GOVERNMENT OF MADHYA PRADESH DEPARTMENT OF PUBLIC SERVICE MANAGEMENT State Agency for Public Services

No. 221/2016/SAPS

Bhopal, Dated 30th May, 2016

CORRIGENDUM 1

Request for proposal for Selection of consultancy firm to provide Project Management Support and consultants to MPSAPS has been invited by SAPS. The following amendments in the RFP is notified through this corrigendum.

S#/ RFP Clause		Original Text				Amended Text	
1/ Data Sheet 21.1		ub-criteria, and point system for the evaluation of the Simplified Technical Proposals				sub-criteria, and point system for the evaluation of the Simplified Technical Proposals are	
	S#	Evaluation Criteria	Points		S#	Evaluation Criteria	Points
	(i)	Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference.	40	((i)	Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference.	40
		Adequacy of approach : 10 Marks Adequacy of Methodology : 10 Marks Quality of Deliverables : 10 Marks Work Plan : 5 Marks				Adequacy of approach : 10 Marks Adequacy of Methodology : 10 Marks Quality of Deliverables : 10 Marks Work Plan : 5 Marks	
		Value addition : 5 Marks in achieving DLIs				Value addition : 5 Marks in achieving DLIs	
	(ii)	Key Experts' evaluation for the Assignment: [12] a) Position K-1: [Lead Project Manager] [12] b) Position K-2: [Governance / Public Service Delivery Specialist 1] [8]	60	((ii)	Key Experts' evaluation for the Assignment: [12] a)Position K-1: [Lead Project Manager] [12] b) Position K-2: [Governance / Public Service Delivery Specialist 1] [8]	60
		c) Position K-4: [M&E Specialist] [8]				c) Position K-4: [M&E Specialist] [8]	
		d) Position K-5:[Senior Data Analyst 1] [8]				d) Position K-5:[Senior Data Analyst 1] [8]	
		e) Position K-8:[eGovernance / MIS Specialist] [8] f) Position K-9:[Procurement Specialist] [8] g) Position K-10: [Consultant Social Inclusion & Communication Specialist] [8]				e) Position K-8:[eGovernance / MIS Specialist] [8] f) Position K-9 :[Procurement Specialist] [8] g) Position K-10 : [Consultant Social Inclusion & Communication Specialist] [8] {Notes to Consultant: Each position number corresponds to the same for Key Experts	
		{Notes to Consultant: Each position number corresponds to the same for Key Experts in Form TECH-6 to be prepared by the Consultant. For each position above one resource is required.}				in Form TECH-6 to be prepared by the Consultant. For each position above one resource is required.}	100
			100		tal noi	ints for the two criteria: 100	100
	Total poin	ts for the two criteria: 100	100				
				Th	ne mini	imum technical score (St) required to pass is: 70	
	The minin	num technical score (St) required to pass is: 70				ion of marking under serial no. 1:-	

								Adequ	acy and o	quality of the pro	posed methodology,	and work plan i	n responding to	the Terms of I	Reference.
								S# 1	Head Adequa approad	cy of • ch •	 Sub-criteria Requiren Understanding of t of Assignment. Completeness and Responsiveness. Clarity on Activities 	he objective	Rating / Mark Excellent : 10 Good : 8 Mar Average : 6 M Below Averag) Marks ks Marks ge : 4 Marks	
								2	Adequa Method	ology •	 Proposed Methodo Appropriateness for assignment. Creativeness & Inr Proposed. Ensuring Timeline: Flexibility and Ada 	or the novation s of Output.	Excellent : 10 Good : 8 Mar Average : 6 N Below Averag	ks ⁄larks	
								3	Quality Delivera	ables	 Use of well-establi Management System project execution. 		Excellent : 10 Good : 8 Mar Average : 6 M Below Averag	iks Marks ge : 4 Marks	
								4	Work P	•	 Project Work Plan Resource Assignm Quality of Resource Mobilization. Use of Other Resource 	ent.	Excellent : 5 Good : 4 Mar Average : 3 M Below Averag	ks Aarks	
								5	Value a achievir	ddition in •	 Approach and Met Achieving DLI (Dis Linked Indicators). 	hodology in bursement	Excellent : 5 Good : 4 Mar Average : 3 M Below Averag	ks	
								-	 Exce Goo Ave define Belo 	ellent- The propo d- The proposal rage-The propos ciencies. w average-The	criterion are explaine osal exceeds the sub- fully meets the sub- sal adequately meets proposal has signific negatively on impler	-criteria requirer criteria requirem the sub-criteria ant deficiencies	ent. requirements, l against the sub		
2/ Data Sheet 21.1			rix of Key Expert					Evalu	ation Ma	atrix of Key Ex	pert				
	S#	Level	Position	Marking Matrix			Total Marks	S#	Level	Position		Marking	Matrix		Total Marks
	1	L1	Lead Project Manager	Certification	PMP/PRINCE 2/ ITIL/CISA/CISSP/e-Gov Certification = 10 Year : 0 M For additional every year :	2 Marks 2 Marks	12	1	L1	Lead Project Manager	Certification	PMP/PRINCE ITIL/CISA/CIS Certification = 10 Year : 0	SP/e-Gov	2 Marks 2 Marks	12
				Relevant Assignment	0.5M Maximum : 2 Marks public service delivery, public sector reform and monitoring and evaluation / Multilateral funding project experience	7 Marks					Relevant Assignment	For additional 0.5M Maximum : 2 public service public sector r monitoring an	Marks delivery, reform and	7 Marks	

			Working level fluency in Hindi	(including World Bank, DFID, ADB) < 3 projects : 3 M => 3 projects to < 5 projects :5 M > 5 Projects : 7 M Knowledge of government working in Hindi language	1 Marks					Working level fluency in	Multilateral funding project experience (including World Bank, DFID, ADB) = 2 projects : 3 Marks =3 projects : 5 Marks => 4 Projects : 7 Marks Knowledge of government working in Hindi language	1 Marks	
2	L2	Governance /	language			8				Hindi			
		Public Service Delivery	Certification	PMP/PRINCE 2/ ITIL/e-Gov Certification	1 Marks		2	L2	Governance /	language			8
		Specialist	Experience	Working on e-District Project / Citizen Service	1 Marks				Public Service Delivery	Certification	PMP/PRINCE 2/ ITIL/e- Gov Certification	1 Marks	
			Relevant Assignment	Delivery Project (Minimum One) e-Gov Projects / Multilateral funding project experience (including	5 Marks				Specialist	Experience	Working on e-District Project / Citizen Service Delivery Project (Minimum One)	1 Marks	
				World Bank, DFID, ADB) < 3 projects: 2 M => 3 projects to < 5 projects :3 M > 5 Projects : 5 M						Relevant Assignment	e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB) = 1 projects : 3 Marks	5 Marks	
			Working level fluency in Hindi	Knowledge of government working in Hindi language (Minimum One)	1 Marks					Working	=2 projects : 4 Marks =>3 Projects : 5 Marks Knowledge of government	1 Marks	
			language							level fluency in	working in Hindi language (Minimum One)	T Warks	
3	L2	M&E Specialist	Certification	PMP/PRINCE 2/ITIL / eGov Project	1 Marks	8				Hindi language			
			Experience	Experience in World Bank/ DFID/ ADB etc. funded project	1 Marks		3	L2	M&E Specialist	Certification	PMP/PRINCE 2/ITIL / eGov Project	1 Marks	8
			Relevant Assignment	e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB)	5 Marks					Experience		1 Marks	
				<pre>< 3 projects : 2 M => 3 projects to < 5 projects :3 M > 5 Projects : 5 M</pre>						Relevant Assignment	e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB)	5 Marks	
			Working level	Knowledge of government working in Hindi language	1 Marks						= 1 projects : 3 Marks		

4	L2	Senior Data Analyst	fluency in Hindi language Certification	Big Data/ Data Analytics tool Certification	1 Marks	8	-			Working level fluency in Hindi	=2 projects : 4 Marks =>3 Projects : 5 Marks Knowledge of government working in Hindi language	1 Marks	
		, maijet	Experience in open source	Open Source BI/ DA tool	1 Marks					language			
			Relevant Assignment	Relevant analytics project experience < 2 projects : 3 M	6 Marks		4	L2	Senior Data Analyst	Certification	Big Data/ Data Analytics tool Certification	1 Marks	8
				=> 2 projects to < 4 projects :4 M > 4 Projects : 6 M						Experience in open source	Open Source BI/ DA tool	1 Marks	
5	L2	eGovernance/ MIS Specialist	Certification Experience	PMP/PRINCE 2/ ITIL/e- Gov Certification Working on e-District Project / Citizen Service Delivery Project (Minimum One)	1 Marks 1 Marks	8				Relevant Assignment	Relevant analytics project experience = 1 projects : 4 Marks =2 projects : 5 Marks =>3 Projects : 6 Marks	6 Marks	
			Relevant Assignment	e-Gov Projects / Multilateral funding project experience	5 Marks		5	L2	eGovernance/ MIS Specialist	Certification	PMP/PRINCE 2/ ITIL/e-Gov Certification	1 Marks	8
				(including World Bank, DFID, ADB) < 3 projects : 2 M => 3 projects to < 5						Experience	Working on e-District Project / Citizen Service Delivery Project (Minimum One)	1 Marks	
			Working	projects :3 M > 5 Projects : 5 M Knowledge of government	1 Marks					Relevant Assignment	e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB)	5 Marks	
	10	Descourses	level fluency in Hindi language	working in Hindi language		8					= 1 projects : 3 Marks =2 projects : 4 Marks =>3 Projects : 5 Marks		
6	L2	Procurement Specialist	Certification	PMP/PRINCE 2/ ITIL/ Contract Management/ eGov Certification	1 Marks	8				Working level fluency in	Knowledge of government working in Hindi language	1 Marks	
			Experience	Experience in Multilateral funding project experience (including World Bank, DFID, ADB).	1 Marks		6	L2	Procurement	Hindi language Certification	PMP/PRINCE 2/ ITIL/	1 Marks	8
			Relevant Assignment	eGov Project/ Multilateral funding project experience (including World Bank,	5 Marks				Specialist		Contract Management/ eGov Certification		
				DFID, ADB) < 1 projects : 3 M => 2 projects to < 3 projects :4 M						Experience	Experience in Multilateral funding project experience (including World Bank, DFID, ADB).	1 Marks	
				> 3 Projects : 5 M						Relevant Assignment	eGov Project/ Multilateral funding project	5 Marks	

	7	L2	Social Inclusion and Communication Specialist	Working level fluency in Hindi language Certification	Knowledge of government working in Hindi language Advertisement & Marketing / Communication /Journalism Certification	1 Marks 1 Marks	8						Workir level fluency	ng	experience (including World Bank, DFID, ADB) = 1 projects : 3 Marks =2 projects : 4 Marks =>3 Projects : 5 Marks Knowledge of government working in Hindi language	1 Marks	_
				Relevant Assignment Working level fluency in Hindi language	e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB) < 1 projects : 4 M => 2 projects to < 3 projects :5 M > 3 Projects : 6 M Knowledge of government working in Hindi language	6 Marks 1 Marks	_	7	7	L2	and Com	ial Inclusion Imunication cialist	Hindi langua Certific Releva Assign	age cation	Degree/Diploma/ Certification in Advertisement & Marketing / Communication /Journalism e-Gov Projects / Multilateral funding project experience	1 Marks 6 Marks	8
													Workir level fluency Hindi langua	ng y in	(including World Bank, DFID, ADB) = 1 projects : 3 Marks =2 projects : 4 Marks =>3 Projects : 5 Marks Knowledge of government working in Hindi language	1 Marks	
3/ToR XI Payment Schedule		Payment Quarter	Component	Activities		Payn % of Cost	nent (In Project			Paymen Quarter		Compone	ent		Activities		Payment (In % of Project Cost)
		Year One	9)	/ear One	•						
		Quarter	Planning phase : Preparation of	documents to ad World Bank;	bmission and approval of followi chieve the DLIs prescribed by th					Quarter	1	Planning ph Preparation Documents	ase : of &	followii prescri	ration, Submission and appring documents to achieve the ibed by the World Bank;	e DLIs	3%
			Documents & Approval		v Document (DLI based imework, progress icons, approa	ach						Approval			Project Strategy Document (based achievement framewo		

	1. Software	Detailed Project Roadmap Document. Detailed System Study Report (As Is Report of complete system. (Application, Processes etc.) Technology Roadmap Document IEC Outreach Planning Document Procurement Document. Project Management Document. Monitoring & Evaluation Strategy Document GPR Strategy Document Change Management and Capacity Building Plans. Resource wise activities Planning Document Training & Capacity Building Plan (Content Preparation, Master Trainer, Training Plan) Knowledge Transfer Plans Bid Documents / Evaluation of Bids/ Declaration of	6% (2% each				 progress icons, approach & Methodology) Detailed Project Roadmap Document. Detailed System Study Report (As Is Report of complete system. (Application, Processes etc.) Technology Roadmap Document IEC Outreach Planning Document Procurement Document. Project Management Document. Monitoring & Evaluation Strategy Document GPR Strategy Document Change Management and Capacity Building Plans. Financial Management and Audit Plan. Assessment and Documentation of BI and DA need. Resource wise activities Planning Document. Training & Capacity Building Plan (Content Preparation, Master Trainer, Training Plan) Knowledge Transfer Plans 	
Quarter 2	Development 2. IEC 3. M&E	results to hire Application Development Agency of major component. Creation of Data Analytics Cell. Procurement of necessary tools.	for S. Dev., IEC & M&E)	-		Data Analytics	 BI/DA: Preparation of appropriate strategy and approval from SAPS. Sizing of Infra and selection of Tools. Acquisition of necessary Infra, OS, Application Software and all other necessary items, which may require bid process management 	2%
	Data Analytics	First Report on Analytics on; LSK CM Helpline	3%		Quarter 2	Procurement	Preparation of Bid Documents (Software Development/ Infra Procurement ,IEC, ,M&E)	2%
Quarter 3	1. Software Development 2. IEC 3. M&E	Bid Process Management of major component On boarding of Agency major component	6% (2% each for S. Dev., IEC & M&E)				Approval of Bid Documents from SAPS.	

		GPR	 Support in identification of 15 services yearly for GPR. Preparation of GO, BPR, FRS, SRS documents. Across the counter services 10 services yearly availability. Support in mobile governance through identification of 10 services yearly for GPR. 	5%		Data Analytics	 Creation of Data Analytics Cell & Platform for BI/DA: Development of BI/DA solution. Incorporate reports/ modules required during project period. First Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Social Media Analytics Operation and Maintenance of the solution. 	4%
		1. Software Development 2. IEC 3. M&E	Liasioning with agency to complete the pre-defined activities of major component	3% (1% each for S. Dev., IEC & M&E)		GPR	 Consultation meeting for GPR activity with line departments, DC offices and other stakeholder. Support in identification of services yearly for GPR. New Services 15 Mobile Governance 10 Across the Counter Services 10 	1%
	Quarter 4	1. Software Development 2. IEC 3. M&E	Contract Management of major component	2% (0.66% for S. Dev., 0.67% IEC & 0.67% M&E)		GPR	 Preparation of GO, BPR, FRS, SRS documents. New Services 10 Mobile Governance 5 Across the Counter Services 5 GPR in line department and DC offices 	1%
			Liasioning with App. Development team. Testing				conducted with improved automated back end.	
			Dry Run Contract Management.		Quarter 3		Bid Process Management of Bids (Software Development/ Infra	
		Software Development	Support in Pilot and Roll-out of new services.	2%		Procurement	Procurement, IEC ,M&E)	3%
			Third Party Audit support.				On boarding of Agency (Software Development/ Infra Procurement, IEC	
			 Provide ICT Advisory on Architecture Development, Software Development and System Integration. 				, M&E). Assist App. Development team in :	
						Project Management	 Provide ICT Advisory on Architecture Development, Software Development/ Infra Procurement and System Integration. Preparing Test Case/ Test Plan, Review Test Result for enhancement. 	1%

			Preparation of FRS, SRS, As Is, To Be reports. 1. New Services 2. Mobile Governance 3. Across the Counter Services.	2%			 Support in Dry Run, UAT and suggest modifications, if required. 	
		GPR	Consultation meeting for GPR activity with line departments, DC offices and other stakeholder.	3%		Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis 	2%
			Integration with UID and data sharing. Interoperable framework development.	3%			 • Operation and Maintenance of the solution. 	
	Year Two t	to Year 5	l	<u> </u>				
		1. Software Development 2. IEC 3. M&E	Contract Management & Liasioning with agency to complete the pre-defined activities of major component	1% (0.33% for S. Dev., 0.33% IEC & 0.34% M&E)		Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	2%
	Quarter 1	GPR	Support in identification of 15 services yearly for GPR. Across the counter services 10 services yearly availability.	- 1%		Project Management	 Support in setting up PSGA Point of presence fully operational to receive and process online PSGA Application. 50 centres yearly. Quality Assessment as per detailed scope of work. (Identify and establish service quality and KPI for LSKs, 	1%
-		1. Software Development 2. IEC 3. M&E	Contract Management & Liasioning with agency to complete the pre-defined activities of major component	1% (0.33% for S. Dev., 0.33% IEC & 0.34% M&E)	Quarter 4		 Implementing system for regularly monitoring of KPI of LSK.) Project Management Support for the entire period of project as per detailed scope of work. (Overall Responsibility of progress, reporting.). 	
	Quarter						 Preparation of GO, BPR, FRS, SRS documents. New Services 5 	
	2	Program Management (Others)	 Set up PSGA Point of presence fully operational to receive and process online PSGA Application. centres yearly. Quality Assessment as per detailed scope of work. (Identify and establish service quality and KPI for LSKs, Implementing system for regularly monitoring of KPI of LSK.) Project Management Support for the entire 	2%		GPR	 Mobile Governance 5 Across the Counter Services 5 GPR in line department and DC offices conducted with improved automated back end. 	2%
			period of project as per detailed scope of work. (Overall Responsibility of progress, reporting.)			GPR	Integration with Aadhaar (Consultation meeting, strategy preparation, Application update, testing, live).	2% (0.5% each for Integration,

			Support in mobile governance through identification of 10 services yearly for GPR. GPR in line department and DC offices conducted with improved automated back end.				 Interoperable framework development for eDistrict Application. Data sharing Capability of eDistrict Application with other eGov Application. Integration with eSign (Consultation meeting, strategy preparation, Application update, testing, live). 	Interoperable framework, data sharing, eSign Integration)
	G	SPR	Preparation of FRS, SRS, As Is, To Be reports. 1. New Services 2. Mobile Governance 3. Across the Counter Services.	2%		F&A	 Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. Financial Risk analysis (identification and quantification of risk) Support in DLI verification. 	1%
			Consultation meeting for GPR activity with line departments, DC offices and other stakeholder.				Monthly Report on Analytics on eDistrict	
Qua	D 2.	. Software Development 2. IEC 3. M&E	Contract Management & Liasioning with agency to complete the pre-defined activities of major component	1% (0.33% for S. Dev., 0.33% IEC & 0.34% M&E)		Data Analytics	 Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Operation and Maintenance of the solution. 	2%
3			Development of Beneficiary feedback system &			M&E	 Creation of Quality Parameters & KPI M&E framework. Approval from SAPS Testing of Quality Parameters & KPI 	0.5%
	IE	EC	Tender Process	1%			 Development of IEC activities / materials to reach vulnerable groups. 	
	D	. Software Development 2. IEC	Contract Management & Liasioning with agency to complete the pre-defined activities of major	1% (0.33% for S. Dev., 0.33% IEC &		IEC	 Support in Development of Beneficiary feedback system. Establish and run social inclusion cell. 	0.5%
		8. M&E	component	0.34% M&E)	Payment at Y	ear One		30%
0.00			Panafisiany Foodback: Conduct yearly survey		Year Two			
Quai 4	IE	EC	Beneficiary Feedback: Conduct yearly survey through a third party agency.	2%				
	M	Program Management Others)	 Quality Assessment as per detailed scope of work. (Identify and establish service quality and KPI for LSKs, Implementing system for regularly monitoring of KPI of LSK.) Project Management Support for the entire period of project as per detailed scope of work. (Overall Responsibility of progress, reporting.) 	2%	Quarter 1	Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	1%

			1 1	r			ГТ
	GPR	Assist the organizing for various workshops/seminars/ Training Sessions involving key stakeholders at all levels (including State, District and field Level). Project Closure	1% (From second year to Fourth year)			Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Operation and Maintenance of the solution.
At the	Project Closure	Project Handholding support	0.5%				
end of Year 5		Knowledge transfer.					 Consultation meeting for GPR activity with line departments, DC offices and
only	GPR	Assist the organizing for various workshops/seminars/ Training Sessions involving key stakeholders at all levels (including State, District and field Level).	0.5% (Fifth Year Only)			GPR	other stakeholder. Support in identification of services yearly for GPR. New Services 15
							 Mobile Governance 10 Across the Counter Services 10
						IEC	 Co-ordination of IEC activities / materials to reach vulnerable groups. Running social inclusion cell.
						M&E	 M&E based on M&E framework, Quality Parameters & KPI. .Generation of periodic reports
					Quarter 2	Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.
						Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Operation and Maintenance of the solution.

1%

2%

1%

0.5%

1%

1%

		GPR	 Preparation of GO, BPR, FRS, SRS documents. New Services 10 Mobile Governance 5 Across the Counter Services 5 GPR in line department and DC offices conducted with improved automated back end. 	2%
		Project Management	 Assist App. Development team in : Provide ICT Advisory on Architecture Development, Software Development/ Infra Procurement and System Integration. Preparing Test Case/ Test Plan, Review Test Result for enhancement. Support in Dry Run, UAT and suggest modifications, if required. 	0.5%
		F&A	 Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. Financial Risk analysis (identification and quantification of risk) Support in DLI verification. 	0.5%
	Quarter 3	GPR	 Preparation of GO, BPR, FRS, SRS documents. New Services 5 Mobile Governance 5 Across the Counter Services 5 GPR in line department and DC offices conducted with improved automated back end. 	1%
		Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	1%

		Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Social Media Analytics Operation and Maintenance of the solution. 	1%
		IEC	 Co-ordination of IEC activities / materials to reach vulnerable groups. Running social inclusion cell. 	1%
		M&E	 M&E based on M&E framework, Quality Parameters & KPI. .Generation of periodic reports 	0.5%
		Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	1%
	Quarter 4	Project Management	 Support in setting up PSGA Point of presence fully operational to receive and process online PSGA Application. 50 centres yearly. Quality Assessment as per detailed scope of work. (Identify and establish service quality and KPI for LSKs, Implementing system for regularly monitoring of KPI of LSK.) Project Management Support for the entire period of project as per detailed scope of work. (Overall Responsibility of progress, reporting.). 	0.5%
		GPR	 Support in go-live of application GPR in line department and DC offices conducted with improved automated back end. 	1%

		F&A	 Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. Financial Risk analysis (identification and quantification of risk) Support in DLI verification. 	0.5%
		Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Special Reports based on Requirements. Operation and Maintenance of the solution. 	2%
	Payment at Ye	ear Two	1	20%
	Year Three			
		Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%
	Quarter 1	Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Operation and Maintenance of the solution. 	1%
		GPR	 Consultation meeting for GPR activity with line departments, DC offices and other stakeholder. Support in identification of services yearly for GPR. New Services 15 Mobile Governance 10 Across the Counter Services 10 	2%
		IEC	Co-ordination of IEC activities / materials to reach vulnerable groups.	0.5%

		Running social inclusion cell.	
έE		 M&E based on M&E framework, Quality Parameters & KPI. .Generation of periodic reports 	0.5%
curem	urement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%
ta Ana	Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Operation and Maintenance of the solution. 	1%
ŶŔ		 Preparation of GO, BPR, FRS, SRS documents. New Services 10 Mobile Governance 5 Across the Counter Services 5 GPR in line department and DC offices conducted with improved automated back end. 	1%
oject Inagen	ct agement	 Assist App. Development team in : Provide ICT Advisory on Architecture Development, Software Development/ Infra Procurement and System Integration. Preparing Test Case/ Test Plan, Review Test Result for enhancement. Support in Dry Run, UAT and suggest modifications, if required. 	0.5%

	F&A	&A	 Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. Financial Risk analysis (identification and quantification of risk) Support in DLI verification. 	0.5%
	GPR	PR	 Preparation of GO, BPR, FRS, SRS documents. New Services 5 Mobile Governance 5 Across the Counter Services 5 GPR in line department and DC offices conducted with improved automated back end. 	1%
	Proc	rocurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%
Quarter 3		ata Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Social Media Analytics Operation and Maintenance of the solution. 	1%
	IEC	C.	 Co-ordination of IEC activities / materials to reach vulnerable groups. Running social inclusion cell. 	0.5%
	M&E	&E	 M&E based on M&E framework, Quality Parameters & KPI. .Generation of periodic reports 	0.5%

Procurement Contract Management & Co-ordination with agency to complete the pre-defined activities of major component. 0.5 Project • Support in setting up PSGA Point of presence fully operational to receive and process online PSGA Application. 50 centres yearly. • Quality Assessment as per detailed scope of work. (Identify and establish service quality and KPI for LSKs, 0.5 0.5 Quarter 4 • Project Management • Project Management Support for the entire period of project as per detailed scope of work. (Overall Responsibility of progress, reporting.). • Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. • Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. • Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. • Support in DLI verification and quantification of risk) • Support in DLI verification. • Support in DLI verification. • Support in DLI verification. Data Analytics • Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. • Operation and Maintenance of the • 1*							
Project Management presence fully operational to receive and process online PSGA Application. 50 centres yearly. Quality Assessment as per detailed scope of work. (Identify and establish service quality and KPI for LSKs, Implementing system for regularly monitoring of KPI of LSK.) 0.5 Quarter 4 • Project Management Support for the entire period of project as per detailed scope of work. (Overall Responsibility of progress, reporting.). • Support in go-live of application GPR • Support in go-live of application • GPR in line department and DC offices conducted with improved automated back end. 1º F&A • Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. 0.5 • Support in DLI verification and quantification of risk) • Support in DLI verification. 0.5 • Data Analytics • Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. • Special Reports based on Requirements 1º	the	cy to complete the	ncy to comple	agency t	Procurement		
GPR • GPR in line department and DC offices conducted with improved automated back end. 10 F&A • Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. • Financial Risk analysis (identification and quantification of risk) 0.5 Data Analytics • Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. • Co-relation/ deviation/ Outlier Analysis between two or more factor. 10	y op onlin arly. ssm k. (I k. (I sy KPI gem of pi k. (C	presence fully op and process onlin 50 centres yearly. Quality Assessm scope of work. (I service quality a Implementing sy monitoring of KPI Project Managem entire period of pi scope of work. (C	presence fu and process 50 centres y Quality Ass scope of we service qua Implementin monitoring of Project Mar entire perior scope of wo	pre and 50 • Quu sco ser Imp mo • Pro ent sco			Quarter 4
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eDistrict Project, MPCARS, CM Helpline and other. • Co-relation/ deviation/ Outlier Analysis between two or more factor. 14 • Special Reports based 14 • Requirements 14	Budo repa k ai ation	Status, Budg Statements Prepa Financial Risk and and quantification	Status, Statements Financial R and quantifi	Sta Sta • Fir an	F&A		
Operation and Maintenance of the solution.	ojec othe levia or m tepo	eDistrict Projec Helpline and othe Co-relation/ devia between two or m Special Repo Requirements Operation and I	eDistrict I Helpline and Co-relation/ between two Special Requirement Operation	eD He • Co be • Sp Re • Op	Data Analytics		
Payment at Year Three 15					Three	ment at Ye	

			Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%
		Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Operation and Maintenance of the solution. 	1%	
		GPR	 Consultation meeting for GPR activity with line departments, DC offices and other stakeholder. Support in identification of services yearly for GPR. New Services 15 Mobile Governance 10 Across the Counter Services 10 	2%	
	-	IEC	 Co-ordination of IEC activities / materials to reach vulnerable groups. Running social inclusion cell. 	0.5%	
		M&E	 M&E based on M&E framework, Quality Parameters & KPI. .Generation of periodic reports 	0.5%	
	Quarter 2	Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%	

	Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Operation and Maintenance of the solution. 	1%
	GPR	 Preparation of GO, BPR, FRS, SRS documents. New Services 10 Mobile Governance 5 Across the Counter Services 5 GPR in line department and DC offices conducted with improved automated back end. 	1%
	Project Management	 Assist App. Development team in : Provide ICT Advisory on Architecture Development, Software Development/ Infra Procurement and System Integration. Preparing Test Case/ Test Plan, Review Test Result for enhancement. Support in Dry Run, UAT and suggest modifications, if required. 	0.5%
	F&A	 Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. Financial Risk analysis (identification and quantification of risk) Support in DLI verification. 	0.5%

		GPR	 Preparation of GO, BPR, FRS, SRS documents. New Services 5 Mobile Governance 5 Across the Counter Services 5 GPR in line department and DC offices conducted with improved automated back end. 	1%		
Quarter 3		Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%		
	Quarter 3	Quarte	Quart	Quarter 3	Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Social Media Analytics Operation and Maintenance of the solution.
		IEC	 Co-ordination of IEC activities / materials to reach vulnerable groups. Running social inclusion cell. 	0.5%		
		M&E	 M&E based on M&E framework, Quality Parameters & KPI. .Generation of periodic reports 	0.5%		
Quart	uarter 4	Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%		

		Project Management	 Support in setting up PSGA Point of presence fully operational to receive and process online PSGA Application. 50 centres yearly. Quality Assessment as per detailed scope of work. (Identify and establish service quality and KPI for LSKs, Implementing system for regularly monitoring of KPI of LSK.) Project Management Support for the entire period of project as per detailed scope of work. (Overall Responsibility of progress, reporting.) 	0.5%		
		GPR	 Support in go-live of application GPR in line department and DC offices conducted with improved automated back end. 	1%		
		F&A	 Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. Financial Risk analysis (identification and quantification of risk) Support in DLI verification. 	0.5%		
		Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Special Reports based on Requirements Operation and Maintenance of the solution. 	1%		
P	ayment at Ye	ar Four		15%		
Y	Year Five					
	Quarter 1	Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Operation and Maintenance of the solution. 	1.5%		

		GPR	 Consultation meeting for GPR activity with line departments, DC offices and other stakeholder. Support in identification of services yearly for GPR. New Services 15 Mobile Governance 10 Across the Counter Services 10 	2%	
		IEC	 Co-ordination of IEC activities / materials to reach vulnerable groups. Running social inclusion cell. 	1%	
		M&E	 M&E based on M&E framework, Quality Parameters & KPI. .Generation of periodic reports 	1%	
		Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%	
	Quarter 2	Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Operation and Maintenance of the solution. 	1.5%	
			GPR	 Preparation of GO, BPR, FRS, SRS documents. New Services 10 Mobile Governance 5 Across the Counter Services 5 GPR in line department and DC offices conducted with improved automated back end. 	2%

		Project Management	 Assist App. Development team in : Provide ICT Advisory on Architecture Development, Software Development/ Infra Procurement and System Integration. Preparing Test Case/ Test Plan, Review Test Result for enhancement. Support in Dry Run, UAT and suggest modifications, if required. 	0.5%
		F&A	 Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. Financial Risk analysis (identification and quantification of risk) Support in DLI verification. 	0.5%
		GPR	 Preparation of GO, BPR, FRS, SRS documents. New Services 5 Mobile Governance 5 Across the Counter Services 5 GPR in line department and DC offices conducted with improved automated back end. 	2%
	Quarter 3	Data Analytics	 Monthly Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. Social Media Analytics Operation and Maintenance of the solution. 	1%
		IEC	 Co-ordination of IEC activities / materials to reach vulnerable groups. Running social inclusion cell. 	1%

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com	Contra agenc of maj	ement	Quarter 4	
ort i nce proce ntre sy A e of se of mer oring ct N per e of gres	 	Project nagement		Quarter 4
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ct f s, men cial uan ort ir	•	F&A		
hly rict latic een ial irem atior	•	nalytics		

					solution. Project Closure.		
			Project Closure	•	Project Handholding support. Knowledge transfer.	1%	
		Payment at Ye	20%				
			Grand Total	100%			
	Note I. II.	In case consul In case of any shall be done. Where the con MPSAPS agree an extension	y milestone could not be nsultants has not been ses that the failure of con	e achie a able t nsultan iven wi	o the schedule, payment shall be released ved due to budget constraint, Payment o o achieve a milestone as per timeframe t to achieve the same was due to reason t th approval of the High Power Committe ded timelines given.	f same milestone given above, and beyond his control,	

4/ ToR XII. SLA	A. Deploy	ment Pena	alties				A. Deploy	ment Pena	lties:			
	MPŚAPS a. b. c. d. e. Note: - 1. 2. 3. B. Operati	shall without If the ref MPSAF First tim Rs. 5,0 Shortfa days w from th Replace SAPS I replace SAPS I replace The de was for 5,00,00 If the d by the Insurar It is cla then, n Consul the price onal Pena If there 25,000 milesto	aut prejudice i esource proport 2S may impos- ne deployment 00/- per day i II of attendar thout any prive e 3rd day only ement of rescu- may impose i ment. ployed resou- und that deploy MPSAPS, the ce shall be in rified here that tant resourced or approval of Ities:- is a delay in Rs. Per del ne achieved. The penalties, i ibmitted by the e invoice wood (ceed 10% of	ource is allowed for only one resources in a year. If if penalty to consultant @ 2,50,000 Rs. Per resource urces should not be engaged in any activity other the oyed consultants is/are working in any other project source may be imposed. wment is beyond the timelines as per above, and no he contract may be terminated by MPSAPS and nvoked. The delay in deployment of resources is on the all be imposed on the bidder for that time period. Is are allowed to use 5% of total time in training and Executive Director, MPSAPS.	llowing penaltie be replaced dur ce for replacerr iment is signed. for 3 consecuti r resource absect there is more re- for replacement han MPCARS p t, penalty to co- extension of the the Profession e request of the d skill updation s, penalty to co- verables are su- yment against t hat can be ded ue of penalties	es:- ring joining, nent . . Penalty of ve working ent, starting eplacement nt after one project. If it insultant @ me is given nal Liability e MPSAPS in subject to insultant @ ubmitted or he invoices lucted from should not	MPSAPS 1. 2. 3. 4. 5. Note: - 4. 5. 6. B. Operati If there is a	shall withou If the res MPSAPS First time Rs. 5,000 Shortfall days with from the Replacent SAPS m replacent The depl was four 2,00,000 If the dd by the Insurar It is clai then, nu Consul the pric onal Pena a delay in a es per wee The pen submitte invoice w of the pro	aut prejudice ource propos S may impose e deployment 0/- per day p of attendanc nout any prio 3rd day onw ment of resource ay impose pe nent. oyed resource d that deploy Rs. per reso elay in deplo MPSAPS, ti icce shall be in trified here th o penalty sha tant resource or approval of lities:- achieving mil ek may be im alties, if app d by the cor yould be 10% oject cost ove shall not be	urce is allowed for only two resources in a y enalty to consultant @ 2,00,000 Rs. Per re- ces should not be engaged in any activity of yed consultants is/are working in any other burce per event may be imposed. yment is beyond the timelines as per above ne contract may be terminated by MPS/	ay levy following penalties: tion will be replaced during r resource for replacement is agreement is signed. Per obsent for 3 consecutive wo er day per resource absent year. If there is more repla source for replacement aft ther than MPCARS projec project, penalty to consult e, and no extension of time APS and the Professiona is is on the request of the l eriod. aining and skill updation s alty to consultant @ 25,000 milestone achieved.	g joining, t. enalty of orking t, starting accement ter one ct. If it tant @ e is given il Liability MPSAPS subject to 0 Rs. Per
5/ ToR Composition of			•									
PMU		Sr. No	Levels	Composition of the PMU	Unit			Sr. No	Levels	Composition of the PMU	Unit	
		1	L1	Lead Project Manager	1	-		1	L1	Lead Project Manager	1	
1		2	L2	Governance / Public Service Delivery Specialist 1	1	1					'	

3	L3	Governance / Public Service Delivery Specialist 2	1
4	L2	M&E Specialist	1
5	L2	Senior Data Analyst 1	1
6	L3	Junior Data Analyst 2	1
7	L3	Junior Data Analyst 3	1
8	L2	eGovernance/ MIS Specialist	1
9	L2	Procurement Specialist	1
10	L2	Social Inclusion and Communication Specialist	1
11	L2	Financial Management Specialist	1
12	L2	Audit Specialist	1
		Grand Total	12

 The PMU shall comprise of full time members and will be available for the full five-year period of project implementation. All members shall work from the MPSAPS office in Bhopal for the period of the project.

2. No replacement is allowed during the tenure of project. In case of replacement of any resource due to unavoidable circumstances, consultant will send 2 or 3 options to MPSAPS for replacement. MPSAPS may undertake an interview of the proposed resource. The Optional CVs proposed by the consultants should be equivalent or higher in qualification and experience.

3. Necessary handholding should be done during the transition period.

4. In case, any consultant work is not satisfactory, consultants will replace the resource within a month time.

5. Qualification and experience expected from the members of the PMU are provided in Annexure-1.

		Grand Total	12
12	L2	Junior Data Analyst 4 (BI Developer)	1
11	L2	Financial Management Specialist	1
10	L2	Social Inclusion and Communication Specialist	1
9	L2	Procurement Specialist	1
8	L2	eGovernance/ MIS Specialist	1
7	L3	Junior Data Analyst 3	1
6	L3	Junior Data Analyst 2	1
5	L2	Senior Data Analyst 1	1
4	L2	M&E Specialist	1
3	L3	Governance / Public Service Delivery Specialist 2	1
2	L2	Governance / Public Service Delivery Specialist 1	1

 The PMU shall comprise of full time members and will be available for the full five-year period of project implementation. All members shall work from the MPSAPS office in Bhopal for the period of the project.

2. No replacement is allowed during the tenure of project. In case of replacement of any resource due to unavoidable circumstances, consultant will send 2 or 3 options to MPSAPS for replacement. MPSAPS may undertake an interview of the proposed resource. The Optional CVs proposed by the consultants should be equivalent or higher in qualification and experience.

3. Necessary handholding should be done during the transition period.

4. In case, any consultant work is not satisfactory, consultants will replace the resource within a month time.

5. Qualification and experience expected from the members of the PMU are provided in Annexure-1.

6. CV of all 12 resources shall be enclosed as part of bid document by the firm.

6/ToR Annexure 1/ Qualification and experience expected from Consultants /Sr. No 5	5.	Senior Data Analyst (L-2)	 Master's Degree in Statistics/ Mathematics/ Economics/ Commerce/Engineering Degree. Minimum of 5 years of relevant work experience on Business Intelligence Projects, 	 Big Data / Data Analytics Tool Certification. Exposure to BI data modelling, DQ and BI (Talend, 	i. ii.	Establish and running Data Analytics Cell. Analysis and reporting of the activities / materials. Monitoring and analytic reporting.	5.	Senior Data Analyst (L-2)	 Master's Degree in Statistics/ Mathematics/ Economics/ Commerce/Engineering Degree. Minimum of 5 years of relevant work experience on Business Intelligence Projects, 	 Big Data / Data Analytics Tool Certification. Exposure to BI data modelling, DQ and BI (Talend, tableau, Pentaho). 	viii. ix. x.	Establish and running Data Analytics Cell. Analysis and reporting of the activities / materials. Monitoring and analytic reporting.
			Data Analytics and Data Modelling projects.	tableau, Pentaho).	iv. v. vi. vii.	Performing detailed analysis of data availability and corresponding ability/ limitations to analytics Hands on experience in Mathematical /Statistical Modelling. Experience using DB and BI Tool. Good communication & presentation skills			Data Analytics and Data Modelling projects.	 Expertise on End to End Data Analysis, Data Modelling and Data Architect, BI Solution, Reporting and Presentation. 	xi. xii. xiii. xiv.	Performing detailed analysis of data availability and corresponding ability/ limitations to analytics Hands on experience in Mathematical /Statistical Modelling. Experience using DB and BI Tool. Good communication & presentation skills
7/ToR Annexure 1/ Qualification and experience expected from Consultants /Sr. No 10	10.	Social Inclusio and Communicatio Specialist (L-2)	qualification in the social sciences or	 Certification in Mass Communication, Journalism, Advertisement & Marketing. Experience should include working on Government and World Bank financed projects in India. Experience in data procurement and analysis from the 	i	. Communication campaign; targeted outreach program for vulnerable groups; development of a feedback mechanism to gather systematic feedback by	10.	Social Inclusion and Communication Specialist (L-2)	qualification in the social	 Certification in Mass Communication, Journalism, Advertisement & Marketing. Experience should include working on Government and World Bank financed projects in India. Experience in data procurement and analysis from the 	vii.	Communication campaign; targeted outreach program for vulnerable groups; development of a feedback mechanism to gather systematic feedback by SMS; establishing grievance

8/ToR Annexure			 Knowledge of World Bank related guidelines on social inclusion and gender and practicalities of implementation, with a comprehensive understanding and practical experience of how to mainstream social groups within organizational policies, program development and implementation. 	perspective of socially excluded groups.		SMS; establishing grievance redressal and appeal mechanism; annual satisfaction survey. ii. Development of IEC activities / materials to reach vulnerable groups. iii. Improving monitoring and evaluation tools and analytics reporting. iv. Good communication & presentation skills. v. Working on National/ State level government/ local bodies/ PSUs/ International organizations. vi. e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB).				comprehensive	perspective of socially excluded groups.	viii. ix. x. xi.	redressal and appeal mechanism; annual satisfaction survey. Development of IEC activities / materials to reach vulnerable groups. Improving monitoring and evaluation tools and analytics reporting. Good communication & presentation skills. Working on National/ State level government/ local bodies/ PSUs/ International organizations. e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB).
1/ Qualification and experience expected from Consultants /Sr. No 12	12.	Audit Specialist (L-2)	 Post-graduate degree in a relevant field. 5 years of professional work experience 	 IT Audit certification Audit process experience in larger eGovernance project. 	i. ii. iii.	Must have worked on audit of financial matters, SLA compliance. Monitoring, Evaluation and Certification. Well versed with the Audit tool of eGov project.	12.	Junior Data Analyst 4 (Bl Developer) (L-2)	•	Batchelor's Degree in Statistics/ Mathematics/ Economics/ Commerce/Engineering Degree. Minimum of 5 years of relevant work experience in	 At least 2 different BI Projects work experience in Data Analysis and reporting for BI insight. 	rur An ii. Cr (D Sy Ma iii. Do	tablish and nning Data lalytics Cell. eate DSS ecision Support stem) for Top anagement. o Co-relation sed Analytics

9/ Form Tech 6			Tear	n Compo	sition A	ssignme	ent and l	Sev Expe	, ii	project e (includir DFID, A Good co & prese Multilate project a experier	ommunicantation sl eral fundi	ce Bank, ation kills. ng iding				Tean	requirei for BI d Analysi Transfo Reporti open sc Pentah	ata Moc s, ormation ng (Prei ource to o, Taler	n and ferably pol like nt etc.)	nt. and	Key Exc		p ir fa v. F vi. D fr vii. H vii. G M viii. C p	where one henomenon's npact on another actor to be studied. .nalysis and eporting of the ctivities. leriodic analytical eporting. levelop reporting amework. lands on xperience in lathematical Statistical fodelling. Sood ommunication & resentation skills
	N°	Name	Expert's input (in 5)								time-inp	ut	N°	Nar	me	Expert's input (in 5)			-					Total time-input (in Months)
			Position		D-1	D-2	D-3		D- 	Home	e Field	Total				Position		D-1	D-2	D-3		D- 		Home Field Total
	KE	Y EXPEI	RTS										KE	EY EX	PER	RTS								
	K- 1	{e.g., Mr. Abb}	Lead Project Manager	[Home]	[2 m]	[1.0]	[1.0]						K-	{e.g Mr Abb		Lead Project Manager	[Home]	[2 m]	[1.0]	[1.0]				
	1			[Field]	[0.5 m]	[2.5]	[0]										[Field]	[0.5 m]	[2.5]	[0]				
	K- 2		Governance / Public Service Delivery Specialist 1										K- 2			Governance / Public Service Delivery Specialist 1								
	К- З		Governance / Public Service Delivery Specialist 2							 			К- З			Governance / Public Service Delivery Specialist 2							·	
	K- 4		M&E Specialist										K- 4			M&E Specialist								

K- 5	Senior Data Analyst 1					K- 5	Senior Data Analyst 1					
K- 6	Junior Data Analyst 2		 	 		К- 6	Junior Data Analyst 2		 		+ +- +-	
к-	Junior Data					К-	Junior Data					
7	Analyst 3 eGovernance/		 			7	Analyst 3 eGovernance/					
К- 8	MIS Specialist		 	 		K- 8	MIS Specialist			·		
К- 9	Procurement Specialist			 		K- 9	Procurement Specialist		 			
K- 10	Social Inclusion and Communication Specialist					K- 10	Social Inclusion and Communication Specialist					
K- 11	Financial Management Specialist			 		K- 11	Financial Management Specialist		 			
K- 12	Audit Specialist					K- 12	Junior Data Analyst 4 (Bl Developer)					
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	Data Shee 2 Moni work hour 3 "Hon out in	t ITC21. ths are co ing (billal s. ne" mear n the Clie Full t	rts, the input should be indicated i buted from the start of the assign pole) days. One working (billable) d s work in the office in the expert's nt's country or any other country of ime input t time input	ment/mobilization ay shall be not l country of resid	on. One (1) month less than eight (8) dence. "Field" work	equals twenty to working (billable means work car	wo (22)	2	a Shee Mont work hours "Horr out ir	t ITC21.1 ths are co ing (billat s. ne" mean n the Clie Full ti	rts, the input should be indicated in Lounted from the start of the assignn ole) days. One working (billable) da is work in the office in the expert's of int's country or any other country of ime input t time input	nent/mobilizati ay shall be not country of resid	on. One (1) month less than eight (8) dence. "Field" work	equals twenty two working (billable) means work carried
10/ Form Fin. 3/ Breakup of Cost		Fo	orm FIN-3 Breakup of Cost	S							Form FIN-3 Breaku	p of Costs		
	Sr. #	Level	Position	No. of Resource	Person Month Cost in INR (Excluding OPE & Taxes)	Total cost for 60 months Cost in INR (Indian Rupees)			Sr. #	Level	Position	No. of Resource	Person Month Cost in INR (Excluding OPE & Taxes)	Total cost for 60 months Cost in INR (Indian Rupees)
	1	L1	Lead Project Manager	1			1		1	L1	Lead Project Manager	1		Rupees)
	2	L2	Governance / Public Service Delivery Specialist 1	1			-		2	L2	Governance / Public Service Delivery Specialist 1	1		
	3	L3 L2	Governance / Public Service Delivery Specialist 2 M&E Specialist	1			-		3	L3	Governance / Public Service Delivery Specialist 2	1		
	4	L2 L2	Senior Data Analyst 1	1		ł			4	L2	M&E Specialist	1		
	6	L2 L3	Junior Data Analyst 2	1			1		5	L2	Senior Data Analyst 1	1		
	7	L3	Junior Data Analyst 3	1	1	1	1		6	L3 L3	Junior Data Analyst 2 Junior Data Analyst 3	1		
	8	L2	eGovernance/ MIS Specialist	1		İ	1		8	L3 L2	eGovernance/ MIS Specialist	1	+	<u> </u>]
	9	L2	Procurement Specialist	1			1		9	L2 L2	Procurement Specialist	1		
	10	L2	Social Inclusion and Communication Specialist	1					10	L2	Social Inclusion and Communication Specialist	1		
	11	L2	Financial Management Specialist	1					11	L2	Financial Management Specialist	1		
	12	L2 Total	Audit Specialist Cost of the Financial Proposal {Sh	1 ould match the	amount in FIN-1		-		12	L2	Junior Data Analyst 4 (Bl Developer)	1		
					All Other Cost		1			Total (Cost of the Financial Proposal {Sho	uld match the	amount in FIN-1	
			Service Tax (@ 14%+0.5 Swac	nta Cess+ 0.5 K	(rishi Vikas Cess)		1			Total			All Other Cost	
			×		and Total of Cost]				Service Tax (@ 14%+0.5 Swacht	ta Cess+ 0.5 k		
							-						and Total of Cost	
	Date: Signature,	Name &	Title of signatory											

		Date: Signature, Name & Title of signatory
11/ V. Key Tasks and Responsibilities/ Sr. Number 5	 5. Senior Data Analyst 5. Senior Data Analyst The Senior Data Analyst will hold a Master's degree in a related discipline (Statistics/ Mathematics/ Economics/ Commerce/Engineering Degree) and a minimum of 5 years' experience working on work experience on Business Intelligence Projects, Data Analytics and Data Modelling projects. Preference will be given to those who are familiar with the Data Analytics projects approved by the World Bank. The incumbent should have experience of BI methods and approaches, planning, design and implementation of BI systems, data collection, analysis and reporting. Key Tasks and inputs expected from this specialist are (including, but not limited to): Supporting SAPS in their establishment of Data Analytics Cell. Preparation Analytics planning Static Analytics, Process Re-engineering Analytics, Predictive/Trend Analytics. 	 5. Senior Data Analyst 5. Senior Data Analyst The Senior Data Analyst will hold a Master's degree in a related discipline (Statistics/ Mathematics/ Economics/ Commerce/Engineering Degree) and a minimum of 5 years' experience working on work experience on Business Intelligence Projects, Data Analytics and Data Modelling projects. Preference will be given to those who are familiar with the Data Analytics projects approved by the World Bank. The incumbent should have experience of BI methods and approaches, planning, design and implementation of BI systems, data collection, analysis and reporting. Key Tasks and inputs expected from this specialist are (including, but not limited to): Supporting SAPS in their establishment of Data Analytics Cell. Preparation Analytics planning Static Analytics, Process Re-engineering Analytics, Predictive/Trend Analytics.
	 Strategy Document for BI / DA for the eDistrict / CM Helpline project. Proposal for BI / DA tool based on open source. Creation of Platform for BI/DA Social Media Analytics Establishment of Data Analytics Cell in MPSAPS. Selection and procurement of third party Analytics tool (if required). Consultation meeting for third party Analytics tool. Implement third party Analytics tool in Public Service. Periodic reports to MPSAPS on project analytics. Assist the organizing for various workshops/seminars/ Training Sessions involving key stakeholders at all levels (including State, District and field Level). Support in other activities. Reporting on usage of public services by Citizen, women, SC/ST citizen. Note: - Junior Data Analyst 1 and Junior Data Analyst 2 will support Senior Data Analyst in fulfilment of above key tasks. 	 Strategy Document for BI / DA for the MPCARS / CM Helpline project. Proposal for BI / DA tool based on open source. Creation of Platform for BI/DA Social Media Analytics Establishment and running of Data Analytics Cell in MPSAPS. Selection and procurement of third party Analytics tool (if required). Consultation meeting for third party Analytics tool. Implement third party Analytics tool in Public Service. Periodic reports on project analytics of MPCARS / CM Helpline and other project. Assist the organizing for various workshops/seminars/ Training Sessions involving key stakeholders at all levels (including State, District and field Level). Support in other activities. Reporting on usage of public services by Citizen, women, SC/ST citizen. Note: - BI Developer, Junior Data Analyst 1 and Junior Data Analyst 2 will support Senior Data Analyst in fulfilment of above activities based on their skill set.
12/ V. Key Tasks and Responsibilities/ Sr. Number 10	 10. Audit Specialist The Audit consultant Specialist will be a highly qualified Audit advisor, with a post-graduate degree in a relevant field, and 5 years of professional work experience. S/he will have direct experience of project audit, risk analysis (identification and quantification of risk), and ensuring that payments are made as per the guidelines of World Bank. Key Tasks and inputs expected from this specialist are (including, but not limited to): Preparation of Audit Planning document. Support in preparation of other planning documents. Selection and procurement of third party vendor, work. Associate with third party vendor to complete the External Verification. Evaluation of DLI achievements. Periodic reports to MPSAPS on targets achievements. 	This RFP Clause Stands deleted.

13/ VI. Deliverables		eliverables erables with time	lines are below.			Deliverables verables with tir	nelines are below.	
	S#	Major Component	Activities	Timelines (in	Sł	Major Component	Activities	Timelines (in Months)
	1	Issue of Work Order	Issue of Work Order to the successful consultant	Months) T	1	Issue of Worl Order	s Issue of Work Order to the successful consultant	Т
	2	Kick Off	 Project Kick off meeting. Selected Consultant will present the Approach, Methodology and Work Plan. The same will be discussed for mutual consent. 	T+1	2	Kick Off	 Project Kick off meeting. Selected Consultant will present and discuss the Approach, Methodology and Work Plan. Approach, Methodology and Work Plan, approval of deliverables and Final Deliverables would be finalized. 	T+1
	3	Planning phase : Preparation	Submission and approval of following documents to achieve the DLIs prescribed by the World Bank		3	Planning phase Preparation	Submission and approval of following documents to achieve the DLIs prescribed by the World Bank. • Project Strategy Document (DLI based achievement	T+3
		of Documents & Approval	Project Strategy Document (DLI based achievement framework, progress icons, approach & Methodology)	T+3		of Documents & Approval	• Detaileu Project Koaumap Document.	
		Approval	Detailed Project Roadmap Document.	T+3			 Detailed System Study Report (As Is Report of complete system. (Application, Processes etc.) 	
			• Detailed System Study Report (As Is Report of complete system. (Application, Processes etc.)	T+3			Technology Roadmap Document IEC Outreach Planning Document Procurement Document.	
			Technology Roadmap Document	T+3			Project Management Document.	
			IEC Outreach Planning Document	T+3			Monitoring & Evaluation Strategy Document GPR Strategy Document	
			Procurement Document.	T+3			Change Management and Capacity Building Plans.	
			Project Management Document.	T+3			 Financial Management and Audit Plan. Assessment and Documentation of Bl and DA need. 	
			Monitoring & Evaluation Strategy Document	T+3			Resource wise activities Planning Document.	
			GPR Strategy Document	T+3			Training & Capacity Building Plan (Content Preparation, Master Trainer, Training Plan)	
			Change Management and Capacity Building Plans.	T+3			Knowledge Transfer Plans	
			Resource wise activities Planning Document	T+3	4	Software Developmen	Provide ICT Advisory on Architecture Development, Software Development/ Infra Procurement and System Integration.	T+3
			Training & Capacity Building Plan (Content Preparation, Master Trainer, Training Plan)	T+3			Assist App. Development team in : • Preparing Test Case/ Test Plan, Review Test Result for	T+60
			Knowledge Transfer Plans	T+3			enhancement.Support in Dry Run, UAT and suggest modifications, if required.	
	4	Software Development	Approved System Study	T+3			 Support in Pilot and Roll-out of new services. Third Party Audit support. 	
		sevelopment	Approved Bid Document / Bid evaluation to hire Application Development Agency.	T+4	5	Procurement		T+6
			On boarding of agency.	T+7			Approval of Bid Documents from SAPS.	

		Preparation of GO, BPR, FRS, SRS documents.	T+9			Bid Process Management of Bids (Software Development/	T+9
		Liasioning with App. Development team.	T+60			 Infra Procurement, IEC ,M&E) On boarding of Agency (Software Development/ Infra 	
		Testing	T+12			Procurement, IEC, M&E). Contract Management & Co-ordination with agency to complete	T : 60
		Dry Run	T+12			the pre-defined activities of major component.	T+60
		Contract Management.	T+60	6	Data Analytics	Creation of Data Analytics Cell: • Preparation of appropriate strategy and approval from SAPS.	T+6
		Support in Pilot and Roll-out of new services.	T+60		·	Sizing of Infra and selection of Tools. Social Media Analytics.	T+9
		Third Party Audit support.	T+60			 Acquisition of necessary Infra, OS, Application Software and all other necessary items, which may require bid process 	117
		Provide ICT Advisory on Architecture Development, Software Development and System Integration.	T+60			management. • Development of BI/DA solution.	
5	Data Analytics	Strategy Document for BI / DA for the eDistrict / CM Helpline project.	T+3			 Incorporate reports/ modules required during project period. First Report on Analytics on eDistrict Project, MPCARS, CM 	T+60
	,	Approval of BI / DA tool.	T+6			Helpline and other.Operation and Maintenance of the solution.	
		Creation of Platform for BI/DA	T+7			Monthly Report on Analytics on MPCARS Project, CM Helpline Project and other.	
		Periodic reports (Weekly/Monthly/Quarterly) on BI/DA	T+60			Co-relation/ deviation/ Outlier Analysis between two or more factor.	
		Social Media Analytics	T+60	6	Financial Management	Preparation, submission and approval of Financial Management Planning Document	T+3
6	Financial Management	 Preparation, submission and approval of Financial Management Planning Document 	T+3			 Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. Financial Risk analysis (identification and quantification of risk) 	T+60
		Maintain and report fund flow status to MPSAPS	T+60			Support in DLI verification.	
7	Audit	Preparation, submission and approval of Tender Document	T+4	8	IEC	Development of IEC activities / materials to reach vulnerable groups.	T+6
		Evaluation of Bids	T+6			Support in Development of Beneficiary feedback system. Establish and run social inclusion cell.	T+60
		On boarding of Agency.	T+7			 Co-ordination of IEC activities / materials to reach vulnerable groups. 	1100
		Contract Management.	T+60			Running social inclusion cell.	
		Liasioning with agency to complete the pre-defined activities.	T+60	9	M&E	Setting up and running M&E Tool.	T+9
		• First Level vetting of documents and reports for submission to MPSAPS.	T+60			Creation of Quality Parameters & KPI M&E framework.	T+60
8	IEC	Preparation, submission and approval of Tender Document	T+4			Approval from SAPS Testing of Quality Parameters & KPI	
		Evaluation of Bids	T+6	10	CDD	Generation of periodic reports	T (0.0/- 1)
		On boarding of Agency.	T+7	10	GPR	Consultation meeting for GPR activity with line departments, DC offices and other stakeholder.	T+60 (Yearly
		Contract Management.	T+60			Assist the organizing for various workshops/seminars/ Training Sessions involving key stakeholders at all levels	

		• Liasioning with agency to complete the pre-defined activities.	T+60
		First Level vetting of documents and reports for submission to MPSAPS.	T+60
		• Development of Beneficiary feedback system and conduct yearly survey through a third party agency.	T+60
9	M&E	Preparation, submission and approval of Tender Document	T+4
		Evaluation of Bids	T+6
		On boarding of Agency.	T+7
		Contract Management.	T+60
		Liasioning with agency to complete the pre-defined activates.	T+60
		• First Level vetting of documents and reports for submission to MPSAPS.	T+60
10	GPR	Identification and approval of new services.	T+60
		GPR in line department and DC offices conducted with improved automated back end.	T+60
		Preparation of GPR strategy document.	T+60
		Support in identification and approval of 15 services yearly for GPR.	T+60
		• Support in mobile governance through identification of 10 services yearly for GPR.	T+60
		Preparation, submission and approval of FRS, SRS, As Is, To Be reports.	T+60
		Consultation meeting for GPR activity with line departments, DC offices and other stakeholder.	T+60
		• Assist the organizing for various workshops/seminars/ Training Sessions involving key stakeholders at all levels (including State, District and field Level).	T+60
		Support in Beneficiary Feedback activity.	T+60
		Across the counter services 10 services yearly availability.	T+60
		• Support in ICT infra assessment, selection of equipment, system integration.	T+60
		GPR for LSK services through Mobile platform.	T+60
		Integration with UID and data sharing.	T+12

		 Support in identification of services yearly for GPR. New Services 15 Mobile Governance 10 Across the Counter Services 10 	
		 Preparation of GO, BPR, FRS, SRS documents. New Services 15 Mobile Governance 10 Across the Counter Services 10 GPR in line department and DC offices conducted with improved automated back end. 	T+60
		 Integration with Aadhaar (Consultation meeting, strategy preparation, Application update, testing, live). Interoperable framework development for eDistrict Application. Data sharing Capability of eDistrict Application with other eGov Application. Integration with eSign (Consultation meeting, strategy preparation, Application update, testing, live). 	T+12
11	Program Management (Others)	 Assist App. Development team in : Provide ICT Advisory on Architecture Development, Software Development/ Infra Procurement and System Integration. Preparing Test Case/ Test Plan, Review Test Result for enhancement. Support in Dry Run, UAT and suggest modifications, if required. 	T+60
		 Support in setting up PSGA Point of presence fully operational to receive and process online PSGA Application. 50 centres yearly. Quality Assessment as per detailed scope of work. (Identify and establish service quality and KPI for LSKs, Implementing system for regularly monitoring of KPI of LSK.) Project Management Support for the entire period of project as per detailed scope of work. (Overall Responsibility of progress, reporting.). 	T+60
		 Project Closure. Project Handholding support. Knowledge transfer. 	T+60
		• Procurement Support for the entire period of project as per detailed scope of work.	T+60

• Consultants are requested to check the payment milestones for more clarification.

			Across the counter services of MP Government. (LSK Services, MP Online Services, CSC Services & Other) 10 services per year.	T+60					
			Interoperable framework development.	T+60					
	11	Program Management (Others)	• Set up PSGA Point of presence fully operational to receive and process online PSGA Application. 50 centres yearly.	T+60					
			• Quality Assessment as per detailed scope of work. (Identify and establish service quality and KPI for LSKs, Implementing system for regularly monitoring of KPI of LSK.)	T+60					
			• Project Management Support for the entire period of project as per detailed scope of work. (Overall Responsibility of progress, reporting.)	T+60					
	12	Contract Management	Preparation, Submission and approval of Bid Documents for all the activities above.	T+60					
			Bid Process Management	T+60					
			Vendor on boarding	T+60					
			Contract Management	T+60					
			• Procurement Support for the entire period of project as per detailed scope of work.	T+60					
	13	Project Closure	Project Closure	T+60					
		closure	Project Handholding support	T+60					
			Knowledge transfer.	T+60					
			Project Closure.	T+60					
14/ VII. Selection of PMU and Content of Proposal/ 10.	The selection will follow Quality and Cost Based Selection (QCBS) as per the World Bank Consultant Selection Guidelines, version January 2011, updated July 2014 (Consultant Guidelines). As part of the proposal Consultants will be required to submit complete Technical Proposals that meet the evaluation criteria to be detailed in the RFP and Price proposals for Consultant's Core Team for providing the management services and priced offer for the services, which is estimated to require deployment of 12 persons.					The selection will follow Quality and Cost Based Selection (QCBS) as per the World Bank Consultant Selection Guidelines, version January 2011, updated July 2014 (Consultant Guidelines). As part of the proposal Consultants will be required to submit complete Technical Proposals that meet the evaluation criteria to be detailed in the RFP and Price proposals as per form Fin 1, Fin 2, Fin 3.			
15/ Selection of PMU and Content of Proposal/ 11.	Subsequent additions to the consultants deployed based on additional services, will be made at a rate determined on pro-rata basis. This covers all broad areas and levels of expertise required for MPSAPS. The fee rates proposed in the offer, plus cost escalation @ 5% annually, will be used as the base rates for future additions to the consultants under similar categories and levels as per requirement for implementation.					In case MPSAPS requires additional resources, MPSAPS will request the selected consultant firm to provide additional resources. The fee rates proposed in the price bid Fin 3, plus cost escalation @ 5% every year, will be used as the base rates for future additions of resources under similar categories and levels as per requirement for implementation.			
16/Selection of PMU and Content of Proposal/ 12.	Overall costs which include the costs of the Consultant's Core Team for providing the management services and the offered total fee for 60 months for the MPSAPS consultants will be considered for selection purposes. Payments to consultants will be done on quarterly basis.				This clause stands deleted.				

17/ Data Sheet/ 14.1.1	Shortlisted Consultants may associate with						Any Kind of consortium, Joint Venture, Sub-consultancy and association is not allowed in this RFP.					
	(a) non-shortlisted consultant(s): NO Or (b) other shortlisted Consultants: NO											
18/ Section 3 Technical Proposal Standard Forms	{Notes to Consultant shown in brackets { } throughout Section 3 provide guidance to the Consultant to prepare the Technical Proposal; they should not appear on the Proposals to be submitted.}					{Notes to Consultant shown in brackets { } throughout Section 3 provide guidance to the Consultant to prepare the Technical Proposal; they should not appear on the Proposals to be submitted.} Checklist of Required Forms						
	S#	FORM	DESCRIPTION	Page Limit		S#	FORM	DESCRIPTION	Page Limit			
	1	TECH-1	Technical Proposal Submission Form.	5		1	TECH-1	Technical Proposal Submission Form.	5			
	2	2 Power of As per the format 3 Attorney	2	Power of Attorney	As per the format	3						
	3	TECH-4	Description of the Approach, Methodology, and Work Plan for Performing the Assignment	30		3	TECH-4	Description of the Approach, Methodology, and Work Plan for Performing the Assignment	40			
	4	TECH-5	Work Schedule and Planning for Deliverables	12		4	TECH-5	Work Schedule and Planning for Deliverables	20			
	5	TECH-6	Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)	60		5	TECH-6	Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)	80			
	 All pages of the original Technical and Financial Proposal shall be initialed by the same authorized representative of the Consultant who signs the Proposal. Checklist of forms should be provided at the beginning of proposal. All pages of the proposal should be numbered and ToC should be provided. 						 All pages of the original Technical and Financial Proposal shall be initialed by the same authorized representative of the Consultant who signs the Proposal. Checklist of forms should be provided at the beginning of proposal. All pages of the proposal should be numbered and ToC should be provided. 					
19/ Agreement/ SCC/ 45.1	 Disputes shall be settled by arbitration in accordance with the following provisions: Selection of Arbitrators. Any dispute arising out of the Contract, which cannot be amicably settled between the parties, shall be referred to adjudication/arbitration in accordance with Arbitration & Conciliation Act 1996, to the sole Arbitrator the Secretary Public Service Management Department Govt. of MP or an officer nominated by her/him shall be the arbitrator. 					 Disputes shall be settled by arbitration in accordance with the following provisions: Selection of Arbitrators. Any dispute arising out of the Contract, which cannot be amicably settled between the parties, shall be referred to adjudication/arbitration in accordance with Madhya Pradesh Madhyastham Adhikaran Adhiniyam, 1983 (No. 29 of 1983). 						
20/ Clarification/GT/Sr. 20						 For Data Analytics/ BI tools SAPS would prefer open source applications/ tools but this is not a necessary condition. All Infrastructure procurement shall be done by SAPS. SAPS shall bear the cost for procurement of any kind of items for BI/DA platform/tool. 						