



Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances
5th Floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110 001

Request for Proposal

For

Hiring of consultancy firm to assist in the process of selection of Prime Minister's Awards for Excellence in Public Administration and to serve as Knowledge partner in organisation of the Civil Services Day 2018.

July, 2017


25/7/17

(GYA PRASAD)
Under Secretary
Government of India
Deptt. of Administrative Reforms & Public Grievances
S.P. Bhawan, New Delhi

File No. K-11025/7/2017-AR (5181)

1. Timelines

| S.No. | Particulars | Timelines |
|-------|---|--------------------------|
| 1. | Issuance of RFP Document | 25.07.2017 |
| 2. | Last date for Submission of Queries | 04.08.2017 (1700 hrs) |
| 3. | Pre-Bid Meeting (Proposed) | 09.08.2017 (1500 hrs) |
| 4. | Last date and time for RFP Submission | 18.08.2017 (1500 hrs) |
| 5. | Date and time for opening Technical bids by DARPG's tender opening Committee and scrutiny of documents | 18.08.2017 (1530 hrs) |
| 6. | Date and time for evaluation of Technical bids by Consultancy Evaluation Committee and Presentation to the Committee. | 23.08.2017 (1500 hrs) |
| 7. | Date and time for opening of Financial bids by Consultancy Evaluation Committee | 25.08.2017 (1100 hrs) |
| 8. | Start of the Assignment | 05.09.2017 |

2. RFP Document for Consulting Assignment

2.1 Fact Sheet

| Reference | Topic |
|------------------|---|
| Section 2.4.5(a) | The method of selection is Combined Quality cum Cost Based System (CQCCBS). |
| | RFP will be issued on 25.07.2017 by - Gya Prasad, Under Secretary Department of Administrative Reforms and Public Grievances Ministry of Personnel, Public Grievances & Pensions 5 th Floor, Sardar Patel Bhavan Sansad Marg, New Delhi – 110 001. Telefax:(011) 23743030, (T) 23401415, 23401428 e-mail: gyaprasad@dcmsme.gov.in |
| Section 2.10 | Procurement is for services of consultant to assist DARPG in the selection process of PM's Awards for Excellence in Public Administration and also to serve as knowledge partner in organising Civil Services Day 2018. |
| Section 2.3.3 | A pre-Bid meeting will be held on 09.08.2017 at 1500 Hrs in the Board Room, D/o AR&PG, 5 th Floor Sardar Patel Bhawan, New Delhi. All those interested to participate may intimate the queries |


 25/7/17 GYA PRASAD
 Under Secretary
 Government of India
 Deptt. of Administrative Reforms & Public Grievances

| | |
|-----------------------------------|--|
| | through e-mail by 1700 hrs of 04.08.2017 to Shri Gya Prasad, Under Secretary, D/o AR&PG, 5 th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi- 110 001, Telefax:(011) 23743030, (T) 23401415, 23401428, e-mail: gyaprasad@dcmsme.gov.in |
| Section 2.4.2 | Proposals should be submitted in English . |
| Section 2.17(i), (ii) and (iv) | The estimated number of professional staff-months required for the assignment is: — A minimum of three full time professionals, one of the level of project manager and two of the level of project analysts from the start of the engagement till completion of project. — During the Month of January to April, 2018, three additional professionals of the level of project analyst will be deployed at DARPG. — The Proposed Project Director should be overall incharge & drive the project. He/She should be available to DARPG for project review and feedback on agreed periodicity. |
| Section 2.5.2(c) | Applicable Taxes will be in addition to the cost. |
| Section 2.4.7 | Proposals must remain valid for 180 days after the submission date |
| Section 2.3.4.2 | (i) Technical Proposal in sealed envelope with an original signed copy and one additional copy of the proposal along with soft copy in a CD is to be submitted. Sealed envelop should be marked on the top as "Technical Proposal" ; and (ii) Financial Proposal in original signed copy in sealed envelope separately duly marked as "Financial Proposal" is to be submitted. No soft copy of Financial proposal is required. Bidders must submit the Technical and Financial proposals separately in sealed covers as stated above and both the sealed covers should be submitted in one sealed envelope duly written on the top of the envelop as ' Bids for hiring of consultancy firm to assist in selection process of PM's Awards for Excellence in Public Administration and to serve as Knowledge Partner in organisation of Civil Services Day 2018 ' |
| Section 2.4.3 | Address for submission of the proposal is: Shri Gya Prasad, Under Secretary, Department of Administrative Reforms and Public Grievances Ministry of Personnel, Public Grievances & Pensions 5 th floor, Sardar Patel Bhavan Sansad Marg, New Delhi – 110 001. Telefax: (011) 23743030, (T) 23401415, 23401428 |


25/7/17

(GYA PRASAD)

Under Secretary
Government of India
Deptt. of Administrative Reforms & Public Grievances
S.P. Bhawan, New Delhi

| | |
|---------------|---|
| Section 2.4.3 | Proposals must be submitted in a signed and sealed envelope in the R&I Section of the Department at 5 th Floor Sardar Patel Bhawan not later than 1500 Hrs. of 18.08.2017. |
|---------------|---|

2.2 Background Information

2.2.1 Basic Information

- (a) The Department of Administrative Reforms and Public Grievances invites responses ("Proposals") to this Request for Proposal ("RFP") from Consultancy firm / Institutions ("Bidders") to assist in the selection process of Prime Minister's Awards for Excellence in Public Administration and also to serve as knowledge partner in organisation of Civil Services Day 2018 as described in Section 2.12 of this RFP, "Scope of Work" ("the Services"). The Department of Administrative Reforms and Public Grievances is the Nodal Agency for this public procurement.
- (b) Any contract that may result from this public procurement competition will be awarded to successful bidder for a term of one year ("the Term"), which is extendable to second term on same terms and conditions, to be renewed on annual basis.
- (c) Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received after the deadline **WILL NOT** be considered in this procurement process.

2.2.2 Project Background

(a) The Government of India has instituted a scheme, Prime Minister's Awards for Excellence in Public Administration. Under this scheme Awards are given to Districts/implementing units in identified Priority Programmes of Government of India and for Innovative work done by the organisation of Central / State Governments including Districts, to acknowledge and recognize excellent work in Public Administration. The Awards are generally presented on Civil Services Day i.e. 21st April every year.

(b) The Department of Administrative Reforms and Public Grievances operates the selection process of this Award. The Awards are given in 5 to 6 identified Priority Programmes of Gol and for innovations in good governance. The number of Awards are 15 to 20. The selection process of the Award involves various activities including scrutiny of applications received online from Districts/implementing units, obtaining citizen/ stakeholder's feedback through call centre, analysis of feedback data, on spot study of the shortlisted initiatives, organizing presentation by Districts/implementing units on


GYA PRASAD
 Under Secretary
 Government of India
 Deptt. of Administrative Reforms & Public Grievances
 S.P. Bhawan, New Delhi

initiatives/ projects before Committees for assessment at various stages (3 hierarchal levels).

(c) The selection process shall start with the identification of Priority Programme for the Awards to be presented on 21.04.2018. With the announcement of scheme, Department involves Districts in the process for maximizing participation as well as strengthening implementation of identified priority programmes with their consultations. Strategy for improvising implementation of priority programmes and maximizing participation will be chalked out in consultation with line Ministries/ Departments.

(d) All Districts / eligible organisations would be pursued to register on designated portal. Hand holding supports will be provided to the Districts through various modes like video conferencing, organizing workshop(s), written communications, other possible digital interventions and social media platforms (whatsapp, facebook, twitter etc.). After the period of consideration for the award, Application from eligible Dist./Organisations will be invited. Once the last date for submission of application is over, the activities involving evaluation process will start. Each stage of selection process are required to be completed in a definite time frame, so as to finalize selection of Awards well before 21st April every year.

(e) The Department organizes Civil Services Day every year on 21st April at Vigyan Bhawan, New Delhi. Two days event is organised with the Award event on 21st April. Apart from award event as many as 4 to 8 technical sessions of panel discussions on various topics of good governance / priority programmes are organized during the two day event. Department requires an expert agency as a knowledge partner for the technical sessions.

(f) In the above background the Department of AR&PG intends to engage a consultancy firm for assisting DARPG in selection process of PM's Award and to serve as knowledge partner in the Civil Services Day event to be organized on April 20 and 21, 2018. The services of consultancy firm will be hired initially for a period of one year ("the term"), which could be extended for a second term on same terms and conditions, renewed on annual basis, depending upon the requirement and subject to satisfactory performance.

2.2.3 Key Information

(a) Purpose of the Award

- (i) to recognize and acknowledge best practices adopted by the Districts in implementation of priority programmes of Government of India and motivate other Districts to improve their performances.


25/7/17 (GYA PRASAD)
Under Secretary
Government of India
Deptt. of Administrative Reforms & Public Grievances
S.P. Bhawan, New Delhi

- (ii) to identify best practices in various theme of governance and replicate these initiatives in similar problem areas/ geographical areas by the government of the same State/UT or other States/UTs/Central Government or Local Self Governments and compare their outcomes to find out 'best-in-class', 'best-in-fit' initiative for replication;
- (iii) Civil Services Day is organised every year on April 21 when civil servants re-dedicate themselves to the cause of the citizens and renew their commitment to public service. This day coincides with the date on which Sardar Vallabh Bhai Patel had addressed the first batch of probationers at the All India Administrative Service Training School at Matcalfe House, New Delhi in 1947.

2.2.4 About the Department

The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redress of public grievances relating to the States in general and grievances pertaining to Central Government agencies in particular. The Department disseminates information on important activities of the government relating to administrative reforms and public grievance redressal through publications and documentation. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms. Vision and Mission of the department may be seen at <http://darpg.gov.in/>

2.3 Instructions to the Bidders

2.3.1 General

- (a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the required consultancy support. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- (b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the DARPG on the basis of this RFP
- (c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the DARPG. Any notification of preferred bidder status by the DARPG shall not give rise to any enforceable rights by the Bidder. The DARPG may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the DARPG.


Gya Prasad
Government of India
Dept. of Administrative Reforms & Public Grievances
S.P. Bhawan, New Delhi

(d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

2.3.2 Compliant Proposals / Completeness of Response

(a) Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

(b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

- (i) Comply with all requirements as set out within this RFP.
- (ii) Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP
- (iii) Include all supporting documentations specified in this RFP

2.3.3 Pre-Bid Meeting & Clarifications

2.3.3.1 Bidders Queries

(a) DARPG shall hold a pre-bid meeting with the prospective bidders on **09.08.2017 at 1500 hrs.** in the Board Room, Department of Administrative Reforms & Public Grievances, 5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi-110001.

(b) All those interested may intimate the same by e-mail by 1700 hrs on **04.08.2017** alongwith their queries to:

Shri Gya Prasad,
Under Secretary,
Department of Administrative Reforms and Public Grievances
Ministry of Personnel, Public Grievances & Pensions
5th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110 001.
Fax: (011) 23743030, Ph. 23401415, 23401428,
e-mail: gyaprasad@dcmsme.gov.in

(c) DARPG shall not be responsible for ensuring that the bidders' queries have been received by the Department. Any requests for clarifications after the indicated date and time may not be entertained by the Nodal Agency.


25/7/17
(GYA PRASAD)
Under Secretary
Government of India
Deptt. of Administrative Reforms & Public Grievances
S.P. Bhawan, New Delhi

2.3.3.2 Responses to Pre-Bid Queries

The Nodal Officer notified by the DARPG will endeavour to provide timely response to all queries. However, DARPG makes no representation or warranty as to the completeness or accuracy of any response made to in good faith, nor does DARPG undertake to answer all the queries that have been posed by the bidders.

2.3.4 Key Requirements of the Bid

2.3.4.1 Right to Terminate the Process

(a) DARPG may terminate the RFP process at any time and without assigning any reason. DARPG makes no commitments, express or implied, that this process will result in a business transaction with anyone.

(b) This RFP does not constitute an offer by DARPG. The bidder's participation in this process may result DARPG selecting the bidder to engage towards execution of the contract.

2.3.4.2 Submission of Proposals

(a) The bidders shall submit their responses as per the format given in this RFP in the following manner

- (i) Technical Proposal (as per format prescribed in **Appendix I**) - (1 Original + 1 Copy) in first sealed envelope along with EMD amount of Rs 2,00,000/- (two lakhs) in favour of DDO, Department of ARPG, payable at Delhi. A soft copy of technical proposal in CD may also be provided. The EMD will be returned on successful completion of the Tender Process. For the selected bidder the same will be returned on submission of the Performance Bank Guarantee, as laid out in this RFP.
- (ii) Financial Proposal (as per format prescribed in **Appendix II**) - (1 Original) in second sealed envelope. Soft copy of Financial Proposal is **not** required.

(b) The Technical Proposal and Financial Proposal (As mentioned in previous paragraph) should be covered in separate sealed envelopes super-scribing "Technical Proposal" and "Financial Proposal" respectively. Each copy of each bid should also be marked as "Original" OR "Copy" as the case may be.


25/7/17 (GYA PRASAD)
Under Secretary
Government of India
Deptt. of Administrative Reforms & Public Grievances
S.P. Bhawan, New Delhi

- (c) Please Note that Prices should not be indicated in the Technical Proposal but should be indicated only in the Financial Proposal.
- (d) The two envelopes containing copies of Technical Proposal (as per format in prescribed in Appendix I) and Financial Proposal (as prescribed in Appendix II) alongwith check list as per Appendix-IV should be put in another single sealed envelope clearly marked "**Response to RFP for selection of Awards and Civil Service Day 2018- No. K-11025/7/2017-AR** and the wordings "DO NOT OPEN BEFORE **18.08.2017 at 1530 Hrs.**"
- (e) The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- (f) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- (g) The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.
- (h) All pages of the bid including the duplicate copies, shall be initialled and stamped by the person or persons who sign the bid.
- (i) In case of any discrepancy observed by DARPG in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.


2.3.4.3 Authentication of Bids

The Proposal should be in official letter head duly signed by authorized person.

2.4 Preparation and submission of Proposal

2.4.1 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/


25/7/17
(GYA PRASAD)
Under Secretary
Government of India
Deptt. of Administrative Reforms & Public Grievances
S.P. Bhawan, New Delhi

presentations, preparation of proposal, in providing any additional information required by DARPG to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. DARPG will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.4.2 Language

The Proposal should be filled by the bidders in **English language only**. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

2.4.3 Venue & Deadline for Submission of proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted in the **R&I Section** of the Department of Administrative Reforms at 5th Floor, Sardar Patel Bhawan not later than **1500 Hrs on 18.08.2017** and the address on envelope should be marked as under :

Shri Gya Prasad
Under Secretary,
Department of Administrative Reforms and Public Grievances
Ministry of Personnel, Public Grievances & Pensions
5th floor, Sardar Patel Bhawan, Sansad Marg, New Delhi – 110 001.
Telefax: (011) 23743030, (T) 23401415, 23401428
e-mail: gyaprasad@dcmsme.gov.in

2.4.4 Late Bids

- (a) Bids received after the due date and the specified time for any reason whatsoever, shall **not** be entertained and shall be returned unopened.
- (b) The bids submitted by telex/telegram/fax/e-mail etc. shall **not** be considered. No correspondence will be entertained on this matter.
- (c) DARPG shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- (d) DARPG reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.


25/7/17
(GYA PRASAD)
Under Secretary
Government of India
Deptt. of Administrative Reforms & Public Grievance
S.P. Bhawan, New Delhi