Request for Expression of Interest

To Provide External Verification of DLIs to MPSAPS

State Agency for Public Services

DEPARTMENT OF PUBLIC SERVICE MANAGEMENT | GOVERNMENT OF MADHYA PRADESH, INDIA

Government of Madhya Pradesh
Department of Public Service Management
State Agency for Public Services (SAPS).
Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis
Bhadbhada Road, T.T. Nagar, Bhopal, Madhya Pradesh, India. Pincode: 462003
E-mail ID: loksevamp@gmail.com

Tel No. 0755-2770926   Website: www.mpedistrict.gov.in
S.No. 238/MPCARS/PRC-CS-02/2016   Bhopal, dated 03.06.2016

1. The Government of Madhya Pradesh (GoMP) has received financing from the World Bank toward the cost of the Madhya Pradesh Citizen Access to Responsive Services (MPCARS) and intends to apply part of the proceeds for external verification of DLIs services.

2. The implementation of MPCARS will be done by Madhya Pradesh State Agency for Public Services (MPSAPS), under Public Service Management Department (PSMD). The MPSAPS will serve as the Project Implementation Unit.

3. The detailed scope of services are given in the draft Terms of Reference which is available with this document as Annexure 6 and uploaded on MP e-Procurement website https://www.mpeproc.gov.in/ and at SAPS website http://mpedistrict.gov.in.

4. The contract would be signed for three years with a clause of extension subject to satisfactory performance. Upon satisfactory performance, extension would be provided for another 2 years.

5. Depending on the mutual consent of both the parties and available budget the contract can be extended further for a period of one year after completion of successful five years.

6. The Madhya Pradesh State Agency for Public Services (MPSAPS), now invites eligible Consultant firms to indicate their interest in providing the Services. Interested Consultant firms should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

7. The Qualification Criteria for selection are:

S#	Criteria	Basis of Valuation	Maxim Marks	Supporting documents
A	General			
A1	Bidding entity should be a firm or Company registered in India	Copy of Firm/ Company Registration.		
B	Financial & Professional Strength		20	
B1.	The Consultant firm should have at least Rs. One Crore as average annual turnover in the last 3 fiscal years (FY 14-15, FY 13-14 and FY 12-13) from IT Services.	Average Annual Turnover = > 5 Cr : 10 Marks Turnover => 3 Cr. and < 5 Cr: 8 Marks Turnover => 1 Cr and < 3 Cr : 6 Marks	10	Audited CA Certificate
B2	The Consultant firm should have earned at least Rs. Fifty Lakh minimum turnover from Monitoring & Evaluation/ System Audit/ DLIs verification of multilateral funding agencies (including ADB, World Bank, DFID) projects in the last 3 fiscal years (FY 14-15, FY 13-14 and FY 12-13).	Turnover from M&E/System Audit/ DLIs verification: Turnover = > 1 Cr : 10 Marks Turnover => 75 Lakh and < 1 Cr: 8 Marks Turnover = > 50 Lakh and < 75 Lakh : 6 Marks	10	Audited CA Certificate
C	Relevant Experience		40	
C1.	The Consultant firm should have at least 5 years' (last 5 financial years) experience in Monitoring & Evaluation/ system audit/ DLIs verification of multilateral funding agencies (including	When experience in number of years is : • = > 10 years : 10 marks • = > 7 to < 10 years : 8 marks • = > 5 years and < 7 years : 6 marks	10	Project Citation and Completion Certificates from the client; OR Work Order + Self Certificate

	ADB, World Bank, DFID) projects at the National/ State level government /local bodies/PSUs/ International organizations.			of Completion (Certified by the Statutory Auditor); OR Work Order + Substantially Completed Certificate (for ongoing projects) from the client.
C2.	The Consultant firm should have completed to at least three similar projects in the past three financial years for National/ State level government/ local bodies/ PSUs/ International organizations in Monitoring & Evaluation/ system audit/ DLIs verification of multilateral funding agencies (including ADB, World Bank, DFID) projects.	When number of projects are: • = > 5 projects : 10 marks • = > 3 to < 5 projects : 8 marks • = 3 projects : 6 marks	10	Project Citation + Work Order + Client Certification or Self Certificate of Completion (Certified by the Statutory Auditor);
C3	Key Experts' evaluation for the Assignment: Team Leader, Lead expert (L-1)	• Certification : PMP/PRINCE 2/ ITIL/CISA/CISSP/ e-Gov Certification : 2 Marks • Experience : = > 5 Years and < 7 Years : 1 Marks > 7 Years and < 10 Years : 2 Marks > 10 Years : 3 Marks	10	CV as per Annexure 5

		• Relevant Assignment: Monitoring & Evaluation/ system audit/ DLIs verification of multilateral funding agencies projects (including World Bank, DFID, ADB) = 2 project : 2 Marks = > 3 projects and < 5 projects : 3 Marks = > 5 projects : 5 Marks		
C4	Key Experts' evaluation for the Assignment: Functional Expert- ICT (L-2)	• DLIs verification of multilateral funding agencies projects (including World Bank, DFID, ADB): => 1 Project : 2 Marks • Experience in ICT/eGov/ e-service delivery : = > 3 Years and < 5 Years : 2 Marks > 5 Years : 3 Marks • Relevant Assignment: Monitoring & Evaluation/ system audit/ DLIs verification of multilateral funding agencies projects (including World Bank, DFID, ADB) = 2 project : 2 Marks = > 3 projects and < 5 projects : 3 Marks = > 5 projects : 5 Marks	10	CV as per Annexure 5

	Maximum Marks		60	

Note:-

1. Consultant firm are requested to submit checklist of compliance (Yes/No) with reference page no. where supporting documents are provided.

2. Consultant firm shall submit the firm/ company information as per the format provided in Annexure 2.

8. Proposal documents must be submitted in the following format.

S#	Document	Reference
1	Covering Letter	As per Annexure 1
2	Eligibility Criteria Compliance Checklist	As per Eligibility Criteria table at serial number 7/ page 2 of this document.
3	Company Profile	As per Annexure 2 + Copy of firm/ Company Registration + Brief profile of firm.
4	Financial Details	As per Annexure 3 + Supporting Document.
5	Project Implementation Strength	As per Annexure 4 + Supporting Document.
6	1. CV of Team Leader/ Lead Expert. 2. CV of Functional Expert ICT	As per Annexure 5.

- All pages should be indexed and numbered properly.
- Add the supporting documents wherever required.

9. The attention of interested Consultant firm is drawn to paragraph 1.9 of the World Bank's Guidelines: Selection and Employment of Consultants [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers January 2011, updated July 2014 (Consultants Guidelines), setting forth the World Bank's policy on conflict of interest. In addition, please refer to the following specific information on conflict of interest related to this assignment: There should not be conflict among consulting assignments as per paragraph 1.9 of Consultants Guidelines.

10. A Consultant firm will be selected in accordance with CQS method (Selection Based on Consultants Qualifications), as per the procedures set out in the World Bank's Guidelines: Selection and Employment of Consultants [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers January 2011, updated July 2014 (Consultants Guidelines).

11. Interested consultant firm may obtain further information at the address mentioned at serial number 17 from 10:30 hrs. to 17:30 hrs. on all working days.

12. The consultant firm shall submit their Proposals electronically on the portal: www.mpeproc.gov.in latest by 15.00 hrs. on 27th June 2016.

13. REoI documents can be downloaded from website www.mpeproc.gov.in. However, the REoI document of those Consultant firm shall be acceptable who have made online payment for the REoI documents fee of Rs 1,000/- (Rs One Thousand only) + processing fee as applicable (non-refundable) to be paid online through the eprocurement portal (website www.mpeproc.gov.in), without which bids will not be accepted.

14. Clarifications may be requested not later than 10 days prior to the submission deadline.

- All requests for clarifications shall be made via email in MS Excel format to loksevamp@gmail.com cc to ambrishs2004@yahoo.co.in and nitin1.tiwari@mapit.gov.in.

- Format of clarification

S#	REoI reference	Page No.	REoI Clause	Clarification Sought / Query

- Clarifications sent through any other medium shall not be accepted.

- Reply of queries received will be uploaded on MP e-Procurement website https://www.mpeproc.gov.in/ and at SAPS website http://mpedistrict.gov.in

15. The EoI proposals will be opened same day i.e. 27th June 2016 at 15.30 hrs.

16. EoI proposal would be declared non-responsive if;

  - It is not as per the format mentioned at serial number 8.
  - Information submitted by firm are incomplete.
  - Supporting documents are not enclosed.
  - Firms did not submit the online payment for the REoI documents fee of Rs 1,000/- (Rs One Thousand only) + processing fee as applicable.

17. Contact details for any queries are below.

Contact:

> State Agency for Public Services (SAPS)
> Public Service Management Department
> Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis
> Bhadbhada Road, T.T. Nagar, Bhopal, Madhya
> Pradesh, India.
> Pincode: 462003
> Telephone no.: -0755-2770926
> E-mail ID: loksevamp@gmail.com
> Website: www.mpedistrict.gov.in

Notice Number: S.No. 238/MPCARS/2016 Dated: 03.06.2016
Posted Online: 03-06-2016

(Executive Director)
M.P. SAPS
Bhopal, MP

Annexure – 1: Covering Letter

(To be submitted on the letterhead of the Consultant)

{Name of City, Date}

To:

The Executive Director,

Madhya Pradesh State Agency for Public Services (MPSAPS),

Public Service Management Department,

Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis Campus

Bhadbhada Road, T.T. Nagar, Bhopal, Madhya Pradesh, India. Pincode: 462003.

Dear Sir:

We, the undersigned, offer to provide External Verification of DLIs to MPSAPS services for **MPCARS (Madhya Pradesh Citizen Access to responsive Services) Project to MPSAPS** in accordance with your REoI dated *[03.06.2016]* and our Proposal. "We are hereby submitting our Proposal as per the requirements mentioned in the REoI.

We hereby declare that:

(a)   All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client and/or may be sanctioned by the Bank.

(b)   Our Proposal shall be valid and remain binding upon us for the period of time specified in the REoI.

(c)   We have no conflict of interest in accordance with clause 1.9 of World Bank guidelines **"Selection of Employment of Consultants"** published on January 2011.

(d)   We meet the eligibility requirements as stated in this REoI, and we confirm our understanding of our obligation to abide by the Bank's policy in regard to corrupt and fraudulent practices.

(e)   Our Proposal is binding upon us and subject to any modifications/ amendments MPSAPS made before the date of submission.

(f)   Our Firm /Company do not face any sanction or any pending disciplinary action from any authority against our our Firm /Company.

(g)   We understand that the Client is not bound to accept any Proposal that the Client receives.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

Name of Consultant (Firm/ Company's name):

In the capacity of: _____

Address: _____

Contact information (phone and e-mail): _____

Annexure - 2: Company Profile

#	Information	Details
1	Name of responding Consultant (Firm/Company):	
2	Complete Address of responding Consultant (Firm/Company):	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this REoI:	
4	Telephone number of contact person:	
5	Mobile number of contact person:	
6	Fax number of contact person:	
7	E-mail address of contact person:	
8	Status of Firm/ Company (Public Ltd., Pvt. Ltd., LLP etc.)	
9	Company/Firm Registration Certificate (Enclosed Certificate)	
10	Office details in Bhopal. (If Available)	

Note: Consultant firm can include brief profile of the firm/company here. (Not more than 5 pages).

Annexure -3: Financial Details

(To be submitted duly singed by Statutory Auditor of the Consultant firm on their letter head)

Annual Turnover Details

S. No	Years	Turnover Details (IT Services) in Rs.
A	2014– 15	
B	2013 – 14	
C	2012 – 13	
Average Annual Turnover (A+B+C)/3		

Note:

1. IT related activities/ services should mean Projects involving development of Software/ Applications, End to End Integrated IT Software Implementation, system integration, supply of hardware, Provisioning Hosting & Maintenance services, providing networking support, providing operational and maintenance services for Integrated IT Software and It infrastructure.

2. Format of turnover from M&E/system audit/ DLIs verification projects.

   This is to certify that <name of Consultant firm> have earned Rs. <Amount in number and words> turnover from Monitoring and Evaluation/ system audit/ DLIs verification projects in the last 3 fiscal years (FY 14-15, FY 13-14 and FY 12-13).

Annexure - 4: Project Implementation Strength

Assignment name:	Approx. Value of Services
Name of State:	Duration of assignment (months):
Name of Client:	Address of Client Location where services delivered:
Contact Person, Title/Designation, Tel. No.:	No. of professional staff-months provided by your firm/organization for the proposed IT Software:
Start date (month/year):	Completion date (month/year):
Description of Project:	
Description of Actual Services provided including System Audit and DLIs verification:	

Note: Each work experience shall be enclosed with work order/completion certificate /Substantial completion certificate. Each citation along with work orders would be evaluated for necessary compliance to meet the eligibility criteria.

Annexure - 5: Format of CV Team leader/ lead Expert

1. Name of Staff   :
2. Proposed Position   :
3. Employer: :
4. Date of Birth: : DD/MM/YYYY   Nationality:
5. Education

S#	Degree/certificate or other specialized education obtained	School, college and/or University Attended	Degree/certificate Issuing University/ Board/ Agency	Year Obtained
1				
2				
3				
4				

6. Professional Certification or Membership in Professional Associations:

7. Other Relevant Training/ Certification:

8. Countries of Work Experience:

9. Languages Known:

Language	Read	Write	Speak

10. Employment Record:

From [Year/Month]:   To

Employer   :

Positions held:

11. Detailed Tasks Assigned [List all tasks to be performed under this assignment]:

12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

     Assignment 1

Name of assignment or project:	
Year	
Location	
Client	
Main project features	
Positions held	
Activities performed (List all deliverables/tasks as in TECH- 5 in which the Expert was involved)	

12. Do you currently or have you ever worked for the World Bank Group including any of the following types of appointments: Regular, term, ETC, ETT, STC, STT, JPA, or JPO? If yes, please provide details, including start/end dates of appointment.

Expert's contact information: (e-mail ………………….., phone……………)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Bank.

{Day/month/year}

_____

Name of Expert   Signature
 Date

{Day/month/year}

_____

Name of authorized   Signature
 Date

Representative of the Consultant firm (the same who signs the Proposal)

Annexure - 6: Terms of Reference (Draft)

1. Background

1) The Government of Madhya Pradesh (GoMP) is committed to ensure and improve the rights-based entitlements of the citizens of state. In order to guarantee, enrich and develop effective service delivery systems the state in year 2010 enacted the "The Public Service Delivery Guarantee Act' (PSGA). The PGSA mandates the selected departments to re-engineer their business processes so that the public services notified under the Act can be delivered within a stipulated time period. It sets time-lines for service delivery, creates an appellate structure in the event that government officials fail to meet these deadlines, and allows for the imposition of penalties for delays. The Act currently covers 161 notified public services with a guarantee of timelines and accountability in case of discrepancy, delay or denial of service.

2) The Public Service Management Department (PSMD), GoMP has been created to provide a dedicated institutional structure for the implementation of the provisions of the Act. The department to ensure ease and reach its services, has established 413 Lok Sewa Kendras (LSKs) at the block level, throughout the state, through public-private partnerships (PPP). The LSKs are the facilitation centres where the public can lodge their applications for services and receive a receipt. The application is lodged digitally, with all the supporting documentation scanned and attached. The government is then required to deliver the notified services within a specified timeframe. Currently LSK's deliver 107 online state and local government services covered under the PSGA out of a total of 161 notified services. These LSKs have eased access for the public by setting up a one-stop shop, allowing citizens to access services provided by multiple departments in one location. LSKs also increase government accountability by providing citizens with a receipt.

2. Introduction-'MPCARS Project'

1) The Government of Madhya Pradesh to further strengthens and to meet the current challenges being faced by the LSKs is initiating MPCARS Project (Madhya Pradesh Citizen Access to Responsive Services) supported by the World Bank (herein after also referred to as project). This project is expected to bring about transformational

change to improve public service delivery in state of Madhya Pradesh. The project mission is to 'facilitate wide spread access to public services, "anywhere, anytime and to everybody" through transparent and accountable governance'. Thus the over-all aim of the project is 'to provide improved access to public services to all citizens of Madhya Pradesh, but with a special focus on citizens living in low income districts, and citizens from vulnerable and marginalized groups'.

2) Government is also integrating services provided by the other departments to cater the citizen's requirement at a single place. The cross service availability will enable government to serve anywhere, anytime basis. Non PSGA services are also integrating with MPeDistrict Portal to deliver citizen services through lok seva service delivery mechanism.

3) The implementation of the project will be done by Madhya Pradesh State Agency for Public Services (MPSAPS), under PSMD. The MPSAPS will serve as the front end agency for PSMD to implement the project in the state. It will cover the entire state population (727 million) with a preference for poorer and marginalized sections of society (34.08% of population).

4) Project Duration: This selection process will result in a contract for three years. The contract would be signed for three years with a clause of midterm review at the end of three years. Upon satisfactory performance, extension would be provided for another two years.

5) Depending on the mutual consent of both the parties and available budget the contract can be extended further for a period of one year after completion of successful five years.

3. Scope of the assignment

1) MPCARS project runs over a span of 5 years and the World Bank will release its funds on yearly basis against the pre-defined disbursement schedule upon the successful achievement of mentioned indicators ("Disbursement-linked indicators or DLIs").
2) The DLIs are provided in Annexure 8.
3) The scope of work for this assignment includes:
   a.   Assess progress against each DLI and verify results achieved.
   b.   Reporting and feedback to MPSAPS on the agreed format.

4. Methodology of Evaluation

#	DLI	Definition/ Description of achievement	Scalability of Disbursements (Yes/No)	Protocol to evaluate achievement of the DLI and data/result verification			
				Data source/agency	Verification Agency (VA)	Procedure	Methodology used by SAPS to documentation related to SAPS
1	Citizens accessing PSGA services Unit of measure: Percentage of total population Unit price = 400,000 per every 1 percentage point	Applications for PSGA services processed online within a year, as percentage of the total population of MP (as per 2011 Census). It assumes 1 application per citizen in a given year. The Serv Sewa portal will be developed based on the LSK software, and will allow citizens to submit applications through various channels (kiosks, website, Line Departments, Call center, Village level service providers)	Yes	MPSAPS	VA	Contracted verification agent (VA) to conduct a systems audit verifying the information reported by MPSAPS. This will be complemented by "mystery shopping" audits or similar. Year1 target requires a mass-media communication and awareness campaign conducted in MP.	Entire Process from receipt of application to delivery of service is being done through an electronic process. SAPS would document the details of transaction & compute percentage by citizen as a confirmation of citizen accessing PSGA services.
2	Women, ST/SC citizens accessing PSGA services Unit of measure:	Applications for PSGA services processed	Yes	MPSAPS	VA	Contracted verification agent (VA) to conduct a systems audit	Entire Process from receipt of application

#							
	Percentage of total applications Unit price = 200,000 per every 1 percentage point.	online in a given year that include women and SC/ ST as beneficiaries (self-reported), as percentage of total applications processed.				verifying the information reported by MPSAPS. This will be complemented by "mystery shopping" audits or similar. Year 0 target requires the outreach strategy for women and ST/SC to be agreed with the Bank and approved by the GoMP. It also requires translated versions of the Tribal Development Plan (in Hindi and tribal dialects like Korku, Bhili and Gondi) be placed in District libraries, District Collectors and BDOs offices accessible to the tribal population. Year1target requires a targeted outreach campaign to be conducted in MP targeting women and ST/SC. It also requires Year 1 achievements to be measured in terms of applications processed through the LSK software during year 1 that include women and SC/ ST as beneficiaries (self-reported), as percentage of total applications processed.	to delivery of service is being done through an electronic process. SAPS would document the details of transaction & compute percentage by Women, ST/SC citizen as a confirmation of Women, ST/SC citizen accessing PSGA services.
3	PSGA points of presence operational	Number of LSK, kiosks or counters that	Yes	MPSAPS	VA	Contracted verification agent (VA) to conduct a	Point of presence interact with

	Unit of measure: Number Unit price = 10,000 per every additional point of presence operational	are able to receive applications for PSGA services and process them online. Village level service providers will also be considered as PSGA points of presence if able to process applications online.				systems audit verifying the information reported by MPSAPS. This will be complemented by "mystery shopping" audits or similar. Year1 target requires the integration strategy for various government systems to be prepared and the roll out model to incorporate them into the LSK network to be approved by PSMD.	the backend through an electronic platform. SAPS would consider a minimum of "x" transaction per year as functional POP.
4	PSGA services Unit of measure: Number Unit price = 60,000 per additional service	Number of services that have been notified under the 2010 Public Services Guarantee Act and are available online. It also includes services implemented by SAPS that are available real time at the GoMP single repository and/or Serv Sewa portal	Yes	MPSAPS	VA	Contracted verification agent (VA) to review list of notified services, verify GPR processes and conduct "mystery shopping" audits or similar.	All services are delivered through an electronic platform. Any service with x number of transaction after roll out would be considered as a functional services.
5	Beneficiary feedback for decision making Unit of measure: Text	Feedback from beneficiaries gathered through various channels (sms, web, phone) and published online.	Yes	MPSAPS	VA	Contracted verification agent (VA) to assess the feedback mechanism, the methodology and the publication of the reports. Year 1 target requires the GoMP	As per the previous column.

					to prepare and agree with the World Bank on a framework for gathering beneficiary feedback that includes technology platform, methodology, frequency and sample report. Subsequent targets require the GoMP to publish annual reports on the feedback received during that year that shows gradual increases in coverage and beneficiary satisfaction.	

5. Description of Tasks

The main tasks of the independent verification agency:

a. Develop a methodology for assessing results against each DLI, based on the verification protocol described above. The methodology of verification has to be agreed with MPSAPS and the World Bank.

Assess progress made per indicator against their agreed targets' achievements need for the duration of the first year. However, for indicators requiring bi-annual verification as per the table above, the firm has to continue and provide evaluation of target achievement for the first six months of second year. The firm shall engage to conduct periodic audit as described in above table.

b. Submit reports to MPSAPS on periodic basis and with the verification of results, in accordance with the agreed template. The report need to include:

- Brief summaries of verification activities undertaken to check the accuracy of gross results data
- Verified results for all DLI's along with recommended disbursement levels for each DLI
- Summaries of major discrepancies between gross and verified results along with short explanations for such discrepancies.
- Recommendations and constructively critical analysis for why achievement against specific DLI's may be above or below targets.

    c.   Make rectifications to the report to correct factual errors, if any, as reported by MPSAPS.

    d.   Submit final verification report to MPSAPS.

The other general tasks and responsibilities of the firm are as follows:

    a.   Maintain regular communication with the MPSAPS team via direct meeting, audio-conference, videoconference, and email regarding all aspects of the evaluation procedure, data collection, audit process, reporting framework etc.

    b.   Any revision required in the ToR is subject to written approval of MPSAPS.

    c.   Provide timely response on all detailed assignments and instructions provided by the MPSAPS via letter, phone or email.

    d.   Provide MPSAPS with hard copies and soft copies of its evaluation procedure work flow and its data collection methodology for review.

    e.   Any changes in personnel assigned to this project, including Project Assistant, requires approval from MPSAPS along with clear justification.

    f.   To the extent possible, seek guidance from MPSAPS team before troubleshooting any sensitive/complex problems that arise during process.

    g.   Strictly comply with all general independence, confidentiality, and professional integrity codes. Seek advice from MPSAPS when uncertain about requirements and expectations in this regard.

    h.   Permit the World Bank representatives and MPSAPS team or designated entities or individuals to monitor and inspect selected components or all of the process related to this project only. Monitoring may take the form of unannounced visits to firm offices and field area during the verification period.

6. Work Timeline

Note that timeline is tentative and may be subject to change.

Year	Inception Report	Final Report
First Year – Report 1	15-07-2016	31-07-2016
First Year – Report 2	15-01-2017	28-01-2017
Second, Third, Fourth and Fifth Year – Report 1	15-07-20XX	31-07-20XX
Second, Third, Fourth and Fifth Year – Report 2	15-01-20XX	28-01-20XX

7. Key Tasks and Responsibilities

Indicative Key Tasks and Responsibilities of the resources are below:

I. Team Leader / Lead expert

- Lead expert with a minimum of 5 years' experience in government reforms related to public management systems, e-governance, and e-service delivery.

- Establish the project implementation plan and monitor;

- Provide general advice, assistance on, review of, and supervision of activities and agree on verification protocol;

- Prepare draft and final result verification reports;

- Prepare templates for reporting each of DLI;

- Facilitate communication with MPSAPS, PSMD, and Project Management Consultancy Firm.

- Coordinate with all team members to ensure successful and timely completion of result verification reports;

- Ensure that ToR is agreed with MPSAPS.

- Ensure that all documentation for the purposes of verifying the Disbursement Linked Indicators is reviewed and assessed in a timely manner, on a twice a year basis, for the smooth disbursement of the World Bank Program for Results funding.

II. Functional Expert (ICT Audit)

- Expert on ICT systems with a minimum of 3 years' experience in ICT, e-governance, and e-service delivery.

- Lead the review monitoring reports for DLI results that depend on ICT systems.

- Propose methodology for verification on DLIs that rely on ICT systems to produce expected results, suggest meetings required, documents to be shared in advance to MPSAPS.

- Undertake visit to Bhopal and field area of Madhya Pradesh as required for the stakeholder discussions, interviews and verification of monitoring reports.

- Draft results verification report with proposed DLI measurement and assessment of achievements.

- Respond to comments received from MPSAPS and finalize the draft report.

III. Project assistant

- Visit field location, assessment and verification of indicators of DLIs with other members of the team as required.

- Assisting functional experts to assess and verify the implementation of DLIs through collecting and checking necessary data and information for the implemented MPCARS Project.

- Provide inputs to the Audit report as required.

- Any other activities relevant to the responsibilities of functional expert as required by the team, including logistical and administrative support.

8. Deliverables

Deliverables with timelines are below.

S#	Major Component	Activities	Timelines
			(in Months)(T is Date of issue of work order)
1	Issue of Work Order	Issue of Work Order to the successful Consultant firm	T
2	Kick Off	Project Kick off meeting. • Selected Consultant firm will present the Approach, Methodology and Work Plan. • The same will be discussed and finalized on mutual consent.	T+1
3	Planning phase : Preparation of Documents & Approval	Project Strategy Document (DLI based achievement framework, progress icons, approach & Methodology)	T+1
4	Technical Audit	System Study	T+2
		Technical Audit Function.	T+2
		Preparation and submission of first draft report	T+2
		Preparation and submission of final draft report	T+2

5	Field Audit	Preparation of Audit Schedule	T+2
		Technical Audit Function.	T+2
		Preparation and submission of first draft report	T+2
		Preparation and submission of final draft report	T+2

Note: -

1. Serial Number 4 and 5 will be repeated after every six month and Consultant firm shall submit 10 first draft and final reports to MPSAPS.

2. In case of any revision/ modification/ updation is required, report document shall be revised/ modified/ updated as per the request from MPSAPS.

9. Selection Process and Proposal

The selection will follow CQS method (Selection Based on Consultants Qualifications), as per the procedures set out in the World Bank's Guidelines: Selection and Employment of Consultants [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers January 2011, updated July 2014 (Consultants Guidelines).

10. Review and Monitoring of the Assignment

The performance of the External Verification Team will be judged on the basis of work done against the agreed work plan. The External Verification Team will comply with the recommendation made by MPSAPS and accordingly complete the assignment at no additional cost.

11. Reporting

For all purposes the External Verification Team will be reporting to the Executive Director – MPSAPS, or his/her designee.

12. Duration of the Assignment:

The contract would be signed for three years with a clause of extension subject to satisfactory performance. Upon satisfactory performance, extension would be provided for another 2 years

13. Composition of the External Verification Team

Sr. #	Levels	Composition of the Team	Unit
1	L1	Team Leader, Lead expert	1
2	L2	Functional Expert (ICT)	1
3	L3	Project assistant	2
		Grand Total	4

1) The resources shall comprise of four team members available as per the work plan agreed with MPSAPS. Team members are expected to be available full time during the audit period of project implementation. All members shall be available to MPSAPS office in Bhopal during the audit period of the project.

2) No replacement is allowed during the tenure of project. In case of replacement of any resource (for serial no. 1 and 2) due to unavoidable circumstances, Consultant firm 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 Consultant firm should be equivalent or higher in qualification and experience.

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

4) In case, if a resource's work is not satisfactory, firm will replace the resource within a month's time.

5) The job description and qualification of the members of the External Verification Team are provided in Annexure-7.

Qualification, Experience expected from resources

#	External Verification Team (Level)	Qualification and Experience required		Experience expected from this specialist are (including, but not limited to):
		Essential	Desirable	
1.	Team Leader, Lead expert (L-1)	• Recognized university degree preferably at a Master's level. • Minimum of 5 years' experience in government reforms related to public management systems, e-governance, and e-service delivery. • Have at least 5 years of professional experience in public management projects with public sector clients, preferably e-government and e-service delivery.	• Working as technical expert or Team Leader in at least 2 projects having similar objectives as defined herein. • Have good knowledge of e-Gov Projects preferably Multilateral funding project experience (including World Bank, DFID, ADB)	• Demonstrate experience in independently handling similar e-Governance / M&E/ DLI Verification/ System audit assignments in large scale projects in India as a Project Manager/leader/ Team Lead. • Multilateral funding project experience (including World Bank, DFID, ADB)
2.	Functional Expert (ICT)	• B.E. / B.Tech. or M.C.A. • Expert on ICT systems with a minimum of 3 years' experience in ICT, e-governance, and e-service delivery. • Have at least 3 years of professional experience public	• Demonstrable experience in providing ICT services and technical support to projects related to public management, e-government and e-service delivery.	• Knowledge of methodology for verification of results produced by ICT systems. • Respond to comments received from the World Bank, MPSAPS within 2

		management systems, e-government and e-service delivery. • Excellent English writing and oral communication skills are required.	• Experience in conducting software audits would be an advantage.	weeks and finalize the draft report. • Multilateral funding project experience (including World Bank, DFID, ADB)
	Project assistant	• Hold a recognized university degree. • Minimum of one year relevant work experience on Field Audit process in larger eGovernance project. • Have good communication skills and drafting reports abilities; • Knowledge of Hindi language.	• Demonstrate a strong command of all forms of communication and delivers messages in a consistently effective, timely and engaging manner. • Multilateral funding project audit experience (including World Bank, DFID, ADB).	• Must have worked on audit at field level. • Monitoring, Evaluation and Survey Experience. • Well versed with the Local geography of Madhya Pradesh.

Disbursement Linked Indicators

DLI	Year 0 (2014-15) Baseline to be achieved	Indicative DLI Period for DLI achievement				
		Year 1	Year 2	Year 3	Year 4	Year 5
DLI 1: **Citizens accessing PSGA Services**	At least 'x'% of citizens accessed PSGA Services	Awareness campaign conducted	x per each 1percentage point increase over year 1 achievement	x per each 1 percentage point increase over year 2 achievement	x per each 1percentage point increase over year 3 achievement	x per each 1percentage point increase over year 4 achievement
DLI 2: **Women and Schedule Casts (SC)/ and Schedule Tribes (ST) citizens accessing PSGA Services**	Outreach strategy targeted to women approved	Outreach strategy targeted to women conducted	x per each 1 percentage point increase over year 0 achievement	x per each 1percentage point increase over year 2 achievement	x per each 1percentage point increase over year 3 achievement	x per each 1percentage point increase over year 4 achievement
	Outreach strategy targeted to ST/SC approved	Outreach strategy targeted to ST/SC conducted	x per each 1 percentage point increase over year 0 achievement	x per each 1percentage point increase over year 2 achievement	x per each 1percentage point increase over year 3 achievement	x per each 1percentage point increase over year 4 achievement
DLI 3: **PSGA points of presence fully operational to receive and process on-line PSGA**	At least 'a' PSGA points of presence fully operational	Implementation strategy approved and rolled out	x per each additional PSGA point of presence over year 0 baseline	x per each additional PSGA point of presence over year 2 achievement	x per each additional PSGA point of presence over year 3 achievement	x per each additional PSGA point of presence over year 4 achievement

Services applications					
DLI 4: **PSGA Services available on-line**	At least 'a' PSGA Services available on-line and HPC established	x per each 1 additional PSGA Service over year 0 baseline	x per each additional PSGA Service over year 1 achievement	x per each additional PSGA Service over year 2 achievement	x per each additional PSGA Service over year 3 achievement	x per each additional PSGA Services over year 4 achievement
DLI 5: **Beneficiary's feedback for decision making**	Feedback collected through annual survey conducted	Methodology for gathering beneficiary feedback approved	Feedback module fully operational and first feedback report available on-line following approved methodology	Second feedback report available on-line following approved methodology	Third feedback report available on-line following approved methodology	Fourth feedback report available on-line following approved methodology