

**GOVERNMENT OF ASSAM
ADMINISTRATIVE REFORMS AND TRAINING DEPARTMENT
GUWAHATI:: DISPUR**

No. AR.13/2015/4

Dispur Dated the 25th February 2015

REQUEST FOR EXPRESSION OF INTEREST

Consultancy Services: Program Management Consultancy Services for CCSD

Dated February the 2015

Project Name	IN: Citizen-Centric Service Delivery Reform (P150308)
Region	SOUTH ASIA
Country	India
Sector(s)	e-Governance Sector
Project ID	P150308
Implementing Agency	Government of Assam,

1. Government of Assam (GoA) has initiated the Citizen Centered Service Delivery (CCSD) project with funding support from the World Bank. The CCSD project plans to initiate electronic delivery of citizen services with the aim to improve citizen access to targeted services, particularly in remote areas. Citizens, especially the rural communities who are heavily dependent on government services, will be the principal beneficiary group of the project. The project aims to strengthen institutional operations and improve citizen awareness and participation in order to expand access to services to benefit the rural poor. This inclusive approach will contribute to access improvements in four key ways by: (i) expanding the number of Right to Public Services Act (RTPS) services which are digitized and available on-line; (ii) improving connectivity infrastructure especially in underserved areas to enhance citizen access to services; (iii) engaging local populations in service delivery (through both participatory and digital approaches) so that targeted priority services for the rural communities are accessible; and (iv) strengthening service delivery by front-line institutions.
2. The key components of the project are – digitization of services, ICT infrastructure, citizen engagement, front-line delivery institutions – as well as a comprehensive change management initiative that would be managed through a Project Management Unit (PMU).
3. To assist achievement of the key project outcome relating to expanding access to public services especially for the rural poor, GoA intends to hire a firm to provide Project Management Consultancy Support (PMC) Services to the PMU. These services would include comprehensive technical and programme management support over the preparatory and implementation phases of CCSD project. Under this, the PMCS contractor will:
 - a. Act as a technical advisor to the PMU and the Government of Assam for the CCSD project as a whole and for its multiple and diverse components.
 - b. Conceptualize and support implementation of an overall *outcome-focused* project strategy for CCSD, including development of detailed project implementation

plan; development and management of an approach for electronic delivery of selected services which includes comprehensive reengineering of all pertinent processes (front and back end); design of a suitable/contextualized ICT solution including the sizing of hardware, networking, software and connectivity; development of change management and capacity building strategy; strengthening of front-line delivery institutions; planning for citizen-engagement to inform design and delivery of e-services; monitoring and evaluation strategy and its implementation; and financial management associated with the project.

- c. Support bid preparation; extensive vendor management, which includes helping project team during vendor selection process; and supervision and monitoring of all project implementation activities, many of which will be conducted through large scale contractors.
- d. Provide technical support for organizational change management process and staff training services, which includes co-coordinating with stakeholders to successfully operationalize and institutionalize the system.

GoA now invites eligible reputed consultants with similar proven experience to indicate their interest in providing Program Management Consulting Support services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

4. The short-listing criteria are:

- a. Annual Financial Turnover of Minimum Rs. 50 Million for last three financial years each from project management and strategy consulting for improved citizen access to public services involving managing change within the government departments, interaction with citizens, ICT infrastructure solutions, digitization to support delivery of e-services, strengthening front-line institutions delivering public services, and citizen engagement to ensure citizen-centered delivery of services.
- b. A minimum of 5 years of experience in collaborating with and working on government initiatives, preferably those related to eGovernance or citizen-centered projects.
- c. Experience of having successfully completed at least 3 Projects of similar size in field of Program Management Consultancy in last 5 years.

5. The eligible consulting firms are requested to furnish their following duly certified information clearly:

- a. Name, address, facsimile number, e-mail address.
- b. Core business area, number of years in the business and annual reports of last three years.
- c. Ownership and organizational structure
- d. Details of and client references for at least 3 similar Assignments over the last 5 years, as mentioned above; and experience, if any, of having worked on projects funded by International Multilateral/ Bilateral sources.
- e. Record of collaboration with government agencies, preferably on e-Governance and citizen-centered projects
- f. Record of achievement of outcomes related to electronic delivery of public services for citizens residing in remote areas

- g. Organizational experience (at least 10 years and minimum 3 projects of similar size and complexity) in managing design and implementation of electronic services (e-services) projects preferably with public sector organizations in India, including:
 - i. Project planning and budgeting
 - ii. Support to procurement of related goods and services including drafting of terms of reference, request for proposal and expressions of interest, suggesting guidelines and methods to procure, process to assess and select vendors, and monitoring their work
 - iii. Design and implement departmental processes to support back-end processing and change management
 - iv. Develop and manage an outcome-oriented monitoring and learning system for project effectiveness and efficiency
 - v. Implement strategies to support demand-side approaches to improve citizen engagement and feedback in remote, underserved communities
 - vi. Assemble and manage staff and consultants with diverse skill sets
 - vii. Understand government processes and procedures to design and implement large eGovernance and institutional strengthening projects, including compiling the Detailed Project Report, managing procurement and hiring procedures, and the like
 - viii. Produce high quality, user friendly project progress reports
 - h. In-house technical and implementation expertise (at least 20 years of cumulative staff experience most related areas) on e-services delivery projects on all elements related to digitization, telecom infrastructure, citizen engagement and front-line service delivery institutions
 - i. Expertise in design and delivery of change management modules for large and multiple government departments
 - j. Knowledge of externally aided projects, preferably those of the World Bank
6. The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's Guidelines: Selection and Employment of Consultants [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers, January 2011 ("Consultant Guidelines"), available at www.worldbank.org/procure, setting forth the World Bank's policy on conflict of interest. In addition, please refer to the following specific information on conflict of interest related to this assignment: As per the rules, the selected consultant and any sub-consultants and any entity affiliated with such consultant/sub-consultants, shall be disqualified from providing goods, works or services (other than consulting services) resulting from or directly related to the Consultant's Services for the preparation or implementation of the project.
 7. Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications. However, the nature of association must be clearly mentioned in the EoI.
 8. The Program Management Consulting Support firm will be selected in accordance with the procedures set out in the Consultant Guidelines, following QCBS method.

9. Expression of Interest must be delivered in a written form, to the address below in hard copy or by email not later than 31st March, 2015. EoIs received thereafter will not be considered.

Further information can be obtained at the address of the State Project Director given below during office hours from 10.00 – 17.00 hours on all working days.

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Memo No. R.13/2015/4-A

Dated Dispur the 25th February 2015

Copy to :

1. Shri S.C. Das, IAS, Additional Chief Secretary to the Govt. of Assam, AR & T, Revenue and M etc. Departments, Guwahati
2. Shri Hemanta Narzary, IAS, State Project Director, ARIAS Society, Agriculture Campus, Khanapara, Guwahati-22
3. Shri Siddhartha Singh, IAS, Additional Secretary to the Govt. of Assam, designated as Additional SPD, ARIAS, Guwahati
4. Grace Morgan, senior e-Governance Specialist, World Bank, New Delhi, 70 Lodi Estate, New Delhi-110003 with a request to publish it in UNDB.
5. Swayam Mahanty, Procurement Specialist, World Bank, New Delhi, 70 Lodi Estate, New Delhi-110003

Nodal Officer, ACCSD Project
& Joint Secretary to the Government of Assam
Administrative Reforms & Training Department