Request for Proposal for
Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh

August, 2019

RFP No: RTGS/Grama Volunteers/Field Operations – 08/2019

Issued by
Real Time Governance Society (RTGS)

On behalf of Commissioner, Panchayat Raj and Rural Development Department (“PRRD”) and Commissioner, Municipal Administration and Urban Development (“MAUD”), Government of Andhra Pradesh

Block 1, Andhra Pradesh Secretariat, Velagapudi, Guntur district, Andhra Pradesh
DISCLAIMER

The Real Time Governance Society (the “RTGS”), Government of Andhra Pradesh is acting on behalf of the Commissioner, Panchayat Raj and Rural Development Department (the “PRRD”) and Commissioner, Municipal Administration and Urban Development (the “MAUD”) on this Request for Proposal (“RFP”).

The information contained in this RFP document (“RFP”) or subsequently provided to Applicants, whether verbally or in documentary or any other form by the CEO, RTGS, Government of Andhra Pradesh, or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement or an offer by RTGS to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by RTGS in relation to the assignment. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for RTGS, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. RTGS accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

RTGS, its employees and advisers, make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in anyway in this Selection Process.

RTGS also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this RFP. RTGS may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that RTGS is bound to select an Applicant or to appoint an Agency, as the case may be, for this assignment and RTGS reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by RTGS or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and RTGS shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.
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Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh
REQUEST FOR PROPOSAL

Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh
# INTRODUCTION

## 1.1. Background

### 1.1.1. The Government of Andhra Pradesh (the “GoAP”) is committed to revamp delivery systems in the State with an aim to improve living standards of the people through the concept of “Navarathnalu” as core theme of governance. In order to operationalize Navarathnalu, GoAP intends to deploy volunteers for delivering Government Services at door step of all eligible households irrespective of Caste/Creed/Religion/Gender and political affiliation. This system will ensure leak proof implementation of Government Programmes/Schemes. The objective of positioning Grama/Ward Volunteers is to ensure timely and transparent services, to eliminate the corruption at all levels of administration. Grama/Ward Volunteers will identify the problems being faced by citizens in their jurisdiction, and the same will be brought to the notice of government officials to get them resolved. Accordingly, the Panchayat Raj & Rural Development Department (“PRRD”), Government of Andhra Pradesh is the nodal government department tasked with implementation of this governance program across gram panchayats. The Municipal Administration & Urban Development (“MAUD”) will be responsible for the implementation of the program in municipal areas in Andhra Pradesh.

### 1.1.2. The PRRD and MAUD have commenced the process of selection of Grama and Ward Volunteers and will get them trained initially through government machinery. Further, GoAP intends to engage a ‘Field Operations Agency’ to monitor the functioning of the Grama Volunteers and Ward Volunteers program.

### 1.1.3. GoAP has entrusted the task of selecting the Field Operations Agency (FOA) through a tendering process to be managed by Real Time Governance Society, GoAP (the “RTGS” or the “Tendering Authority”). The role of the Tendering Authority is as follows:

- **a.** Preparation of RFP document and issue newspaper advertisements inviting proposals from the interested Applicants;
- **b.** Hold pre-proposal conference, receive queries, respond to queries, issue Corrigendum(s)/Addendum(s) required during the process, receive the Proposals on Proposal Due Date and undertake Technical and Financial Evaluation of the Proposals received.
- **c.** Prepare Evaluation Report basis the Proposals received;
- **d.** Obtaining approval of the Evaluation Report from the Government/RTGS appointed Tender Evaluation Committee (the “TEC”);

<table>
<thead>
<tr>
<th>S. No</th>
<th>Committee Member</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Principal Secretary, RTG Department</td>
<td>Chairman</td>
</tr>
<tr>
<td>2</td>
<td>Principal Secretary, Panchayat Raj and Rural Development Department</td>
<td>Vice Chairman</td>
</tr>
<tr>
<td>3</td>
<td>Principal Secretary, Municipal administration and Urban Development Department</td>
<td>Vice Chairman</td>
</tr>
<tr>
<td>4</td>
<td>Principal Secretary, Finance Department</td>
<td>Member</td>
</tr>
<tr>
<td>5</td>
<td>Principal Secretary, ITE&amp;C Department</td>
<td>Member</td>
</tr>
<tr>
<td>S. No</td>
<td>Committee Member</td>
<td>Role</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>6</td>
<td>CEO, RTGS</td>
<td>Member, Coordinator</td>
</tr>
<tr>
<td>7</td>
<td>Secretary, Law Department</td>
<td>Member</td>
</tr>
<tr>
<td>8</td>
<td>Commissioner, MAUD</td>
<td>Member</td>
</tr>
<tr>
<td>9</td>
<td>Commissioner, Panchayat Raj</td>
<td>Member Convener</td>
</tr>
<tr>
<td>10</td>
<td>Representative from National Informatics Center (NIC)</td>
<td>Member</td>
</tr>
<tr>
<td>11</td>
<td>Secretary, General Administration Department (GAD)</td>
<td>Member</td>
</tr>
<tr>
<td>12</td>
<td>Representative from AP Technology Services Limited (APTS)</td>
<td>Member</td>
</tr>
</tbody>
</table>

The Tender Evaluation Committee (TEC) evaluates and monitors the bid from each stage of bid and arrive at consensus decision in the following activities

- Review and approve the RFP
- Participate in pre-bid meeting
- Participate in bid opening meeting
- Evaluate the Technical bid submitted by Bidders
- Evaluate the Financial bid submitted by Bidders
- Conduct open and fair reverse auction to identify competitive price
- Finalize the Bidder (L1)
- Sign-off on each step of tender evaluation
- Assisting the Procuring Agency in issuing the Letter of Award (LoA) to the Selected Supplier(s) for leasing the equipment.
- Monitor the progress of the project on monthly basis for smoother execution of the project
- Committee shall provide inputs related finances of the project implementation

1.1.4. In pursuance of the above, RTGS, through this Request for Proposal (the “RFP”) intends to select an Agency that would be responsible for various activities in accordance with the Scope of Work (the “SOW”) specified in the subsequent section (collectively the “Assignment”)

1.2. Requests for Proposal

1.2.1. RTGS invites proposals from interested firms (the “Proposals”) for “Selection of Field Operations agency to Train, Coordinate and Monitor Grama and Ward Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh”

1.2.2. The FOA will be selected through an open competitive bidding in accordance with the procedure set out herein.

1.3. Due diligence by Applicants

Applicants are encouraged to inform themselves fully about the assignment and the local conditions before submitting the Proposal. Applicants may send written queries to RTGS by the date and time specified in section 1.7.
1.4. Release of RFP Document, Processing Fee and Proposal Security

RFP document can be downloaded from the official website of RTGS (http://www.rtgs.ap.gov.in/) and http://www.apeprocurement.gov.in from 9th August 2019 onwards. The proposal should be accompanied with a Non-Refundable Processing Fee of Rs. 50,000 (Fifty Thousand Rupees only) and a refundable Proposal Security of Rs. 30,00,000 (Rupees thirty lakhs only). The Processing Fee and Proposal Security shall be in the form of a Demand Draft issued by one of the Nationalized/ Scheduled Banks in India in favour of the “CEO, Real Time Governance Society” payable at Vijayawada. Proposals without the aforesaid Processing Fee and Proposal Security shall be summarily rejected.

1.4.1. Procedure for Bid Submission

The Bidder must submit their response through Bid submission process on e-Procurement platform at www.apeprocurement.gov.in by following the procedure given below:

The bidder would be required to register on the e-procurement platform www.apeprocurement.gov.in or https://tender.apeprocurement.gov.in and submit their bids online. Only offline bids shall not be entertained by the TENDER Inviting Procuring Agency for the tenders published in e-Procurement platform.

The bidders shall submit their Pre-Qualification cum Technical bid and Price bid online in e-Procurement web site. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their Pre-Qualification cum Technical bids and other certificates/documents with clear readability, in the e-Procurement web site. The bidder should sign on all the statements, documents, certificates uploaded in the e-Procurement website, owning responsibility for their correctness / authenticity.

1.4.2. Registration with e-Procurement platform

For registration and online bid submission bidders may contact Helpdesk on www.apeprocurement.gov.in or https://tender.apeprocurement.gov.in

1.4.3. Digital Certificate Authentication

The bidder shall authenticate the bid with the agency’s Digital Certificate for submitting the bid electronically on e-Procurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the e-Procurement platform.

For obtaining Digital Certificate, you may please contact:
Andhra Pradesh Technology Services Limited, Vijayawada www.apts.gov.in/ (OR)
The bidder may please contact any Registration Authorities of Certifying Authorities in India.
The list of CAs is available in the link https://tender.apeprocurement.gov.in/DigitalCertificate/signature.html

1.4.4. Hard Copies

All bidders should also submit Original DD towards the bid processing fee & Original BG towards EMD in Procuring Agency office at RTGS, Block 1, Floor 1, Andhra Pradesh Secretariat,
Velagapudi, Guntur district, Andhra Pradesh, India before the proposal due date. The DD and BG along with Technical proposal should be submitted in hard copy format in a sealed envelope. The Financial proposal should not be submitted in hard copy.

All the bidders shall invariably upload the scanned copies of DD and EMD in e-Procurement system and this will be the primary requirement to consider the bid responsive.

i. Procuring Agency shall carry out the evaluation solely based on the uploaded certificates / documents, DD and BG towards EMD in the e-Procurement system and open the price bids of the responsive bidders only.

ii. Procuring Agency will not take any responsibility for any delay in receipt / non-receipt of original DD/BG towards Document Fee / EMD before the PDD.

On receipt of documents, Procuring Agency shall ensure the authenticity of the DD towards document fee, BG towards EMD and all other certificates /documents uploaded by the bidder in e-Procurement system in support of the eligibility criteria before concluding the agreement.

1.4.5. Deactivation of Bidders

Vide Ref GO Ms. No.174 – I&CAD dated 1-9-2008, if any bidder fails to submit the original hard copies of uploaded certificates/documents, BG towards EMD within stipulated time or if any variation is noticed between the uploaded documents and the hardcopies submitted by the bidder, the bidder will be suspended from participating in the TENDERs on e-Procurement platform for a period of 3 years. The e-Procurement system would deactivate the user ID of such defaulting bidder based on the trigger/recommendation by the TENDER Inviting Procuring Agency in the system. Besides this, Procuring Agency shall invoke all processes of law including criminal prosecution of such defaulting bidder as an act of extreme deterrence to avoid delays in the TENDER process for execution of the development schemes taken up by the government. Other conditions as per TENDER document are applicable.

The bidder is requested to get a confirmed acknowledgement from the TENDER Inviting Procuring Agency a proof of Hardcopies submission to avoid any discrepancy.

1.4.6. Payment of Transaction Fee

It is mandatory for all the participant bidders from 1st January 2006 to electronically pay a prescribed non- refundable Transaction fee to M/s. APTS, the service provider through "Payment Gateway Service on E- Procurement platform". The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any bank and Direct Debit facility / Net Banking to facilitate the transaction. This is in compliance as per G.O.Ms. 13 dated 07.05.2006.

1.4.7. Corpus Fund

As per GO MS No.4, user departments shall collect 0.04% of ECV (estimated project cost) with a cap of Rs.10,000 (Rupees ten thousand only) for all works with ECV up to Rs.50 Crores, and Rs.25,000/- (Rupees twenty five thousand only) for works with ECV above Rs.50 Crores, from successful bidders on e-Procurement platform before entering into agreement / issue of purchase orders, towards e-procurement fund in favour of Managing Director, APTS. There shall not be any charge towards e-Procurement fund in case of works, goods and services with ECV less than and up to Rs. 10 lakhs.
1.4.8. Tender Document

The bidder is requested to download the Tender document and read all the terms and conditions mentioned in the Tender Document and seek clarification as mentioned in section 3.9 from the Tender Inviting Procuring Agency. Any offline bid submission section in the Tender document could be neglected.

The bidder has to keep track of any changes by viewing the Addendum/Corrigenda issued by the Tender Inviting Procuring Agency from time-to-time in the e-Procurement platform. The Department calling for Tenders shall not be responsible for any claims/issues arising out of this.

1.4.9. Bid Submission Acknowledgement

The bidder shall complete all the processes and steps required for Bid submission. The system will generate an acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the bidder. Bidders may also note that the bids for which an acknowledgement is not generated by the e-procurement system are treated as invalid or not saved in the system. Such invalid bids are not made available to the Tender Inviting Procuring Agency for processing the bids. The Government of AP is not responsible for incomplete bid submission by users.

• The bidders need to register on the electronic procurement market place of Government of Andhra Pradesh i.e., www.eprocurement.gov.in. On registration in the e-procurement market place, they will be provided with a user ID and password by the system using which they can submit their bids online.

• While registering on the e-procurement market place, the bidders need to scan and upload the required documents as per the TENDER requirements on their profile. The e-procurement market place provides an online self-service registration facility to all such Contractors who are already registered with respective participating departments for supply of specified goods and services.

• All the bidders shall invariably upload the scanned copies of DD/BG in e-Procurement system and this will be the primary requirement to consider the bid as responsive. The Department shall carry out the Technical bid evaluation solely based on the uploaded certificates/documents, BG towards EMD in the e-procurement system and open the price bids of the eligible and responsive bidders.

• The bidders shall furnish a declaration in online stating that the soft copies uploaded by them are genuine. Any incorrectness/deviation noticed will be viewed seriously and apart from cancelling the work duly forfeiting the EMD, criminal action will be initiated including suspension of business.

1.5. Validity of the Proposal

The Proposal shall be valid for a period of not less than 180 (One hundred and eighty) days from the Proposal Due Date (the “PDD”).
1.6. Brief description of the Selection Process

RTGS has adopted a two stage selection process (collectively the “Selection Process”) in evaluating the Proposals comprising technical and financial bids to be submitted in two separate sealed envelopes. In the first stage, a technical evaluation will be carried out as specified in section 4.1. Based on this technical evaluation, a list of qualified applicants shall be prepared as specified in section 4.3. In the second stage, a financial evaluation will be carried out as specified in section 4.4. The Agency will be selected under Quality and Cost based Selection (QCBS) method, from amongst the Applicants who qualify the technical evaluation criteria.

1.7. Schedule of Selection Process

RTGS would endeavor to adhere to the following schedule:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Event Description</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Date of issue of RFP</td>
<td>09-08-2019</td>
</tr>
<tr>
<td>2</td>
<td>Last date for receiving queries/ clarifications</td>
<td>15:00 hours on 13-08-2019</td>
</tr>
<tr>
<td>3</td>
<td>Pre-Proposal Conference</td>
<td>11:30 hrs. IST on 14-08-2019</td>
</tr>
<tr>
<td>4</td>
<td>Pre-Proposal Conference venue</td>
<td>Ground floor, O/o Commissioner Panchayat Raj, Tadepalli, Guntur</td>
</tr>
<tr>
<td>5</td>
<td>Response to queries</td>
<td>20-08-2019</td>
</tr>
<tr>
<td>6</td>
<td>Proposal Due Date or PDD</td>
<td>15:00 hours on 29-08-2019</td>
</tr>
<tr>
<td>7</td>
<td>Opening of Technical Proposals</td>
<td>17:00 hours on 29-08-2019</td>
</tr>
<tr>
<td>8</td>
<td>Technical Presentation on proposed Approach and Methodology</td>
<td>30-08-2019</td>
</tr>
<tr>
<td>9</td>
<td>Opening of Financial Proposals</td>
<td>31-08-2019</td>
</tr>
<tr>
<td>10</td>
<td>Issuance of Letter of Award (LOA)</td>
<td>To be notified</td>
</tr>
<tr>
<td>11</td>
<td>Acknowledgement of LOA</td>
<td>Within 03 days of issuance of LoA</td>
</tr>
<tr>
<td>12</td>
<td>Signing of Work Order</td>
<td>Within 3 days of Letter of Award (LOA)</td>
</tr>
</tbody>
</table>

1.8. Pre-Proposal visit and inspection of data

Prospective applicants may visit RTGS office at Block 1, AP Secretariat, Velagapudi at any time prior to PDD. For this purpose, they will provide at least 2 (two) days’ notice, by contacting at the following

Phone No. : +91 91008 19616
All communication over email shall be addressed to:
Email : helpdesk.rtgs@ap.gov.in

1.9. Communications

1.9.1. Submission of Proposal(s) in hard copy in response to this RFP through registered post/speed post/ courier or hand delivered, shall be addressed to:

The Chief Executive Officer, Real Time Governance Society
Address: Floor 1, Block 1, Andhra Pradesh Secretariat, Velagapudi, Guntur district, Andhra Pradesh
Email: helpdesk.rtgs@ap.gov.in

The Applicants are advised in their own interest to ensure that completed Proposal(s) reaches the office of Tendering Authority at the address mentioned well before the Proposal Due Date stipulated in the document. Proposals submitted through Speed post/ Registered Post / Courier / Hand delivered will be accepted. Proposals submitted through e-mail will not be considered and summarily rejected.

Proposals received after the date and time stipulated in section 1.7 in this RFP will not be considered and shall be summarily rejected.

1.9.2. The Official Website of Real Time Governance Society is: www.rtgs.ap.gov.in. All details including this RFP document, any Proposal Due Date extensions, clarifications, amendments, addenda, corrigenda, etc., in respect of this notification will be uploaded only to the website of the Tendering Authority and will not be published in Newspapers.

1.9.3. All communications, including the envelopes, should contain the following information, to be marked at the top in bold letters:

RFP Notice No. ........
**SCOPE OF WORK**

2.1. GoAP has envisaged that there will be 1 (one) Village Volunteer designated for every 50 households in the state of Andhra Pradesh. The exact number of Village Volunteers in each district shall be arrived at by the respective District Collectors. Tentative number of Village Volunteers to be deployed is as below:

<table>
<thead>
<tr>
<th>District</th>
<th>No. of HHs</th>
<th>No. Of VVs</th>
<th>No. of Mandal Parishads</th>
<th>Per Mandal VVs</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Godavari</td>
<td>1,110,596</td>
<td>22,212</td>
<td>62</td>
<td>358</td>
</tr>
<tr>
<td>West Godavari</td>
<td>894,598</td>
<td>17,892</td>
<td>57</td>
<td>314</td>
</tr>
<tr>
<td>Guntur</td>
<td>877,464</td>
<td>17,549</td>
<td>48</td>
<td>366</td>
</tr>
<tr>
<td>Krishna</td>
<td>753,922</td>
<td>15,078</td>
<td>44</td>
<td>343</td>
</tr>
<tr>
<td>Chittoor</td>
<td>737,322</td>
<td>14,746</td>
<td>65</td>
<td>227</td>
</tr>
<tr>
<td>Ananthapuramu</td>
<td>700,366</td>
<td>14,007</td>
<td>63</td>
<td>222</td>
</tr>
<tr>
<td>Prakasam</td>
<td>691,813</td>
<td>13,836</td>
<td>56</td>
<td>247</td>
</tr>
<tr>
<td>Kurnool</td>
<td>639,120</td>
<td>12,782</td>
<td>53</td>
<td>241</td>
</tr>
<tr>
<td>Visakhapatnam</td>
<td>579,417</td>
<td>11,588</td>
<td>39</td>
<td>297</td>
</tr>
<tr>
<td>Srikakulam</td>
<td>572,382</td>
<td>11,448</td>
<td>38</td>
<td>301</td>
</tr>
<tr>
<td>S.P.S. Nellore</td>
<td>567,120</td>
<td>11,342</td>
<td>46</td>
<td>247</td>
</tr>
<tr>
<td>Y.S.R Kadapa</td>
<td>477,712</td>
<td>9,554</td>
<td>50</td>
<td>191</td>
</tr>
<tr>
<td>Vizianagaram</td>
<td>463,526</td>
<td>9,271</td>
<td>34</td>
<td>273</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9,065,358</strong></td>
<td><strong>181,305</strong></td>
<td><strong>655</strong></td>
<td><strong>279</strong></td>
</tr>
</tbody>
</table>

Apart from the above indicative number of Village Volunteers, there would be Ward Volunteers (around 80,000) pertaining to ULBs and functionaries of Village / Ward Secretariats.

2.1.1 List of services to be delivered by volunteers

1. Attending to the process of identifying the eligible beneficiaries, among the 50 households under his/her jurisdiction.
2. Bringing the grievances of Households to the notice of Village Secretariat for redressal.
3. Distribution of Pensions.
4. Door delivery of Rice and other ECs.
5. Distribution of Ration cards/ Aarogyasri Cards.
6. All types of certificates (Caste, Nativity, Residence, Death, Birth etc.
8. Distribution of house site pattas on the day of UGADI.
10. Delivery of Sanction orders of fee reimbursement and additional allowance of Rs.20,000/-
to students.
11. Delivery of Sanction orders of Rs. 15,000/- to mothers of students under Amma Vodi
12. Delivery of Sanction orders of Rs.12500/- (15' Installment) to the farmers under YSR Raithu Bharosa
13. Delivery of Sanction orders to SHGs under YSR Aasara.
14. Delivery of Sanction orders under YSR Cheyutha @ Rs.75,000/- to the women crossed 45 years, belonging to SC/ST/BC/Minorities.
15. Delivery of Sanction orders of financial assistance Rs. 12500/- per annum to the Nayee brahmins, Tailors and Rajakas, who run shops for their livelihood.
16. Delivery of Sanction orders of fin. Assistance Rs. 10500/- to the fisherman during ban period on Fishing.
17. Delivery of Sanction orders of fin. assistance Rs.10,000/- on Zero interest to the traditional small business people, Street Vendors etc.,
18. Delivery of Sanction orders of insurance amount to the families of desired persons who died naturally and accidentally BC, SC, ST, BC, Minorities and Fishermen under YSR Beema.
19. Delivery of Sanction orders of Insurance coverage for cattle and sheep.
20. Delivery of Sanction orders of financial assistance Rs.24,000/- per annum to the weaver families.
21. Delivery of Sanction orders of Honorarium of Rs.15,000/- per month to Imams and Muezzins.
22. Delivery of Sanction orders of financial assistance to the persons who wish to go for HAJ yatra.
23. Delivery of Sanction of financial assistance to Christians who visit Holy Land.
24. Delivery of Sanction orders of Rs.5,000/- to church pastors
25. Delivery of Sanction orders of financial assistance to the temples to meet the salaries of Archakas and expenditure for performing Dhupha, Deepa, Naivedyam.
26. Delivery of Sanction orders of YSR pelli kanuka
27. Distribution of Pattadar pass books — Title Deeds.
28. Power supply connection to Houses
29. Approval orders of Local Body for Building permission.
30. Tap Connections for drinking water
31. Assisting the farmers in getting the Seeds tested to purchase quality Seeds.
32. Prajasadhikara survey enumeration
33. Any other development service as identified by the Government

Scope of work of the Field Operations Agency

2.1.2 Resource plan to manage Field Operations

a) Build the capacity of the Grama and Ward Volunteers to achieve the aims of the programme as envisioned by the government
b) Develop a resource plan to train, coordinate and monitor volunteers across villages and wards
c) Report all issues at field level across District / Mandal / Village / Volunteer / Beneficiary level to RTGS / PRRD / MAUD.
The entire organizational structure to span across 3 levels as follows:

<table>
<thead>
<tr>
<th>Hierarchy</th>
<th>Role</th>
</tr>
</thead>
</table>
| State Level Unit (SLU) | - Monitoring implementation of programme & reporting to PRRD, MAUD, RTGS & other state Govt. stakeholders on various issues  
- Teams to centrally manage functions including training, monitoring, engagement, feedback, data analysis for the data collected by the Agency. |
| District Level Unit (DLU) | - Identify implementation issues on a real time basis  
- Coordinate with state unit, on-ground mandal / municipality level resource persons as well as the government machinery at district level |
| Mandal / Municipal Level Unit (MLU) | - Interact with the volunteers directly on a continuous basis  
- Train and hand hold volunteers, track the work being done on a real-time basis, identify bottlenecks and resolve  
- Coordinate with government machinery at Village / Ward level  
- Field trips to villages / wards as necessary. |

2.1.3 Training of Volunteers

Build capacity using both advanced and traditional training methods to enable the Grama Volunteers to deliver their task in a sustained and effective manner.

a) Develop the means and mode to conduct continuous trainings familiarizing volunteers on their roles, responsibilities and work environment

b) On-board Master trainers to create a training module and train Grama and ward volunteers about their roles and responsibilities

c) Master trainers to train a pool of relevant Mandal / Municipal Level Resource personnel to guide the Grama and ward volunteers on a continuous basis

d) Publish monthly calendar for trainings and review the training needs of each location based on the performance.

e) Impart training on utilizing relevant, existing and future applications, enabling them to create awareness on initiatives/programmes/schemes of GoAP and the procedures to avail the benefits

f) Equip volunteers with various essential skills pertaining to, public engagement, feedback gathering and conducting awareness programs as required

**Note:** The training locations, detailed mechanism for imparting training including involvement of Government officials, staff of Village secretariats will be informed to the FOA. The training literature (material in both print and soft copy formats will be provided to the FOA by GoAP). The essential training infrastructure will be provided by the Government.
2.1.4 Engagement of Volunteers

Develop a communication module to allow Volunteers to be an effective interface between people and the government for effective utilization of services, schemes and programs and serve as a mechanism for feedback and aspiration collection

a) Spread awareness on various government schemes & initiatives and means to avail benefits on an on-going basis and collect feedback by developing necessary applications, while leveraging existing applications.

b) Track the progress of activities being assigned to Volunteers by GoAP, by interfacing with platforms such as RTGS and ePragati etc. on a daily / weekly basis. Grama volunteers to be directly engaged by Mandal/Municipal Level Resource personnel on a continuous basis

2.1.5 Monitoring of operations and collection of Feedback

Design, develop and manage a robust monitoring and feedback application by leveraging existing technology-enabled solutions or build new tools/customized solutions as per the needs and requirements

a) Track real-time progress and identify bottlenecks by coordinating with the volunteers, to provide, daily / weekly MIS and constructive feedback to the respective authorities.

b) Gather feedback on service delivery and collect peoples aspirations and grievances on a continuous basis

c) Develop an evaluation procedure to assess the quality of work done by the Volunteers by analyzing the feedback collected using data analytics tools for data sanitization and visualization on a real-time basis to generate MIS reports for GoAP authorities.

d) Identify Village & ward Secretariats where the Grama Volunteer post(s) is/are vacant due to dropout/ termination and share inputs with the GoAP on an ongoing basis for an alternative appointment.

e) Collect regular citizen feedback on the services delivered and the functioning of Volunteers using the call center of GoAP and raise a request if required.

Note: All the costs towards development and maintenance of software applications, hardware, network and connectivity etc. required for execution of scope of work in this RFP, shall be the responsibility of the Field operations agency, with no extra cost to Government.
### 2.1.6 Deployment of Key Personnel

The FOA shall deploy the number of key personnel with minimum qualifications and experience as indicated in the table below:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Position</th>
<th>Key Responsibilities</th>
<th>Minimum Qualifications, Experience and</th>
</tr>
</thead>
</table>
| 1.     | **State Level Unit (SLU)** | Project managers - 3 numbers | Provide training to the Mandal/ULB Officers, Volunteers regarding various Govt. programs & schemes and their implementation as prescribed by GoAP from time to time and those enlisted in the Scope of work. | • One PM each to be stationed at Municipal Administration & Urban Development Dept. (MAUD) and Panchayat Raj & Rural Development Dept. (PRRD) and RTGS, GoAP respectively.  
• The project managers should have experience of managing projects with 1000 or more personnel and managed large-scale field operations similar to the scope of work mentioned in this RFP, with experience of minimum 5 years  
• Should possess post-graduation degree from UGC / AICTE recognized institute. |
| 2.     | **District Level Unit** | Training and District level Operations Monitoring Personnel - 39 numbers | Track real-time progress and identify bottlenecks in the program. Work closely with the District administration in the monitoring of the program | • The 39 District Monitoring Personnel, to be deployed at the District level, have to be mobilized by the Selected FOA.  
• The Selected FOA is required to have a minimum of 12 (twelve) months contract with the District Monitoring Personnel to ensure that there is no change in Monitoring Personnel for 1-year period & the Monitoring Personnel recruited need to fulfill the following criteria:-  
• Should possess graduation degree from an UGC / AICTE recognized institute.  
• Should be of minimum 25 years of age. Government of India recognized proof of age document such as Aadhaar/Driving License. |
<table>
<thead>
<tr>
<th>S. No.</th>
<th>Position</th>
<th>Key Responsibilities</th>
<th>Minimum Qualifications, Experience and License/Passport to be submitted by the Selected FOA with the Authority</th>
</tr>
</thead>
</table>
| 5.     | **Mandal Level Unit** | **Mandal level Operations Monitoring Personnel – 661 numbers**  
(This position will not be evaluated for Conditions of Eligibility at the RFP stage. However the FOA needs to seek the approval on the CV from the Authority before the deployment of the personnel) | • Should have strong communication skills, be proficient in Telugu and have working knowledge of English language  
• Prior experience in delivering training / monitoring programs on a large-scale is desirable.  
• The Mandal level Operations Monitoring Personnel have to be recruited by the Selected FOA.  
• The Selected FOA is required to have a minimum of 12 (twelve) months contract with the Monitoring Personnel to ensure that there is no change in Monitoring Personnel for 1-year period & the Monitoring Personnel recruited need to fulfill the following criteria:-  
• Should possess graduation degree from an UGC / AICTE recognized institute  
• Should be of minimum 25 years of age. Government of India recognized proof of age document such as Aadhaar/Driving License/Passport to be submitted by the Selected FOA with the Authority  
• Should be proficient in Telugu and have working knowledge of English language |
| 6.     | **Municipal Level Unit** | **ULB / Ward level**  
Collate citizen feedback and assess quality of work done by the Volunteers at the Ward level (Municipalities) | • The ULB / Ward level operations Monitoring Personnel have to be recruited by the Selected FOA.  
• The Selected FOA is required to have a minimum of 12 (twelve)
Real Time Governance Society, Government of Andhra Pradesh

Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Position</th>
<th>Key Responsibilities</th>
<th>Minimum Qualifications, Experience and Monitoring</th>
</tr>
</thead>
</table>
|        | Monitoring Personnel – 345 numbers | (This position will not be evaluated for Conditions of Eligibility at the RFP stage. However the FOA needs to seek the approval on the CV from the Authority before the deployment of the personnel) | months contract with the Monitoring Personnel to ensure that there is no change in Monitoring Personnel for 1-year period & the Monitoring Personnel recruited need to fulfill the following criteria:-
- Should possess graduation degree from an UGC / AICTE recognized institute.
- Should be of minimum 25 years of age. Government of India recognized proof of age document such as Aadhaar/Driving License/Passport to be submitted by the Selected FOA with the Authority
- Should be proficient in Telugu and have working knowledge of English language |

2.1.7 Scope not exhaustive

The Authority reserves its right to make changes to the scope of the work at the time of execution of the Agreement. If any such change causes an increase or decrease in the cost of, or the time required for the Bidder’s performance of any part of the work under the Agreement, whether changed or not changed by the order, an equitable adjustment (if required) shall be made in the value of the Contract or time schedule, or both, and the Agreement shall accordingly be amended. Any claims by the Bidder for adjustment under this section must be asserted within thirty (30) days from the date of the Bidder’s receipt of the Authority’s changed order.
INSTRUCTIONS TO APPLICANTS

A. GENERAL

3.1 Scope of Proposal

3.1.1 Detailed description of the objectives, scope of services, deliverables and other requirements relating to this assignment are specified in this RFP. In case an Applicant firm possesses the requisite experience and capabilities required for undertaking the assignment, it may participate in the Selection Process individually (the “Sole Firm”) or in partnership (“Consortium) in response to this invitation. The term applicant (the “Applicant”) means the Sole Firm or Consortium. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP.

3.1.2 Applicants are advised that the selection of Agency shall be on the basis of an evaluation by RTGS through the Selection Process specified in this RFP. Applicants shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that PRRD’s / MAUD’s decisions are without any right of appeal whatsoever.

3.1.3 The Applicant shall submit its Proposal in the form and manner specified in this section of the RFP. The Technical proposal shall be submitted in the forms at Appendix-I and the Financial Proposal shall be submitted in the form at Appendix-II. Upon selection, the Applicant shall be issued a Work Order by PRRD / MAUD as per timelines mentioned in the section 1.7.

3.1.4 Timelines and Payment Schedule

The Payment Schedule to the FOA shall be on a monthly and on a pro-rata basis of the total cost. The payment will be processed separately by the PRRD and MAUD as per the number of resources deployed under each department’s jurisdiction. The selected agency shall submit the invoice on a monthly basis to the respective departments (PRRD and MAUD) and as per the deployment of the personnel. However, necessary adjustments in the payment will be made towards non-deployment of personnel.

Notes:

1. In case Authority administering this assignment decides to discontinue the project for any reason, the payment of the Selected FOA shall be made after the approval of the deliverables by Authority administering this assignment.

2. Post approval of the Deliverables, the Selected FOA shall submit the Invoice (in duplicate) along with advance stamp receipt for the payment against the approved deliverables.

3. All payments with respect to services rendered by the Selected FOA as per the scope of work and to the satisfaction of the procuring agency, shall be credited to the bank account of the Selected Agency.

4. In case of non-performance of the deployed individual personnel, the Government shall ask the selected FOA to replace the candidate within 1 week from the date of official intimation.
3.1.5 Reporting

The Selected FOA shall work under the instructions of RTGS / PRRD / MAUD and report the progress on various activities on a daily / weekly / monthly basis or as per any other requirements of the Government from time to time. The reporting to be done by FOA shall generally comprise action taken on various activities towards accomplishing the scope of work mentioned in this RFP. A Monthly attendance report of all resources shall be certified by designated State/District/Mandal level / ULB level official as applicable. Proportionate amount will be deducted for non-attendance of the FOA’s personnel.

3.1.6 Period of Engagement

The period of engagement (the “Engagement Period”) will be for 12 months from the date (the “Engagement Date”) of issue of Work Order. The Government may choose to extend the services (in part or in full) of the FOA for a further period, in case of requirement and based on the FOA’s performance. During the period of engagement, the Procuring Agency shall have the right to increase/decrease the Monitoring personnel of the FOA subject to written approval from the governing body.

3.2 Conditions of Eligibility of Applicants

3.2.1 Applicants must read carefully the minimum conditions of eligibility (the “Conditions of Eligibility”) provided herein. Proposals of only those Applicants who satisfy the Conditions of Eligibility will be considered for evaluation.

3.2.2 To be eligible for evaluation of its Proposal, the Applicant shall fulfil the following:

(A) Technical & Financial Capacity: This will be evaluated as per the criteria based on the technical capability and past experience of the Applicant mentioned in the table underneath.

<table>
<thead>
<tr>
<th>No.</th>
<th>Eligibility criteria</th>
<th>Supporting documents to be attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Sole Bidder OR Lead Bidder (in case of consortium) Should be:</td>
<td>- For Sole/Lead Bidder, copies of Certificate of Incorporation / Registration under Companies Act 1956</td>
</tr>
<tr>
<td></td>
<td>- Company Registered under the Companies Act 1956 / 2013 in India</td>
<td>- For Sole/Lead Bidder, documentary proof for operation in India for a period of at least 5 years as on the date of publication of Bid.</td>
</tr>
<tr>
<td></td>
<td>- In operation in India for a period of at least 5 years as on the date of publication of bid</td>
<td>- For Consortium members other than Lead Bidder, copies of Certificate of Incorporation / Registration under Companies Act, 1956/2013 and documentary proof for operation in India for a period of at least 3 years as on publication of bid</td>
</tr>
<tr>
<td></td>
<td>Consortium Members</td>
<td>- For Consortium members other than Lead Bidder, copies of Certificate of Incorporation / Registration under Companies Act, 1956/2013 and documentary proof for operation in India for a period of at least 3 years as on publication of bid</td>
</tr>
<tr>
<td></td>
<td>- Maximum 3 companies are allowed in a consortium including lead bidder</td>
<td>- For Consortium members other than Lead Bidder, copies of Certificate of Incorporation / Registration under Companies Act, 1956/2013 and documentary proof for operation in India for a period of at least 3 years as on publication of bid</td>
</tr>
<tr>
<td></td>
<td>- Companies Registered under the Companies Act 1956 / 2013 in India</td>
<td>- For Consortium members other than Lead Bidder, copies of Certificate of Incorporation / Registration under Companies Act, 1956/2013 and documentary proof for operation in India for a period of at least 3 years as on publication of bid</td>
</tr>
<tr>
<td></td>
<td>- In operation in India for a period of at least 3 years as on publication of Bid</td>
<td>- For Consortium members other than Lead Bidder, copies of Certificate of Incorporation / Registration under Companies Act, 1956/2013 and documentary proof for operation in India for a period of at least 3 years as on publication of bid</td>
</tr>
</tbody>
</table>
### Eligibility criteria

<table>
<thead>
<tr>
<th>No.</th>
<th>Eligibility criteria</th>
<th>Supporting documents to be attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Consortium Members would have joint and several responsibility and liability towards performance in delivery of the scope of work mentioned in this RFP.</td>
<td>Consortium agreement clearly stating the roles and responsibilities of each member</td>
</tr>
<tr>
<td>2</td>
<td>Lead bidder should have a specific focus on Field operations (as defined below) as on 31/03/2019</td>
<td>Work orders / completion certificates showcasing the ‘Field operations’ experience in the last 5 years</td>
</tr>
<tr>
<td>3</td>
<td>Lead bidder should have average annual turnover of at least Rs. 50 (fifty) crores from Field operations during past 3 (Three) financial years preceding the Proposal Due Date.</td>
<td>CA Certificate and Audited Financial Statements of each of the financial years</td>
</tr>
<tr>
<td>4</td>
<td>All members of the consortium should have positive net-worth as on 31st March, 2019.</td>
<td>CA Certificate and Audited Financial Statement of FY 19.</td>
</tr>
</tbody>
</table>
| 5   | The Lead bidder should have experience of large scale field operations, where the bidder has interfaced with large number of customers/customer touch points. The Lead bidder should have mobilized and deployed human resources personnel (at least 1000 people) for any of the below work areas at the field level for door-to-door operations. Any of the following experience/projects are eligible under this RFP to be covered as ‘Field Operations’:  
  • Managing common/citizen service centers or Kiosks offering citizen services (ex: as a Service Centre Agency) at a State / multi-districts level  
  • Monitoring at the field level of large-scale government / semi-government / PSU / corporate programs covering State / multi-districts or cities. | At least 1 work order/completion certificate showcasing ‘Field Operations’ experience in the last five years.  
If the engagement is ongoing, at least 6 months of work should have been completed. |
| 6   | The Lead bidder has worked on a government / semi-government / PSU / corporate project in last 3 years  
  • Engagement should have been in the last 3 years  
  • Duration of the engagement should be for a minimum period                                                                                                             | At least 1 Work order/LoA and completion certificate for a similar scope as defined in this RFP.                  |
Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh

<table>
<thead>
<tr>
<th>No.</th>
<th>Eligibility criteria</th>
<th>Supporting documents to be attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>None of the consortium members should have been blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.</td>
<td>Self-certification by the bidder (to be submitted on the letterhead of the Bidder) and signed by the Authorized signatory of the Bidder</td>
</tr>
</tbody>
</table>

3.2.3 Approach & Methodology:

Applicants must submit their Approach & Methodology (A&M) as part of the Technical proposal strictly not exceeding 30 pages.

Approach & Methodology submitted by the Applicant will be evaluated on a 100-point scale by RTGS, for its clarity, soundness, and implementation effectiveness as per the parameters provided at section 3.2.4.

3.2.4 Technical Presentation:

Only those bidders who meet the eligibility criteria mentioned at section 3.2.2 shall be invited to make the presentation to the Evaluation Committee. Presentations made by the Bidders will be assessed on the below parameters:

<table>
<thead>
<tr>
<th>S. No</th>
<th>Criteria</th>
<th>Scoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Profile of the team to be deployed in the State Level Unit (SLU)</td>
<td>Maximum 30 marks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Minimum qualification and work experience as mentioned in this RFP – 5 marks per CV</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Higher qualifications and work experience will be awarded higher marks – up to 10 marks per CV</td>
</tr>
<tr>
<td>2</td>
<td>Profile of the team to be deployed in the District Level Unit (DLU)</td>
<td>Maximum 39 marks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Minimum qualification as mentioned in this RFP – 0.5 mark per CV</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Higher qualifications and work experience will be awarded higher marks – up to 1 mark per CV</td>
</tr>
<tr>
<td></td>
<td><strong>Proven Track Record in execution of projects similar to the scope of work mentioned in the RFP</strong></td>
<td><strong>Maximum 10 marks</strong></td>
</tr>
<tr>
<td>---</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Each qualifying project – Maximum 2.5 marks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Each additional qualifying project - Maximum 2.5 marks</td>
</tr>
<tr>
<td>3</td>
<td><strong>Proposed methodology covering the following points</strong></td>
<td><strong>Maximum 21 marks</strong></td>
</tr>
<tr>
<td></td>
<td>- Creating a Resource Plan to mobilize personnel at the grassroots (Mandal and Wards)</td>
<td>Each point – Maximum 3 marks</td>
</tr>
<tr>
<td></td>
<td>- Monthly Deployment plan of personnel for each consortium member and also at the level of SLU, DLU and MLU / Ward level</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Conceptualizing a mechanism to train, coordinate, monitor &amp; manage (field operations), obtaining and collating on the ground feedback</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Knowledge and understanding of Government programming, key challenges, opportunities and successes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Detailed understanding of data, analytics, technology and communication tools</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Proposed IT solutions for undertaking field operations as per the scope of work</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Contingency Plan</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Only those Applicants that score a minimum of 60 points out of 100 overall will be eligible for opening of Financial Proposals.

**3.2.5** The Applicant should submit a Power of Attorney as per the format at Form-4 of Appendix-I; provided, however, that such Power of Attorney would not be required if the Application is signed by a partner or Director (on the Board of Directors) of the Applicant.

**3.2.6** Any entity which has been barred by the Central Government, any State Government, a statutory authority or a public sector undertaking, as the case may be, from participating in
any project, and the bar subsists as on the date of the Proposal, would not be eligible to submit a Proposal either by itself or through its Associate.

3.2.7 An Applicant or its Associate should have, during the last 3 (three) years, neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant or its Associate, nor been expelled from any project or agreement nor have had any agreement terminated for breach by such Applicant or its Associate.

3.2.8 While submitting a Proposal, the Applicant should attach clearly marked and referenced continuation sheets in the event that the space provided in the specified forms in the Appendices is insufficient. Alternatively, Applicants may format the specified forms making due provision for incorporation of the requested information.

3.3 Conflict of Interest

3.3.1 An Applicant shall not have a conflict of interest that may affect the Selection Process (the “Conflict of Interest”). Any Applicant found to have a Conflict of Interest shall be disqualified.

3.3.2 RTGS requires that the Selected FOA provides professional, objective, and impartial reporting and at all times hold RTGS’s interest’s paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Selected FOA shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of RTGS.

3.3.3 An Applicant shall be deemed to have a Conflict of Interest affecting the Selection Process, if:

a. a constituent of such Applicant is also a constituent of another Applicant; or

b. such Applicant or its Associate receives or has received any direct or indirect subsidy or grant from any other Applicant or its Associate; or

c. such Applicant has the same legal representative for purposes of this Application as any other Applicant; or

d. such Applicant has a relationship with another Applicant, directly or through common third parties, that puts them in a position to have access to each other’s information about, or to influence the Application of either or each of the other Applicant; or

e. there is a conflict among this and other assignments of the Applicant (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Applicant or having common controlling shareholders. The duties of the Selected FOA will depend on the circumstances of each case. While providing the services to PRRD / MAUD / RTGS for this particular assignment, the Selected FOA shall not take up any assignment that by its nature will result in conflict with the present assignment; or

3.4 Number of Proposals
Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh

No Applicant shall submit more than one Application for the Assignment, including being a part of more than one consortium.

3.5 Cost of Proposal

The Applicants shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process including subsequent negotiation, visits to RTGS, etc.

RTGS will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

3.6 Acknowledgement by Applicant

3.6.1 It shall be deemed that by submitting the Proposal, the Applicant has:
   a) made a complete and careful examination of the RFP;
   b) received all relevant information requested from RTGS;
   c) accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of RTGS or relating to any of the matters referred to in section 3.5 above;
   d) satisfied itself about all matters, things and information, including matters referred to in section 3.5 herein above, necessary and required for submitting an informed Application and performance of all of its obligations thereunder;
   e) acknowledged that it does not have a Conflict of Interest; and
   f) agreed to be bound by the undertaking provided by it under and in terms hereof.

3.6.2 RTGS shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by RTGS.

3.6.3 Number of Proposals

No Applicant shall submit more than one Application for this Assignment.

3.7 Right to reject any or all Proposals

3.7.1 Notwithstanding anything contained in this RFP, RTGS reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefor.

3.7.2 Without prejudice to the generality of section 3.7.1, RTGS reserves the right to reject any Proposal if:
   a. at any time, a material misrepresentation is made or discovered, or
   b. the Applicant does not provide, within the time specified by RTGS, the supplemental information sought by RTGS for evaluation of the Proposal.

   Misrepresentation/ improper response by the Applicant may lead to the disqualification of the Applicant. If such disqualification / rejection occurs after the Proposals have been opened and the highest ranking Applicant gets disqualified / rejected, then RTGS reserves
the right to consider the next best Applicant, or take any other measure as may be deemed fit in the sole discretion of RTGS, including annulment of the Selection Process.
B. DOCUMENTS

3.8 Contents of the RFP

3.8.1 This RFP comprises the Disclaimer set forth hereinafore, the contents as listed below and will additionally include any Addendum / Amendment issued in accordance with Section 3.10:

Request for Proposal

1. Introduction
2. Instructions to Applicants
3. Criteria for Evaluation
4. Fraud and corrupt practices
5. Miscellaneous

Appendices

Appendix-I: Technical Proposal

Form 1: Letter of Proposal
Form 2: Particulars of the Applicant
Form 3: Statement of Legal Capacity
Form 4: Power of Attorney
Form 5: Financial Capacity of the Applicant
Form 6: Particulars of Key Personnel
Form 7: Proposed Methodology and Work Plan
Form 8: Abstract of Eligible Assignments of the Applicant
Form 9: Abstract of Eligible Assignments of the Key Personnel
Form 10: Eligible Assignments of Applicant
Form 11: Eligible Assignments of Key Personnel
Form 12: CVs of Key Personnel

Appendix-II: Financial Proposal

3.9 Clarifications

3.9.1 Applicants requiring any clarification on the RFP may send their queries by e-mail (helpdesk.rtgs@ap.gov.in) with a Subject line – Queries concerning RFP - Selecting a Field Operations Agency to Train, Coordinate and Monitor Grama Volunteers in Andhra Pradesh before the time and date mentioned in the Schedule of Selection Process at section 1.7.

RTGS will post the reply to all such queries on its Official Website without identifying the source of queries adhering to timelines mentioned in Section 1.7

3.9.2 RTGS reserves the right not to respond to any queries or provide any clarifications, in its sole discretion, and nothing in this Section 3.9 shall be construed as obliging RTGS to respond to any question or to provide any clarification.
3.10 Amendment of RFP

3.10.1 At any time prior to the deadline for submission of Proposal, RTGS may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFP document by the issuance of Addendum/Amendment and posting it on the Official Website.

3.10.2 All such amendments will be posted on the Official Website along with the revised RFP containing the amendments and will be binding on all Applicants.

3.10.3 In order to afford the Applicants a reasonable time for taking an amendment into account, or for any other reason, RTGS may, in its sole discretion, extend the PDD.
C. PREPARATION AND SUBMISSION OF PROPOSAL

3.11 Language

The Proposal with all accompanying documents (the “Documents”) and all communications in relation to or concerning the Selection Process shall be in English language and strictly on the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of all the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

3.12 Format and signing of Proposal

3.12.1 The Applicant shall provide all the information sought under this RFP. RTGS would evaluate only those Proposals that are received in the specified forms and complete in all respects.

3.12.2 The Applicant shall prepare one original set of the Proposal (together with originals/ copies of Documents required to be submitted along therewith pursuant to this RFP) and clearly marked “ORIGINAL”. In addition, the Applicant shall submit 1 (one) copy of the Proposal, along with Documents, marked “COPY”. In the event of any discrepancy between the original and its copies, the original shall prevail.

3.12.3 The Proposal, and its copy, shall be typed or written in indelible ink and signed by the Authorized Signatory of the Applicant who shall initial each page. In case of printed and published documents, only the cover shall be initialed. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal. The Proposals must be properly signed by the authorized representative (the “Authorized Representative”) as detailed below:

a. by the proprietor, in case of a proprietary firm; or
b. by an authorized partner, in case of a partnership firm and/or a limited liability partnership; or
c. by a duly authorized person holding the Power of Attorney, in case of a Limited Company or a corporation; or
d. by the authorized representative of the Lead Member, in case of consortium.

A copy of the Power of Attorney certified by a notary public in the format specified in Form-4 of Appendix-I, shall accompany the Proposal.

3.12.4 Applicants should note the PDD, as specified in Section 1.7, for submission of Proposals. Except as specifically provided in this RFP, no supplementary material will be entertained by RTGS, and that evaluation will be carried out only on the basis of documents received by the closing time of PDD as specified in Section 3.18.1. Applicants will ordinarily not be asked to provide additional material information or documents subsequent to the date of submission, and unsolicited material if submitted will be summarily rejected.

3.13 Technical Proposal

3.13.1 Applicants shall submit the technical proposal in the formats at Appendix-I (the “Technical Proposal”).
3.13.2 While submitting the Technical Proposal, the Applicant shall, in particular, ensure that:

a) Processing Fee and EMD is provided;

b) All forms are submitted in the prescribed formats and signed by the prescribed signatories;

c) Approach & Methodology is clearly explained

d) Power of attorney, if applicable, is executed as per Applicable Laws;

e) CVs’ of all Key Personnel to be deployed under SLU and DLU have been included which are dated and signed, by the respective Personnel and countersigned by an Authorized Signatory of the Applicant;

f) Key Personnel would be available for the period indicated in the section 3.1.6 Period of Engagement of this RFP;

g) No Key Personnel should have attained the age of 70 years at the time of submitting the proposal; and

h) The proposal is responsive in terms of section 1.4.4 and 3.2

3.13.3 Failure to comply with the requirements spelt out in this section 3.2 shall make the Proposal liable to be rejected.

3.13.4 If an individual Key Personnel makes a false averment regarding his qualification, experience or other particulars, he shall be liable to be debarred for any future assignment of RTGS for a period of 3 (three) years. The award of this Assignment to the Applicant may also be liable to cancellation in such an event.

3.13.5 The Technical Proposal shall not include any financial information relating to the Financial Proposal.

3.13.6 The CV of each Key Personnel should be submitted in the format at Form-12 of Appendix-I.

3.13.7 RTGS reserves the right to verify all statements, information and documents, submitted by the Applicant in response to the RFP. Any such verification or the lack of such verification by RTGS to undertake such verification shall not relieve the Applicant of its obligations or liabilities here under nor will it affect any rights of RTGS there under.

3.13.8 In case it is found during the evaluation or at any time before issuance of Work Order or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Applicant or the Applicant has made material misrepresentation or has given any materially incorrect or false information, the Applicant shall be disqualified forthwith if not yet appointed as the Selected FOA either by issue of the LOA or issuance of Work Order, and if the Selected FOA has already been issued the LOA or has been issued the Work Order, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by PRRD without PRRD being liable in any manner whatsoever to the Selected FOA, as the case maybe.
3.14 Financial Proposal

3.14.1 Applicants shall submit the financial proposal in the format at Appendix-II (the “Financial Proposal”) clearly indicating the cost of the resources in both figures and words, in Indian Rupees, and signed by the Applicant’s Authorized Representative. In the event of any difference between figures and words, the amount indicated in words shall prevail.

3.14.2 While submitting the Financial Proposal, the Applicant shall ensure the following:
   i. All the costs associated with the assignment shall be included in the Financial Proposal. These shall normally cover remuneration for all the Personnel, accommodation, travel costs, conducting feedback surveys, etc. The total amount indicated in the Financial Proposal shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.
   ii. The Financial Proposal shall take into account all expenses and tax liabilities. For the avoidance of doubt, it is clarified that all taxes, excluding GST, shall be deemed to be included in the costs shown under different items of the Financial Proposal. Further, all payments shall be subject to deduction of taxes at source as per Applicable Laws.

3.15 Submission of Proposal

3.15.1 The proposals shall be submitted through the e-Procurement system. The Applicants shall also submit the Proposal in hard/spiral bound form with all pages numbered serially and by giving an index of submissions. Each page of the submission shall be signed/stamped by the Authorized Representative of the Applicant as per the terms of this RFP.

3.15.2 The Proposal will be sealed in an outer envelope which will bear the address of RTGS, RFP Notice number, Agency name as indicated at Section 1.9.1 and 1.9.2 and the name and address of the Applicant. It shall bear on top, the following:

   “Do not open, except in presence of the Authorized Person of Real Time Governance Society (RTGS)”

If the envelope is not sealed and marked as instructed above, RTGS assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and consequent losses, if any, suffered by the Applicant.

3.15.3 The aforesaid outer envelope will contain two separate sealed envelopes, one clearly marked ‘Technical Proposal’ and the other clearly marked ‘Financial Proposal’. The envelope marked “Technical Proposal” shall contain the Processing Fee, Proposal Security and the Application in the prescribed format (Form-1 of Appendix-I) along with Form-2 to Form-10 of Appendix-I and supporting documents.

The envelope marked “Financial Proposal” shall contain the financial proposal in the prescribed format at Appendix-II.

3.15.4 The Technical Proposal and Financial Proposal shall be typed or written in indelible ink and signed by the Authorized Representative of the Applicant. All pages of the original Technical Proposal and Financial Proposal must be numbered and initialed by the person or persons signing the Proposal.
3.15.5 The completed Proposal must be delivered on or before the specified time on PDD. Proposals submitted by fax, telex, telegram or e-mail shall not be entertained.

3.15.6 The Proposal shall be made in the Forms specified in this RFP. Any attachment to such Forms must be provided on separate sheets of paper and only information that is directly relevant should be provided. This may include photocopies of the relevant pages of printed documents. No separate documents like printed annual statements, firm profiles, copy of contracts etc. will be entertained.

3.16 Proposal Due Date

3.16.1 Proposal should be submitted on the PDD specified at section 1.7 at the address provided in Section 1.9 in the manner and form as detailed in this RFP. A receipt thereof should be obtained from the person specified therein.

3.16.2 RTGS may, in its sole discretion, extend the PDD by issuing an Addendum in accordance with Section 3.10 uniformly for all Applicants.

3.17 Late Proposals

Proposals received by RTGS after the specified time on PDD shall not be eligible for consideration and shall be summarily rejected.

3.18 Modification/substitution/withdrawal of Proposals

3.18.1 The Applicant may modify, substitute, or withdraw its Proposal after submission, provided that written notice of the modification, substitution, or withdrawal is received by RTGS prior to PDD. No Proposal shall be modified, substituted, or withdrawn by the Applicant on or after the PDD.

3.18.2 The modification, substitution, or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with Section 3.16, with the envelopes being additionally marked “MODIFICATION”, “SUBSTITUTION” or “WITHDRAWAL”, as appropriate.

3.18.3 Any alteration / modification in the Proposal or additional information or material supplied subsequent to the PDD, unless the same has been expressly sought for by RTGS, shall be disregarded.

3.19 Proposal Security

3.19.1 The Applicant shall furnish as part of its Proposal, a proposal security of Rs. 30 Lakhs (Rupees Thirty Lakhs) in the form of a Demand Draft issued by one of the Nationalised/ Scheduled Banks in India in favour of the CEO, RTGS payable at Vijayawada (the “Proposal Security”), returnable not later than 30 (thirty) days from PDD except in case of the two highest ranked Applicants. In the event that the first ranked Applicant commences the assignment as required in Section 3.27, the second ranked Applicant, who has been kept in reserve, shall be returned its Proposal Security forthwith, but in no case not later than 120 (one hundred and twenty) days from PDD. The Selected FOA’s Proposal Security shall be returned, upon submission of performance security as per section 3.19.2 and on signing a Tripartite Agreement with PRRD / MAUD and RTGS.

Submission of Performance security at the time of signing the contract by the selected bidder
3.19.2 The selected bidder shall submit a performance security (as per Form 13) which shall be 5% of total contract value for the period of engagement of 12 months, which shall be valid for at least 12 months from the date of submission. In the event of termination of the contract, the CEO, RTGS shall have the right to liquidate performance security. In the event of extension of the contract, the Applicant shall submit the performance security for the new value of the contract. On submission of new performance security for the extended period of engagement, the previous performance security shall be returned back to the Applicant.
D. EVALUATION PROCESS

3.20 Evaluation of Proposals

3.20.1 RTGS shall open the Proposals at the time specified in section 1.7 and place specified in section 1.9.1 and in the presence of the Applicants who choose to attend. The envelopes marked “Technical Proposal” shall be opened first. The envelopes marked “Financial Proposal” shall be kept sealed for opening at a later date.

3.20.2 Proposals for which a notice of withdrawal has been submitted in accordance with section 3.18 shall not be opened.

3.20.3 Prior to evaluation of Proposals, RTGS will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if:
   a) the Technical Proposal is received in the forms specified at Appendix-I;
   b) the Technical proposal is received in Hard Bound/Spiral Bound form as defined in section 3.16.1;
   c) it is received by the PDD including any extension thereof pursuant to Section 3.16.2;
   d) it is signed, sealed, bound together in hard cover/spiral bound and marked as stipulated in sections 3.13, 3.14 and 3.15;
   e) it is accompanied by the Power of Attorney as specified in section 3.2.5;
   f) it is accompanied by Processing Fee and Proposal Security;
   g) it contains all the information (complete in all respects) as requested in the RFP;
   h) it does not contain any condition or qualification; and
   i) it is not non-responsive in terms hereof.

3.20.4 RTGS reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by RTGS in respect of such Proposals.

3.20.5 RTGS shall subsequently examine and evaluate Proposals in accordance with the Selection Process specified at section 1.6 and the criteria set out in Section 3.2 of this RFP.

3.20.6 After the technical evaluation, RTGS shall prepare a list of eligible Applicants in terms of section 3.2 for opening of their Financial Proposals. A date, time and venue will be notified to all Applicants for announcing the result of evaluation and opening of Financial Proposals. Before opening of the Financial Proposals, the list of pre-qualified Applicants whose proposals were found to be responsive in accordance with section 1.4.4 and have met the Conditions of Eligibility stated in the section 3.2. The opening of Financial Proposals shall be done in presence of respective representatives of Applicants who choose to be present. RTGS will not entertain any query or clarification from Applicants who fail to qualify at any stage of the Selection Process. The financial evaluation and final ranking of the Proposals shall be carried out in terms of sections 4.1, 4.3 and 4.4.
3.20.7 Applicants are advised that selection shall be entirely at the discretion of RTGS. Applicants shall be deemed to have understood and agreed that RTGS shall not be required to provide any explanation or justification in respect of any aspect of the Selection Process or Selection.

3.20.8 Any information contained in the Proposal shall not in any way be construed as binding on RTGS, its agents, successors or assigns, but shall be binding against the Applicant if the Assignment is subsequently awarded to it.

3.21 Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Applicants shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising RTGS in relation to matters arising out of, or concerning the Selection Process. RTGS shall treat all information, submitted as part of the Proposal, in confidence and shall require all those who have access to such material to treat the same in confidence. RTGS may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or to enforce or assert any right or privilege of the statutory entity and/or RTGS or as may be required by law or in connection with any legal process.

3.22 Clarifications

3.22.1 To facilitate evaluation of Proposals, RTGS may, at its sole discretion, seek clarifications from any Applicant regarding its Proposal. Such clarification(s) shall be provided within the time specified by RTGS for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.

3.22.2 If an Applicant does not provide clarifications sought under section 3.22.1 above within the specified time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, RTGS may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Applicant shall be barred from subsequently questioning such interpretation of RTGS.
E. APPOINTMENT OF THE SELECTED AGENCY

3.23 Negotiations

3.23.1 The Selected FOA may, if necessary, be invited for negotiations. The negotiations shall generally not be for reducing the price of the Proposal, but will be for re-confirming the obligations of the Selected FOA under this RFP. Issues such as deployment of Key Personnel, understanding of the RFP, methodology and quality of the work plan shall be discussed during negotiations. In case the Selected FOA fails to reconfirm its commitment, RTGS reserves the right to designate the next ranked Applicant as the Selected FOA and invite it for negotiations.

3.24 Indemnity

The Selected FOA shall, subject to the provisions of the Work Order, indemnify RTGS, for an amount not exceeding the Total Cost of Assignment mentioned by the Selected FOA in Appendix –II and for the period applicable as per Period of Engagement (section 3.1.6.) of this RFP, for any direct loss or damage that is caused due to any deficiency in Services.

3.25 Letter of Award

After selection, a Letter of Award (the “LOA”) shall be issued, in duplicate, by PRRD / MAUD to the Selected FOA and the Selected FOA shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Selected FOA is not received by the stipulated date, PRRD / MAUD may, unless it consents to extension of time for submission thereof, cancel the LOA and the next highest ranking Applicant may be considered.

3.26 Execution of Work Order

After acknowledgement of the LOA as aforesaid by the Selected FOA, it shall execute a Tripartite Agreement with PRRD / MAUD and RTGS within the period prescribed in section 1.7. The Selected FOA shall not be entitled to seek any deviation in the Work Order.

3.27 Commencement of Assignment

The Selected FOA shall commence the deployment and services within 7 (seven) days of the date of the signing of the Tripartite Agreement, or such other date as may be agreed by RTGS. If the Selected FOA fails to either sign the Work Order as specified in section 3.26 or commence the assignment as specified herein, RTGS may invite the second ranked Applicant for negotiations. In such an event, the LOA or the Work Order, as the case may be, may be cancelled/terminated. The staff of the FoA shall be working 365 days in year.

3.28 Proprietary data

Subject to the provisions of section 3.22, all documents and other information provided by RTGS or submitted by an Applicant to RTGS shall remain or become the property of RTGS. Applicants and the Selected FOA, as the case may be, are to treat all information as strictly confidential. RTGS will not return any Proposal or any information related thereto. All
information collected, analyzed, processed or in whatever manner provided by the Selected FOA to RTGS in relation to the Assignment shall be the property of RTGS.
CRITERIA FOR EVALUATION

4.1 Evaluation of Technical Proposals

4.1.1 In the first stage, the Technical Proposal will be evaluated on the basis of Applicant’s proposal being responsive as per the section 1.4.4 and the Applicant meeting the Conditions of Eligibility stated in section 3.2 of this RFP.

4.1.2 Whichever Applicant’s proposal is meeting the criteria stated in section 3.2.2 and scoring a minimum of 60 marks out of 100 marks on their Approach & Methodology (section 3.2.3 and 3.2.4 of the RFP) shall qualify for the next round i.e. opening of the Financial Proposal.

4.2 Short-listing of Applicants

The Applicants ranked as aforesaid, shall be qualified for financial evaluation in the second stage.

4.3 Evaluation of Financial Proposal

In the second stage, the financial evaluation may be carried. For financial evaluation, the total cost indicated in the Financial Proposal (excluding GST) will be considered. The lowest total cost Financial Proposal (FM) will be assigned rank “First” and subsequent Financial Proposals quoting the next highest total cost (excluding GST) shall be ranked as “Second”, “Third”.... and so on and so forth.

4.4 Final Evaluation

4.4.1 Quality and Cost based Selection (QCBS) method shall be used for evaluation of the Bids and to arrive at the Successful Bidder. The following formula shall be used for calculating the scores:

\[ B_b = 0.70 \times T_b + (0.30) \times (C_{min}/C_b \times 100) \]

Where,

- \( B_b \) = overall score of bidder under consideration (calculated up to two decimal points)
- \( T_b \) = Technical score for the Bidder under consideration
- \( C_b \) = Price quoted by the Bidder under consideration
- \( C_{min} \) = Lowest price among the financial proposals under consideration

The Bidder achieving the highest overall score will be invited for negotiations for awarding the Contract. In case of a tie where two or more Bidders achieve the same highest overall score, the Bidder with the higher technical score will be invited first for negotiations for awarding the Contract. In case of a tie on the technical scores and highest overall scores, the \( B_b \) will be calculated up to three decimals and the Bidder with higher \( B_b \) will be invited for negotiations for awarding the Contract.

The second ranked Applicant shall be kept in reserve and may be invited in its discretion for negotiations in case the first-ranked Applicant withdraws, or fails to comply with the requirements specified in sections 3.26 and 3.27, as the case may be.
5.1 The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, RTGS shall reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process.

5.2 Without prejudice to the rights of RTGS under section 5.1 hereinabove and the rights and remedies which RTGS may have under the LOA, if an Applicant or Selected FOA, as the case may be, is found by RTGS to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA, such Applicant or Selected FOA shall not be eligible to participate in any tender or RFP issued by RTGS during a period of 3 (three) years from the date such Applicant or Selected FOA, as the case may be, is found by RTGS to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

5.3 For the purposes of this section, the following terms shall have the meaning hereinafter respectively assigned to them:

a. “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of RTGS who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Work Order or arising therefrom, before or after the execution thereof, at any time prior to the expiry of 1 (one) year from the date such official resigns or retires from or otherwise ceases to be in the service of RTGS, shall be deemed to constitute influencing the actions of a person connected with the Selection Process; or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Work Order, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Work Order, who at any time has been or is a legal, financial or technical consultant/ adviser of RTGS in relation to any matter concerning the Project;

b. “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

c. “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;

d. “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by PRRD/RTGS with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
e. “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.
FORCE MAJEURE

Neither party will be liable in respect of failure to fulfil its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophes, epidemics or disturbances in the country.

Force Majeure shall not include

I. any event which is caused by the negligence or intentional action of a Party or by or of such Party’s agents or employees, nor

II. any event which a diligent Party could reasonably have been expected both to take into account at the time of being assigned the work, and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.

Force Majeure shall not include insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.

A Party affected by an event of Force Majeure shall immediately notify the other Party of such event, providing sufficient and satisfactory evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

MISCELLANEOUS

6.1 The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Vijayawada shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.

6.2 PRRD, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

a. suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
b. consult with any Applicant in order to receive clarification or further information
c. retain any information and/or evidence submitted to RTGS by on behalf of and/or in relation to any Applicant; and/or

d. independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Applicant.

6.3 It shall be deemed that by submitting the Proposal, the Applicant agrees and releases PRRD, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.

6.4 All documents and other information supplied by PRRD or submitted by an Applicant shall remain or become, as the case may be, the property of PRRD. RTGS will not return any
submissions made hereunder. Applicants are required to treat all such documents and information as strictly confidential.

Other terms & conditions

6.5 RTGS reserves the right to make inquiries with any of the clients listed by the Applicants in their previous experience record.

6.6 RTGS shall have the right to terminate the FOA by issuing an advance notice period of 15 days.

6.7 In case of termination, the FOA shall transfer all its deployed personnel at all levels to any other FOA selected by the RTGS/Government. An undertaking to this effect will be taken from the selected FOA.

6.8 In case of extension of contract with FOA (subject to performance review and approval by Government), the FOA will get an increment not exceeding 5% to its payments in the subsequent year and till cessation of extension period or till termination. The extension shall
APPENDICES
Appendix-I: Technical Proposal

CHECKLIST

<table>
<thead>
<tr>
<th>S. No</th>
<th>Bid Enclosures</th>
<th>Yes/No</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Whether Technical Bid and Financial Bid prepared and signed and stamped in all pages by the Authorised Signatory?</td>
<td></td>
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<tr>
<td>2</td>
<td>Whether Technical Bid contains following financial Instruments:</td>
<td></td>
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<tr>
<td>2.1</td>
<td>DD / Banker’s Cheque / Purchase Receipt of Bid Document Fees</td>
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<tr>
<td>2.2</td>
<td>DD / Banker’s Cheque of Processing Fees</td>
<td></td>
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<tr>
<td>2.3</td>
<td>DD / Banker’s Cheque / Bank Guarantee of EMD</td>
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<td>3</td>
<td>Whether the RFP is submitted in Two Covers namely Technical Proposal and Financial Proposal?</td>
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<td>4</td>
<td>Whether Technical Proposal contains the following:</td>
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<tr>
<td>4.1</td>
<td>Bidder’s covering letter in the Letter-head signed and stamped by the Authorised Signatory</td>
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<td>4.2</td>
<td>Whether Certificate of Incorporation of the Bidder is submitted?</td>
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<td>4.3</td>
<td>Whether Statutory Auditor Certificate or Certificate from the Company Secretary of the Bidder clearly specifying the turnover for the specified years is submitted?</td>
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<tr>
<td>4.4</td>
<td>Whether a Certificate from the Bidder certifying that the Bid signatory is authorized by the Board of Directors is submitted?</td>
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<tr>
<td>4.5</td>
<td>a) Whether all required Work Orders along with the Completion Certificate / Satisfactory Client Certificate are submitted?</td>
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<td></td>
<td>b) Whether all required Documentary proofs attested by the client or certified by the Company Secretary of the Bidder are submitted?</td>
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<tr>
<td>4.6</td>
<td>Whether Certificate from the Authorized Signatory to the effect that the Bidder is not blacklisted by any of the Ministry / Department of Government of India / State Governments is submitted?</td>
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<td>4.7</td>
<td>Whether all Formats and Annexures are furnished and are submitted?</td>
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<tr>
<td>5</td>
<td>Whether Commercial Bid contains the following:</td>
<td></td>
</tr>
<tr>
<td>5.1</td>
<td>Duly filled Price Bid which is signed and stamped by the Authorized Signatory.</td>
<td></td>
</tr>
</tbody>
</table>
Form-1: Letter of Proposal

(On Applicant’s letter head)

(Date and Reference)

To,

The Chief Executive Officer
Real Time Governance Society (RTGS)
Block 1, Floor 1, Andhra Pradesh Secretariat,
Velagapudi, Guntur district,
Andhra Pradesh

Sub: Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh

Dear Sir,


2. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Agency, and I certify that all information provided in the Proposal and in the Appendices is true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.

3. This statement is made for the express purpose of appointment as the Agency for the aforesaid services.

4. I shall make available to the Authority any additional information it may deem necessary or require for supplementing or authenticating the Proposal.

5. I acknowledge the right of the Authority to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

6. I certify that in the last three years, I or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

7. I declare that:
   (a) I have examined and have no reservations to the RFP Documents, including any Addendum issued by the Authority;
Appendices

(b) I do not have any conflict of interest in accordance with section 3.3 of the RFP Document;

(c) I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in section 5.3 of the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and

(d) I hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

8. I understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Agency, without incurring any liability to the Applicants in accordance with section 3.7 of this RFP document.

9. I declare that we are not a member of any Applicant applying for selection as an Agency for the aforesaid services.

10. I certify that in regard to matters other than security and integrity of the country, I or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake this Assignment or which relates to a grave offence that outrages the moral sense of the community.

11. I further certify that in regard to matters relating to security and integrity of the country, I have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.

12. I further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/Managers/employees.

13. I hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of Agency or in connection with the Selection Process itself in respect of the above mentioned Project.

14. I agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall we have any claim or right of whatsoever nature if the Assignment is not awarded to us or our proposal is not opened or rejected.

15. I agree to keep this offer valid for 180 (one hundred and eighty) days from the PDD specified in the RFP.

16. A Power of Attorney in favour of the Authorized Signatory to sign and submit this Proposal and documents is attached herewith in Form-4.

17. In the event of our firm being selected as the Agency, we agree and undertake to provide the services in accordance with the provisions of the RFP.

18. I have studied the RFP and all other documents carefully. I understand that, I shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of Assignment.
19. The Financial Proposal is being submitted in a separate cover. This Technical Proposal read with the Financial Proposal shall constitute the Application which shall be binding on us.

20. A non-refundable processing fee of Rs. XXXXX (Rupees XXXXX only) in the form of Demand Draft drawn on a scheduled bank in favour of CEO, Real Time Governance Society payable at Vijayawada is submitted along with the proposal.

21. Proposal Security of Rs XXXXX (Rupees XXXXX only) in the form of Demand Draft drawn on a scheduled bank in favour of CEO, Real Time Governance Society payable at Vijayawada is submitted along with the proposal.

22. I agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I submit this Proposal under and in accordance with the terms of the RFP Document.

Yours faithfully,

(Signature, name and designation of the Authorized Signatory)

Representing the Lead Bidder
## Form 2: Particulars of the Applicant

<table>
<thead>
<tr>
<th>1.1</th>
<th>Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2</td>
<td>State whether applying as Sole Firm: Yes/No</td>
</tr>
<tr>
<td>1.3</td>
<td>State the following:</td>
</tr>
<tr>
<td></td>
<td>Name of Firm</td>
</tr>
<tr>
<td></td>
<td>Legal status</td>
</tr>
<tr>
<td></td>
<td>Country of incorporation</td>
</tr>
<tr>
<td></td>
<td>Registered address</td>
</tr>
<tr>
<td></td>
<td>Year of Incorporation</td>
</tr>
<tr>
<td></td>
<td>Year of commencement of business</td>
</tr>
<tr>
<td></td>
<td>Principal place of business</td>
</tr>
</tbody>
</table>

**Name, designation, address and phone numbers of Authorized Signatory of the Lead bidder:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Designation</th>
<th>Company</th>
<th>Address</th>
<th>Phone No.</th>
<th>Fax No.</th>
<th>E-mail address</th>
</tr>
</thead>
</table>

**1.4 For the Applicant, state the following information:**

| (i) Has the Applicant been penalized by any organization for poor quality of work or breach of contract in the last five years? | Yes / No |
| (ii) Has the Applicant/ or any of its Associates ever failed to complete any work awarded to it by any public authority/entity in last five years? | |
| (iii) Has the Applicant been blacklisted by any Government department/Public Sector Undertaking in the last five years? | |
| (iv) Has the Applicant or any of its Associates, suffered bankruptcy/insolvency in the last five years? | |

**Note:** If answer to any of the questions at (ii) to (v) is yes, the Applicant
Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh is not eligible for this assignment.

<table>
<thead>
<tr>
<th>1.5</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Signature, name and designation of the Authorized Signatory)</td>
</tr>
<tr>
<td>For and on behalf of ...............................................................</td>
</tr>
</tbody>
</table>
Form 3: Statement of Legal Capacity

(To be forwarded on the letter head of the Applicant)

(Date and Reference)

To,

The Chief Executive Officer
Real Time Governance Society (RTGS)
Block 1, Floor 1, Andhra Pradesh Secretariat,
Velagapudi, Guntur district,
Andhra Pradesh

Sub: Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh

I hereby confirm that we, the Applicant, satisfy the terms and conditions laid down in the RFP document.

I have agreed that ................. (insert individual’s name) will act as our Authorized Representative on our behalf and has been duly authorized to submit our Proposal.

Further, the Authorized Signatory is vested with requisite powers to furnish such proposal and all other documents, information or communication and authenticate the same.

Yours faithfully,

(Signature, name and designation of the Authorized Signatory)

(Name and seal of the Applicant)
Form 4: Power of Attorney

Know all men by these presents, We, ......................................... (name of Firm and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr. / Ms.......................................... son/daughter/wife and presently residing at ..........................................., who is presently employed with/ retained by us and holding the position of ................... as our true and lawful attorney (hereinafter referred to as the “Authorized Representative”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh (the “Assignment”) to the CEO, Real Time Governance Society (the “Tendering Authority”) including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in meetings/conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us till the entering into of the Agreement/Work Order with the Authority.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorised Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorised Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, .................... THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS .................... DAY OF ...................., 2019

For ........................................

(Signature, name, designation and address)

Witnesses:

1.

2.

Notarised

Accepted

(Signature, name, designation and address of the Attorney)

Notes:
Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

The Power of Attorney should be executed on a non-judicial stamp paper of Rs. 100 (Rupees one hundred) and duly notarised by a notary public.

Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.
Form 5: Financial Capacity of the Applicant

(Refer Section 3.2.2)

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Financial Year</th>
<th>Annual Revenue (in Rs.)</th>
<th>Professional Fee (in Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2018-2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>2017-2018</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>2016-2017</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Certificate from the Statutory Auditor

This is to certify that ........................................ (name of the Applicant) has received the payment shown above against the respective years on account of professional fees.

(Signature, name and designation of the authorised signatory)
Date:
Name and seal of the audit firm:

\(^5\)In case the Applicant does not have a statutory auditor, it shall provide the certificate from its chartered accountant that ordinarily audits the annual accounts of the Applicant.

**Note:** Please do not attach any printed Annual Financial Statement.
Form 6: Particulars of Key Personnel

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Designation of Key Personnel</th>
<th>Name</th>
<th>Educational Qualification</th>
<th>Length of Professional Experience</th>
<th>Present Employment</th>
<th>No. of Eligible Assignments(^1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>(2)</td>
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<td>(6)</td>
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<tr>
<td>(7)</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

\(^1\) Refer Form 9 of Appendix-I Experience of Key Personnel
Form 7: Proposed Methodology and Work Plan

(Refer Section 3.2.3)
Form 8: Abstract of Eligible Assignments of the Applicant

(Refer Section 3.2.2)

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of Eligible Assignment #</th>
<th>Name of Client</th>
<th>Professional fee## received by the Applicant (in Rs Lakh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
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<tr>
<td>3</td>
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<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Certificate from the Statutory Auditor$$

This is to certify that the information contained in Column 4 above is correct as per the accounts of the Applicant and/or the clients.

(Signature, name and designation of the authorised signatory)

Date:

Name and seal of the audit firm:

# The Applicant should provide details of only those assignments that have been undertaken by it under its own name. Refer section 3.2.2 for the definition of Eligible Assignment.

## The names and chronology of Eligible Assignments included here should conform to the project-wise details submitted in Form-10 of Appendix-I.

$$ In case the Applicant does not have a statutory auditor, it shall provide the certificate from its chartered accountant that ordinarily audits the annual accounts of the Applicant.
Form 9: Eligible Assignments of Applicant

(Refer Section 3.2.2)

<table>
<thead>
<tr>
<th>Name of Applicant</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the Project/Eligible Assignment</td>
<td></td>
</tr>
<tr>
<td>Brief Description of the Project/Eligible Assignment:</td>
<td>[Specify the project cost and other details as required to meet the conditions of eligibility mentioned as Section 3.2.2.]</td>
</tr>
<tr>
<td>Description of services performed by the Applicant firm</td>
<td></td>
</tr>
<tr>
<td>Name of Client and Address</td>
<td></td>
</tr>
<tr>
<td>(indicate whether public or private)</td>
<td></td>
</tr>
<tr>
<td>Name, telephone no. and fax no. of the client representative</td>
<td></td>
</tr>
<tr>
<td>Payment received by the Applicant as professional fees (in Rs. Lakh)</td>
<td>£</td>
</tr>
<tr>
<td>Start date and finish date of the services (month/year):</td>
<td></td>
</tr>
</tbody>
</table>

Notes:

1. Use separate sheet for each Eligible Assignment. The documentary evidence in support of the information furnished for Eligible Assignment should be submitted by the Applicant.
Form 10: Abstract of Eligible Assignments of Key Personnel

*(Refer Section 2.1.6 of RFP)*

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of Eligible Assignment*</th>
<th>Name of Client</th>
<th>Name of firm for which the Key Personnel worked</th>
<th>Designation of the Key Personnel on the assignment</th>
<th>Date of completion of the assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
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<tr>
<td>3</td>
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<td>4</td>
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<tr>
<td>5</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Use separate Form for each Key Personnel.

The names and chronology of Eligible Assignments included here should conform to the project-wise details submitted in Form-11 of Appendix-I.

The above form should be filled only for the 3 project manager positions.
Form 11: Eligible Assignments of Key Personnel

*(Refer Section 2.1.6)*

<table>
<thead>
<tr>
<th>Name of Key Personnel</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Designation of the Key Personnel</td>
<td></td>
</tr>
<tr>
<td>Name of the Project/ Eligible Assignment</td>
<td></td>
</tr>
<tr>
<td>Brief Description of the Project/ Eligible Assignment:</td>
<td>[Specify the project cost and other details as required to meet the conditions of eligibility mentioned as Section 3.2.2.]</td>
</tr>
<tr>
<td>Name of the Consulting Firm where Employed</td>
<td></td>
</tr>
<tr>
<td>Description of services performed by the Key Personnel (including designation)</td>
<td></td>
</tr>
<tr>
<td>Name of Client and Address (indicate whether public or private)</td>
<td></td>
</tr>
<tr>
<td>Name, telephone no. and fax no. of the client representative</td>
<td></td>
</tr>
<tr>
<td>Start date and finish date of the services (month/year):</td>
<td></td>
</tr>
</tbody>
</table>

Notes:

1. *Use separate sheet for each Eligible Assignment.*
2. *The details on eligible assignments shall be furnished only for 3 project managers.*
Form 12: CV of the Key Personnel (SLU and DLU)

1. Proposed Position:
2. Name of Personnel:
3. Date of Birth:
4. Nationality:
5. Educational Qualifications:
6. Employment Record:
   (Starting with present position, list in reverse order every employment held.)
7. List of Eligible Assignments on which the Personnel has worked

<table>
<thead>
<tr>
<th>Assignment Name and Brief Description</th>
<th>Description of Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Certification:

1. I am willing to work on the Project and I will be available for entire duration of the Project assignment as required.
2. I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes my qualifications, my experience and me.

(Signature and name of the Professional Personnel)

Place........................................

(Signature and name of the authorised signatory of the Applicant)

Notes:

1. Use separate form for each Professional Personnel.
2. The names and chronology of assignments included here should conform to the project-wise details submitted in Form-10 of Appendix-I.
3. Each page of the CV shall be signed in ink by both the Personnel concerned and by the Authorised Representative of the Applicant firm along with the seal of the firm.
Form 13: Performance Security format

[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

Beneficiary: [insert name and Address of Purchaser]

Date: [Insert date of issue]

PERFORMANCE GUARANTEE No.: [Insert guarantee reference number]

Guarantor: [Insert name and address of place of issue, unless indicated in the letterhead]

We have been informed that _ [insert name of Supplier] (hereinafter called "the Applicant") has entered into Contract No. [insert reference number of the contract] dated [insert date] with the Beneficiary, for the supply of Equipment to the Village Volunteers in the State of Andhra Pradesh (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of [insert amount in figures] (____) [insert amount in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of the Beneficiary’s complying demand supported by the Beneficiary’s statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the Contract, without the Beneficiary needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the .... Day of ...., 2....... and any demand for payment under it must be received by us at this office indicated above on or before that date.

____________________

[signature(s)]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.
Appendix-II: Financial Proposal

*(On Applicant’s letter head)*

(Date and Reference)

To,

The CEO  
Real Time Governance Society (RTGS)  
Block 1, Floor 1, Andhra Pradesh Secretariat,  
Velagapudi, Guntur district,  
Andhra Pradesh

Sub: Selection of Field Operations Agency (FOA) to Train, Coordinate and Monitor Grama Volunteers in order to improve service delivery of the government programmes at the grassroots level in Andhra Pradesh

We the undersigned, offer to provide the services for the work cited under subject in accordance with your Request of Proposal dated ___________ 2019, and our Proposal (Technical and Financial Proposal). **Our Total Cost of Assignment is of Rs.---------- (In Indian Rupees in words: Rupees ----------- only)** inclusive of all applicable taxes. Following is the breakup of our financial quote:

<table>
<thead>
<tr>
<th>S. No</th>
<th>Unit Level</th>
<th>Indicative No. of Resources</th>
<th>Description</th>
<th>Average Man-Month Rate for Remuneration (in Rs)</th>
<th>Amount in figure (in Rs)</th>
<th>Amount in words</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A)</td>
<td>State Level</td>
<td>3</td>
<td>1 person per each Department i.e. PRRD, MAUD, RTGS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(B)</td>
<td>District Level</td>
<td>39</td>
<td>3 persons per each District (13) in AP</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| (C)  | Mandal / Municipal Level | 1006                | 1 person per each Mandal. There are 661 Mandals in AP  
1 person per 10 wards. There are 3471 wards in AP |                                               |                          |                             |
| (D)  | Total             | 1048                       |                                                                             | **(4A+4B+4C)**                                | **(5A+5B+5C)**            |                             |
| (E)  | Tax Component     | NA                         |                                                                             |                                               |                          |                             |
|      | **Grand Total**   | NA                         |                                                                             |                                               |                          | **(5D+5E)**                |
Appendices

*Goods and Services Tax will be as per prevailing & applicable law

The average man-month cost associated with the assignment shall be included in the Financial Proposal. These shall normally cover remuneration for all the Personnel, accommodation, out of pocket expenses, technology solutions including analytics tools, application development towards the assignment, conducting feedback surveys etc. We understand that the actual man-month rate of each personnel will be payable as per the Payment Schedule (section 3.1.4) and on satisfactory acceptance of Reporting by the FOA as mentioned in section 3.1.5.

We agree that this offer shall remain valid for a period of 180 (one hundred and eighty) days from the Proposal Due Date or such further period as may be mutually agreed upon. We further agree that if the Authority wishes to increase or decrease the number of resources to be deployed, then the aforementioned rates shall be applicable to compute the financial implication of such change in deployment.

We understand that you are not bound to accept any proposal you receive.

Yours faithfully,

(Signature, name and designation of the authorised signatory)

Note: The Financial Proposal is to be submitted strictly as per forms given in the RFP.