Clarifications in response to the queries received from agencies on RFP No. N-21013/1/2013-NeGD-09-June-2014

Sr	Query	Clarifications Proposed
1.	Creation of citizen engagement platform & apps (RFP para 2.1.2) will be done by the agency selected through this RFP or any other agency is responsible for the same?	Creation of citizen engagement platform & apps is to be done by another agency and it is out of the purview of this RFP.
2.	Will the agency selected through this RFP be responsible for piloting of toolkit? (RFP para 2.1.2 & 3.1.3.1)	Pilot of toolkit is to be done by another agency and it is out of the purview of this RFP. But the agency selected under this RFP has to mentor and coordinate with the agencies involved in the piloting of the toolkit. (ref RFP para 3.1.3)
3.	In RFP para 3.1.1.1, it is mentioned that agency will document existing practices on citizen engagement in India and abroad. What abroad means, some specific countries or developed countries or developing countries?	Abroad mean all countries.
4.	In RFP para 3.1.1.2, it is mentioned that agency will be collating all extant legal provisions of citizen engagement in India. These legal provisions are at central level or states level?	It is both central and state level.
5.	At RFP para 3.1.1.6, it is mentioned that agency will have to list existing citizen engagement apps and identify technique amenable for IT enablement and identify apps to be developed. Will the agency be responsible for developing these apps too?	Agency's responsibility is to list, identify and document the apps not to develop.
6.	At RFP para 3.1.1.7, it is mentioned that agency will have to provide at least 1000 copies of toolkit (500 in Hindi & 500 in English) and print ready copy of the toolkit in all the state languages. How many copies of toolkit are to be provided in regional languages?	Agencies are required to submit only print ready copies (electronic) in regional languages.
7.	Which are the 10 e-governance projects? (RFP para 3.1.2.2)	These 10 e-governance projects include 7 Mission Mode Projects (MMPs) and 3 Non Mission Mode Projects (NMMPs) (ref RFP para 3.3.2). Specific list of the projects will be provided later on.
8.	What is the geography of the e-governance projects? (RFP para 3.3.2 & 3.5)	The geography of MMPs is all India while for NMMPs are state in which the project is executed.
9.	Who are the target population for capacity building workshops?	Officials/stakeholders of the selected departments of MMPs and NMMPs.
10.	What is the number of participants for awareness and capacity building workshops?	At least 15 officials/ persons each workshop (ref RFP para 5.1: financial bid format).
11.	Currently specific locations for conducting workshops are not mentioned in the RFP. It	For MMPs (7 projects) the location will be Delhi while NMMPs (3 projects) the

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	may be provided in the RFP which may help agencies for financial calculations.	workshop location will be the concerned state headquarters.
12.	Agencies are required to conduct workshops face-to-face or online or both?	All the workshops are to be conducted face-to-face only. But the workshop training contents are to be created for both face-to face and online mode.
13.	Will the contents of face-to-face and online training are the same or may differ?	Contents will be the same but all the contents are to be provided in the format amenable to IT and internet.
14.	If any workshop get cancelled then who will bear cost for the next workshop? NeGD or agency?	The agency will have to bear the cost.
15.	What will be the language of workshops/ trainings for the e-governance projects?	The workshop language will be in English for MMPs while it will be in regional language for NMMPs.
16.	What numbers of workshops are to be conducted?	One 1 day awareness workshops and Two 2 days capacity building workshops for each e-governance project. In total, 30 workshops are to be conducted for all 10 e-governance projects. (Ref NOTE at RFP para 5.1: Financial bid format)
17.	Who will bear the costs of workshop venue, travel, snacks and other logistics of participants and as well as team of agency?	Costs of workshop venue, travel, snacks and other logistics etc are to be borne by agencies. Costs related to travelling, accommodation for participants from selected projects will be arranged by concerned departments.
18.	What is the duration of this assignment?	3 years.
19.	At RFP para 5.1, it is mentioned that print ready copies of toolkit are to be provided by the agency in 11 regional languages. Print ready copies are required to be submitted in all the state languages (RFP para 3.1.1.7) or specified 11 regional languages only (RFP para 5.1)?	For Toolkit in languages other than English and Hindi, the agency is required to submit print ready copies in 11 regional languages specified in the RFP.
20.	Consulting firms may be included/ allowed RFP para 7.1.1 to become eligible.	The RFP para 7.1.1 remains unchanged i.e. Research and Training Institution /Academic Institutions/ Policy Research Institute/Not for Profit Organizations/ Registered Societies/Multilateral Institutions engaged in research in citizen engagement/ e-governance/ICT4D projects or a Consortium are eligible to apply.
21.	In case of consortium, can the consulting firms be a lead agency? (RFP para 7.1.2)	The RFP para 7.1.2 remains unchanged i.e. In case of consortium, the lead agency needs to fulfill any criteria mentioned in para 7.1.1. All other consortium members need to satisfy individual criteria related to their relative domain. Maximum 3 agencies can make a consortium and the lead agency would be required to submit a copy of the MOU entered into for consortium & will be

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		responsible for all deliverables. Members other than the Lead agency may be entities incorporated under the Companies Act or other legal entities having registered office in India.
22.	Can the agency hire professionals mentioned at RFP para 7.1.6?	Professionals mentioned at RFP para 7.1.6 may be hired by the agency on long term contract and deployed in the project.
23.	In case of consortium, professionals mentioned at RFP para 7.1.6 is required to be available each of the consortium member?	CVs of professionals shall be from consortium members based on their domain (ref RFP para 7.1.2). i.e. If a consortium member is responsible for conducting workshops then professionals related to conducting workshops should be from this agency only; if a consortium member is responsible for developing toolkit then the related professional shall belong to them.
24.	Can the contractual staffs of the agency be deployed as professionals mentioned at RFP para 7.1.6?	Professionals mentioned at RFP para 7.1.6 may be hired by the agency on long term contract and deployed in the project.
25.	Translation of toolkit into different regional languages will take some time. What is the timeframe for submission of these translated toolkits?	The agency will have to provide toolkit in all the languages specified in the RFP within a month after acceptance of the first draft. Also, the agency will be required to revise and submit all versions of toolkit incorporating suggestions from each pilot.
26.	I can work as a consultant for toolkit creation and conduct workshops. (Please refer section 2.2.1 and 2.2.2 of RFP No. N-21013/1/2013-NeGD-09-June 2014)	The RFP is issued for the selection of agency not for individual consultant.
27.	We may bid as a part of consortium. Please guide us if any consortium needs our help.	The bidder/applicant is expected to for form its own consortium. NeGD has no role to play in the same.
28.	We can work for NEGP for conducing workshops for select cities / areas. (section 2.2.2) For this we can have separate mutual agreement with NEGP, if NEGP agrees.	The RFP is issued for the selection of agency on turnkey basis. The selected agency will have to complete all the tasks mentioned in the RFP.
29.	As there are various levels of citizens' engagement starting from Panchayats to Districts and the agencies involved in the flagship programmes which level (rural /urban, Constitutional level of governance, Men/women, farmers/labour/ migrant workers) would the awareness/sensitization and capacity building drives focus upon? (RFP para 3.1.2)	Under the purview of this RFP the target population for the workshops is the stakeholders/officials of the select departments of 10 e-governance projects.
30.	Is the primary focus only for 10 e-Governance projects with a plan for scaling it later? (RFP para 3.1.2)	Under the purview of this RFP the primary focus is limited to 10 e-governance projects only.

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31.	How could we explain the category of our central university and the Centre for Law and Governance in it? (RFP para 7.2.1)	The category of the centre will be treated as category of the university if the centre is not registered as a separate legal entity.
32.	A Central University being a government of India's University, accounts/finance under a, Accts and Audit Central Govt. Officer there is no provision in university rules to submit and EMD of Rs. 2 lacs.as a Bank Guarantee. The University Regulations and A& A Rules are guarantees invoked for such projects. (RFP para 11.1)	EMD is required for all type of institutions/agencies. Without EMD proposal shall be rejected.
33.	How would you implement this for a central university which cannot submit a performance bank guarantee? (RFP para 21.2)	Without performance bank guarantee no work shall be assigned to the agency/institution.
34.	Referring to the point 7.1 (Eligibility Criteria) specified in the RFP document, we are a limited liability company having conducted many research and implementation assignments in citizen engagement wish to apply towards this RFP.	The RFP para 7.1.1 remains unchanged i.e. Research and Training Institution /Academic Institutions/ Policy Research Institute/Not for Profit Organizations/ Registered Societies/Multilateral Institutions engaged in research in citizen engagement/ e-governance/ICT4D projects or a Consortium are eligible to apply.
35.	What channels of engagement are being planned? (RFP para 2.1.1)	Channel mean online and offline modes.
36.	What is the scope of this activity i.e. how many govt. departments, how many locations, how many train the trainer workshops? Any ball park figure to get idea for pilot and main phase. (RFP para 2.1.3 & 2.2.2).	Kindly refer RFP para 3.1.2 & NOTE at para 5.1
37.	Are these existing practises in India and abroad defined by NeGP? Or Does the vendor shall be require to identify the existing practices in India and abroad? Does the vendor select few cities? (RFP para)	The vendor is required to identify and document all the existing practices in India and abroad with examples. Refer RFP para 3.1.1
38.	(RFP para 3.1.1.2) What about any legal aspects in other countries? Ref email at 393/c.	The vendor is required to identify and document all the existing practices in India and abroad with examples. Refer RFP para 3.1.1
39.	(RFP para 3.1.1.5) How many such engagement applications are there now and how many will be created in future as part of the scope for this tender	The vendor is required to identify, list and document all methods and techniques of engagement. Refer RFP para 3.1.1
40.	How many state languages are there which will be part of the scope of this document? (RFP para 3.1.1.7)	For Toolkit in languages other than English and Hindi, the agency is required to submit print ready copies in 11 regional languages specified in the RFP. Refer NOTE at RFP para 5.1)
41.	How many departments? (RFP para 3.1.2.1)	A total of 10 departments (7 MMPs & 3 NMMPs). Ref RFP para 3.1.2.2 & 3.1.2.3 & 3.3.2
42.	Is the specification of 10 e-Governance	Yes, the list of projects will be provided

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	projects shall be provided by NeGD? (RFP para 3.1.2.2)	by NeGD at later date.
43.	What will be the scope and how many training per quarter or other wise. (RFP para 3.2)	The agency is required to conduct 4-6 trainings per quarter.
44.	How many such applications are there now and how many applications will be launched per quarter? (Sr 5 at RFP para 3.2)	Agency's responsibility is to list, identify all possible apps and document the apps not to develop apps.
45.	Toolkit need to be printed for 1st workshop or only at the end of the project? (RFP para 3.3.1)	The agency will be required to provide print copies of the toolkit to the participants at each workshop.

Also, the agency will be required to revise and submit all versions of toolkit incorporating suggestions from each pilot. |
| 46. | What about other countries as mentioned in 3.1.1.1 with reference to the geographical coverage of the project mentioned at para 3.5? | RFP para 3.1.1.1 refers documentation of existing practices on citizen engagement in India and abroad.

While RFP para 3.5 refer geographical coverage of the 10 e-governance projects where workshops are to be conducted. |
47.	Scope is required to provide details at this level for RFP para 4.2.	RFP para 4.2 refers to the work plan & deliverables. The agency is required to prepare details based on their understanding of the domain and project requirements and understanding of the RFP.
48.	RFP para 2.1.3 regrading implementation of sensitization and capacity building workshops. Scope is required to understand whose responsibility it is to create the soft format? (Cost of live website, cost of server, regular updation of website, maintenance of etc)	Agency's responsibility is to create content of workshop for face-to-face and online mode. Agency will have to create all training contents amenable to ICT and internet i.e. all the training contents are to be submitted in electronic mode only not to develop live website, server etc. Developing website and maintenance is the responsibility of another agency.
49.	RFP para 2.1.4 regarding facilitating long term engagement. Scope is required to understand whose responsibility it is to create the soft format? (Cost of live website, cost of server, regular updation of website, maintenance of etc)	Conducting the activities mentioned at RFP para 2.1.4 is outside of the purview of scope of work mentioned in the RFP para 3.1.
50.	Date of Submission: Since in the current scenario, we would need to form a consortia with the currently allowed lead agencies and queries would be answered on 24 June or later, it is requested that the submission date be extended by 3 weeks at least, also for us to put-up a quality bid.	Last date of submission is 30.06.2014 till 03.00 pm
51.	Whether the toolkit is intended to be project specific or a generic one	Ref RFP para 3.1.1.3, the toolkit is intended to be generic which will provide citizen engagement techniques based on project implementation status i.e.

Sr	Query	Clarifications Proposed
		conceptualization and DPR Preparation, Pilot & Roll Out, Post Implementation and Project Enhancement stage etc
52.	Kindly provide the details for the Sr. 3, Sr.9...etc listed in the page 6 of the RFP document.	The specific list of e-governance projects will be provided later by NeGD.
53.	Work plan and deliverables mentioned in the Technical bid will be different for different projects. So also the activities and phases may be different for various projects. So how can we specify it in the format given in Page 7 of the RFP document?	Work Plan and deliverables are to be prepared based on the understanding of RFP and number of e-governance projects (which is 7 MMPs & 3 NMMPs) within the timeframe given at RFP para 3.2. The specific list of e-governance projects will be provided later on by NeGD.

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