

F. No. 7/2/2009-DD-I

Government of India

Ministry of Personnel, Public Grievances and Pensions

Department of Administrative Reforms and Public Grievances

5th floor, Sardar Patel Bhavan, Sansad Marg,

New Delhi – 110 001

Invitation

for

Expression of Interest (EOI)

For upgrading the Governance Knowledge Centre

September 2009

Invitation for Expression of Interest

The Department for Administrative Reforms and Public Grievances proposes to avail the services of a competent organization / consortium to upgrade and manage the Government of India's online Governance Knowledge Centre (GKC) – www.indiagovernance.gov.in. Expressions of Interest (EOI) for this purpose are invited from the interested parties. It may be noted that this is an invitation for Expression of Interest and it should not be construed as the Tender/ Request for Proposal (RFP) in any form and would not be binding on the Department of Administrative Reforms and Public Grievances in any manner whatsoever.

2. Sealed EOI prepared in accordance with the procedure enumerated in this document should be submitted to Deputy Secretary (D&D), Department of Administrative Reforms and Public Grievances in the proforma given in **Annexure-I** as per Schedule given below.

(a) Name of the Purchaser

President of India through Secretary, Department of Administrative Reforms and Public Grievances

(b) Addressee and address at which EOI is to be submitted:

Deputy Secretary (D&D)

Department of Administrative Reforms and Public Grievances

5th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110 001

(c) Latest time and date for receipt of EOI

By 17.30 hrs on 12.10.2009

(d) Name of the contact person for any clarification

Ms. Ritika Bhatia, Deputy Secretary (D&D), Department of Administrative Reforms and Public Grievances Ministry of Personnel, Public Grievances & Pensions, , 5th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110 001. Telefax: (011) 23360369 Fax: (011)-23742133, e-mail: ritika.bhatia@nic.in

(e) Date till which the EOI should be valid

180 days from the date of opening of EOI.

3. The application should be accompanied with the following documents:

- (i) A write-up on the understanding of the assignment (not more than four pages)
- (ii) A capability statement (not more than five pages) demonstrating experience in setting up and managing online knowledge portals for the Central Government and / or State Government Departments / Agencies as well as Private Sector Organizations.
- (iii) CV's of key consultants proposed to provide service for this contract (not more than two pages for each CV).
- (iv) Company/Organization profile giving details of fields of operation, current activities in the relevant field(s) and management structure (not more than four pages)
- (v) Evidence of incorporation.
- (vi) Current Annual Report and audited Balance Sheets and Profit & Loss Account statements for past three years.

Upgrading and Managing the Government of India's online Governance Knowledge Centre

4. The Governance Knowledge Centre (GKC) was launched by the Prime Minister during the National Conference of Collectors held at Vigyan Bhawan, New Delhi on 19-20 May, 2005.

5. The GKC has been running for about three years and has served a useful purpose of placing innovative best practices on sectoral basis at one point to enable experience sharing and eventual replication.

6. DARPG now intends to move from the GKC being a digital repository to a full fledged Knowledge Centre in the Governance. While a digital repository has its main focus on development & sustenance of the portal and its content, a Knowledge Centre has its main focus on the generation and dissemination of knowledge. Under the Knowledge Centre Framework, the digital repository becomes a powerful tool for disseminating knowledge and engaging serious scholars and insightful practitioners in generating the same. However the mainstay is generation of knowledge. Thus to develop a Governance Knowledge Centre which can provide information, advice and facilitate exchange of views, it would be necessary to have digital repository backed by a brick and mortar knowledge centre . As the virtual network will provide the access to all the users across the country and for that matter the world, the brick and mortar knowledge centre would ensure the availability of knowledge on governance in a documented and expert advice form and also provide a forum for an informed discussion on pertinent issues.

7. Therefore DARPG wishes to engage the services of an organization / consortium of organizations to help the department in meeting its vision of GKC's being a Knowledge Centre of *choice* on issues related to governance and a platform for exchange of ideas, knowledge, research and best practices for public sector managers, governance experts, researchers, academicians, consultants and other interested stakeholders.

Expectation from the Consultant

8. Demonstrated experience in research, sourcing, editing (if required) and publishing high quality material (including, but not restricted to, documentation and dissemination of best practices), preferably in the field of governance

9. Ability and competence (as evinced through demonstrated experience) in hosting and managing online portals for government or private sector organizations and making such portals popular with targeted stakeholders

10. Extensive skills and experience in IT enabled knowledge management.

11. Should have an existing network of contacts with institutions, organizations and individuals working in the field of governance, both in India and abroad; and, more importantly, should have the experience in developing and managing such professional networks for the purpose of knowledge creation, sharing and dissemination, and furthering the discourse on improving governance in the public management

12. Should be in a position to constitute and manage a pool of governance experts (both in-house and from outside the organization) to contribute to the portal through an 'on-line help desk' facility.

Time Frame of the Assignment

13. The assignment is envisaged to be for a period of TWO YEARS. However, the performance of the selected consultants will be reviewed at the end of the first year of the contract execution and the extension of the contract for the next year will be subject to satisfactory performance being delivered in the first year. The Consultant shall submit a detailed workplan within fifteen days from award of contract and at

least three options for an upgraded portal within one month from the date of contract award. The selected consultants are expected to work closely with the concerned authority in DARPG and persons nominated by the concerned authority in DARPG for the smooth execution of this assignment. Extension of the assignment beyond a period mentioned above will be subject to satisfactory performance of the consultants on the points (8, 9, 10, 11 and 12) mentioned under the heading '*Expectations from the Consultants*' and other tasks and initiatives as discussed and mutually agreed upon by DARPG and the selected consultants.

Qualifications of the Consultant

14. Such Consultants expressing the interest will be shortlisted who either singly or in association with others are capable of rendering high degree of professional services in the fields of work mentioned above and such short listed consultants may be invited later to submit their consultancy proposals. Among other things, the Consultant should broadly fulfil the following criteria;

- a) It should be an organization of national and international repute. In case of a consortium of organizations, at least the lead agency should be an organization of national and international repute.
- b) It should have been in existence for minimum five years.
- c) It should have a demonstrated capability of successfully executing work of this nature.
- d) Should successfully demonstrate the ability, and have in its team the key technical resources (with a minimum of twelve years' of relevant experience for each key personnel) required to deliver on each point (points 8, 9, 10, 11 and 12) outlined in the paragraph '*Expectations from the Consultants*' mentioned above.
- e) It should have an annual turnover of more than Rs. Fifty Lakhs for each of the last three years. (Audited statements for the years 2006-2007, 2007-2008, and 2008-2009 should be submitted for the bidder / each organization in the consortium (as applicable))

Tender Methodology

15. The tender methodology proposal to be adopted will be in two stages comprising Expression of Interest in the first stage. The second stage of tendering process will comprise inviting techno - commercial bids. The evaluation procedure for the tendering process would follow the Quality-cum-Cost Based System (QCBS).

The costs associated with the preparation and submission of the response to the EOI and RFP shall be borne by the bidder.

General terms & Conditions

16. Terms of reference for this EOI are as follows
 - a. Only short listed Consultants will be issued Request for Proposal document with an invitation to submit Technical and Financial Bid
 - b. DARPG reserves the right to cancel /re-tender this consultant procurement process if the necessity so arises. It also reserves the right to seek further information/details.
 - c. Firms/organizations if found to have indulged in any corrupt or fraudulent practices will have their EOI document not taken up for consideration

17. The purchaser will not be responsible for non receipt/ non delivery of the Bid document due to any reason whatsoever.

Annexure-I

APPLICATION FORM FOR EXPRESSING OF INTEREST

for

UPGRADING THE GOVERNANCE KNOWLEDGE CENTRE

1. Name :
2. Mailing address :
3. Telephone and fax number :
4. E-mail address :
5. Name and designation of the person :
authorized to make commitments to
the DARPG.
6. Year of establishment and constitution :
of organization.
7. The details of the top management with :
their professional qualification and
experience.
8. Whether the Firm/Company has any :
widely accepted certification. If yes,
furnish certified copies.
9. Profile of personnel with qualification, :
experience & relevant certification, who

can be assigned the job.

10. **Turnover**

(i) What was the organisation's total annual turnover for the last three years?

- Turnover (Year 1)
- Turnover (Year 2)
- Turnover (Year 3)

(ii) What was the turnover, for services similar to those required here in the last three years?

- Year 1:
- Year 2
- Year 3

11. **List of projects in the last five years in which the Firm/Organisation has delivered services similar to that in the project advertisement.**

Name of Project	Year	Country	Value	Recipient's Name	Short Description of the project

(iii)	CV's of key consultants proposed to provide service for this contract.	Yes/No
(iv)	Company/Organization profile giving details of current activities and management structure.	Yes/No
(v)	Evidence of incorporation.	Yes/No
(vi)	Annual Report including audited Balance Sheet and Profit & Loss Account statement for past five years.	Yes/No

(Signature of the bidder)

Place:

Name: _____

Date: