

(Final)

**REQUEST FOR EXPRESSIONS OF INTEREST**

(CONSULTING SERVICES SELECTION)

**Project** : Madhya Pradesh Citizen Access to Responsive Services (MPCARS)

**Project ID** : P149182

**Date** : 26/02/2019

**Assignment Title:** Selection of an Independent Verification Agency (IVA) for verification of Disbursement Linked Indicators (DLIs) under “Madhya Pradesh Citizen Access to Responsive Services (MPCARS)” project.

**Reference No.** SAPS/ADMIN/2019/01

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) Project and intends to apply part of the proceeds for external verification of DLIs (Disbursement Linked Indicators).
2. The implementation of MPCARS is being done by Madhya Pradesh State Agency for Public Services (MPSAPS), under Public Service Management Department (PSMD).
3. The Madhya Pradesh State Agency for Public Services (MPSAPS), now invites eligible Institutes to indicate their interest in providing the services of “Independent Verification Agency” (IVA) for verification of achievements on Disbursed-Linked Indicators (DLIs) under Madhya Pradesh Citizen Access to Responsive Services (MPCARS) project. Interested Institutes shall provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.
4. The detailed scope of services is given in the Terms of Reference (TOR) which is available with this document as Annexure and uploaded on MPSAPS website <http://mpedistrict.gov.in>.
5. The initial contract would be for verification of results of two fiscal years FY2017-18 and FY 2018-19. Upon satisfactory performance, extension shall be provided for verification of results for next two fiscal years, as deemed by MPSAPS.
6. The Eligibility Criteria for Selection are:
  - a) The Institute should be a registered autonomous organization operating under regulations of Government of India.
  - b) The Institute should showcase the experience in assessment of government schemes/ projects related to service delivery/ social development sector.
  - c) The institute should have track record of successful Implementation of similar nature of assignments with the government agencies.

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7. The Selection Criteria would be as follows:

Sr. No.	Description	Marks
1)	Specific experience of the Institute relevant to the Assignment	20
2)	Adequacy and quality of the proposal, and work plan in response to the Terms of Reference (The basis of assessment will be clarity of the proposal, responsiveness to the TOR, realistic and implementable work plan; balanced team composition and appropriate skills mix)	40
3)	Key Experts' qualification and competence for the Assignment Qualification – 20 marks Relevant Experience – 20 marks	40

NOTE: EOI will be evaluated as per criteria mentioned above, and the highest ranked institute will be invited to submit work plan and methodology with financials.

8. The attention of interested Institutes 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.
9. An Institute will be selected in accordance with **CQS method (Selection based on Consultant's Qualification)**, 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. Interested Institutes may obtain further information from SAPS office from 10:30 hrs. to 17:00 hrs. on all working days.
11. The Interested institutes shall submit their Proposals by 12/03/2019 by 17.00 hours.
12. Expressions of interest (Eoi) must be delivered in a written form and should include Institute's demonstrated capacity to provide the required expertise. Expressions of interest must be delivered to the address mentioned through speed post/ courier/ by Hand by 08/03/2019 till 1700 hrs.
13. Clarifications may be requested not later 05/03/2019 by 17.00 hours.
  - All requests for clarifications shall be made via email in MS Excel format to [loksevamp@gmail.com](mailto:loksevamp@gmail.com) and cc to [directorsaps@gmail.com](mailto:directorsaps@gmail.com)

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

- Reply of queries received will be uploaded on MPSAPS website <http://mpedistrict.gov.in>

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14. The Eol proposals will be opened on 13/03/2019.

15. Contact details for any queries are as below.

**Director (Administration)**

State Agency for Public Services (SAPS)  
Public Service Management Department  
4<sup>th</sup> Floor, Madhya Pradesh Textbook Corporation  
Pustak Bhawan, Arera Hills  
Bhopal, Madhya Pradesh, India.  
PIN: 462011

Telephone no.: 0755-2770926  
E-mail ID: [loksevamp@gmail.com](mailto:loksevamp@gmail.com)  
Website: [www.mpedistrict.gov.in](http://www.mpedistrict.gov.in)

Notice Number: SAPS/ADMIN/2019/01

Dated: 26/02/2019



**Executive Director**

Madhya Pradesh State Agency for Public Services,  
4<sup>th</sup> floor, M. P. Textbook Corporation (Pustak Bhawan),  
Arera Hills, Bhopal – 462011.  
Madhya Pradesh

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## TERMS OF REFERENCE

### HIRING AN INDEPENDENT VERIFICATION AGENCY (IVA) FOR VERIFICATION OF ACHIEVEMENTS ON DISBURSED- LINKED INDICATORS (DLIS) UNDER MADHYA PRADESH CITIZEN ACCESS TO RESPONSIVE SERVICES (MPCARS) PROJECT

#### 1. Background

IDA (*The World Bank*) has approved a loan amount of USD 35 million to Government of Madhya Pradesh for the implementation of Madhya Pradesh citizen access to responsive services (MPCARS) project towards improving the citizen services for Women and under-represented groups in the state. The implementation of MPCARS is being carried out since 2016 by Madhya Pradesh State Agency for Public Services (MPSAPS) under Public Service Management Department (PSMD). Now, SAPS intends to appoint an Independent Verification agency (IVA) which will verify the DLI achievements for the year-2 (2017-18) & year-3 (2018-19) of the project.

#### The Project consists of two complimentary components:

- a) **Component 1. Results-based Financing (US\$ 25 million)** to provide incentives for achieving results along three subcomponents: access to services and citizen outreach; integration of government systems and performance management, and
- b) **Component 2. Technical Assistance (US\$ 10 million)** to support the GoMP in specialized technical areas and strengthen the capacity of the implementing agencies.

Five (5) DLIs have been selected for providing incentives to improve access to services, to improve coverage of services and strengthen support systems for more responsive service delivery.

Project DLIs	Rationale
<b>DLI 1.</b> Citizens accessing PSGA services.	Facilitate access to more accountable, effective and transparent public services by citizens of Madhya Pradesh.
<b>DLI 2.</b> Women and ST/SC citizens accessing PSGA services	Facilitate access to more accountable, efficient and transparent public services by under-represented groups to foster social inclusion and poverty reduction.
<b>DLI 3.</b> PSGA points of presence fully operational	Facilitate access to public services through the geographical expansion of the LSK network into underserved and remote areas.
<b>DLI 4.</b> PSGA services.	Continue adding services to the Public Services Guarantee Act and conducting government process reengineering for a simplified, time-bound service delivery.
<b>DLI 5.</b> Beneficiary feedback for decision making	Gathering beneficiary feedback for a more responsive service delivery and decision-making

## 2. Objective of Hiring IVA

The objective of this consultancy shall be

- 1) Verify the achievement of each DLI reported by MPSAPS under the Program, based on the DLI verification protocol, as approved by MPSAPS and the World Bank.
- 2) Prepare individual and comprehensive verification reports for the DLIs and submit them to MPSAPS, in the form acceptable to SAPS and the World Bank.

## 3. Scope of Work

The scope of the IVA is to verify the DLI achievements for the year-2 (FY 2017-18) & year-3 (FY 2018-19) of the project, as per the table below. Year-0 and Year-1 results will be provided to the selected consultants.

Project DLIs	Unit	Baseline	Year 1	Year 2	Year 3
<b>DLI 1:</b> Citizens accessing PSGA services	% of total MP population	At least 5.4 % of citizens Accessed PSGA Services	Awareness campaign conducted	At least 2 percentage points increase over year 1 achievement	At least 2 percentage points increase over year 2 achievement
<b>DLI 2:</b> Women, ST/ SC Citizens accessing PSGA services	% of total applications	Outreach strategy targeted to Women approved	Outreach strategy targeted to women conducted	At least 3 percentage Points increase over year 1 achievement	At least 3 percentage points Increase over year 2 achievement
	% of total applications	Outreach strategy targeted to ST/SC approved	Outreach strategy targeted to ST/SC conducted	At least 3 percentage points increase over year 1 achievement	At least 3 percentage points Increase over year 2 achievement
<b>DLI 3:</b> PSGA points of Presence fully operational	Number	336 LSKs Fully operational	Implementation Strategy and rolled out plan approved	At least 50 additional points of presence fully operational over baseline	At least 50 additional points of presence fully operational over baseline
<b>DLI 4:</b> PSGA services	Number	47 PSGA services Available online; High Power Committee established	At least 10 additional notified Services available online over baseline	At least 10 additional notified services available online over year 1 achievement	At least 10 additional notified services available online over year 2 achievement
<b>DLI 5:</b> Beneficiary feedback for decision making	Text	Feedback collected through annual survey	Methodology for Gathering beneficiary Feedback approved	Feedback module operational and first feedback report available online	Second feedback report available online following approved methodology

## 4. Deliverables

- 1) Preparation of independent verification methodology, sampling strategy and data collection instruments for verification of DLIs.
- 2) Data collection, data analysis and submission of draft report to MPSAPS.
- 3) Final report verifying all the DLIs mentioned.



## 5. Team Composition and Qualification required for the Key Specialists

The assignment requires an agency with skills and experience in similar assignments (Third Party Inspections/IVA) in Public sector in India and having familiarity with the approaches. Following is the list of Key Professional positions whose CV and experience would be evaluated. The qualification and experience of experts/key personnel's required is as under:

Description	Minimum Qualification & Experience	Number of person
Specialist-1	Post-Graduate in any discipline with a degree/ diploma/ certificate course in management  Relevant experience of leading team for independent verification/ evaluation studies, field surveys for three years	1
Specialist-2	Post-Graduate with Statistics / Economics / Mathematics  Relevant experience of evaluation of data for two years	1

## 6. Consultancy Duration and Logistics

The assignment is expected to be for duration of 3 months and under co-ordination of Madhya Pradesh State Agency for Public Services (MPSAPS). The Executive Director, MPSAPS will be the key focal person for management coordination.

The IVA agency shall make their own travelling arrangements for coming to Bhopal. MPSAPS shall provide the boarding, lodging and travelling in Bhopal and to various touchpoints in and around Bhopal as required.

## 7. Selection Criteria for Evaluating the Proposal

Criteria, sub-criteria, and point system for the evaluation of the Full Technical Proposals would be as under:

S.No	Description	Marks
1)	Specific experience of the Institute relevant to the Assignment	20
2)	Adequacy and quality of the proposal, and work plan in response to the Terms of Reference; (The basis of assessment will be clarity of the proposal, responsiveness to the TOR, realistic and implementable work plan; balanced team composition and appropriate skills mix)	40
3)	Key Experts' qualification and competence for the Assignment: Qualification – 20 marks Relevant Experience – 20 marks	40

**Based on the above, the institutes will be ranked and the highest ranked institute will be invited to submit work plan and methodology with financials.**

**Note:** CVs of key personnel must be submitted as per format given in Annexure-2

**8. Terms of Payment:**

<b>S. No.</b>	<b>Activities</b>	<b>Payment Schedule</b>
1)	Contract Signing	10% of contact value
2)	Completion of data collection and field work activities	10% of contact value
3)	Submission of Draft report by SAPS	30% of contact value
4)	Acceptance of Final report by SAPS	50% of contact value
	<b>TOTAL</b>	<b>100%</b>



Executive Director  
Madhya Pradesh State Agency for Public Services,  
4<sup>th</sup> floor, M. P. Textbook Corporation (Pustak Bhawan)  
Arera Hills, Bhopal – 462011  
Madhya Pradesh

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**Form – 1: Notice of Intent to Submit response to the Eol**

(To be submitted on the Letterhead of the applicant)

To,

**Executive Director**

Madhya Pradesh State Agency for Public Services,  
4<sup>th</sup> floor, M. P. Textbook Corporation (Pustak Bhawan)  
Arera Hills, Bhopal – 462011  
Madhya Pradesh

Ref: Eol Notification dated \_\_\_\_\_

Subject: Hiring of an Independent Verification Agency (IVA) for verification of Disbursement Linked Indicators under “Madhya Pradesh Citizen Access to Responsive Services (MPCARS)”

Dear Sir,

Having examined the Eol document, we, the undersigned, herewith submit our response to your Eol Notification dated \_\_\_\_\_ for Hiring of an Independent Verification Agency (IVA) to support Madhya Pradesh Citizen Access to Responsive Services (MPCARS)” in full conformity with the said Eol document.

We have read the provisions of the Eol document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our Eol shall not be given effect to.

We agree to abide by this Eol, consisting of this letter, the detailed response to the Eol and all attachments, for a period of 60 days from the closing date fixed for submission of proposal as stipulated in the Eol document.

Our correspondence details with regard to this Eol are:

S. No	Information	Details
1)	Name of the applicant	
2)	Address of the applicant	
3)	Name, designation and contact address of the person to whom all references shall be made regarding this Eol	
4)	Telephone number of the contact person	
5)	Mobile number of the contact person	
6)	Fax number of the contact person	
7)	Email ID of the contact person	

We hereby declare that our proposal submitted in response to this Eol is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Applicant's Name with seal]

Name:

Title:

Signature

Date:



**FORMAT OF CURRICULUM VITAE (CV)**

Full Name: \_\_\_\_\_

Profession: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Nationality: \_\_\_\_\_

Membership in Professional Societies: \_\_\_\_\_

**Key Qualifications:**

*[Give an outline of experience and training most pertinent to tasks on assignment. Describe degree of responsibility held on relevant previous assignments and give dates and locations. Use about half a page.]*

\_\_\_\_\_

**Education:**

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]

\_\_\_\_\_

**Employment Record:**

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]

\_\_\_\_\_

**Languages:**

[For each language indicate proficiency: excellent, good, fair, or poor; in speaking, reading, and writing]

\_\_\_\_\_

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

\_\_\_\_\_ Date: \_\_\_\_\_

*[Signature]*

*Day/Month/Year*

**Full Name:**

\_\_\_\_\_