

Empanelment of Agencies for Assessment of e-Governance Projects 2010-2012

Expression of Interest

The Department of Information Technology (DIT), Government of India, has been assessing e-Governance Projects across India to understand the impact, utility, user satisfaction, sustainability, scalability and replicability of these projects. Two cycles of assessment studies have been completed and the reports are available on the DIT website - <http://mit.gov.in/content/impact-outcomes>. It is proposed to begin the next cycle of the assessment studies. The scope of work for this phase of assessment studies (2010-12) includes:

- **Baseline studies** of e-Governance projects which are about to be implemented within the next 1-2 years to understand current state of public service delivery
- **Assessment** of e-Governance projects which are operational.

2. In order to carry out the above studies, DIT is proposing to empanel agencies in the following three categories:

- **Knowledge partners**
- **Research Institutions**
- **Market Research Agencies**

The agencies are proposed to be empanelled for a period of two years, extendable for another year, based on performance and mutual consent.

3. Details regarding the eligibility criteria and expected scope of work for each of these agencies is given at **Annexure A**.

4. Subsequent to the empanelment, the actual allocation of a project, for assessment or baseline study, to the empanelled agencies shall be made after following the appropriate procedure. Agencies that have not been empanelled may not be considered for the subsequent allocation of assessment/baseline studies.

5. Interested organizations may apply in only one of the above categories. They may send their Expression of Interest to DIT demonstrating their ability to carry out the responsibilities specified in the scope of work and demonstrating that they meet the eligibility conditions set out for this assignment. The format for submission of the Expression of Interest is given at **Annexure B**. **It may be noted that a financial proposal is not required at this stage.**

6. Applications with accompanying material should be submitted by 07/Feb/2011 to the Director, Shri Anurag Goyal, e-Governance, Electronics Niketan, 6 CGO Complex, New Delhi 110003; Tel: 011-24364706, Fax: 011-24361728; email: anuraag.goyal@mit.gov.in

7. Notwithstanding anything contained in this document, DIT reserves the right to accept or reject any request/proposal, or to annul the EOI process or reject all requests/proposals, at any time without any liability or any obligation for such rejection or annulment, without assigning any reasons thereof.

Annexure A

Eligibility Criteria & Scope of Work for Empaneled Agencies

1. Knowledge Partners

Eligibility Criteria	Proposed Scope of Work	Deliverables
a. Only Academic Institutions of repute are eligible to apply. b. The Academic Institution should have been in existence for a period of at least 10 years as on the due date of the application. c. The Academic Institution should have in the last 5 years, the experience of having conducted similar studies, as envisaged in this EOI, in any of the following areas: ICT4D projects/Government/social projects.	i. Technical advice for <ul style="list-style-type: none"> ○ Developing/refining the assessment and Baseline study framework ○ Research methodology <ul style="list-style-type: none"> ▪ Sampling methodology ▪ Sampling size ▪ Questionnaire design ○ Report formats ii. Analysis and verification of <ul style="list-style-type: none"> ○ Data ○ Draft reports 	1) Sign off on the Research framework, Research methodology and Report formats for assigned projects 2) Sign off final reports/data of assigned projects after analysis and verification

2. Research Institutions

Eligibility Criteria	Proposed Scope of Work	Deliverables
a. The entity must be engaged in Academic/Social/Statistical Research or Consultancy to be eligible under this category. b. Such entity should have been in existence for a period of at least 3 years as on due date of the application. c. The entity should have an employee base of more than 20 professionals on long term contract (at least 3 years) or on permanent basis, having a minimum academic qualification of masters' in their relevant fields. d. The entity should have the experience of evaluating or researching ICT4D projects/Government/social	i. Understand project requirements ii. Define assessment framework for analysis iii. Define Research methodology (in consultation with DIT and Knowledge Partner) iv. Develop sampling methodology <ul style="list-style-type: none"> ○ Sample type ○ Sample size ○ Sample location ○ Method of data collection ○ Design of survey instrument v. Define Report format	1) Detailed Research methodology, Sampling methodology and framework 2) Management of MR agency deliverables 3) Raw and analyzed data 4) Draft reports 5) Workshops as indicated

projects, in the last 3 years, of a cumulative value of over Rs 30 Lakh.	<ul style="list-style-type: none"> vi. Workshops to be held with stakeholders before data collection to sensitize the concerned departments about the process vii. Engage MR agencies from pool of agencies empanelled by DIT and <ul style="list-style-type: none"> o Train MR representatives o Creation of survey Instrument in discussion with Market Research Agency o Ensure timely collection of field work and data by the MR agencies o Co-ordinate with concerned government agencies viii. Random validation of the sample respondents ix. Verify and analyze data x. Submit draft reports xi. Post acceptance of draft reports by DIT, proof-read and approve print ready copies xii. Workshops for presentation of reports to project team of the assessed project 	
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3. Market Research Agencies

Eligibility Criteria	Proposed Scope of Work	Deliverables
<ul style="list-style-type: none"> a. The entity should have been in existence for a period of at least 3 years as on due date of the application. b. The entity must have carried out at least 1 research project of value of ₹ 30 Lakhs or more in the past 3 	<ul style="list-style-type: none"> i. Pre-testing of survey instrument at specified locations under supervision of Research Institutions ii. Administration of survey instrument and primary data collection under supervision 	<ul style="list-style-type: none"> 1) Presentation of pre-testing results 2) Collection of data 3) Raw data 4) Preliminary

<p>years and at least 3 research projects, in the social sector.</p> <ul style="list-style-type: none"> • The entity must have an employee base of more than 20 professionals on long term contract (at least 3 years) or on permanent basis, having relevant experience in field management, report writing, data collection, processing and analysis etc.). • The entity should have an annual turnover of ₹ 1.00 Cr. 	<p>of Research Institutions</p> <p>iii. Presentation of raw and tabulated parameterized data</p> <p>iv. Presentation of preliminary analysis</p>	<p>analysis</p>
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Annexure B

Format for Letter of Application

[On the Letter head of the Applicant]

Date:

To

Shri S. S. Rawat,
Joint Director,
Department of Information technology,
Electronics Niketan,
6, CGO Complex, Lodhi Road,
New Delhi - 110003

Ref: EOI for Empanelment as a <Knowledge Partner>/<Research Institution>/<Market Research Agency>* for the assessment/baseline studies of e-Governance projects for the period 2010-2012

** an applicant can apply in one category only*

Sir,

Being duly authorized to represent and act on behalf of (Hereinafter referred to as "the Applicant"), and having reviewed and fully understood all of the qualification requirements and information provided, the undersigned hereby apply for Empanelment as a <Knowledge Partner>/<Research Institution>/<Market Research Agency>* for the assessment/baseline studies of e-Governance projects for the period 2010-2012.

The details as per the requirements of the EOI enquiry are enclosed for your consideration.

Yours faithfully,

(Signature of Authorized Signatory)

<NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF

<NAME OF THE APPLICANT ORGANISATION>

Form 1: General information about the applicant

S. No	Particulars	Details to be furnished		
1	Contact Details of the Applicant Organisation			
	Name			
	Address			
	Telephone		Fax	
	Mobile			
	E-mail		Website	
2	Details of Authorized Representative (attach authorization letter)			
	Name			
	Designation			
	Address			
	Mobile			
	Telephone		E-mail	
3	Information about the Organization			
	Type of Entity (Academic/Research Institutes and Societies/ Civil Society Organization/Others)			
	Details of registration (Provide a Reg. #, e.g. ROC Ref #)	Date		
		Reg. Ref #		
	Number of professionals employed on permanent basis or on long term contract (3 years or more) and having relevant experience as mentioned in eligibility criteria			
	Locations and addresses of offices (in India and overseas)			

Authorized Representative of the Applicant (Name) _____ (Sign) _____

<Name of the entity applying for empanelment>

Office seal:

Date.....

Place.....

Form 2: Financial details for turnover (as per audited balance sheet) (in ₹ Lakhs)

(To be filled only by Market Research Agencies)

S. No.	Name of Organization	FY 2009-10	FY 2008-09	FY 2007-08
		Turnover	Turnover	Turnover

(Note: The above statement should be certified by a Chartered Accountant as below)

Certified that the statement above reflects the true and correct statement of the turnover as per the audited books of accounts of the entity applying for empanelment.

Signature of the Chartered Accountant

Date :

Place:

Office seal:

Authorized Representative of the Applicant (Name) _____ (Sign) _____

<Name of the entity applying for empanelment>

Office seal:

Date.....

Place.....

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Form 3: Financial details for social research related projects

S. No.	Name of Project	Value of the Project studied (in ₹Crores) in the last 5 years 2005-6 to 2009-10.	
		FY	Value
1.			
2.			
.			
.			
	Total		

Note: Please attach supporting documents.

Authorized Representative of the Applicant (Name) _____ (Sign) _____

<Name of the entity applying for empanelment>

Office seal:

Date.....

Place.....

Form 4: Summary of Project experience

(Use separate tables for each project)

S. No	Item	Details
General Information		
	Customer Name/Government Department	
	Address	
	Name of the Contact Person and Contact details for the project	
Project Details		
	Type of Project (Social Sector/Government Sector/ ICT4D Projects/Others)	
	Type of assignment (Evaluation/Research)	
	Name of the Project	
	Start Date/End Date	
	Current Status (work in progress, completed ¹)	
	Contract Tenure	
	No. of locations	
	Man-month effort involved	
	Other details relevant to Project Consultancy	
Brief description of scope of consulting (Provide specific details of research experience)		
Size of the project		
	Order Value of the project (in ₹ lakhs)	

¹ Provide Certificate of Completion for completed projects from Authorized officials in the Government Departments

Authorized Representative of the Applicant (Name) _____ (Sign) _____

<Name of the entity applying for empanelment>

Office seal:

Date.....

Place.....

**Form 5: Details of professionals employed on permanent or long term contract basis
(i.e. exceeding 3 years)**

S. No.	Name	Designation	Qualification	Permanent/Contract basis	Work Experience (in years)	Summary of work experience (Project, Role & Tasks)

Authorized Representative of the Applicant (Name) _____ (Sign) _____

<Name of the entity applying for empanelment>

Office seal:

Date.....

Place.....