

**RFP No .N11016/14/20165-e Gov DARPG (3807) dated 29/10/2025**

**Government of India**

**Ministry of Personnel, Pension and Public Grievances**

**Department of Administrative Reforms and Public Grievances**

**(e-Gov Division)**

06<sup>th</sup> floor, Jawahar Vyapar Bhawan,  
Tolystoy Marg,  
Janpath, New Delhi 110001  
Dated the 13<sup>th</sup> January, 2026

**Corrigendum of**

**REQUEST FOR PROPOSAL (RFP)**

**SEEKING**

**Knowledge Partner for Strengthening the**

**National e-Governance Service Delivery Assessment (NeSDA) for release of  
NeSDA Way Forward Monthly Report and NeSDA Way Forward Annual Report**

**Tender ID 2025\_DARPG\_883311\_1**

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### Corrigendum

S. No.	RFP Reference	Existing Clause	Modification/ Amendment to RFP
1.	Appendix-II Form T-3 [Page No. 3]	Form T-3: Comments and Suggestions on Terms of Reference, Counterpart Staff, and inputs to be	Form T-3: Comments and Suggestions on Terms of Reference, Counterpart Staff, and inputs to be Provided by DARPG
2.	Appendix-II Form T-4 [Page No. 3]	Form T-4: Description of Approach, Methodology and Work Plan in Responding to the Terms of	Form T-4: Description of Approach, Methodology and Work Plan in Responding to the Terms of Reference
3.	Appendix-II Form T-5 [Page No. 3]	Form T-5: Team Composition and Task	Form T-5: Team Composition and Task Assignment/Jobs
4.	Appendix-II Form T-6 [Page No. 3]	Form T-6: Curriculum Vitae (CV) for Proposed	Form T-6: Curriculum Vitae (CV) for Proposed Professional Staff
5.	Section I, Clause 9.5.3. Terms of Payment; [Page No. 65]	"SI no 7 .NeSDA Annual Report 2027 (data for the year <b>2028</b> )"	"SI no 7. NeSDA Annual Report 2027 (data for the year <b>2027</b> )"
6.	Section II Clause 1.4.3. Sub Section II and Section III Clause 1.4.4. Sub Section III [Page No. 10]	1.4.3 Section II.....'Form T-7: Terms and Conditions - Compliance'...  1.4.4. Section III.....'Form T-7: Terms and Conditions - Compliance'.....	.....Form T -7 Information regarding any conflicting activities and declaration thereof.  .....Form T -7 Information regarding any conflicting activities and declaration thereof.
7.	Clause 21(ii). TERMINATION OF WORK ORDER, Point (ii) [Page No. 34]	.....notice period will be of maximum 7 days	.....notice period will be of maximum 30 days
8.	Section VI, Clause 47.2 Section C i. of [Page No. 100]	Details best suited as per TOR = 5 Marks If partially suited = 2.5 Marks	Defining assessment/ benchmarking/ indexing based on Global Best practices to be adopted in proposed study =7.5 Marks  Elaboration of framework to be followed alongwith value addition in existing assessment framework (refer clause 41 at page no. 90-92)

			of RFP) for carrying out various steps to be followed in deriving the assessment/ benchmarking/ indexing in Indian context =7.5 Marks
9.	Section VI Clause 47.2 Section C ii. of, [Page No. 101]	Work plan best suited as per TOR =5 Marks If partially Suited= 2.5 Marks	Proposed work plan in consonance with various milestones with respect to timeline (refer clause 43 at page no. 93-96 of RFP) = 5 Marks  Risk assessment and mitigation strategies with respect to milestones and timeline (in 500 words approx.)=5 Marks
10.	Section VI, Clause 47.2; Point D (ii) [Page No.102]	"Familiarity with global benchmarks (e.g., UN EGovernment Development Index, OECD digital indicators) ( 2 Marks)."	Familiarity with global benchmarks (e.g., UN EGovernment Development Index, OECD digital indicators) ( 1 Mark)."
11.	Section V, Point 40 [Page No. 90]	The assignment is for a duration of three years <b>starting 1st July 2025</b> , extendable for up to two years on mutual agreement."	The assignment is for a duration of three years <b>starting 01/04/2026</b> , extendable for up to two years on mutual agreement."
12.	Section II, Clause 11.4.4(iii); [Page No. 30], And TIS [Page No. 7]	"Performance Bank Guarantee...valid up to 60 days beyond the <b>date of warranty</b> "	"Performance Bank Guarantee should be valid upto 60 days beyond the validity of contract period"
13.	Section II, Clause 9.4.1 [Page No. 23]	Earnest Money Deposit The bidder shall submit Earnest Money Deposit (EMD) of INR 5,00,000/- (INR Five Lakh) by means of Bank Guarantee from scheduled commercial bank drawn in favor of Under Secretary Admin DARPG valid for 45 days beyond the validity of the bid, payable at New Delhi or through RTGS/NEFT in the bank account for which details	Earnest Money Deposit The bidder shall submit Earnest Money Deposit (EMD) of INR 5,00,000/- (INR Five Lakh) by means of Bank Guarantee from scheduled commercial bank drawn in favor of Under Secretary Admin DARPG valid for 45 days beyond the validity of the bid, payable at New Delhi
14.	Section II, Clause 1.1 [Page No 8]	Basic Tender Details	Basic Tender Details

		<p>This 'RFP Document' (hereinafter referred to as the 'the RFP Document') details the terms and conditions for entering into a contract for delivery of the Services (hereinafter called 'the Services') described in Section V: "Terms of Reference". The 'Services' may include incidental Goods, Works, and other Services if so indicated. In this RFP Document, any generic reference to 'Services' shall be deemed to include such incidental Goods, Works, and other Services. Proposals are invited exclusively from the Firm/Firms shortlisted in the RFP process (please see TIS for reference) and are not transferable to any other Firm. Proposals from Firm who have not been shortlisted shall not be entertained.</p>	<p>This 'RFP Document' (hereinafter referred to as the 'the RFP Document') details the terms and conditions for entering into a contract for delivery of the Services (hereinafter called 'the Services') described in Section V: "Terms of Reference". The 'Services' may include incidental Goods, Works, and other Services if so indicated. The bid is not transferable to any other Firm.</p>
15.	Section II Clause 3.2.1 [Page No. 14-15]	<p>Clause 3.2.1(b): For the purpose of this RFP, the participating Firm shall mean a business Entity incorporated under the Indian Companies Act 1956/2013 or limited liability partnership Firm incorporated under LLP Act, 2008 or incorporated under equivalent law abroad/Agency and should submit registration Certificates &amp; GST Registration/incorporation</p>	<p>Clause 3.2.1(b) RFP states as under- For the purpose of this RFP, the participating Firm shall mean a business Entity incorporated under the Indian Companies Act 1956/2013 or limited liability partnership Firm incorporated under LLP Act, 2008 <b>or Society Registered under Societies Registration Act 1860</b> or incorporated under equivalent law and should submit <b>registration Certificates &amp; GST</b></p>

		under the governing legislation	Registration/incorporation under the governing legislation. The Consulting Firm/Agency for providing consultancy services shall be required to submit a true copy of its incorporation certificate/ <b>Certificate of Registration</b> along with the proposal.
16.	Section VI Clause 46.1 [Page No. 98]	46.1. The financial quotes should cover the entire cost of Study including all resource cost, field work, data entry, data analysis, preparation of reports, travels allowances, etc.	46.1. The financial quotes should cover the entire cost of Study including all resource cost, data entry, data analysis, preparation of reports etc.
17.	Section II, Clause 1.5 [Page No 10- 11]	Technical Proposal 1) Form T-1: Technical Proposal- Standard Forms 2) Form T-2: Firm's Organisation and Experience 3) Form T-3: Comments and Suggestions on Terms of Reference, Counterpart Staff, and Inputs to be Provided by DARPG 4) Form T-4: Description of Approach, Methodology and Work Plan in Responding to the Terms of Reference 5) Form T-5: Team Composition and Task Assignment 6) Form T-6: Curriculum Vitae (CV) for Proposed Professional Staff for Branding, Promotion and Communication and/or event management of events for GHTC India 7) Form T-8: Proforma of Pre-Contract Integrity Pact 8) Emd receipt Proof	Technical Proposal 1) Form T-1: Technical Proposal- Standard Forms 2) Form T-2: Firm's Organisation and Experience 3) Form T-3: Comments and Suggestions on Terms of Reference, Counterpart Staff, and Inputs to be Provided by DARPG 4) Form T-4: Description of Approach, Methodology and Work Plan in Responding to the Terms of Reference 5) Form T-5: Team Composition and Task Assignment 6) Form T-6: Curriculum Vitae (CV) for Proposed Professional Staff 7) Form T-7 Information regarding any conflicting activities and declaration thereof 8) Form T-8: Financial Proposal Submission Form 9) Form T-9: Proforma of Pre-Contract Integrity Pact 10) EMD receipt Proof

18.	Section -III Clause 8.5.2.3 [Page No. 60]	<p>8.5.2.3.The liquidated damages shall be applicable under following circumstances:</p> <p>a. If the deliverables are not submitted as per schedule as specified in SC 10, the Firm shall be liable to pay 0.5% of the total cost of the 'services/uncompleted work' for delay of each week or part thereof.</p> <p>b. If the deliverables are not acceptable to the Employer as mentioned in Clause 6.3 (e), and defects are not rectified to the satisfaction of the Employer within 30 days of the receipt of the notice, the Firm shall be liable for Liquidated Damages for an amount equal to 0.5% of total cost of the 'services/uncompleted work' for every week or part thereof for the delay.</p>	<p>8.5.2.3. The liquidated damages shall be applicable under following circumstances:</p> <p>a. If the deliverables are not submitted as per schedule as specified in clause 43 (Section V of RFP), the firm shall be liable to pay:</p> <p>(i) 5% of the cost of the incomplete work / services for delay of each week or part thereof, iro NeSDA Monthly reports,</p> <p>(ii) 0.5%of of the cost of the incomplete work / services for delay of each week or part thereof, iro NeSDA Annual Reports</p> <p>b. If the deliverables are not acceptable to the Employer as mentioned in Clause 39.2 (of Section V of RFP, at page no 89) and clause 43 (of section V of RFP at page 93) and defects are not rectified to the satisfaction of the Employer</p> <p>(i) within 05 days of the receipt of the notice iro NeSDA Monthly reports, the Firm shall be liable for Liquidated Damages for an amount equal to 05% of cost of the 'incomplete work / service for every week or part thereof for the delay.</p> <p>(ii) within 10 days of the receipt of the notice iro NeSDA Annual Reports, the Firm shall be liable for Liquidated Damages for an amount equal to 0.5% of cost of the</p>
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			'incomplete work / service for every week or part thereof for the delay.
19.	Section V Clause 43.2 Objective 2-NeSDA Annual Report : Timelines [Page No. 96]	In the row Year 3, the 2 <sup>nd</sup> and 03 <sup>rd</sup> column reads <u>Dec 28 and Jan 29</u> respectively.	In the row Year 3, the 2 <sup>nd</sup> and 03 <sup>rd</sup> column may be read as <u>Dec 27 and Jan 28</u> respectively.

**In view of proposed start of contract wef 01/04/2026 (which was earlier proposed wef 01/01/2026) following changes are also done in RFP:**

**1. Refer clause 43.1 at page 93 of RFP:** as the contract is proposed to start wef 01/04/2026, following activities relating to NeSDA Monthly Reports:

- i. the Review and augmentation of the organizing framework, and
- ii. Creation of a single e-service index for states and UTs

Will be undertaken in April 2026

( in all sections/ clauses of RFP wherein schedule is stated, start of contract may please be read wef 01/04/2026 )

**2. Refer clause 45.2 at page 94 of RFP:** NeSDA Monthly Updates ie first NeSDA way forward monthly Report (for April Month) will be released by 05<sup>th</sup> of May, 2026 and updates for 36<sup>th</sup> NeSDA Monthly Report for March month will be submitted in in March, 2029

**3. Refer Clause 43.2, at page 94 of RFP:**

Further, following activities relating to **NeSDA Annual Report**

- i. Review and enhancement of assessment framework,
- ii. Review and enhancement of citizen survey
- iii. Development of a draft business survey

Will be undertaken in April, 2026,  
and following activities:

- i. Support the pilot of revised assessment framework, citizen survey and business survey questionnaire
- ii. Stakeholder consultation and feedback
- iii. Revision of assessment framework, citizen survey and business survey based on pilot

Will be undertaken in May, 2026.