

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

No:

Bhopal, Dated 8<sup>th</sup> March, 2019


**CORRIGENDUM 1**

**Subject:** Extension of last date of submission of bids for Selection of IVA agency for DLI verification for MPCARS project (year-2 and year-3)

This is with reference to request for Expression of Interest (REOI) for Selection of IVA agency for DLI verification for MPCARS project (year-2 and year-3) for MPCARS Project dated 26<sup>th</sup> February 2019.

- 1) The reply to the queries received from bidders is enclosed.
- 2) Bidders are required to send their respective bids via e-mail only.
- 3) The last date and time of submission is hereby extended to 19/03/2019 5.00 PM

  
Executive Director

 State Agency for Public Service

REPLY OF PRE-BID QUERIES - SELECTION OF IVA AGENCY FOR DLI VERIFICATION FOR MPCARS PROJECT (YEAR-2 AND YEAR-3)

S#	REOI reference	Page No.	REOI Clause	Clarification Sought / Query	Response
<b>DELOITTE</b>					
1	Para No. 3	1	The Madhya Pradesh State Agency for Public Services (MPSAPS), now invites <b>eligible Institutes</b> 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.	<p>Please clarify what do you mean by Institutes?</p> <p>Can a consulting firm like Deloitte with extensive experience of undertaking similar studies covering aspects such as monitoring &amp; evaluation of reform parameteres, DLI verification, project logframe indicator evaluation, sample surveys, data enumeration etc. participate in the tender process?</p>	As per REOI , Para 6a), the institute should be an autonomous organization operating under regulations of Government of India.
2	Para No. 5	1	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.	Please provide extension terms and conditions	As per clause in REOI Para 5 , this will be decided by SAPS at a later stage
3	Para No. 6	1	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.	<p>Please clarify what do you mean by Institutes?</p> <p>Can a consulting firm like Deloitte meeting all the requisite eligibility criteria participate in the bidding process?</p>	As per REOI , Para 6a), the institute should be an autonomous organization operating under regulations of Government of India.

S#	REoI reference	Page No.	REoI Clause	Clarification Sought / Query	Response
4	Para No. 7	2	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.	Since the REOI already asks for Approach & Methodology including Work Plan to be submitted as part of the EOI, can you please clarify the requirement to submit the methodology & work plan by the Highest Ranked institute once again?	In the EOI, a basic outline and framework will be required. However, the highest ranked bidder will be required to submit a detailed work plan and methodology
5	Para No. 11	2	11. The Interested institutes shall submit their Proposals by 12/03/2019 by 17.00 hours.	Request you to kindly extend the timeline for submission of proposal by to weeks to 29/03/2019 by 17.00 hours  This will give us time to reflect the responses received from the pre-bid clarifications into our proposal	Please refer corrigendum
6	Annexure 1: TOR - Objective of Hiring IVA	5	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.	We understand the scope of work involves verification of DLIs reported by MPSAPS under the programme and not independent calculation of the results	As per REOI
7	Annexure 1: TOR - Scope of Work	5	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-O and Year-1 results will be provided to the selected consultants.	Given the nature of the work involves verification of the DLIs reported by MPSAPS under the programme, hence we understand Year 2 (2017-18) and Year 3 (2018-19) reported achievement results will be made available to the selected bidder for Verification along with Year 0 and Year 1 results	As specified in REOI, Year-O and Year-1 results will be provided to the selected bidders
8	Annexure 1: TOR - Scope of Work	5	DLI 1: Citizens Accessing PSGA Services	Please provide the methodology followed to arrive at the baseline figure of 5.4%. Is it based on the number of applicants accessing PSGA services against the total population of MP? Please clarify.  We understand the heterogenous nature of services offered through PSGA and while some services are one time (e.g. Birth Certificates), a number of services are recurring in nature (e.g. payment of tax). Hence this may lead to multiple counting errors.	This is an established baseline figure.  The figures for the verification will be provided by SAPS

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9	Annexure 1: TOR - Deliverables	5	Preparation of independent verification methodology, sampling strategy and data collection instruments for verification of DLIs.	Given the nature of work involves verification of DLIs for Year 2 & Year 3 w.r.t. baseline figures (Year 0) we request you to please share the methodology adopted to assess the baseline figures, since this is crucial to evaluate the DLI performance against the baseline. Any alternate methodology followed for selection of various parameters will not correctly reflect the results against the baseline	The highest ranked bidder will be required to submit a detailed work plan and methodology for year-2 and year-3.
10	Annexure 1: TOR - Deliverables	5	Data collection, data analysis and submission of draft report to MPSAPS	Given the resource requirement and timeline of the assignment, please clarify whether state level survey covering all the districts is envisaged for evaluation of certain DLIs?  This information will be crucial in order to arrive at effort estimates for the assignment.	Please refer <b><u>Terms of Reference Point 6. Consultancy Duration and logistics</u></b> at Page 6/9 in the REOI.
11	Annexure 1: TOR - Team Composition	6	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.	Please clarify if we can suggest additional positions for the assignment, subject to clarification to some of the above requests?	Bidder is free to propose additional positions in his proposal, but the manpower computation shall be taken for 2 resources only by MPSAPS.
12	Annexure 1: TOR - Consultancy Duration and Logistics	6	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.	Please clarify whether we need to budget for accommodation, food and conveyance?	Please refer <b><u>Terms of Reference Point 6. Consultancy Duration and logistics</u></b> at Page 6/9 in the REOI.

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13	General	-	Firm Experience	Is there any specific format for submission of Bidder's Experience of carrying out similar studies?	Bidder to provide similar relevant assignments with government agencies with details like : 1) Project details with 2) Work orders 3) Completion certificates accepted
14	General	-	Terms of Payment	Can you please provide the budget for this procurement? This is crucial as it will enable us to assess our effort estimates adequately	Please refer <b><u>Terms of Reference Point 6. Consultancy Duration and logistics</u></b> at Page 6/9 in the REOI.
<b>Sambodhi Research and Communications Pvt. Ltd.</b>					
1	REol	2	11,12,14	<b>Clarification on the Timeline for submissions:</b> The document is a Request for Expression of Interest. However, Clause 11 instructs interested institutes to submit Proposals by 12.03.2019. Also, clause no. 12 instructs to submit Expression of Interest via courier/by hand by 08.03.2019 and Clause 14 states " <b>Eol Proposals</b> will be opened on 13.03.2019". Could you please clarify the timeline again?	Please refer corrigendum
2	REol, Annexure 1	2, 6	11 (REol), 7 (Annexure 1)	As per Clause 7 in Annexure 1, the highest ranked institutes would be called to submit work plan, methodology and financials. Does that mean, Clause 11 (page 2) is for those institutes who qualify and are invited to submit proposals ?	No, it is applicable to all bidders providing response to REOI
3	REol	2	12	The clause instructs to submit the Expression of Interest in written form and must be couriered to the mentioned address. Is it possible to send the Eol/ Proposal document electronically (via Email)?	All bidders are to provide : 1 Soft copy (E-mail) 1 Hard Copy

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4	Annexure 1, Scope of Work	5	3		Selected bidder is expected to reach out to citizens at the sample touch points which will be mutually decided by MPSAPS and the selected bidder.
5	Annexure 1, Terms of Payment	7	8	<p>We would like to suggest an alternative payment terms as below:</p> <p>Contract Signing- 20%</p> <p>Finalization of Verification tools and Protocols- 30%</p> <p>Acceptance of Final Report by SAPS-20%</p> <p>Completion of Data Collection and Field work activities-30%</p>	As per REOI
<b>IIM INDORE</b>					
1	Annexure 1	6	5	<p>As per Section 5 of the TOR, Specialist -2 is to be a postgraduate in Statistics/Economics/Mathematics.</p> <p>Please clarify if "Ph.D. in related areas would qualify".</p>	Specialist-2 must be minimum Postgraduate in any field , but must have relevant experience in evaluation of data for two years.
2	Annexure 1	6	7	<p>As per Section 7 of TOR, there is firstly a requirement for work plan as part of the EOI and later it writes " 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.</p> <p>Kindly clarify the discrepancy and whether a work plan is required at the EOI stage.</p>	In the EOI, a basic outline and framework will be required.However, the highest ranked bidder will be required to submit a detailed work plan and methodology
<b>Global Procurement Consultants Ltd</b>					

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1	Eligibility Criteria	1	6a	Please confirm that a private sector Indian consultancy firm established under Companies Act, 1956, can participate in this selection process	As per REOI , Para 6a), the institute should be an autonomous organization operating under regulations of Government of India.
2	TOR, Payment Terms	7	8 of TOR	The Payment Terms as currently stipulated do not appear to be commensurate with the efforts and may prove to be a deterrent to wide participation. It is suggested that final payment may be restricted to not more than 25%. Payment for deliverable 2 i.e. data collection and field work may be increased to 25% and that for deliverable 3 i.e. draft report be increased to 40%.	As per REOI
3	Form of Contract	7	8 of TOR	Please confirm that World Bank's standard Lump Sum form of contract shall be applicable for the assignment	As per REOI
<b>E&amp;Y</b>					
1	Eol must be delivered to the address mentioned through speedpost/ courier/ by hand by 08/03/2019 till 1700 hrs	2	Clause no. 12	<p>i) Please clarify the last date of submission of Eol as two different dates are metioned in the REol document</p> <p>ii) Can we submit our Eol document through email before submission date?</p>	<p>Final date of submission is 12/03/2019</p> <p>All bidders are to provide :</p> <p>1 Soft copy (E-mail)</p> <p>1 Hard Copy</p>

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2	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	5	ToR Clause no. 2	<p>As per DLI verification protocol mentioned in the Project Appraisal Document (PAD), verification agent need to conduct the system audit to verify the information reported by MPSAPS. This will be complemented by "mystery shopping" audits or similar.</p> <p>Kindly clarify:  i) Minimum sample size which need to be considered for field visit so that bidder may prepare holistic Work plan?  ii) MPSAPS will provide access to system or provide the information in downloadable report?</p>	<p>Please refer <b><u>Terms of Reference Point 6. Consultancy Duration and logistics</u></b> at Page 6/9 in the REOI.</p>
3	The scope of the IVA is to verify the DLI achievements for the year-2 (FY 2017-18) and 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.	5	ToR Clause no. 3	<p>It is mentioned that Year-0 and Year-1 results will be provided to the seelcted consultants.</p> <p>Please clarify the process by which data will be provided to IVA for Year-2 (FY 2017-18) and Year-3 (FY 2018-19)</p>	<p>MPSAPS shall provide the data to the successful bidder for completing the verification study.</p>



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4	The IVA agency shall make their own 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.	6	ToR Clause no. 6	Please clarify that Boarding, lodging and travelling in Bhopal and to various touchpoints will be provided to IVA team for full 3 months time period or bidder need to make their own arrangement?	Please refer <b><u>Terms of Reference Point 6. Consultancy Duration and logistics</u></b> at Page 6/9 in the REOI.
<b>SUTRA CONSULING</b>					
1	REOI Reference No. SADS/ADHIN/2019/01	Page No. 1	6. The Eligibility criteria for Selection are: a) The institute should be a registered autonomous organization operating under regulations of Government of India	Sutra Consulting is a For profit Consulting firm and providing services to various state governments. Please relax the condition so that we can also apply for the EOI.	As per REOI , Para 6a), the institute should be an autonomous organization operating under regulations of Government of India.
2	REOI Reference No. SADS/ADHIN/2019/01	Page No. 2	11. The interested institutes shall submit their proposals by 12/03/2019 by 17:00 hours.	Since the EOI submission is via speed post/curier, a few days are left after receiving the queries' response. The Consultant requests to extend the date of submission of the EOI.	Please refer corrigendum