradabad            |
|                      |          |           | Muzaffarnagar        |
|                      |          |           | Rampur               |
|                      | 67       | Agra      | Saharanpur           |
|                      |          |           | Agra                 |
|                      |          |           | Aligarh              |
|                      |          |           | Baghpat              |
|                      |          |           | Bulandshahar         |
|                      |          |           | Etah                 |
|                      |          |           | Firozabad            |
|                      |          |           | Gautam Buddha Nagar  |
|                      |          |           | Ghaziabad            |
|                      |          |           | Hathras              |
|                      |          |           | Kashi Ram Nagar      |
|                      |          |           | Mainpuri             |
|                      |          |           | Mathura              |
|                      |          |           | Meerut               |
| Uttarakhand          | 68       | Dehradun  | Dehradun             |
|                      |          |           | Rudraprayag          |
|                      |          |           | Tehri Garhwal        |
|                      |          |           | Uttarakashi          |
|                      | 69       | Pauri     | Almora               |
|                      |          |           | Bageshwar            |
|                      |          |           | Chamoli              |
|                      |          |           | Haridwar             |
|                      |          |           | Pauri Garhwal        |
|                      | 70       | Kumaon    | Champawat            |
|                      |          |           | Nainital             |
|                      |          |           | Pithoragarh          |
|                      |          |           | Udham Singh Nagar    |
| Dadra & Nagar Haveli | 71       | Zone 1    | Dadra & Nagar Haveli |

## Annex- 4: Bid Submission

### Notice of Intent to submit proposal in response to RFP Notice

*(To be submitted on the Letterhead of the responding agency)*

{Place}

{Date}

To

The Company Secretary

CSC e-GOVERNANCE SERVICES INDIA LTD.

3rd Floor, Electronics Niketan, 6,

CGO Complex, Lodhi Road, New Delhi -110003

Ref: RFP Notification no CSCSPV-74 dated 24<sup>th</sup> November 2011

Subject: Submission of proposal in response to the **RFP for Selection of Consultancy Agency for National Program Management Unit for NPR Project in rural areas** File No CSCSPV/74.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification no CSCSPV/74 dated 24<sup>th</sup> November 2011 **for Selection of Consultancy Agency for National Program Management Unit for NPR Project in rural areas**, in full conformity with the said RFP document.

Primary and Secondary contacts for our company are:

| Primary Contact         |  | Secondary Contact |
|-------------------------|--|-------------------|
| Name:                   |  |                   |
| Title:                  |  |                   |
| Company Name & Address: |  |                   |
| Phone:                  |  |                   |
| Mobile:                 |  |                   |
| Fax:                    |  |                   |
| Email:                  |  |                   |

2. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
3. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of **90 days** from the closing date fixed for submission of proposals as stipulated in the RFP document.
4. The Security of Rs. 10 Lakhs submitted by us in the form of a Demand Draft may be encashed if we do not submit the requisite Performance Security as per the Contract amounting to 10% of the financial bid for **"Selection of Consultancy Agency for National Program Management Unit for NPR Project in rural areas"**, on our agency be selected.
5. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

Dated this                      Day of 2011

(Signature)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company)                      Seal/Stamp

## Annex 5: Performance Bank Guarantee

### Performa for Bank Guarantee towards Performance Security

#### From Scheduled Commercial Bank

This Deed of Guarantee executed on this \_\_\_\_ day of \_\_\_\_\_, 200\_ at \_\_\_\_ by \_\_\_\_\_ (Public Sector Bank only), having its Head Office/Registered Office at \_\_\_\_\_ and inter-alia a Branch Office at \_\_\_\_\_ (hereinafter referred to as the Bank or 'the Guarantor', which expression shall unless it be repugnant to the subject or context hereof be deemed to include its successors and assigns)

#### **In favour of**

M/s. CSC e-Governance Services India Ltd. having its Registered Office at Electronics Niketan, 4<sup>th</sup> Floor, 6, CGO Complex, Lodhi Road, New Delhi-110003 (hereinafter referred to as "CSC-SPV")

#### **WHEREAS**

- A. [.....], a company within the meaning of the Companies Act, 1956 and having its Registered Office at [\_\_\_\_] (herein after referred to as "the Agency", which expression unless repugnant to the subject or context includes its successors, legal representatives and permitted assigns) has been awarded the contract for preparation of "**Program Management Services for National Program Management Unit for National Population Register (NPR) Project in rural areas of 17 States and 1 UT**" vide CSC-SPV's Letter of Intent dated \_\_\_\_\_;
- B. In terms of clause \_\_\_\_ of the said Letter of Intent, the Consultant has to provide a Performance Guarantee for an amount equivalent to 10 (ten) per cent of the Contract Price in the format specified;
- C. At the request of the Agency, the Guarantor has agreed to provide this guarantee, being these presents, guaranteeing the due and punctual performance/discharge by the Vendor of its obligations under the said contract during the implementation period.

#### **NOW THEREFORE THIS DEED WITNESSETH AS FOLLOWS**

- A. The Guarantor hereby irrevocably guarantees the due and punctual performance by the Agency of all its obligation under the said Letter of Intent during the implementation period;
- B. The Guarantor shall, without demur, pay to CSC-SPV sums not exceeding in aggregate Rs. \_\_\_\_\_ (Rupees \_\_\_\_ ) within five (5) calendar days of receipt of a written demand thereof from CSC-SPV stating that the Agency has failed to meet its performance obligations under the said contract during the implementation period. The Guarantor shall have not to go into the veracity of any breach or failure on the part of the Agency or validity of the demand so made by CSC-SPV and shall pay the amount specified in the demand notwithstanding any direction to the contrary given or any dispute whatsoever raised by the Agency or any other person. The Guarantor's obligations hereunder shall subsist until all such demands are duly met and discharged in accordance with the provisions hereof;
- C. In the event of delay on the part of the Guarantor to pay on demand, the Guarantor shall be liable to pay interest at the rate of fifteen (15) per cent, compounding quarterly, to CSC-SPV. There shall not be any delay in payment of the guaranteed amount and

- payment of interest shall not be an excuse for delaying the payment of guarantee amount. Time is the essence of this Performance Guarantee;
- D. The Guarantor shall also indemnify and keep CSC-SPV indemnified against all losses, damages, costs, charges claims and expenses whatsoever which DIT may suffer, pay or incur by reason of or in connection with any default on the part of the Vendor, including legal proceedings taken against the said Agency and/or the Guarantor for the recovery of the monies referred to above;
  - E. The Guarantor hereby agrees that without the concurrence of the Guarantor, CSC-SPV and the Agency shall be at liberty to vary, alter or modify the terms and conditions of the contract executed by the CSC-SPV with the Agency, and in particular to defer, postpone or revise the payment schedule under the contract, modify the work at site and payment of interest or other monies under the contract on such terms and conditions as maybe considered necessary by CSC-SPV;
  - F. The Guarantor agrees that its liability under this guarantee shall in no manner be affected by any such variation, alteration, modification, waiver dispensation with or release of security and that no further consent of the Guarantor is required for giving effect to any such variation, alteration, modification, waiver dispensation with or release of security;
  - G. This Guarantee shall be enforceable against the Guarantor notwithstanding that any security or securities comprised in any instrument executed or to be executed by the Agency in favour of CSC-SPV may at the time when the proceedings are taken against the Guarantor of this guarantee be outstanding or unrealized or lost. In order to give effect to this Guarantee, CSC-SPV shall be entitled to treat the Guarantor as the principal debtor;
  - H. This Guarantee shall be irrevocable and shall remain in full force and effect until \_\_\_\_\_ unless discharged/released earlier by CSC-SPV in accordance with the provisions of the said contract. The Guarantor's liability in aggregate shall be limited to a sum of Rs. \_\_\_\_ (Rupees \_\_\_\_ only);
  - I. This Guarantee shall not be affected by any change in the constitution or winding up of the Agency/the Guarantor or any absorption, merger or amalgamation of the Agency/the Guarantor with any other person;
  - J. The Guarantor has power to issue this Guarantee and discharge the obligations contemplated herein, and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under \_\_\_\_.

All future correspondence with reference to this Guarantee shall be made to .....(Bank Name and Address).

The jurisdiction in relation to this Guarantee shall be the Courts at New Delhi and Indian Law shall be applicable.

IN WITNESS WHEREOF THE GUARANTOR HAS SET ITS HANDS HEREUNTO ON THE DAY, MONTH AND YEAR FIRST HEREINABOVE WRITTEN.

SIGNED AND DELIVERED by \_\_\_\_\_ Bank by the hand of \_\_\_\_\_, its \_\_\_\_\_ and authorized official.

**Annex- 6: Format – CV of proposed team****Curriculum Vitae (CV) for Proposed Professional Staff – Template**

1. Proposed Position
2. Name of the Consulting Agency
3. Name of the staff
4. Date of Birth
5. PAN No.
6. Knowledge of Languages

Mother Tongue - \_\_\_\_\_

Subjects Studied till Class 10<sup>th</sup> Examination \_\_\_\_\_

| S No. | Spoken Y / N | Reading Y / N | Writing Y / N |
|-------|--------------|---------------|---------------|
|       |              |               |               |
|       |              |               |               |
|       |              |               |               |

7. Educational Qualifications ( From Last to First, Please include only Graduate / Post Graduate Level Courses only)

| S No. | Level Graduation / Post Graduation | Name of the Education Course | University/ Location | Full time / Part time | Date From ( Month / Year) | Date To ( Month / Year) | Duration in Years ( Months) | Subjects Studied | Marks Scored / GPA |
|-------|------------------------------------|------------------------------|----------------------|-----------------------|---------------------------|-------------------------|-----------------------------|------------------|--------------------|
|       |                                    |                              |                      |                       |                           |                         |                             |                  |                    |
|       |                                    |                              |                      |                       |                           |                         |                             |                  |                    |
|       |                                    |                              |                      |                       |                           |                         |                             |                  |                    |
|       |                                    |                              |                      |                       |                           |                         |                             |                  |                    |
|       |                                    |                              |                      |                       |                           |                         |                             |                  |                    |

8. Work Experience ( Please state in serial order of recent experience first)

| S No. | Employer | Responsibility | Date From (Month / Year) | Date To (Month / Year) | Duration in Years ( Months) | Experience in Years / Months | Brief Description of responsibilities in 50 words | Any Special Achievements in maximum 50 words |
|-------|----------|----------------|--------------------------|------------------------|-----------------------------|------------------------------|---|--|
|       |          |                |                          |                        |                             |                              |   |  |
|       |          |                |                          |                        |                             |                              |   |  |
|       |          |                |                          |                        |                             |                              |   |  |
|       |          |                |                          |                        |                             |                              |   |  |
|       |          |                |                          |                        |                             |                              |   |  |

9. Project Management Experience

| S No. | Employer | Responsibility | Date From (Month / Year) | Date To (Month / Year) | Duration in Years (Months) | Name of the Customer | Name of the Project | Brief Description of responsibilities in 50 words |
|-------|----------|----------------|--------------------------|------------------------|----------------------------|----------------------|---------------------|---|
|       |          |                |                          |                        |                            |                      |                     |   |
|       |          |                |                          |                        |                            |                      |                     |   |
|       |          |                |                          |                        |                            |                      |                     |   |
|       |          |                |                          |                        |                            |                      |                     |   |

|  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|

**10. Experience of working in various States of India**

| S No. | Employer | Responsibility | Date From (Month / Year) | Date To (Month / Year) | Duration in Years (Months) | Name of the State | Brief Details of Experience in 50 Words |
|-------|----------|----------------|--------------------------|------------------------|----------------------------|-------------------|---|
|       |          |                |                          |                        |                            |                   |   |
|       |          |                |                          |                        |                            |                   |   |

**11. Details of Specific Achievements like certification, thought leadership publication record, training**

| S No. | Type of Achievement | Date | Details of Achievement | Remarks if Any |
|-------|---------------------|------|------------------------|----------------|
|       |                     |      |                        |                |
|       |                     |      |                        |                |

**12. Certification:**

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

Date:

[Signature of staff member or authorized representative of the staff] Day/Month/Year

Full name of authorized representative:



**Annex -7: Format of Financial Bid***(To be submitted on the Letterhead of the responding agency)***Part-1: Breakup of Cost Components**

1. The breakdown of the Bid Price in terms of cost components shall be indicated here separately indicating the Unit Rate wherever applicable. In particular, the Unit Cost per resource per man-month at the State and Zonal levels shall mandatorily be indicated.
2. The resource requirement indicated here is only indicative and shall be used only for the purpose of evaluation of the bids. It is clarified that the actual resource requirement may vary, both in numbers and distribution, and no liability whatsoever shall attach to the CSV-SPV on account of such variation.
3. Where a decision is taken by CSC-SPV not to deploy a resource in respect of a particular or specific States/UT or Zones, the Contract Price shall be subject to adjustment on the basis of the Unit Price indicated herein. For example, if the resource deployment at the Zonal level is restricted only to 69 Zones, the Adjusted Contract Price shall be the Contract Price as per bid less  $2 \times (\text{Unit Price for Zonal Resources} + \text{any other cost specific to deployment of two Zonal resources as indicated in the bid})$
4. CSC-SPV reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies which may be included in the Contract Price.
5. The Cost Components shall be indicated in the format below:

| S. No.   | Description                  | No. of resources | Unit Cost per resource per man-month | Number of man-months of deployment | Amount |
|--|------------------------------|------------------|--------------------------------------|------------------------------------|--------|
| A. Remuneration of Key Personnel (including all personal allowances)   |                              |                  |                                      |                                    |        |
| 1  | Project Head                 | 1                |                                      | 18 months                          |        |
| 2  | Project Managers             | 4                |                                      |                                    |        |
| 3  | State Coordinator            | 18               |                                      |                                    |        |
| 4  | Zonal Coordinator            | 71               |                                      |                                    |        |
|  | Sub-Total (A)                |                  |                                      |                                    |        |
| B. Remuneration of Other Personnel proposed to be deployed including Support Personnel, if any (including all personal allowances) |                              |                  |                                      |                                    |        |
| 1  |                              |                  |                                      |                                    |        |
| 2  |                              |                  |                                      |                                    |        |
| *****  |                              |                  |                                      |                                    |        |
|  | Sub-Total (B)                |                  |                                      |                                    |        |
| C. Other cost components   |                              |                  |                                      |                                    |        |
| 1  |                              |                  |                                      |                                    |        |
| 2  |                              |                  |                                      |                                    |        |
| *****  |                              |                  |                                      |                                    |        |
|  | Sub-Total (C)                |                  |                                      |                                    |        |
|  | Contract Price [(A)+(B)+(C)] |                  |                                      |                                    |        |



**Annex -8: Format of Contract**

**DRAFT CONTRACT AGREEMENT**

**PROGRAM MANAGEMENT SERVICES FOR NATIONAL PROGRAM MANAGEMENT UNIT FOR NATIONAL POPULATION REGISTER (NPR) PROJECT IN RURAL AREAS OF 17 STATES AND 1 UT**

This CONTRACT (herein called the "Contract") is made at New Delhi, on this the \_\_\_\_\_ day of \_\_\_\_\_ 2008 between

[.....], a company within the meaning of the Companies Act, 1956 and having its Registered Office at [\_\_\_\_] (herein after referred to as "the Agency", which expression unless repugnant to the subject or context includes its successors, legal representatives and permitted assigns) on the ONE Part

AND

M/s. CSC e-Governance Services India Ltd., a company registered under the Companies Act, 1956 and having its Registered Office at Electronics Niketan, 4<sup>th</sup> Floor, 6, CGO Complex, Lodhi Road, New Delhi-110003 (hereinafter referred to as "CSC-SPV") on the OTHER Part

WHEREAS

CSC-SPV is desirous of engaging the services of an Agency for providing Program Management Services for its National Program Management Unit for National Population Register (NPR) Project in rural areas of 17 States and 1 UT

CSC-SPV had, *vide* \_\_\_\_\_, dated \_\_\_\_ (Appendix-A) invited proposals from Consulting Agencies for providing such Services

\_\_\_\_ had, *vide* \_\_\_\_\_, dated \_\_\_\_ (Appendix-B) submitted its proposal for the Services

CSC-SPV had, *vide* \_\_\_\_\_, dated \_\_\_\_ (Appendix-C) declared \_\_\_\_\_ as the successful bidder to provide the Services

-2-

It is deemed necessary and expedient by the parties hereto to enter into this Contract and record the terms of services to be provided by the Agency

NOW THEREFORE, in consideration of the foregoing and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto hereby agree as follows:

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

Appendix-D: Request for Proposal (RFP) document *inter alia* containing the Scope of Work, Eligibility Criteria including Key Personnel to be deployed, Payment Schedule and Time limit for completion of work

Appendix-E: Key Personnel, Task Assignment, Work Programme, Manning Schedule, Schedule for Submission of various Reports and Documents

Appendix-F: Cost Estimate

2. The mutual rights and obligations of CSC-SPV and the Agency shall be as set forth in the Contract; in particular:
  - a) The Agency shall carry out the Services in accordance with the provisions of the Contract; and
  - b) CSC-SPV shall make payments to the Agency in accordance with the provisions of the Contract.

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

FOR AND ON BEHALF OF

CSC-SPV

Agency

(Authorised Signatory)

(Authorised Signatory)

Witness

Witness

1.

1.

2.

2.