

Corrigendum and Responses to Pre-bid Queries against RFP (No.: N-21/31/2020-NeGD) for Impact Assessment of UMANG

Sl.	Page	Section	Query	Remarks	NeGD Response
1	12	4 . Turnover	We are a registered MSME and as such claim for exemption	Exemption requested.	The submitted document is just the guidelines which say, the department may consider . No change.
2	12	3. Relevant experience.	Whether ongoing projects could be acceptable to meeting qualifying conditions?	Request may be granted.	No change in requirement
3	14	9.8 a Approach & Methodology	Please confirm if 666 telephone interviews are covering all States in India or it is for each of the States separately.	We suggest you to relook at this and confirm the exact sample for Primary OBD calls	This number of 666 is the minimum sample size of confirmed responses for Primary survey, whereas the actual sample size for sending the questionnaire will have to be much bigger, which the selected agency can decide depending upon the response rate. Similarly 666 is the minimum sample size for secondary survey (through phone calling) of confirmed responses. The selected agency will have to take a larger sample size for calls as well.
4	33	Annexure-VIII Format of Report Section 2.2	What is the meaning of BE, RE	Explain	BE - Budgeted Expenditure RE - Revised Expenditure
5	33	Annexure-8 Format of Report Section 2.2 & 2.3	Information to be provided by the UMANG	Pl. confirm	UMANG will provide the sample data for primary and secondary survey as suggested by the selected agency

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6	15	Technical Evaluation Criteria	2 & 3 Past Experience. You are asking projects above Rs.50 lakhs & Above Rs.25 lakhs only. You should remove the price tag and accept all projects of impact assessments done in various areas irrespective of the value. This will make only bigger organizations qualify for this project and MSMEs will be deprived of this opportunity by this arbitrary entry barrier.	We are a registered MSME and request you to grant exemption on the price tag which have a lesser value than prescribed by you. We have more than 30 impact assessments done recently for various public and private sector organizations.	<p>The value of the projects under Table 8, Clause (2) of Technical Evaluation Criterion is changed to Rs. 25 Lakh each, but there is no change is Clause 12 (3).</p> <p>Clause 12 (2) is revised as: Total no. of projects completed/ implemented in e-Governance consulting in the last 3 years (2017-18 or 2020-21, 2018 having a value of more than Rs. 25 Lakh each and the marking criteria as follows:</p> <p>≥ 8 projects : 25 marks > 6 but ≤ 8 projects : 20 marks > 4 but ≤ 6 projects : 15 marks > 2 but ≤ 4 projects : 10 marks</p>
7	15	12	Relevant Past Experience: Projects completed/ implemented in e-Governance consulting in the last 3 years, (2017-18 or 2020-21, 2018-19 and 2019-20) having a value of more than Rs. 50 Lakh each.	This component has been assigned 25 marks in the Technical Bid Evaluation Criteria. We hereby request you to kindly relax this condition as it is a research evaluation and impact assessment study and if any organisation has not conducted any e-Governance project then there is no level playing field left for such organisations as the assigned marks for this component are too high as 25.	Refer to response at number 6 above

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8	15	12	Total no. of projects completed/ implemented in e-Governance consulting in the last 3 years (2017-18 or 2020-21, 2018 having a value of more than Rs. 50 Lakh each ≥ 8 projects : 25 marks > 6 but ≤ 8 projects : 20 marks > 4 but ≤ 6 projects : 15 marks > 2 but ≤ 4 projects : 10 marks	We request to amend the marking criteria as follows: ≥ 6 projects : 25 marks > 4 but ≤ 6 projects : 20 marks >2 but ≤ 4 projects : 15 marks Up to 2 projects : 10 marks	Refer to response at number 6 above
9	16	12	Technical presentation covering the following: 35 Marks a. Demonstration of understanding of the objectives, scope and requirements of the project b. Proposed Methodology and complete impact assessment plan to perform the task within given timeline c. Project work breakdown structure d. Summary of previous projects of similar nature done	Please let us know the marks allotted for each of the given 4 subtopics separately? Is the bidder required to submit 'APPROACH & METHODOLOGY' document while submitting the bid, since the marks are awarded based on presentation? How much time will be allotted to each bidder for making the presentation?	It is already mentioned there that [Marks will be assigned based on Qualitative Assessment and i. Relevance to the envisaged project ii. Comprehensiveness] Secondly , yes the bidder is required to submit 'APPROACH & METHODOLOGY' document while submitting the bid Thirdly , each bidder will be given ~30-45 minutes for presentation
10	11	6 – Table 7 (ii)	Can Academic institutions bid as a consortium with other parties?	We would like to bid along with a MR or a consulting company but they will be primary parties while we are the technical design party	The bidder must meet the Eligibility qualification criteria. However, the bidder can partner with any other agency for making OBD calls, without making a consortium. But the ultimate responsibility for the survey will be of the bidder. In all cases the NeGD will deal only with the bidder.
11	13-14	9.8	Citizens survey: The suggested sampling process is inadequate. As per understanding given in pre-bid meeting, we were told it is 666 online sample B2C and 666 B2B Telephone (OBD) data collection.		No change in requirement. Already clarified at Sl. No. 3 above

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			Since objective is not clear, such sample will not achieve the purpose of impact assessment as it will at best state if people are users of the app. Impact assessment involves understanding how life has changed because of the app (pre and post evaluation i.e. The time, money and energy invested before and the time, energy and money invested now). Our suggested methodology is given separately.		
12	13-14	9.8	<p>Departments Survey: 10 departments and 5 states will be included in survey.</p> <p>It is not clear what needs to be done. The tender says no travel payment will be made. So, what is the survey we will need to conduct with the department?</p> <p>a. Online ? b. Telephonic ?</p> <p>Also please clarify objective of this survey:</p> <p>Is it impact of Umang on operation of department? Is it impact of their departmental app on the lives of citizens? Both?</p>		<p>Due to Pandemic, all interactions with the Departments/ State Governments, shall be organized virtually (either telephonically or through VC). Therefore, there is no requirement of any travel. In certain cases, if there will be any need of a physical visit to any central department, that will be in local in Delhi only and for that there is no separate travel payment allowed.</p> <p>Objective of the survey is clearly mentioned in section 1 (Purpose of Document) and section 7 (Scope of Work)</p>

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13	14	10	Such a study which covers the full measure of Impact parameters will need at least 3 months for completion. Any study done in 30 days will be merely a simplistic Happy-Not happy sort of satisfaction survey of citizens and department employees. Actionability from such surveys will be poor		<p>Revised timelines:</p> <ul style="list-style-type: none"> ● Draft Assessment Report to be submitted within 45 days from the date of work order. ● Final Report (print ready copy) to be submitted within 60 days from the date of work order. <p>However it may be noted that NeGD will be doing advance ground work, regarding collection of data and arranging meetings with the departments, before placing the work order to the selected agency so that the entire work can be completed in 45 days from the date of Work Order.</p>
14	15	12, table 8, point 2 Relevant Past experience	<p>Total no. of projects completed/ implemented in e-Governance consulting in the last 3 years (2017-18 or 2020-21, 2018 having a value of more than Rs. 50 Lakh each</p> <p>≥ 8 projects : 25 marks > 6 but ≤ 8 projects : 20 marks > 4 but ≤ 6 projects : 15 marks > 2 but ≤ 4 projects : 10 marks</p>	<p>Note: please consider govt. survey/studies, considering the minimum turnover criteria of 2cr combined last three years, removing the project value would give more competence. And consider 5 projects for 25 marks, i.e.</p> <p>≥ 5 projects : 25 marks 4 projects : 20 marks 3 projects : 15 marks 2 projects : 10 marks</p>	Refer to response at number 6 above

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15	15	12, table 8, point 3 Relevant Past experience	Total no of Impact Assessments of Government Projects/ Corporate/International Organizations of similar nature (other than above mentioned projects and having element of Online/ Telephonic survey) completed in the last 3 years (2017-18 or 2020-21, 2018-19 and 2019 20) having a value of more than Rs. 25 Lakh each ≥ 8 projects : 25 marks > 6 but ≤ 8 projects : 20 marks > 4 but ≤ 6 projects : 15 marks > 2 but ≤ 4 projects : 10 marks	Please consider 4 projects for 25 marks having a value of more than Rs. 10 Lakh each, i.e. 4 projects : 25 marks 3 projects : 20 marks 2 projects : 15 marks 1 Project : 10 marks	No Change
16			Project objectives and vision/mission		Refer to clause 2 of the RFP and website of UMANG at https://umang.gov.in
17			Size of the project – Budget		Not relevant
18			Duration - When did the project start and Number of years in project?		3 years
19			Project start year		Started in November 2017
20			Stakeholders involved from central and state level departments		102 Departments of Center and 103 Departments from 27 States
21			Stakeholders involved from private sector		M/s Ernst and Young is managing Backend, M/s Daffodil is managing Frontend and M/s CyFuture is operating Help Desk Center
22			Number of beneficiaries –Direct and Indirect	Given in the RFP	All citizens of India
23			How was the project implemented – Was itself or through third party system integrators/software service providers		Through third party system integrator
24			Location or Geographical spread	PAN India	PAN India

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25		Point no. 9.8 under approach and methodology	Since UMANG has 2.5 crore registered users, sample size of at least 666 users each (having confidence level of 99% and margin of error 5%) for primary survey (online) and for OBD calls should be considered’.	<p>As mentioned in point no. 8.9 of RFP, different categories will be taken into account while analysing impact on users such as</p> <ul style="list-style-type: none"> -by languages -by various departments, -by different states -by various categories such as students, farmers, employees and health communities etc. <p>Query : It would be helpful if you can please clarify whether 666 samples with confidence level of 99% and margin of error 5% under primary survey as mentioned in RFP would be allocated in total combining all the categories for primary survey or 666 samples will be allocated to each category (state/ department/language/ category level) of respondent? What will be the level of</p>	<p>Yes, this sample would be allocated in total combining all the categories, but this number of 666 is the minimum sample size of confirmed responses for Primary survey, whereas the actual sample size for sending the questionnaire will be much bigger, which the selected agency can decide depending upon the response rate. Similarly 666 is the minimum sample size for secondary survey (through phone calling). The selected agency is free to take a larger sample size.</p> <p>Secondly, yes NeGD will provide mobile numbers of users by required categories to the agency.</p>

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26		Point no. 9.8 under approach and methodology For online survey, number of users for sending questionnaire through SMS/Email may be decided according to response rate.	Query : As per RFP point no. 8.7, the agency will provide the URL link to NeGD and NeGD will send SMS/ email to citizens. In this situation can you please clarify will the survey data base after filling up the format by respondent directly come to the selected agency or survey data will come to NeGD first and NeGD will share with us on the same day or next day so that agency can monitor response rate.		Agency is supposed to have its own system for getting the survey data. <ul style="list-style-type: none"> • NeGD will provide mobile numbers to the agency for survey. • Agency will design the questionnaire and create the unique URL for each mobile number. That URL will point to the Agency's own survey system. • Agency will provide these URLs to NeGD • NeGD will send SMS/ Email with the URL, using its own system. • When citizen/ beneficiary submits the questionnaire, the data will directly come to Agency's system, since the URL will be pointing to the Agency's system. • Agency will compile all the data and do the required analysis.
27		Point no. 9.8.a under approach and methodology Primary and secondary survey will be done using UMANG app.	As per RFP point no. 8.7, the agency will provide the URL link to NeGD and NeGD will send SMS/ email to citizens. Query: If survey will be undertaken using UMANG app, is there any requirement to send SMS/ email to citizens with URL link to NeGD. Would the URL be put in UMANG app.		SMS/Email may be sent by RAS (Rapid Assessment System) or any other system of NeGD

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28		Point no. 17 Terms of payment 100% of the contract value will be paid after successful completion of the project.	For smooth execution of the project with timely fund flow, can the payment be made phase wise to the agency based on submission of required deliverables as per point no. 10 of RFP.		No change
29		Point no.10.f: Deliverables and Timelines Discussion workshop to discuss the draft report, if required	If the workshop would be conducted, would it be conducted by NeGD or by the selected agency?		By NeGD
30		Point no. 18 For every week of delay in deliverables beyond either of the timelines, NeGD may impose penalty equal to 0.5% of contract value.	There may be some unavoidable circumstance like delay in getting inputs/ required approval from NeGD which might delay the submission of deliverables. Can this be considered while imposing penalty for delay.		It is already mentioned under clause 10, page 14 as below: For delay in deliverables beyond the timelines specified above " (except any delay because of NeGD or any Department) ", a penalty may be imposed as per clause 18 of this RFP.

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31					Eligibility Criteria (Sr. No. 3 & 4) under Section 6 Table 7 (Pre-Qualification Criteria) stands modified. For details, see 1 & 2 below.
32					Timelines under Section 10 (Deliverables and Timelines) stands modified. For details, see below.
33					Evaluation Criterion of Relevant Past Experience under Serial No. 2 of Section 12 Table 8 (Technical Evaluation Criterion) stands modified. For details, see below.
34					Another clause 19.15 (Conflict of Interest) is added under Section 19 (Miscellaneous Terms & Conditions). For details, see below.

1. Section 6 Table 7 (Pre-Qualification Criteria)

Eligibility Criteria under Serial No. 3 should be read as:

Bidder must have completed minimum 2 assignments of impact assessments of Government Projects/ Programme evaluation having element of Online/ Telephonic survey **and having a value of more than Rs. 25 Lakh each** in the last 3 years (From 2017-18 to 2019-20 or in 2020-21

2. Section 6 Table 7 (Pre-Qualification Criteria)

Eligibility Criteria under Serial No. 4 should be read as:

Bidder shall have overall turnover of at least 2 Crore, combined for the last three financial years (2017-18, 2018-19, 2019-20 or including 2020-21 till 31st Jan 2021).

3. Section 10 (Deliverables and Timelines)

The Timelines

- Draft Assessment Report to be submitted within 45 days from the date of work order.
- Final Report (print ready copy) to be submitted within 60 days from the date of work order.

For delay in deliverables beyond the timelines specified above (except any delay because of NeGD or any Department), a penalty may be imposed as per clause 18 of the RFP.

4. Section 12 Table 8 (Technical Evaluation Criteria)

Evaluation Criterion of Relevant Past Experience under Serial No. 2 should be read as:

Total no. of projects completed/ implemented in e-Governance consulting in the last 3 years (2017-18 or 2020-21, 2018-19 and 2019-20) having a value of more than **Rs. 25 Lakh** each

- ≥ 8 projects : 25 marks
- > 6 but ≤ 8 projects : 20 marks
- > 4 but ≤ 6 projects : 15 marks
- > 2 but ≤ 4 projects : 10 marks

(provide details as per Annexure-VI)

5. Section 19 (Miscellaneous Terms & Conditions)

Another clause 19.15 (Conflict of Interest) is added as:

The bidder shall not have any conflict of interest in the services provided under this RFP, including, but not limited to, the representation of other bidders, that would conflict in any manner or degree with the performance of its obligations under this Agreement. And any breach hereof shall constitute a breach of the Agreement.