

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	Criteria, sub-criteria, and point system for the evaluation of the Simplified Technical Proposals are:	Criteria, sub-criteria, and point system for the evaluation of the Simplified Technical Proposals are:																							
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	GPR	Preparation of FRS, SRS, As Is, To Be reports. 1. New Services 2. Mobile Governance 3. Across the Counter Services.	2%			<ul style="list-style-type: none"> Support in Dry Run, UAT and suggest modifications, if required. 						
		Consultation meeting for GPR activity with line departments, DC offices and other stakeholder.	3%			Data Analytics	<ul style="list-style-type: none"> 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. 	2%				
		Integration with UID and data sharing.	3%		Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	2%					
		Interoperable framework development.										
	Year Two to Year 5							Quarter 4	Project Management	<ul style="list-style-type: none"> 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.) 	1%	
	Quarter 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)
		GPR	Support in identification of 15 services yearly for GPR.		1%							
	Across the counter services 10 services yearly availability.											
	Quarter 2	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)							
		Program Management (Others)	1. Set up PSGA Point of presence fully operational to receive and process online PSGA Application. 50 centres yearly. 2. 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.) 3. Project Management Support for the entire period of project as per detailed scope of work. (Overall Responsibility of progress, reporting.)		2%							
	GPR	<ul style="list-style-type: none"> Preparation of GO, BPR, FRS, SRS documents. <ul style="list-style-type: none"> New Services 5 Mobile Governance 5 Across the Counter Services 5 <p>GPR in line department and DC offices conducted with improved automated back end.</p>	2%									
	GPR	<ul style="list-style-type: none"> Integration with Aadhaar (Consultation meeting, strategy preparation, Application update, testing, live). 	2% (0.5% each for Integration,									

		GPR	Assist the organizing for various workshops/seminars/ Training Sessions involving key stakeholders at all levels (including State, District and field Level).	1% (From second year to Fourth year)					
At the end of Year 5 only	Project Closure	Project Closure		0.5%					
		Project Handholding support							
		Knowledge transfer.							
	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)						
		Data Analytics	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Consultation meeting for GPR activity with line departments, DC offices and other stakeholder. Support in identification of services yearly for GPR. <ul style="list-style-type: none"> New Services 15 Mobile Governance 10 Across the Counter Services 10 	2%					
		IEC	<ul style="list-style-type: none"> Co-ordination of IEC activities / materials to reach vulnerable groups. Running social inclusion cell. 	1%					
		M&E	<ul style="list-style-type: none"> 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.	1%					
		Data Analytics	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Preparation of GO, BPR, FRS, SRS documents. <ul style="list-style-type: none"> 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	<p>Assist App. Development team in :</p> <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Preparation of GO, BPR, FRS, SRS documents. <ul style="list-style-type: none"> 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%

				F&A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 Year Two					20%
				Year Three					
				Quarter 1	Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.		0.5%	
					Data Analytics	<ul style="list-style-type: none"> 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%		
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					IEC	<ul style="list-style-type: none"> Co-ordination of IEC activities / materials to reach vulnerable groups. 	0.5%		

					<ul style="list-style-type: none"> Running social inclusion cell. 	
			M&E		<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> Preparation of GO, BPR, FRS, SRS documents. <ul style="list-style-type: none"> 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		<p>Assist App. Development team in :</p> <ul style="list-style-type: none"> 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%

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				Data Analytics	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Co-ordination of IEC activities / materials to reach vulnerable groups. Running social inclusion cell. 	0.5%
				M&E	<ul style="list-style-type: none"> 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%
			Quarter 4	Project Management	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Support in go-live of application GPR in line department and DC offices conducted with improved automated back end. 	1%	
				F&A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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%	
				Payment at Year Three			15%
				Year Four			

			Quarter 1	Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%
				Data Analytics	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Consultation meeting for GPR activity with line departments, DC offices and other stakeholder. • Support in identification of services yearly for GPR. <ul style="list-style-type: none"> ○ New Services 15 ○ Mobile Governance 10 ○ Across the Counter Services 10 	2%
				IEC	<ul style="list-style-type: none"> • Co-ordination of IEC activities / materials to reach vulnerable groups. • Running social inclusion cell. 	0.5%
				M&E	<ul style="list-style-type: none"> • 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%
			Quarter 2	Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%

				Data Analytics	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Preparation of GO, BPR, FRS, SRS documents. <ul style="list-style-type: none"> ○ 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	<p>Assist App. Development team in :</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. • Financial Risk analysis (identification and quantification of risk) • Support in DLI verification. 	0.5%

					<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Support in go-live of application GPR in line department and DC offices conducted with improved automated back end. 	1%
				F&A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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%
				Payment at Year Four		15%
				Year Five		
		Quarter 1	Data Analytics	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> • Consultation meeting for GPR activity with line departments, DC offices and other stakeholder. • Support in identification of services yearly for GPR. <ul style="list-style-type: none"> ○ New Services 15 ○ Mobile Governance 10 ○ Across the Counter Services 10 	2%
				IEC	<ul style="list-style-type: none"> • Co-ordination of IEC activities / materials to reach vulnerable groups. • Running social inclusion cell. 	1%
				M&E	<ul style="list-style-type: none"> • M&E based on M&E framework, Quality Parameters & KPI. • .Generation of periodic reports 	1%
			Quarter 2	Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%
				Data Analytics	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Preparation of GO, BPR, FRS, SRS documents. <ul style="list-style-type: none"> ○ 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%

					Assist App. Development team in :	
				Project Management	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Preparation of GO, BPR, FRS, SRS documents. <ul style="list-style-type: none"> ○ 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%
				Data Analytics	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Co-ordination of IEC activities / materials to reach vulnerable groups. • Running social inclusion cell. 	1%

				M&E	<ul style="list-style-type: none"> M&E based on M&E framework, Quality Parameters & KPI. .Generation of periodic reports 	1%
			Quarter 4	Procurement	Contract Management & Co-ordination with agency to complete the pre-defined activities of major component.	0.5%
				Project Management	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Support in go-live of application GPR in line department and DC offices conducted with improved automated back end. 	1%
				F&A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 	1%

			solution.	
		Project Closure	<ul style="list-style-type: none"> • Project Closure. • Project Handholding support. • Knowledge transfer. 	1%
		Payment at Year Five		20%
		Grand Total		100%

Note:-

- I. In case consultant achieve a milestone prior to the schedule, payment shall be released for that activity.
- II. In case of any milestone could not be achieved due to budget constraint, Payment of same milestone shall be done.
- III. Where the consultants has not been able to achieve a milestone as per timeframe given above, and MPSAPS agrees that the failure of consultant to achieve the same was due to reason beyond his control, an extension of timelines may be given with approval of the High Power Committee. In such cases imposition of penalty will start after the extended timelines given.

4/ ToR XII. SLA	<p>A. Deployment Penalties</p> <p>Subject to conditions of contract if the successful bidder fails to commence the activities within the time period, MPSAPS shall without prejudice to its other remedies under the contract may levy following penalties:-</p> <ol style="list-style-type: none"> If the resource proposed by the consultant in their bid for evaluation will be replaced during joining, MPSAPS may impose penalty to consultant @ 2,50,000 Rs. Per resource for replacement . First time deployment of all the resources within 15 days after the agreement is signed. Penalty of Rs. 5,000/- per day per resources if not deployed. Shortfall of attendance of resources deployed, if a resource is absent for 3 consecutive working days without any prior notice & approval, Penalty of Rs. 1000 per day per resource absent, starting from the 3rd day onwards. Replacement of resource is allowed for only one resources in a year. If there is more replacement SAPS may impose penalty to consultant @ 2,50,000 Rs. Per resource for replacement after one replacement. The deployed resources should not be engaged in any activity other than MPCARS project. If it was found that deployed consultants is/are working in any other project, penalty to consultant @ 5,00,000 Rs. Per resource may be imposed. <p>Note: -</p> <ol style="list-style-type: none"> If the delay in deployment is beyond the timelines as per above, and no extension of time is given by the MPSAPS, the contract may be terminated by MPSAPS and the Professional Liability Insurance shall be invoked. It is clarified here that if the delay in deployment of resources is on the request of the MPSAPS then, no penalty shall be imposed on the bidder for that time period. Consultant resources are allowed to use 5% of total time in training and skill updation subject to the prior approval of Executive Director, MPSAPS. <p>B. Operational Penalties:-</p> <ol style="list-style-type: none"> If there is a delay in achieving milestones or submission of deliverables, penalty to consultant @ 25,000 Rs. Per deliverables per week may be imposed till the deliverables are submitted or milestone achieved. <p>Note: -</p> <ol style="list-style-type: none"> The penalties, if applicable, shall be deducted from the quarterly payment against the invoices submitted by the consultant. The maximum 'operational penalty' that can be deducted from the invoice would be 10% of the invoice submitted. Maximum value of penalties should not exceed 10% of the project cost over the period of contract. Penalty shall not be deducted from the payment, if the circumstances are beyond the control of consultants. 	<p>A. Deployment Penalties:</p> <p>Subject to conditions of contract if the successful bidder fails to commence the activities within the time period, MPSAPS shall without prejudice to its other remedies under the contract may levy following penalties:-</p> <ol style="list-style-type: none"> If the resource proposed by the consultant in their bid for evaluation will be replaced during joining, MPSAPS may impose penalty to consultant @ 2,00,000 Rs. Per resource for replacement . First time deployment of all the resources within 30 days after the agreement is signed. Penalty of Rs. 5,000/- per day per resources if not deployed. Shortfall of attendance of resources deployed, if a resource is absent for 3 consecutive working days without any prior notice & approval, Penalty of Rs. 1000 per day per resource absent, starting from the 3rd day onwards. Replacement of resource is allowed for only two resources in a year. If there is more replacement SAPS may impose penalty to consultant @ 2,00,000 Rs. Per resource for replacement after one replacement. The deployed resources should not be engaged in any activity other than MPCARS project. If it was found that deployed consultants is/are working in any other project, penalty to consultant @ 2,00,000 Rs. per resource per event may be imposed. <p>Note: -</p> <ol style="list-style-type: none"> If the delay in deployment is beyond the timelines as per above, and no extension of time is given by the MPSAPS, the contract may be terminated by MPSAPS and the Professional Liability Insurance shall be invoked. It is clarified here that if the delay in deployment of resources is on the request of the MPSAPS then, no penalty shall be imposed on the bidder for that time period. Consultant resources are allowed to use 5% of total time in training and skill updation subject to the prior approval of Executive Director, MPSAPS. <p>B. Operational Penalties:-</p> <p>If there is a delay in achieving milestones or submission of deliverables, penalty to consultant @ 25,000 Rs. Per deliverables per week may be imposed till the deliverables are submitted or milestone achieved.</p> <p>Note: -</p> <ol style="list-style-type: none"> The penalties, if applicable, shall be deducted from the quarterly payment against the invoices submitted by the consultant. The maximum 'operational penalty' that can be deducted from the invoice would be 10% of the invoice submitted. Maximum value of penalties should not exceed 10% of the project cost over the period of contract. Penalty shall not be deducted from the payment, if the circumstances are beyond the control of consultants. 																				
5/ ToR Composition of PMU	<table border="1" data-bbox="371 1230 1111 1396"> <thead> <tr> <th>Sr. No</th> <th>Levels</th> <th>Composition of the PMU</th> <th>Unit</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>L1</td> <td>Lead Project Manager</td> <td>1</td> </tr> <tr> <td>2</td> <td>L2</td> <td>Governance / Public Service Delivery Specialist 1</td> <td>1</td> </tr> </tbody> </table>	Sr. No	Levels	Composition of the PMU	Unit	1	L1	Lead Project Manager	1	2	L2	Governance / Public Service Delivery Specialist 1	1	<table border="1" data-bbox="1312 1230 2051 1396"> <thead> <tr> <th>Sr. No</th> <th>Levels</th> <th>Composition of the PMU</th> <th>Unit</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>L1</td> <td>Lead Project Manager</td> <td>1</td> </tr> </tbody> </table>	Sr. No	Levels	Composition of the PMU	Unit	1	L1	Lead Project Manager	1
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1	L1	Lead Project Manager	1																			
2	L2	Governance / Public Service Delivery Specialist 1	1																			
Sr. No	Levels	Composition of the PMU	Unit																			
1	L1	Lead Project Manager	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

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.

2	L2	Governance / Public Service Delivery Specialist 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	Junior Data Analyst 4 (BI Developer)	1
		Grand Total	12

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.
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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)	<ul style="list-style-type: none"> • Master's Degree in Statistics/ Mathematics/ Economics/ Commerce/Engineering Degree. • Minimum of 5 years of relevant work experience on Business Intelligence Projects, Data Analytics and Data Modelling projects. 	<ul style="list-style-type: none"> • Big Data / Data Analytics Tool Certification. • Exposure to BI data modelling, DQ and BI (Talend, tableau, Pentaho). 	<ol style="list-style-type: none"> i. Establish and running Data Analytics Cell. ii. Analysis and reporting of the activities / materials. iii. Monitoring and analytic reporting. iv. Performing detailed analysis of data availability and corresponding ability/ limitations to analytics v. Hands on experience in Mathematical /Statistical Modelling. vi. Experience using DB and BI Tool. vii. Good communication & presentation skills 	5.	Senior Data Analyst (L-2)	<ul style="list-style-type: none"> • Master's Degree in Statistics/ Mathematics/ Economics/ Commerce/Engineering Degree. • Minimum of 5 years of relevant work experience on Business Intelligence Projects, Data Analytics and Data Modelling projects. 	<ul style="list-style-type: none"> • Big Data / Data Analytics Tool Certification. • Exposure to BI data modelling, DQ and BI (Talend, tableau, Pentaho). • Expertise on End to End Data Analysis, Data Modelling and Data Architect, BI Solution, Reporting and Presentation. 	<ol style="list-style-type: none"> viii. Establish and running Data Analytics Cell. ix. Analysis and reporting of the activities / materials. x. Monitoring and analytic reporting. xi. Performing detailed analysis of data availability and corresponding ability/ limitations to analytics xii. Hands on experience in Mathematical /Statistical Modelling. xiii. Experience using DB and BI Tool. xiv. Good communication & presentation skills 	
7/ToR Annexure 1/ Qualification and experience expected from Consultants /Sr. No 10	10.	Social Inclusion and Communication Specialist (L-2)	<ul style="list-style-type: none"> • Master's degree or an equivalent qualification in the social sciences or equivalent. • Minimum of 5 years of relevant work experience. • IEC will have any Master's degree in communication or an equivalent. • Minimum of 5 years of relevant work experience on IEC. 	<ul style="list-style-type: none"> • 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 	<ol style="list-style-type: none"> 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)	<ul style="list-style-type: none"> • Master's degree or an equivalent qualification in the social sciences or equivalent. • Minimum of 5 years of relevant work experience. • Knowledge of World Bank related guidelines on social inclusion and gender and practicalities of implementation, 	<ul style="list-style-type: none"> • 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 	<ol style="list-style-type: none"> vii. Communication campaign; targeted outreach program for vulnerable groups; development of a feedback mechanism to gather systematic feedback by SMS; establishing grievance 	

			<ul style="list-style-type: none"> 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.	<p>SMS;</p> <p>establishing grievance redressal and appeal mechanism; annual satisfaction survey.</p> <p>ii. Development of IEC activities / materials to reach vulnerable groups.</p> <p>iii. Improving monitoring and evaluation tools and analytics reporting.</p> <p>iv. Good communication & presentation skills.</p> <p>v. Working on National/ State level government/ local bodies/ PSUs/ International organizations.</p> <p>vi. e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB).</p>			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.	<p>redressal and appeal mechanism; annual satisfaction survey.</p> <p>viii. Development of IEC activities / materials to reach vulnerable groups.</p> <p>ix. Improving monitoring and evaluation tools and analytics reporting.</p> <p>x. Good communication & presentation skills.</p> <p>xi. Working on National/ State level government/ local bodies/ PSUs/ International organizations.</p> <p>xii. e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB).</p>	
8/ToR Annexure 1/ Qualification and experience expected from Consultants /Sr. No 12	12.	Audit Specialist (L-2)	<ul style="list-style-type: none"> Post-graduate degree in a relevant field. 5 years of professional work experience 	<ul style="list-style-type: none"> IT Audit certification Audit process experience in larger eGovernance project. 	<p>i. Must have worked on audit of financial matters, SLA compliance.</p> <p>ii. Monitoring, Evaluation and Certification.</p> <p>iii. Well versed with the Audit tool of eGov project.</p>		12.	Junior Data Analyst 4 (BI Developer) (L-2)	<ul style="list-style-type: none"> Batchelor's Degree in Statistics/ Mathematics/ Economics/ Commerce/Engineering Degree. Minimum of 5 years of relevant work experience in 	<ul style="list-style-type: none"> At least 2 different BI Projects work experience in Data Analysis and reporting for BI insight. 	<p>i. Establish and running Data Analytics Cell.</p> <p>ii. Create DSS (Decision Support System) for Top Management.</p> <p>iii. Do Co-relation based Analytics</p>

		Date: Signature, Name & Title of signatory
11/ V. Key Tasks and Responsibilities/ Sr. Number 5	<p>5. Senior Data Analyst</p> <p>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.</p> <p>Key Tasks and inputs expected from this specialist are (including, but not limited to):</p> <ul style="list-style-type: none"> • 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. <p>Note: - Junior Data Analyst 1 and Junior Data Analyst 2 will support Senior Data Analyst in fulfilment of above key tasks.</p>	<p>5. Senior Data Analyst</p> <p>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.</p> <p>Key Tasks and inputs expected from this specialist are (including, but not limited to):</p> <ul style="list-style-type: none"> • 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 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. <p>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.</p>
12/ V. Key Tasks and Responsibilities/ Sr. Number 10	<p>10. Audit Specialist</p> <p>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.</p> <p>Key Tasks and inputs expected from this specialist are (including, but not limited to):</p> <ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> Support in other activities. 																																																																																	
13/ VI. Deliverables	VI. Deliverables Deliverables with timelines are below.	VI. Deliverables Deliverables with timelines are below.																																																																																
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		<ul style="list-style-type: none"> Preparation of GO, BPR, FRS, SRS documents. 	T+9			<ul style="list-style-type: none"> Bid Process Management of Bids (Software Development/ Infra Procurement, IEC ,M&E) On boarding of Agency (Software Development/ Infra Procurement, IEC, M&E). 	T+9	
		<ul style="list-style-type: none"> Liasioning with App. Development team. 	T+60			<ul style="list-style-type: none"> Contract Management & Co-ordination with agency to complete the pre-defined activities of major component. 	T+60	
		<ul style="list-style-type: none"> Testing 	T+12					
		<ul style="list-style-type: none"> Dry Run 	T+12					
		<ul style="list-style-type: none"> Contract Management. 	T+60					
		<ul style="list-style-type: none"> Support in Pilot and Roll-out of new services. 	T+60					
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	5	Data Analytics	<ul style="list-style-type: none"> Strategy Document for BI / DA for the eDistrict / CM Helpline project. 	T+3				
			<ul style="list-style-type: none"> Approval of BI / DA tool. 	T+6				
			<ul style="list-style-type: none"> Creation of Platform for BI/DA 	T+7				
			<ul style="list-style-type: none"> Periodic reports (Weekly/Monthly/Quarterly) on BI/DA 	T+60				
			<ul style="list-style-type: none"> Social Media Analytics 	T+60				
	6	Financial Management	<ul style="list-style-type: none"> Preparation, submission and approval of Financial Management Planning Document 	T+3				
			<ul style="list-style-type: none"> Maintain and report fund flow status to MPSAPS 	T+60				
	7	Audit	<ul style="list-style-type: none"> Preparation, submission and approval of Tender Document 	T+4				
			<ul style="list-style-type: none"> Evaluation of Bids 	T+6				
			<ul style="list-style-type: none"> On boarding of Agency. 	T+7				
			<ul style="list-style-type: none"> Contract Management. 	T+60				
			<ul style="list-style-type: none"> Liasioning with agency to complete the pre-defined activities. 	T+60				
			<ul style="list-style-type: none"> First Level vetting of documents and reports for submission to MPSAPS. 	T+60				
	8	IEC	<ul style="list-style-type: none"> Preparation, submission and approval of Tender Document 	T+4				
			<ul style="list-style-type: none"> Evaluation of Bids 	T+6				
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			<ul style="list-style-type: none"> Contract Management. 	T+60				
	6	Data Analytics	<ul style="list-style-type: none"> Creation of Data Analytics Cell: 	T+6				
			<ul style="list-style-type: none"> Preparation of appropriate strategy and approval from SAPS. Sizing of Infra and selection of Tools. 					
			<ul style="list-style-type: none"> Social Media Analytics. Acquisition of necessary Infra, OS, Application Software and all other necessary items, which may require bid process management. Development of BI/DA solution. Incorporate reports/ modules required during project period. 	T+9				
			<ul style="list-style-type: none"> First Report on Analytics on eDistrict Project, MPCARS, CM Helpline and other. Operation and Maintenance of the solution. Monthly Report on Analytics on MPCARS Project, CM Helpline Project and other. Co-relation/ deviation/ Outlier Analysis between two or more factor. 	T+60				
	6	Financial Management	<ul style="list-style-type: none"> Preparation, submission and approval of Financial Management Planning Document 	T+3				
			<ul style="list-style-type: none"> Project finance Status, Fund Flow Status, Budget/ Expenditure Statements Preparation. Financial Risk analysis (identification and quantification of risk) Support in DLI verification. 	T+60				
	8	IEC	<ul style="list-style-type: none"> Development of IEC activities / materials to reach vulnerable groups. Support in Development of Beneficiary feedback system. 	T+6				
			<ul style="list-style-type: none"> Establish and run social inclusion cell. Co-ordination of IEC activities / materials to reach vulnerable groups. Running social inclusion cell. 	T+60				
	9	M&E	<ul style="list-style-type: none"> Setting up and running M&E Tool. 	T+9				
			<ul style="list-style-type: none"> Creation of Quality Parameters & KPI M&E framework. Approval from SAPS Testing of Quality Parameters & KPI Generation of periodic reports 	T+60				
	10	GPR	<ul style="list-style-type: none"> Consultation meeting for GPR activity with line departments, DC offices and other stakeholder. Assist the organizing for various workshops/seminars/ Training Sessions involving key stakeholders at all levels (including State, District and field Level). 	T+60 (Yearly)				

		<ul style="list-style-type: none"> Across the counter services of MP Government. (LSK Services, MP Online Services, CSC Services & Other) 10 services per year. 	T+60		
		<ul style="list-style-type: none"> Interoperable framework development. 	T+60		
	11	Program Management (Others)	<ul style="list-style-type: none"> Set up PSGA Point of presence fully operational to receive and process online PSGA Application. 50 centres yearly. 	T+60	
			<ul style="list-style-type: none"> 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	
			<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Preparation, Submission and approval of Bid Documents for all the activities above. 	T+60	
			<ul style="list-style-type: none"> Bid Process Management 	T+60	
			<ul style="list-style-type: none"> Vendor on boarding 	T+60	
			<ul style="list-style-type: none"> Contract Management 	T+60	
			<ul style="list-style-type: none"> Procurement Support for the entire period of project as per detailed scope of work. 	T+60	
	13	Project Closure	<ul style="list-style-type: none"> Project Closure 	T+60	
			<ul style="list-style-type: none"> Project Handholding support 	T+60	
			<ul style="list-style-type: none"> Knowledge transfer. 	T+60	
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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 (a) non-shortlisted consultant(s): NO Or (b) other shortlisted Consultants: NO	Any Kind of consortium, Joint Venture, Sub-consultancy and association is not allowed in this RFP.																																																
18/ Section 3 Technical Proposal Standard Forms	<p>{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.}</p> <p>Checklist of Required Forms</p> <table border="1" data-bbox="286 443 949 928"> <thead> <tr> <th>S#</th> <th>FORM</th> <th>DESCRIPTION</th> <th>Page Limit</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>TECH-1</td> <td>Technical Proposal Submission Form.</td> <td>5</td> </tr> <tr> <td>2</td> <td>Power of Attorney</td> <td>As per the format</td> <td>3</td> </tr> <tr> <td>3</td> <td>TECH-4</td> <td>Description of the Approach, Methodology, and Work Plan for Performing the Assignment</td> <td>30</td> </tr> <tr> <td>4</td> <td>TECH-5</td> <td>Work Schedule and Planning for Deliverables</td> <td>12</td> </tr> <tr> <td>5</td> <td>TECH-6</td> <td>Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)</td> <td>60</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • 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. 	S#	FORM	DESCRIPTION	Page Limit	1	TECH-1	Technical Proposal Submission Form.	5	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	4	TECH-5	Work Schedule and Planning for Deliverables	12	5	TECH-6	Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)	60	<p>{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.}</p> <p>Checklist of Required Forms</p> <table border="1" data-bbox="1227 443 1890 928"> <thead> <tr> <th>S#</th> <th>FORM</th> <th>DESCRIPTION</th> <th>Page Limit</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>TECH-1</td> <td>Technical Proposal Submission Form.</td> <td>5</td> </tr> <tr> <td>2</td> <td>Power of Attorney</td> <td>As per the format</td> <td>3</td> </tr> <tr> <td>3</td> <td>TECH-4</td> <td>Description of the Approach, Methodology, and Work Plan for Performing the Assignment</td> <td>40</td> </tr> <tr> <td>4</td> <td>TECH-5</td> <td>Work Schedule and Planning for Deliverables</td> <td>20</td> </tr> <tr> <td>5</td> <td>TECH-6</td> <td>Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)</td> <td>80</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • 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. 	S#	FORM	DESCRIPTION	Page Limit	1	TECH-1	Technical Proposal Submission Form.	5	2	Power of Attorney	As per the format	3	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	20	5	TECH-6	Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)	80
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19/ Agreement/ SCC/ 45.1	Disputes shall be settled by arbitration in accordance with the following provisions: 1. 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: 1. 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		<ul style="list-style-type: none"> • 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. 																																																