

INDIA
GOVERNMENT OF ASSAM
ARIAS SOCIETY (ARIASS)
PROPOSED WORLD BANK AIDED ASSAM CITIZEN CENTRIC SERVICE DELIVERY PROJECT (ACCSDP)
SECTOR: PUBLIC ADMINISTRATION- INFORMATION AND COMMUNICATIONS; SUB-NATIONAL GOVERNMENT ADMINISTRATION;

GENERAL PROCUREMENT NOTICE

(Project ID: P150308 - INDIA)

The Government of Assam (GoA) through the Government of India (GoI) has applied for financing an amount of US\$39.20 million equivalent from the World Bank towards the cost of the Assam Citizen Centric Service Delivery Project (ACCSDP), and it intends to apply part of the proceeds for payments towards goods, works, related non-consulting services and consulting services to be procured under this project. This project will have counterpart funding by the GoA/GoI amounting to US\$9.80 million and the total Project Cost would be US\$49.00 million.

The project aims to **(i)** strengthen Assam Right to Public Services (RTPS) Act, 2012, Act implementation; **(ii)** support process re-engineering in targeted services; **(iii)** develop One-Stop-Service Centers (OSSC) to deliver services electronically at the block and circle levels; and **(iv)** promote citizen engagement.

The Project will consists of the following components: (a) Component One: Technical Assistance will support activities designed to strengthen RTPS Act implementation; support process reforms/e-enablement in targeted services; establish one-stop-centers; and create citizen feedback mechanisms and (b) Component Two: Results-based Financing for achieving results with respect to improving the access and accountability of RTPS services.

The Goods, Works & non consulting services likely to be procured under the project include: Purchase of ICT Hardware for OSSC and stakeholder Departments (NCB); Manpower agency for hiring staff for about 425 one-stop-shops (NCB); Network connectivity to about 425 OSSCs and backend of four stakeholder departments/agencies, Services to hosting RTPS Portal and other related software applications, etc.

The Consultancy Services likely to be procured includes: Head Hunting Firm for hiring of recruitment of lead Individual Consultants for the PMU of CCSDP at ARIASS; Business process re-engineering for RTPS service delivery in selected departments of GoA; Conducting of Statewide Information and Education Campaign (IEC) to publicize the provision of RTPS Act; Conduct baseline and annual follow-up studies, design a monitoring system for project performance and support project MIS; Developing, implement and maintain RTPS Integrated portal for GOA; Ensuring implementation of RTPS and linkages of selected departments as per FRS & SRS by TPA; Change Management; Technical Support to selected Departments/ Autonomous Tribal Councils etc. None of the procurements are likely to be done through International Competitive Bidding (ICB) procedure/ International sourcing.

Procurement will be conducted as per the procedures specified in the World Bank's "**Guidelines: Procurement of Goods, Works and Non-Consulting Services under IBRD Loans and IDA Credits and Grants by World Bank Borrowers**" (January 2011 revised July 2014) and the provisions stipulated in the Legal Agreement for the project, and is open to all eligible bidders as defined in the guidelines. Consulting services will be selected in accordance with the World Bank's "**Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers (January 2011 revised July 2014)**" and the provisions stipulated in the Legal Agreement for the project.

Specific Procurement Notices (SPN) for contracts to be bid under the World Bank's International Competitive Bidding (ICB), if any, along with the procedures and for contracts for consultancy services will be announced, as they become available, in the [UN Development Business](#) and [dgMarket](#), including in the website of ARIAS Society viz. www.arias.in. Prequalification under the Project is not envisaged.

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