

Speed post

F.No.1/26/2012-IR
Government of India
Ministry of Personnel, Public Grievances & Pensions
(Department of Personnel and Training)

North Block,
New Delhi,
dated the 2nd August, 2013.

To

The Shortlisted Firms (as per list attached)

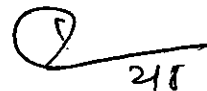
Subject: - A 360 Degree study on the implementation of the Right to Information Act, 2005.

Sir,

I am directed to refer to this Department's letter of even number dated the 24th June, 2013 wherein it was informed that the Competent Authority had decided to re-tender the proposal for 'A 360 Degree study on the implementation of the Right to Information Act, 2005' and that Request for Proposal (RFP) would be revised, if required, before inviting fresh bids.

2. The RFP has now been revised by this Department and a copy of revised RFP Document is enclosed. It is requested that the proposal document consisting of the Technical Proposal and the Financial Proposal as per the details / requirement given in the revised RFP document may be submitted at the address given in the revised RFP Document latest by **5.00 PM on 30th August, 2013.**

Yours faithfully,



(Sandeep Jain)
Director (IR)
Telefax: 23092755

Encl: As above.

- 1) Ecorys Netherland BV in consoritium with Sambodhi Research & Communications Pvt. Ltd. & Ecorys India Pvt. Ltd
India office: 404-405, 4th floor, Laxmi Bhawan-72, Nehru Place, New Delhi- 110019.
- 2) M/S Grant Thornton Advisory Pvt. Ltd
21st Floor, DLF Square, Jacaranda Marg, DLF Phase II, Gurgaon- 122002
- 3) M/S Nielson (India) Pvt. Ltd.
1st, 2nd & 3rd floor, Bharat Yuvak Bhawan,1, Jai Singh Road, New Delhi- 110001
- 4) M/S MottMacdonald Pvt. Ltd.
A20, Sector-2, Noida 201301,UP.
- 5) M/S Social & Rural Research Institute, A specialist Unit of IMRB International, A division of Hindustan Thompson Associates
8, Balaji Estate, Guru Ravidas Marg, Kalkaji, New Delhi- 110019
- 6) M/S Indian Institute of Development Managment
E-7/136, Lajpat Society, Arera Colony, Bhopal-462016
- 7) M/S JPS Associates (P) Ltd.R- 16, Hauz Khas Enclave, New Delhi- 110016
- 8) M/S Centre for Good Governance Dr. MCRHRDI of AP Campus
Road no. 25, Jubilee Hills,Hyderabad- 500033
- 9) M/S Deloitte & Touch Tohmatsu India Pvt Ltd.
7th floor, Building 10, tower B, DLF Cyber City Complex, DLF City Phase- II, Gurgaon- 122002.
- 10) M/S Operations Research Group Pvt. Ltd
Beetal House, Ground Floor, 99 Madangir, Behind Local Shopping Centre, New Delhi- 110062
- 11) M/S Adam Smith International (India)
Bharat Yuvak Bhavan, 1 Jai Singh Road, New Delhi- 110001
- 12) M/S KPMG Building no.10, 8th Floor,
Tower-B DLF cyber city, phase- II, Gurgaon- 122002.
- 13) M/S National Productivity Council
5-6, Institutional Area, Lodhi Road, New Delhi- 110003.
- 14) M/S Price Water House Coopers Pvt. Ltd.
Building no. 8, Tower B, DLF Cyber City, Gurgaon-122 002
- 15) M/S Accenture Services Pvt. Ltd
DLF Centre, Sansad Marg, New Delhi- 110001.
- 16) CMS Social
Centre for Media Studies Research House,
34 B Community Centre, Saket New Delhi- 110017



Department of Personnel and Training
Ministry of Personnel, Public Grievances and Pensions, Government of India

Request for Proposal
For
Selection of Implementing Agency
For
A 360 degree study on the implementation of the Right to Information Act, 2005

August, 2013
North Block
New Delhi

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Section 1: Project Data Sheet

Project Name	A 360 degree study on the implementation of the Right to Information Act, 2005
Method of Selection	<i>Quality cum Cost Based Selection (QCBS)</i>
Submission Date of Technical and Financial Proposals	Proposals to be submitted by 5 pm on 30th August, 2013 Any proposal delivered after the deadline will not be considered and returned unopened.
Tentative date of commencement of services	October , 2013
Validity of Proposal	Technical and Financial Proposals to be valid up-to 31st July, 2014
Technical Evaluation Criteria	Refer to Section 3
Contact Person for any clarifications	Director (IR), Ministry of Personnel, Public Grievances & Pensions, Department of Personnel and Training, North Block, New Delhi – 110 001 Tele (011) 23092755, 23040401 Fax: (011) 23092755, 23093022 Email: usir-dopt@nic.in , osdrti-dopt@nic.in
Copies of Proposal	Invited Institutions must submit original and one copy each of the Technical and Financial Proposal. A copy of the Technical Proposal only must be submitted in a CD also in MS Word Format. (Refer Section 5 for Technical Proposal format and Section 6 for Financial Proposal format) Proposals non-compliant with aforesaid shall be disqualified.
Proposal Submission Address	Director (IR), Ministry of Personnel, Public Grievances & Pensions, Department of Personnel and Training, North Block, New Delhi – 110 001
Consortium, as submitted in the Expression of Interest	A Memorandum of Understanding for the consortium must be included as part of the Technical Proposal submission

Section 2: Instructions to Bidders

2.1 General

2.1.1 Purpose of the RFP is to conduct a 360 degree study of the implementation of the RTI Act, 2005

2.1.2 No bidder shall submit more than one bid for this project.

2.2 Cost of proposal

The BIDDER shall bear all costs associated with the preparation and submission of the Proposal, where DEPARTMENT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the RFP.

2.3 RFP Documents

2.3.1 Contents of RFP documents

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The BIDDER is expected to examine all corresponding instructions, forms, terms and specifications contained in the RFP Documents. Failure to comply with these documents will be at the BIDDER's risk and may affect the evaluation of the Proposal.

2.3.2 Amendments to the RFP Documents

At any time prior to the deadline for submission of Proposals, the Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective BIDDER, modify the RFP Documents by amendment, which shall be uploaded on the DEPARTMENT website.

In order to afford prospective BIDDERS reasonable time in which to take the amendments into account in preparing their offers, the Department may, at its discretion, extend the deadline for the submission of Proposals.

2.4 Preparation of Proposals

2.4.1 Language of the proposal

The Proposals prepared by the BIDDER and all correspondence and documents relating to the Proposal exchanged by the BIDDER and the Department shall be written in the English language.

2.4.2 Documents comprising the proposal

The Proposal shall comprise the following components:

- a. Technical Proposal, as detailed in section 5
- b. Financial Proposal, as detailed in section 6

2.4.3 Technical Proposal

The BIDDER shall structure the Technical Proposal in the manner prescribed in section 5.

The technical Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules.

Each page of the Technical bid should be signed by the authorized representative of the bidder.

Information which the BIDDER considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.

2.4.4 Financial Proposal

The BIDDER shall indicate on the format given in section 6, the price of services it proposes to supply under the contract.

The Bidder shall prepare the Bid based on details provided in the RFP. However, it must be clearly understood that the specifications and requirements are intended to give the Bidders an idea about the order and magnitude of the work and are not in any way exhaustive and guaranteed by Department.

Prices quoted must be in INR (Indian Rupees). The prices must be firm and final and shall not be subject to any upward modifications, on any account whatsoever.

The Financial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, Insurance, levies, works contract/service tax and other charges as may be applicable in relation to the activities proposed to be carried out.

The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the lowest, the Purchaser shall avail such discount at the time of award of contract.

2.4.5 Period of validity of proposals

Proposals shall remain valid for One Hundred and Twenty (120) days after the date of Proposal submission prescribed by the Department, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the Department on the grounds that it is non-responsive.

In exceptional circumstances, the Department may solicit the BIDDER's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A BIDDER granting the request will not be required nor permitted to modify its Proposal.

2.4.6 Format and signing of proposals

The BIDDER shall prepare two copies of each of the Proposal, clearly marking each "Original" and "Copy" as appropriate. In the event of any discrepancy between them, the original shall govern. In addition, the bidder shall prepare a CD also of the Technical Proposal in MS Word Format.

The two copies of the Proposal shall be typed or written in indelible ink and shall be signed by the BIDDER or a person or persons duly authorised to bind the BIDDER to the contract. The latter authorisation shall be indicated by written power-of-attorney accompanying the Proposal.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the BIDDER, in which case such corrections shall be initialled by the person or persons signing the Proposal.

2.4.7 Payment

DEPARTMENT shall effect payments to the Consultant after acceptance by DEPARTMENT of the invoices submitted by the Consultant, upon achievement of the corresponding milestones, as per the payment schedule mentioned at Section 4.

2.5 Submission of Proposals

2.5.1 Sealing and marking of proposals

The BIDDER shall seal the Proposal in one outer and two inner envelopes, as detailed below.

(a) The outer envelope shall be:

- addressed to –

Director (IR)

Department of Personnel & Training

North Block, New Delhi-110001

and, marked with –

“RFP: To conduct a 360 degree study on the implementation of the Right to Information Act, 2005”

(b) Both inner envelopes (one each for Technical and Financial Proposal respectively) should be sealed and shall super scribe “Technical Proposal” or “Financial Proposal” as the case may be and the name and address of the BIDDER.

(c) The envelope for Technical Proposal should contain both the original and copy as well as the CD.

(d) The envelope containing the Financial Proposal should bear a warning as **“DO NOT OPEN WITH THE TECHNICAL PROPOSAL”**.

Note: If the inner envelopes are not sealed and marked as per the instructions in this clause, the Department will not assume responsibility for the Proposal’s misplacement or premature opening.

2.5.2 Deadline for submission of proposals

Proposals must be received by the Department at the address specified in section 1.

The DEPARTMENT may, at its own discretion extend this deadline for the submission of Proposals by amending the RFP documents in accordance with clause *Amendments of RFP Documents*, in which case all rights and obligations of the DEPARTMENT and BIDDERS previously subject to the deadline will thereafter be subject to the deadline as extended.

2.5.3 Late Proposals

Any Proposal received by the Department after the deadline for submission of proposals will be summarily rejected.

2.5.4 Modification and withdrawal of Proposals

The BIDDER may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the Department prior to the deadline prescribed for submission of Proposals.

The BIDDER's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the BIDDER on the Proposal Submission Form.

2.6 Opening and Evaluation of Proposals

2.6.1 Opening of proposals

The proposals shall be opened by a Committee formed by Department, to be called the "Evaluation Committee".

2.6.2 Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, the Evaluation Committee may at its discretion, ask the BIDDER for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

2.6.3 Preliminary examination of Technical Proposal

The Evaluation Committee will examine the Proposals to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order.

2.6.4 Presentation by the bidder:

The presentation should clearly bring out the Consultant's understanding of the requirements of the services, capability and approach for carrying out the tasks set forth through the nominated experts.

The presentation shall ensure the following:

- i. A work plan in graphical format indicating the major activities, interface requirements and deliverables such as reports required under TOR.
- ii. A flow chart may be included to clearly indicate the involvement of the various agencies including those of consultants/sub-consultant/Associates/client etc. This may be linked to work plan and staffing schedule.
- iii. The work plan, flow chart, staffing schedule, approach and methodology must provide a logical description of how the consultant will carry out the services to meet all the requirements of TOR.
- iv. Comments, if any, on the TOR to improve performance in carrying out the assignment. Innovativeness will be appreciated, including workable suggestions that could improve the quality/effectiveness of the Consultant. In this regard, unless the Consultant clearly states otherwise, it will be assumed that work required to implement any such improvements, are included in the inputs shown on the Consultant's Staffing Schedule.

2.6.5 Evaluation and comparison of Technical proposals

The technical evaluation shall be done by the evaluation committee on the basis of the criteria specified in section 3. Only the BIDDERS who have secured 75% and above in the evaluation shall be considered as technically qualified and processed further.

Note: The score weights and points obtainable in the evaluation sheet are tentative and can be changed depending on the need or major attributes of technical proposal.

2.6.6 Opening of Financial Proposal

The evaluation committee will open the Financial Proposal of only Technically Qualified Bidders, in the presence of the representatives of the Bidders who choose to attend, at the time, date and place, as decided by the Department.

2.6.7 Preliminary examination of Financial Proposal

Each Financial Proposal will be inspected by the evaluation committee to confirm that it has remained sealed and unopened. It shall then be examined by the evaluation committee for completeness and accuracy. If there are minor Arithmetical errors, the bid amount will be adjusted. If there is a discrepancy between words and figures, the amount in words will prevail.

2.6.8 Award of Contract

The representative from Department will read out aloud the name of the Consultant and the total price shown in the Consultants Financial Proposal. This information will be recorded in writing by the Department representative.

Award of the contract shall be on the basis of **Quality cum Cost Based Selection** method i.e. 70 % weightage for technical evaluation and 30 % for the financial proposal.

2.7 Notification of Award

Prior to the expiration of the period of Bid Validity, Department will notify the Successful Bidder in writing by registered letter or by fax, to be confirmed in writing subsequently by registered letter, that its Bid has been accepted.

The notification of award will constitute the formation of the Contract.

2.8 Signing of Contract

At the same time as Department notifies the Successful Bidder that its Bid has been accepted, Department will send the Bidder the Contract Form, incorporating all agreements between the parties.

Within 7 days of receipt of the Contract Form, the Successful Bidder shall sign and date the Contract and return it to DEPARTMENT.

2.9 Performance Security

Within 7 days of the receipt of notification of award from Department, the successful Bidder shall furnish a **Performance Bank Guarantee (10% of the bid amount)** in accordance with the Conditions of this document. However Department at its discretion may decide to extend the time period by another 7 days for providing the Performance Bank Guarantee. Such Bank guarantee should have a claim period of three months beyond the contract period of 9 months.

Failure of the Successful Bidder to comply with the requirement of the above Clause shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security, in which event Department may award the Contract to the next best evaluated Bidder or call for new Bids.

2.10 General Rejection Criteria

The following bids would be summarily rejected:

- I. Bids submitted without or improper Bid Security.
- II. Bids received through Fax/E-Mail.
- III. Bids which do not conform to 120 day validity of the Bid as prescribed in the Bid.
- IV. If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Bidding Process.
- V. Bids not submitted in two cover systems in sealed state (in two separate envelopes as prescribed in the Bid).
- VI. Bid received by DEPARTMENT after the last date for receipt of Bids prescribed by DEPARTMENT, pursuant to section 1.
- VII. Bids without power of authorization or any other document consisting of adequate proof of the Signatory's Authority.
- VIII. Bids of bidders who are black listed by the Central Government.

Section 3: Evaluation Criteria

3.1 Technical Proposal Evaluation Criteria:

Particulars	Marks
Key Personnel - general qualifications, appropriate experience and track record, experience in the region/ state, back up support, availability and certainty of obtaining named individuals etc, special emphasis on CVs of core team and management structure of team. Marks allotted would be on the basis of the quality of the key personnel. The management structure of the team should specifically indicate the Team leader. The marking would be based on the quality of key personnel proposed only. Consultant can, however, propose experts over and above the key personnel.	25
Previous Experience (during the last 5 years) of the firm in similar projects in terms of scope, nature and value.	25
Previous Experience (during the last 5 years) of the firm in the monitoring and evaluating of Government Programmes and policies.	10
Previous Experience of the firm in RTI related study.	5
Proposed methodology and work plan	20
Proposal Presentation (*)	15
Total Marks	100

** All the bidders who submit their proposals would be invited for a detailed presentation. The Team leader indicated in the proposed team is expected to make the presentation. The purpose of proposal presentation is to enable the Department to seek clarifications and gain a better understanding about the team and the approach to the assignment.*

3.2 The technical evaluation criteria are broadly elaborated as under:

3.2.1 Key Personnel - The evaluation would be based on the on the experience and qualification of the Key Personnel (mandatory resources) as mentioned at clause 7.6 and of other personnel of the team as below:

	Qualification	General experience	Specific Experience
Organisational Review and Diagnostic Expert			

Capacity Building Expert			
Legal Expert			
Research Methodology Expert			
Other Personnel			

3.2.2 Previous Experience (during the last 5 years) of the firm in similar projects – 5 such projects would be evaluated as under:

Name of the project	Role of the firm	Nature of the Project	Value (in Rs)	Extent/geographical coverage	Status
1	prime consultant, sub-consultant, consortium member etc.	Market Research/ Organisational study/scheme analysis/field survey	Less than 50 lakhs/50 lakhs – 1 crore/more than 1 crore	No. of states /districts /settlements /sample size	Completed/ongoing /abandoned /stalled etc.
2					
3					
4					
5					

3.2.3 Previous Experience (during the last 5 years) of the firm in the monitoring and evaluating of Government Programmes and policies - 2 such projects would be evaluated as under:

Name of the project	Role of the firm	Value (in Rs)	Extent/geographical coverage	Status
1	prime consultant, sub-consultant, consortium member etc.	Less than 25 lakhs /25 lakhs – 75 lakhs /more than 75 lakhs	No. of states /districts /settlements /sample size	Completed /ongoing /abandoned /stalled etc.
2				

3.2.4 Previous Experience of the firm in RTI related study - 1 such project would be evaluated as under:

Name of the project	Role of the firm	Value (in Rs)	Extent/geographical coverage	Status
1	prime consultant, sub-consultant, consortium member etc.	Less than 20 lakhs /20 lakhs – 50 lakhs /more than 50 lakhs	No. of states /districts /settlements /sample size	Completed /ongoing /abandoned /stalled etc.

3.2.5 Proposed methodology and work plan - Evaluation would be based on scope coverage, phasing of activities, timelines, manpower planning etc., as under:

Scope Coverage	Phasing of activities	Timelines	Manpower planning	others
Full /partial /insufficient	Excellent /Good /Mediocre	Optimal /aggressive /extended	Streamlined /overestimated /underestimated	

Section 4: Payment Schedule

Sr. No	Stages	%age of total payment payable
1	<p><u>Inception Report</u></p> <p>Identifying the States/Districts/Tehsils and Villages that need to be studied in detail, based on a robust methodology (statistically defensible).</p> <p>Design of Survey methodology and survey instruments.</p> <p>Prepare detailed plan for data collection, with timelines for key milestones.</p> <p>Discussion with various stakeholders, before finalizing the plan, survey methodology and survey instruments. Discussion shall be in the form of workshops at each of the selected State Capital. (Total 6 in no.)</p> <p>Based on the feedback from the stakeholder workshops, Final selection of districts/ Tehsils and Villages to be studied, finalization of data collection plan, survey methodology and survey instruments.</p>	20%
2	<p><u>Survey Report</u></p> <p>After completion of survey and data collection, again discussion with stakeholders to discuss the gaps during the survey in a structured manner for ratification. Discussion shall be in the form of workshops at each of the selected State Capital. (Total 6 in no.)</p> <p>Based on the feedback from the stakeholder workshops, filling up of the gaps and submission of survey report.</p>	40 %
3	<p><u>Draft Evaluation Report</u></p> <p>Detailed analysis of the survey done and submission of the draft Evaluation report.</p>	25%
4	<p><u>Final Report</u></p> <p>Discussion on the draft Evaluation report in the national (stakeholder) workshop at New Delhi.</p> <p>Incorporating the feedback/suggestions from national (stakeholder) workshop, submission of the final report.</p>	15%

Section 5: Technical Proposal

The technical proposal should contain the following documents:

5.1 Cover Letter

In the cover letter, the bidder should confirm the following:

- confirm that all personnel listed in the technical proposal will be available to provide the required services for the duration of the contract as set-out in the technical proposal.
- confirm that the technical and financial proposals are valid up-to 31st March, 2014.
- confirm that the bidder has not indulged in any corrupt or fraudulent practices in preparing this proposal.
- confirm that the person signing the cover letter and the proposal has been duly authorized to do so.
- cover letter to contain the name, address, telephone and fax no., and email id of the authorized person with whom Department to communicate.
- confirm that the bidder will bear all costs incurred in connection with the preparation and submission of the proposal and to bear any further pre-contract costs.
- confirm that the terms and conditions laid out in the RFP document are acceptable.
- Confirm that, if the financial Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

5.2 Bidder Firm's profile, in general.

5.3 Key Personnel

Names & CVs of the key personnel to work on this project (The CV should include name of staff, nationality of staff, profession/designation of staff, proposed position in the team, whether employee of the firm, number of years with the firm, key qualifications, date of birth, education, experience, and languages known. Each team member who is not a full time employee of the firm to give an undertaking that he / she is available to undertake the tasks allocated to him / her in the technical proposal. The CVs should be of maximum 2 pages each and signed (by the key personnel) confirming that the information given in the CV is correct.

5.4 Experience of the firm in

- 5.4.1** similar projects in terms of scope, nature and value.
- 5.4.2** monitoring and evaluation of Government programmes and policies.
- 5.4.3** RTI related study.

In each case (separately), the firm should give the details of the projects/assignments undertaken during the last 5 years only, in detail (including name of assignment, name/address of employer, date of award of assignment, date of completion of assignment, nature of the assignment, value of the assignment, scope/geographical coverage of the assignment and role of the firm viz. prime consultant, sub-consultant, consortium member etc.)

5.5 Proposed methodology and work plan.

5.6 Matters not appropriate in any other appendix, e.g. Joint Ventures, Disclosures, Conflict of Interest etc.

Section 6 – Financial Proposal

6.1 Bid Security

6.1.1 Bid Security of Rs 2 lakhs by way of bank guarantee issued by a Nationalised/Scheduled Bank shall be furnished by the consultant at the time of responding to the RFP. Bid Security must be valid up to 120 days after the last date of submission of proposal and the same will be returned to the un-successful bidders after completion of selection process. The beneficiary of the bank guarantee may be mentioned as “Director (IR), Department of Personnel and Training, North Block, New Delhi – 110001”.

6.1.2 The successful bidders bid security will be discharged upon the bidder executing the contract pursuant to the bidder furnishing the performance bank guarantee security.

6.2 Format for submission of the Financial Proposal

To
The Secretary,
Department of Personnel and Training,
Ministry of Personnel, Public Grievances and Pensions,
Government of India,
New Delhi

Dear Sir,

We, the undersigned, offer to provide the services to conduct a 360 degree study on the implementation of the Right to Information Act, 2005 in accordance with your Request for Proposal dated [*Insert Date*] and our Technical Proposal. Our Financial Proposal is for the sum of [*Insert amount(s) in words and figures*].¹ This amount is inclusive of the local indirect taxes, service tax and duties.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in the Project Data Sheet in section 1.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act, 1988”.

We acknowledge the right of the Department to reject our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.

We offer a Bid Security of Rs. 2 lakhs (Rupees Two Lakhs only) to the Department in accordance with the RFP Document.

The Bid Security in the form of bank guarantee is attached.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

NOTES- (1) The Bidder should quote the total lumpsum price for providing the services included in the terms of reference.

(2) In case there is any change in the rate of service tax during the period of contract, the additional amount to be paid by the Implementing agency as service tax could be claimed from the Department, on submission of details of service tax paid.

Section 7: Terms of Reference

7.1 Background

The Right to Information Act was enacted in 2005 to further the objectives of making the governance more transparent and accountable. In the last 7 years, an elaborate institutional mechanism, including setting up of Information Commissions, designation of large number of officers as CPIOs/ SPIOs and Appellate Authorities and laying down of detailed guidelines and instructions for dealing with RTI requests, has been set up in- line with the mandate of the Act, to ensure that the right of information is exercised freely and with ease.

In order to strengthen both the 'demand' and 'supply' side of RTI regime, several initiatives have been taken by GOI to generate awareness amongst public regarding their rights under the Act and how to exercise those and also to train Public Information Officer in handling the RTI requests fairly and expeditiously. CSOs and media have also played a significant role in creating demand for information. Since the implementation of the Act, there has been a significant and perceptible change in the level of transparency in the working of Governments at Central, State and sub-State level.

To further strengthen the RTI regime, it has been decided to do a 360 degree study of the implementation of the RTI Act. The implementation of the provisions of the Act has to be studied from the perspective of both the demand and supply side. The approach to achieving the above is viewing RTI Applications and their responses from the information seekers' and providers' angle.

7.2 Scope of work

To study the **trends in filing of RTI applications/appeals** across the country.

a) To determine the level of satisfaction among the people with the functioning of the RTI Act, in general.

b) To study the **use of RTI** by different users like

i. Types of applicants (in cases where applicant type is identifiable from application)

ii. Assessment of the type of Information sought and its classification into personnel information sought by employees, procurement related, information sought without any apparent objective/purpose; general information sought without specificity across sections/fields.

iii. As assessment of the levels of government and the percentage of RTI applications received by them — field offices, HODS, Secretariat, etc

c) To record the experience of Public authorities at different levels in dealing with RTI applications and appeals.

d) To calculate the cost to government in providing information under RTI.

e) The public perception about the extent of reduction in corruption as a result of the functioning of the RTI Act.

7.3 Detailed Scope of Work:

7.3.1 Geographical coverage of the study

Zone	Number of states	Districts in each state	Urban settlements in each district	Rural settlements in each district
North	1	4	2	5
South	1	4	2	5
East	1	4	2	5
West	1	4	2	5
North East	1	3	1	3
NCT of Delhi	1	3	--	3

Explanation: District headquarter is one of the urban settlements to be studied in a district.

7.3.2 Main Tasks

Task 1: Determine the level of satisfaction among the people with the functioning of the RTI Act in general.

The consultant shall elicit level of satisfaction among the people with the functioning of RTI Act, in general, through structured questionnaire, face to face interviews as well as focused group discussions with various stakeholders such as general public, civil society groups, RTI activists, the media and Information Commissions etc.

The sample selected should be representative, based on standard sampling techniques. Minimum sample size is 5000 for each of the selected state and it should cover all the selected settlements in a state.

Task 2: Assessment of use of RTI Act, in terms of type of applicants, classification of information sought, levels of Government etc.

For this task, study shall be conducted by the consultant for the Central Government Ministries/Departments, State Government Ministries/Departments, public authorities at Tehsil Level and at Village Level, as per the details given at Annexure to this RFP.

Task 3: To record the experience of Public Authorities at different levels in dealing with RTI applications and First appeals.

For this task also, the Public Information Officers mentioned in task 2 may be covered. Their respective First Appellate Authorities may be covered to record experience regarding First

appeals. The methodology to be used may include structured questionnaire, face to face interviews etc.

Task 4: To calculate the cost of government in providing information under RTI

A representative sample of the Public authorities mentioned in task 2 may be covered. The representative sample could be 10 % of that mentioned in Task 2. Mapping of how an RTI application is processed in selected public authorities will be conducted through interviews with key functionaries. Process mapping using a standardized methodology may be conducted. The information to be captured would be estimates of the process flow, information flow, activity times, delays and resource requirements. The resources and time required for processing an application will be monetized using the time spend and imputing the person hour expenses and other tangible resources used to calculate the costs incurred in processing RTI applications.

Task 5 : To elicit the public perception about the extent of reduction in corruption as a result of the functioning of the RTI Act.

The coverage and Methodology may be similar to that mentioned in Task 1.

Explanation : For the sake of Task 1 and Task 5, people/public do not mean RTI applicants only.

7.3.3 Sub – tasks

Sub Task 1: Identifying the States/Districts/Tehsils and Villages that need to be studied in detail, based on a robust methodology (statistically defensible) so that the selected sample is representative. Selection may be based on the socio-economic and demographic parameters such as per capita income, literacy rate, population, urban/rural ratio etc.

Sub Task 2 : Design of Survey methodology and survey instruments.

Sub Task 3 : Prepare detailed plan for data collection, with timelines for key milestones.

Sub Task 4 : To conduct a national (stakeholder) workshop at New Delhi to discuss the plan for survey, survey methodology, survey instruments etc., and to select the states that are to be studied.

Sub Task 5 : Discussion with various stakeholders, before finalizing the plan, survey methodology and survey instruments. Discussion shall be in the form of workshops at the capital of each of the selected State. (Total 6 in no.)

Sub Task 6 : Based on the feedback from the stakeholder workshops, final selection of districts/ Tehsils and Villages to be studied, finalization of data collection plan, survey methodology and survey instruments.

Sub Task 7 : After completion of survey and data collection, again discussion with stakeholders to discuss the gaps during the survey in a structured manner for ratification.

Discussion shall be in the form of workshops at the capital of each of the selected State. (Total 6 in no.)

Sub task 8 : Based on the feedback from the stakeholder workshops, filling up of the gaps and submission of survey report.

Sub task 9 : Detailed analysis of the survey done and submission of the draft Evaluation report.

Sub task 10 : Discussion on the draft Evaluation report in the national (stakeholder) workshop at New Delhi.

Sub task 11 : Incorporating the feedback/suggestions from national (stakeholder) workshop, submission of the final report.

Note: All the workshops (14 in no.) are to be arranged, at its expense, by the Implementing agency. The Department would facilitate organizing the workshops at Government venues. The Implementing Agency has to bear the cost of hiring such Government venue. TA/DA, if payable, to the participants (other than the staff of the Implementing Agency) would be reimbursed by the Department as per the actual expenditure.

7.4 Main Deliverables

The consultant is expected to deliver the following during the course of the assignment:

1. Inception Report

- i. A note on the sampling methodology to identify the States/Districts/Tehsils and Villages that needs to be studied.
- ii. A brief note on the Survey methodology and survey instruments to be adopted.
- iii. A note on the detailed plan for data collection, with timelines for key milestones.
- iv. A note for discussion with various stakeholders, before finalizing the plan, survey methodology and survey instruments.
- v. To conduct workshops with various stakeholders in each of the selected state (6 in no.) and a report on the workshop proceedings and main feedback points.
- vi. Based on the feedback from the stakeholder workshops, Inception report mentioning final selection of districts/ Tehsils and Villages to be studied, final data collection plan, survey methodology and survey instruments.

2. Survey Report

- vii. Report presenting the findings of the survey and data collection.
- viii. A note for discussion with stakeholders to discuss the gaps during the survey in a structured manner for ratification.
- ix. To conduct workshops with various stakeholders in each of the selected state (6 in no.) and a report on the workshop proceedings and main feedback points.

- x. Based on the feedback from the stakeholder workshops, filling up of the gaps and submission of survey report.

3. Draft Evaluation Report

- xi. Detailed analysis of the survey done and submission of the draft Evaluation report.

4. Final Report

- xii. A note for discussion with stakeholders to discuss the draft Evaluation report in the national (stakeholder) workshop at New Delhi for feedback and suggestions.
- xiii. To conduct the national workshop with various stakeholders and a report on the workshop proceedings and main feedback points.
- xiv. Incorporating the feedback/suggestions from national (stakeholder)workshop, submission of the final report.

7.5 DELIVERABLES AND TIME FRAMES

The consultant shall commence work within a week of signing of the contract and shall complete the assignment with in a period of 9 months. The following table lists the deliverables and their respective time frames.

S. No.	Deliverables	Time Frame (Months from the date of signing of the contract)
1.	Inception Report: Covering updated methodology and work plan	Month 1-2
2.	Draft survey report	Month 3-6
3.	Draft Evaluation report (presentation/submission)	Month 7-8
4.	Final report	2 weeks from approval of the draft report

Along with the deliverables listed in the table above the consultant shall submit a fortnightly activity/progress report. All the reports being submitted to the client are to be supplied in 5 (five) Hard Copies, along with CD.

7.6 Key Personnel – Mandatory Resources.

One each of the following specified experts should atleast form a part of the proposed team:

i. **Organisational Review and Diagnostic Expert**

Experience : Extensive experience in institutional and organisation analysis or related experience in studying organisational or administrative practices in real-life context, preferably in government. Experience in diagnosis of institutions and organisations to identify critical areas of concern and functional constraints. Experience in institutional/organisational level diagnosis of at least 10 years.

(Project experience of similar scope in at least 2 projects separately or combined with at least 10 years Industry experience)

Qualifications: Post Graduate qualification in management

(PGDM/MBA /MHRM or equivalent)

ii. **Capacity building expert:**

Experience: Expertise in identifying gaps in and developing interventions for capacity building in governmental systems. Should have designed and developed institutional, organisational and individual level capacity development interventions and programmes with at least 10 years experience in Industry.

(Project experience of similar scope in at least 2 projects, program design and T&D combined or separate with at least 10 years Industry experience)

Qualification: Post Graduate qualification in management with specialization/expertise in organisation development (OD) and Human Resources Management, including training.

(PGDM/MBA /MHRM or equivalent qualification in Training and Development)

iii. **Legal expert:**

Experience: Expertise in laws and legal issues pertaining to Right to Information with specific reference to RTI Act, 2005 of India. The person should have worked in assignments requiring analysis and interpretation of the RTI Act in operational terms and should have a good appreciation of its various nuances.

(Project/Assignment experience of similar scope in at least 2 projects with at least 10 years Legal Standing)

Qualification: Qualifications in Law.

(LLB/LLM or equivalent qualification)

iv. **Research Methodology Expert:**

Experience: Proven expertise in research design relating to survey methodology and questionnaire design. The person should have worked on assignments with a scope for developing and designing the approach and methodology, including instrument design, for obtaining stakeholder perceptions or responses with at least 10 years experience.

(Project/Assignment experience of similar scope in at least 2 projects with at least 10 years experience)

Qualifications: Post Graduate qualifications in Statistics or Operations Research and expertise in survey design and analysis

(MSc or equivalent qualification in applied Statistics or Operations Research)

7.7 Payment Terms and Schedule

As specified in Section 4 of this document

7.8 Reporting Arrangements

The Implementing Agency would be responsible to report to the Deputy Secretary (IR), Ministry of Personnel, Public Grievances & Pensions, Department of Personnel and Training; or any other official entrusted by Department to oversee the functioning of the scheme. The Project Director/Project Manager (from the consultants core team), is especially required to liaise with the Department on a regular basis to ensure the smooth development and functioning.

Section 8: GENERAL TERMS AND CONDITIONS

8.1 General Provisions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- a. "Applicable Law" means the laws and any other instruments having the force of law in India, as they may be issued and in force from time to time.
- b. Contract means the Contract signed by the Parties;
- c. "Effective Date" means the date on which this Contract comes into force and effect pursuant to clause 8.7;
- d. "Government" means Government of India;
- e. 'Local currency' means the Indian Rupees;
- f. "Member", in case the Implementing Agency consist of a joint venture of more than one entity, means any of these entities, and "Members" means all of these entities;
- g. "Party" means the Department or the Implementing Agency, as the case may be, and Parties means both of them;
- h. "Personnel" means persons hired by the Implementing Agency or by any Sub-Consultant as Employees and assigned to the performance of the Services or any part thereof; and 'key personnel' means the personnel referred to in Clause 5.3 and 7.6.
- i. "Services" means the work to be performed by the Implementing Agency pursuant to the contract. The approach and methodology to be adopted by the Implementing Agency for carrying out the assignment may be modified after mutual discussions with Department. The work plan as indicated by the Implementing Agency may also get modified accordingly.
- j. "Sub-consultant" means any entity to which the Implementing Agency subcontract part of the Services in accordance with the provisions of Clause 8.13.12 (a); and
- k. "Third Party" means any person or entity other than the Government/Department and the Implementing Agency
- l. "Department" means Department of Personnel and Training, New Delhi

8.2 Relation between the Parties

Nothing contained herein shall be construed as establishing a relation of master and servant or of principal and agent as between the Department and the Implementing Agency. The Implementing Agency, subject to this Contract, have complete charge of Personnel and Sub-consultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder. The Consultant shall be considered as having the legal status of an independent Consultant vis-à-vis DEPARTMENT. The Consultant's personnel and sub-Consultants shall not be considered in any respect as being the employees or agents of DEPARTMENT or the Government.

8.3 Law Governing Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

8.4 Notices

Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram or facsimile.

8.5 Language

This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

8.6 Taxes and Duties

The Implementing Agency, Sub-consultants and Personnel shall pay such taxes, duties, fees and other impositions as may be levied under the Applicable Law and the Department shall perform such duties in regard to the deduction of such taxes as may be lawfully imposed. The Department shall not be liable for any tax levied on the remuneration and allowances of the Implementing Agency as per this contract.

8.7 Effectiveness of Contract

This Contract shall come into force and effect on the date (the "Effective Date") of the Department's notice to the Implementing Agency instructing the Implementing Agency to begin carrying out the Services.

8.8 Expiration of Contract

Unless terminated earlier pursuant to Clause 8.12 this Contract shall expire when services have been completed and all payments have been made as per the payment schedule mentioned at section 4.

8.9 Modification

Modification of the terms and conditions of this Contract, including any modification of the scope of the Work, may only be made by written agreement between the Parties to the contract or their duly authorized representatives.

8.10 Force Majeure

8.10.1. Definition

- a. For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations

hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.

- b. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a party or such Party's Sub-consultants or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Contract and (B) avoid or overcome in the carrying out of its obligations hereunder.
- c. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

8.10.2 No Breach of Contract

The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, "due care" and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

8.10.3 Measures to be taken

- a. A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfil its obligations hereunder with a minimum of delay.
- b. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- c. The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

8.10.4 Extension of Time

- a. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure. This doesn't preclude the

Department from extending the time period of the assignment in pursuant to clause 8.13.12 (b).

8.10.5 Consultation

Not later than thirty (30) days after the Implementing Agency, as the result of an event of Force Majeure, have become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

8.11 Suspension

The Department may, by written notice of suspension to the Implementing Agency, suspend all payments to the Implementing Agency hereunder if the Implementing Agency fail to perform any of their obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Implementing Agency to remedy such failure within a period not exceeding thirty (30) days after receipt by the Implementing Agency of such notice of suspension.

8.12 Termination

8.12.1 By the Department

The Department may, by not less than thirty (30) days' written notice of termination to the Implementing Agency, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (g) of this Clause, terminate this Contract.

- a. if the Implementing Agency fail to remedy a failure in the performance of their obligations hereunder, as specified in a notice of suspension pursuant to Clause 8.11 hereinabove, within thirty (30) days of receipt of such notice of suspension or within such further period as the Department may have subsequently approved in writing;
- b. if the Implementing Agency become insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;
- c. if the Implementing agency fail to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 8.19.3 hereof;
- d. if the Implementing agency submit to the department a statement which has a material effect on the rights, obligations or interests of the department and which the Implementing agency know to be false;
- e. if, as the result of Force Majeure, the Implementing Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- f. if the Department, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

- g. if the Implementing agency, in the judgment of the Department has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. For the purpose of this clause: "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution. "fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Consultants (prior to or after submission of proposals) designed to establish prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition.

8.12.2 By the Implementing Agency

The Implementing Agency may, by not less than thirty (30) days' written notice to the Department, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause, terminate this Contract:

- a. if the department fails to pay any money due to the Implementing Agency pursuant to this Contract and not subject to dispute pursuant to Clause 8.19 hereof within sixty days (60) days after receiving written notice from the Implementing Agency that such payment is overdue;
- b. if the department is in material breach of its obligations pursuant to this Contract and has not remedied the same within sixty (60) days (or such longer period as the Implementing agency may have subsequently approved in writing) following the receipt by the department of the Implementing Agency's notice specifying such breach;
- c. if, as the result of Force Majeure, the Implementing Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- d. if the Department fails to comply with any final decision reached as a result of arbitration pursuant to Clause 8.19.3 hereof.

8.12.3 Cessation of Services

Upon termination of this Contract by notice of either Party to the other pursuant to Clauses 8.12.1 or 8.12.2 hereof, the Implementing Agency shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Implementing Agency and equipment and materials furnished by the Department, the Implementing Agency shall proceed as provided, respectively, by Clauses 8.13.14 or 8.13.15 hereof.

8.12.4 Payment upon Termination

In the event of such termination, the Implementing Agency shall be compensated for the actual amount of work performed to the satisfaction of the Department on pro rata basis after offsetting against these payments any amount that may be due from the Implementing Agency

to the Department. All advances paid to the Implementing agency shall be immediately refunded to the Department along with the borrowing rate of interest of Government of India (@ 12%) from the date of receipt of the said amount by the Implementing agency to the date of refund thereof.

8.12.5 Disputes about Events of Termination

If either Party disputes whether an event specified in paragraphs (a) through (d) of Clause 8.12.1 or in Clause 8.12.2 hereof has occurred, such Party may, within forty-five (45) days after receipt of notice of termination from the other Party, refer the matter to arbitration pursuant to Clause 8.19 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

8.13 Obligation of the Implementing Agency

8.13.1 Standard of Performance

The Implementing Agency shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods. " The Implementing Agency shall always" act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Department, and shall at all times support and safeguard the Department's legitimate interests in any dealings with Sub-consultants or Third Parties. The Consultant shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

8.13.2 Fraud and Corrupt Practices

8.13.2.1 The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process and during the subsistence of the contract. Notwithstanding anything to the contrary contained herein, or in the contract, the Department may reject a Bid, or terminate the Contract, as the case may be, without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such an event, the Department shall be entitled to forfeit and appropriate the Bid Security or Performance Security, as the case may be, as Damages, without prejudice to any other right or remedy that may be available to the Department under the Bidding Documents and/ or the Contract, or otherwise.

8.13.2.2 Without prejudice to the rights of the Department under Clause 8.13.2.1

hereinabove and the rights and remedies which the Department may have under the contract, or otherwise if a Bidder is found by the Department 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 Bidding Process, or during the execution of the Contract, such Bidder shall not be eligible to participate in any tender or RFP issued by the Department during a period of 2 (two) years from the date such Bidder is found by the Department to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices, as the case may be.

8.13.2.3 For the purposes of this Clause 8.13.2, the following terms shall have the meaning hereinafter respectively assigned to them:

- (a) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Department who is or has been associated in any manner, directly or indirectly, with the Bidding Process or has dealt with matters concerning the contract or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Department, shall be deemed to constitute influencing the actions of a person connected with the bidding process.
- (b) "fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- (c) "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process;
- (d) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Department with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- (e) "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

8.13.3 Encumbrances/Liens

The Implementing Agency shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with DEPARTMENT against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Consultant.

8.13.4 Use of name, Emblem or official seal of Department /Government

The Implementing Agency shall not advertise or otherwise make public the fact that it is a service provider to the Department, nor shall the Implementing Agency, in any manner whatsoever use the name, emblem or official seal of Department or the Government, or any abbreviation of the name of Department or the Government in connection with its business or otherwise.

8.13.5 Law Governing Services

The Implementing Agency shall perform the Services in accordance with the Applicable Law and shall take all practicable steps to ensure that any Sub- consultants, as well as the Personnel of the Implementing Agency and any Sub- consultants, comply with the Applicable Law.

8.13.6 Conflict of Interests

8.13.6.1 The Remuneration of the Implementing Agency pursuant to Clause 8.16.1 hereof shall constitute the Implementing Agency's sole remuneration in connection with this Contract or the Services and, subject to Clause 8.13.6.2 hereof, the Implementing Agency shall not accept for their own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations hereunder, and the Implementing Agency shall use their best efforts to ensure that any Sub-consultants, as well as the Personnel and agents of either of them, similarly shall not receive any such additional remuneration.

8.13.6.2 If the Implementing Agency, as part of the Services, have the responsibility of advising the Department on the procurement of goods, works or services, the Implementing Agency shall comply with any applicable procurement guidelines of the Government of India and shall at all times exercise such responsibility in the best interest of the Department. Any discounts or commissions obtained by the Implementing Agency in the exercise of such procurement responsibility shall be for the account of the Department.

8.13.7 Confidentiality

The Implementing Agency, their Sub-consultants and the Personnel of either of them shall not, disclose any proprietary or confidential information relating to the Project, the Services, this Contract or the Departments business or operations without the prior written consent of the Department.

8.13.8 Liability of the Implementing Agency

The Implementing Agency's liability under this Contract shall be as provided by the Applicable Law.

8.13.9 Insurance to be taken out by the Implementing Agency

All costs involved in taking the insurance will be borne by the Implementing agency.

8.13.10 Reporting Arrangements

The Implementing agency shall neither seek nor accept instructions from any authority external to the Department in connection with the performance of services under the Contract

8.13.11 Accounting, Inspection and Auditing

The Implementing Agency (i) shall keep accurate and systematic accounts and records in respect of the Services, in such form and detail as will clearly identify all relevant time charges and cost, and the bases thereof; (ii) shall permit the Implementing Agency or its designated representative periodically, and up to one year from the expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Department; and (iii) shall permit the Department to inspect the Implementing Agency's accounts and records relating to the performance of the Implementing Agency and to have them audited by auditors appointed by the department.

8.13.12 Implementing Agency's Actions Requiring Department's Prior Approval

The Implementing Agency shall obtain the Department's prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services, it being understood (i) that the selection of the Sub-consultant and the terms and conditions of the subcontract shall have been approved in writing by the Department prior to the execution of the subcontract, and (ii) that the Implementing Agency shall remain fully liable for the performance of the Services by the Sub-consultant and its Personnel pursuant to this Contract.
- (b) Extension of time period for completion of services for any reason including Force majeure.

8.13.13 Reporting Obligations

The Implementing agency shall furnish, compile or make available at all times to the Department and records of information, oral or written, which the Department may reasonably request of the services to be performed under this contract.

8.13.14 Documents Prepared by the Implementing Agency to Be the Property of the Department

a. All drawings, photographs, reports, questionnaires, recommendations, estimates, documents and all other data, including the Raw data, compiled or received by the Implementing Agency under this Contract shall be the property of the Department, shall be treated by him/her as confidential, shall be delivered only to the duly authorized officials on completion of work under this Contract or as may otherwise be specified by the Department

under this Contract. In no event shall be the contents of such document or data are made known by the Implementing Agency to any person or organisation without written approval of the Department. Subject to the provisions of this Article, the Implementing Agency may retain a copy of the document produced by him.

b. All copyright, patents and other intellectual property rights in all countries and all proprietary rights in the manuscripts, records and other materials except for the existing materials, publicly or privately owned, collected or prepared in the course of the execution of this Contract , shall become the property of the Department as appropriate, who shall have the right to publish the same in whole or in part, copyright and takeout patents etc. as the Department may determine appropriate.

8.13.15 Equipment and Materials Furnished by the Department

Equipment and materials made available to the Implementing Agency by the Department, or purchased by the Implementing Agency with funds provided by the Department, shall be the property of the Department and shall be marked accordingly. Upon termination or expiration of this Contract, the Implementing Agency shall make available to the Department an inventory of such equipment and materials and shall dispose of such equipment and materials in accordance with the Department's instructions. Such equipment or property when returned to the Department shall be in the same condition as when delivered to the Implementing agency, subject to normal wear and tear. The Implementing agency shall, if any event be liable to the Department for the loss of or damage to such equipment or property through his/her fault or negligence.

8.14 Implementing Agency's Personnel and Sub-consultants

8.14.1 In general, the Implementing Agency shall employ such qualified and experienced Personnel, as are required to carry out the said study.

8.14.2 Removal and/or Replacement of Personnel

- a. Except as the Department may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Implementing Agency, it becomes necessary to replace any of the Personnel, the Implementing Agency shall forthwith provide as a replacement a person of equivalent or better qualifications with the prior approval of the department.
- b. If the Department (i) finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal action, or (ii) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Implementing Agency shall, at the Department's written request specifying the grounds therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to the department.

8.15 Right and remedies of department

8.15.1 Nothing in or relating to this contract shall be deemed to prejudice or constitute a waiver of any rights or remedies of the Department

8.15.2 The Department shall not be liable for any consequences of, or claims based upon any act of omission on the part of the Government

8.16 Payment to the consulting agency

8.16.1 Lumpsum remuneration

The Implementing agency's total remuneration shall not exceed the Contract price and shall be a fixed lump sum including all staff costs, sub consultants costs, printing, communications, travel, accommodation and the like, and all other costs incurred by the Implementing Agency in carrying out the said study.

8.16.2 Terms and Conditions for payment

- i. Payments will be made to the account of the Implementing agency and according to the payment schedule stated in Section 4.
- ii. Payments will be made by the Department within sixty days of its approval of the quality of the deliverable from the Implementing agency against each milestone, as mentioned at clause 7.4 and on the receipt of the corresponding invoice from the Implementing Agency specifying the amount due.

8.17 Indemnification

- a. The Implementing agency shall indemnify, hold and save harmless and defend at his/her own expenses the department and its personnel from and against all suits, claims, demands and liability of any nature whatsoever, including without limitations, costs and expenses arising out of acts or omissions of the Implementing agency its employees and/or agents caused by or resulting from any operations(s) conducted by or on behalf of the Implementing Agency
- b. The Implementing agency shall , at all times, further indemnify Department against any damages, cost, expenses and/or claims occasioned by any infringement(s) of Copyrights or Intellectual Property Rights (IPRs) of any third party occasioned by the services acts or commissions or omission or on behalf of the Implementing agency.
- c. Any failure or delay on the part of any party to exercise right or power hereunder shall not operate as a waiver thereof

- d. Neither this contract nor any rights under it may be assigned by either party without the express prior written consent of the other party. However upon assignment of the assignor's interest in this Contract, the assignor shall be released and discharged from its obligations hereunder only to the extent that such obligations are assumed by the assignee.
- e. The Implementing agency shall at all times indemnify the department against any claims which may be made under the Workmen's compensation act, 1923 or any statutory modification thereof or otherwise for or in respect of any damages or compensation payable in consequence of any accident or injury sustained by any workmen, staff and agent of the Implementing agency or to the person whether in the employment of the Implementing agency or not

8.18 Operation of the Contract

The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause 8.19 hereof.

8.19 Settlement of Disputes

8.19.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or the interpretation thereof.

8.19.2 Dispute Settlement

Any dispute between the Parties as to matters arising pursuant to this Contract which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement may be submitted by either Party for settlement in accordance with the provisions specified in Clause 8.19.3

8.19.3 Dispute Settlement Mechanism

8.19.3.1 Arbitration

Any disputes arising out of or in connection with this Contract shall be submitted to arbitration to a sole arbitrator, if attempts at settlement by negotiations and/or conciliation have failed. A person of appropriate seniority from the Department would be the Sole arbitrator. The

arbitrator shall give its award on the costs, which may be divided between the parties. The decision rendered in the arbitration shall constitute final adjudication of the dispute. The venue of arbitration shall be at New Delhi in India. The arbitration shall be governed by the Arbitration and Conciliation Act 1996 as amended from time to time. In any arbitration proceeding hereunder:

- i. The English language shall be the official language for all purposes; and
- ii. The decision of the sole arbitrator shall be final and binding and shall be enforceable in any court of competent jurisdiction in New Delhi and the parties hereby waive any objections to or claims of immunity in respect of such enforcement.

8.19.3.2 Jurisdiction

In case of any dispute, jurisdiction shall be a court in the NCT of Delhi/New Delhi only.

ANNEXURE TO RFP

For the sake of Task 2, 3 & 4, study would be conducted, as per the following details:

A. Central Government Ministries/Departments

Level of office	No. of applications	Railways	Post	CPWD	Health & FW	CBDT	PSU	Bank	University
Central/Head Quarter	500	Rly Board	Deptt of Posts	Dir General office and 2 Chief Engg office at Delhi	Ministry	Board	Head Quarter	SBI Head Quarter	Delhi University
State/Zonal	200	GM office	CPMG office	Senior most officer at state level	DGHS office, Delhi	Chief Commissioner	--	Local Head Office/CGM Office	3 Govt colleges under DU
District	100	DRM office	Sr. Supdt. of posts office	--	AIIMS, Safdarjung & RML hospital	Commissioner/Addl Commissioner	--	Regional Branch Office/Asstt GM office	

B. State Government Ministries/Departments

Level of office	No. of applications	Food & Civil supplies	Health & FW	PWD	Education	Land Revenue	State University	PSU
Secretariat	100	Secretariat	Secretariat	Secretariat	Secretariat	Secretariat	State University	--
State Head Quarter	100	Commissioner/Director of Civil Supplies	DHS office; Main Govt. hospital and medical supply Corp (if any)	C E / Engg in Chief(Roads)	Directorate of Education; Directorate of College Education; Main Govt. College and Main Govt. school (Boys/Girls)	Commissioner	Main Govt. College	PSU Head Quarter
District	50	District/Taluk Supply Officer	DMO, Distt. Main hospital	Supdt/Exe Engg (Roads)	Distt. Edu Officer and one Govt. school	Collector*	Main Govt. college	--
				AE/Addl AE				

* 200 applications.

C. Tehsil Level

- I Food and PDS – Tehsil/taluk/Sub Div Supply Officer
- II Revenue office – Tehsildar

All the RTI applications filed during the last 6 months with these public authorities are to be studied.

D. Village level

- I. Panchayat Office
- II. Revenue Office – Patwari
- III. Primary Health centre
- IV. Govt. School – Boys/Girls

All the RTI applications filed during the last 6 months with these public authorities are to be studied.

Note : The Public authorities mentioned above are to be studied in all the selected states/districts/urban settlements/villages, as applicable.