

Government of Assam  
ARIAS SOCIETY (ARIASS)

**Proposed World Bank aided Assam Citizen Centric Service Delivery Project (ACCSDP)**

**REQUEST FOR EXPRESSION OF INTEREST (REOI)**

**For Hiring of a Consultancy Firm for conducting project Baseline Survey, M&E and follow up studies under ACCSDP**

**ARIASS/CCSDP/39/2016/ 7**

**Dated, Guwahati the 25<sup>th</sup> February, 2016**

**ASSIGNMENT TITLE: Hiring of a firm for conducting project baseline survey, Monitoring and Evaluation and annual follow-up studies and design a monitoring system for project performance to support project MIS.**

1. The Government of Assam (GoA) through the Government of India has applied for a credit of US\$39.20 million from The World Bank (WB) for implementation of the ACCSDP and a Project Preparatory Facility (PPF) advance of US\$2.0 million has already been approved by the WB. The ACCSDP aims to strengthen the electronic delivery of citizen centric services under the Assam RTPS Act for augmenting citizen's access to the targeted RTPS services. ARIAS seeks to hire an agency to support Government of Assam secure external consultancy support in carrying out a project Baseline survey, Monitoring & Evaluation and Follow-up studies and design a monitoring system for the project.
2. The Consultancy firm under this assignment would be *inter alia* required to undertake **(i)** baseline survey; **(ii)** Establish project M&E framework based on the Results Framework & Disbursement linked Indicators; **(iii)** Conduct annual follow-up surveys to gather feedback from citizen using RTPS services **(iv)** Deploy a monitoring system to track project delivery, collating information from multiple channels and sources. Subject to satisfactory performance, the agency may be retained for four years/coterminous with the project period of ACCSDP from the date of signing of the contract to undertake these assignments throughout the project life.
3. The SPD, ARIASS, now invites eligible consultancy firms/agencies to indicate their interest in providing the Services as mentioned above. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.
4. **The short-listing criteria include:**
  - a. The firm should be in business for the last seven **(07)** years;
  - b. The firm should have an average annual turnover of Indian **Rs. 10.00 crore** in the last three **(03)** financial years;
  - c. Prior experience in carrying out data collection (quantitative & qualitative) in India specifically by using digital data collection techniques.
  - d. Proven experience of having managed similar assignment (Governance/development sector) in government/externally added projects in India in the last five years.
  - e. Experience in developing/designing survey instrument & random sampling procedure.
  - f. Experience in designing project monitoring tools for large organisations/projects using data from multiple service delivery stakeholders contributing to overall project MIS.
  - g. Availability of a multidisciplinary technical team and expert staff for the assignment.
5. **The lists of documents to be submitted along with EOI are** (*Expression of Interest shall not be more than total 60 pages*):
  - i. Document (s) to demonstrate that the firm is in the business for the last seven **(07)** years;
  - ii. Details of Work Experience and Similar Assignments undertaken to support the short-listing criteria accompanied by completion or acceptance certificate(s);
  - iii. Self- certified details of available personnel with domain expertise and experience;
  - iv. Certificate from the statutory auditors/ Chartered Accountant certifying the turnover from consultancy business during the last three **(03)** financial years (i.e. 2014-15, 2013-14 and 2012-13).
6. A Consultant will be selected in accordance with the QCBS method 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, revised July 2014) ("Consultant Guidelines"). Attention of the interested Consultants is drawn to paragraph 1.9 of the Consultant 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: conflict between consulting activities and procurement of goods, works or non-consulting services; conflict among consulting assignments; and relationship with Borrower's staff.
7. Consulting firm may associate with other firms in the form of a Joint Venture (JV) or a Sub-Consultancy (with joint and several liability) to enhance their qualifications, however this should be stated clearly in the Expression of Interest (EOI). Further information may be obtained at the address below during 11:00 to 16:00 hours IST. EOI must be delivered in hard copy as well as soft copy in a Pen Drive/CD at the address given below on or before 17:00 hrs IST of **21<sup>ST</sup> March 2016**.

**The State Project Director, ARIAS Society, Project Coordination Unit, Agriculture Complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India); Tel: 0361-2332125; Tele-Fax: 0361-2332564; email: [spd@arias.in](mailto:spd@arias.in)**