

**Government of West Bengal  
Office of the District Magistrate  
District eGovernance Society  
North 24 Parganas**

1<sup>st</sup> Floor, New Administrative Building  
Rishi Bankim Sarani, Barasat, Kol-124

No.G-16011/4/2012-NIC/37436

Date : 16<sup>th</sup> November, 2012

**EXPRESSION OF INTEREST**

The District eGovernance Society, North 24 Parganas [DeGS-N24P], Government of West Bengal, is in the process of assessing 'eCollectorate' implemented in different departments/sections of Collectorate, North 24 Parganas.

**JOB TITLE :** IMPACT Study of an e-Governance Project 'eCollectorate' implemented in the Collectorate, North 24 Parganas to understand the impact, utility, user satisfaction, sustainability, scalability, uniqueness, transparency and stakeholders participation, innovativeness, increased efficiency of outputs/processes, replicability and Impact on Public service Delivery of the project.

In order to carry out the above studies, DeGS-N24P is proposing to engage an agency from the category of Research Institution & Market Research Agencies etc. having adequate expertise in conducting in similar types of jobs.

Details regarding the eligibility criteria and expected scope of work for the agency is given at Annexure A.

Interested agencies/organizations may send their Expression of Interest to DeGS-N24P demonstrating their ability to carry out the responsibilities specified in the scope of work and demonstrating that they meet the eligibility conditions set out for this assignment. The format for submission of the Expression of Interest is given at Annexure B. It may be noted that a financial proposal is required at this stage.

**Time of completion :** Expected date of completion of the work as mentioned in job title is 20 day on receipt of award.

**Pre-Bid Meeting :** 20.11.2012 at 03.00 PM [venue – NIC VC room, N24P]

Applications with accompanying material should be submitted by 23<sup>rd</sup> November, 2012 to the Chairman/Member Secretary, DeGS-N24P, New Administrative Building, R.B.Sarani, Barasat, Kolkata-124, West Bengal; Tel: 033-25846205; email: admg24p@gmail.com

Notwithstanding anything contained in this document, DeGS-N24P reserves the right to accept or reject any request/proposal, or to annul the EOI process or reject all requests/proposals, at any time without any liability or any obligation for such rejection or annulment, without assigning any reasons thereof.

  
**Member-Secretary  
DeGS, North 24 Parganas**

**Eligibility Criteria**

- a) The entity must be engaged in Academic/Social/Statistical Research or Consultancy to be eligible under this category.
- b) Such entity should have been in existence for a period of at least 3 years as on due date of the application.
- c) The entity should have an employee base of more than 10 professionals on long term contract (at least 3 years) or on permanent basis, having a minimum academic qualification of masters' in their relevant fields.
- d) The entity should have the experience of evaluating or researching ICT projects/Government/social projects, in the last 3 years, of a cumulative value of over Rs. 30 Lakh.

**Proposed Scope of Work**

- a) Understand the existing running project –“eCollectorate”
- b) Define assessment framework for analysis
- c) Define Research methodology (in consultation with DEGS-N24P).
- d) Develop sampling methodology
  - Sample type
  - Sample size
  - Sample location
  - Method of data collection
  - Design of survey instrument
- e) Define Report format
- f) Workshops to be held with stakeholders before data collection to sensitize the concerned sections about the process.
- g) Random validation of the sample respondents.
- h) Verify and analyze data.
- i) Submit draft reports
- j) Post acceptance of draft reports by DeGS-N24P, proof-read and approve print ready copies.
- k) Workshops for presentation of reports to project team of the assessed project

**Deliverables**

- a) Detailed Research methodology, Sampling methodology and framework.
- b) Raw and analyzed data
- c) Draft reports
- d) Workshops as indicated

**Time of completion of Impact Study**

Expected date of completion of the work as mentioned in job title is 20 day on receipt of award.

**Pre-Bid Meeting** : 20.11.2012 at 03.00 PM [ venue – NIC VC room, N24P]

## Format for Letter of Application

[On the Letter head of the Applicant]

Date:

To

**The Chairman  
Office of the District Magistrate  
District eGovernance Society  
New Administrative Building  
RB Sarani, Barasat  
Kolkata-124**

Ref : IMPACT Study of an e-Governance Project 'eCollectorate' implemented in the Collectorate, North 24 Parganas to understand the impact, utility, user satisfaction, sustainability, scalability, uniqueness, transparency and stakeholders participation, innovativeness, increased efficiency of outputs/processes, replicability and Impact on Public service Delivery of the project.

**Sir,**

Being duly authorized to represent and act on behalf of ..... (Hereinafter referred to as "the Applicant"), and having reviewed and fully understood all of the qualification requirements and information provided, the undersigned hereby apply for subject mentioned job as a Market Research Agency/Research Institute for the IMPACT study of e-Governance projects as mentioned above. The details as per the requirements of the EOI enquiry are enclosed for your consideration.

**Yours faithfully,**

**(Signature of Authorized Signatory)  
NAME, TITLE AND ADDRESS**

FOR AND ON BEHALF OF

**NAME OF THE APPLICANT ORGANISATION**

**Form 1 : General information about the applicant.**

Sl. No.	Particulars	Details to be furnished		
1	<b>Contact Details of the Applicant Organisation</b>			
	Name			
	Address			
	Telephone		Fax	
	Mobile			
	E-mail		Website	
2	<b>Details of Authorized Representative (attach authorization letter)</b>			
	Name			
	Designation			
	Address			
	Mobile			
	Telephone		E-mail	
3	<b>Information about the Organization</b>			
	Type of Entity (Academic/Research Institutes and Societies/ Civil Society Organization/Others)			
4.	Details of registration (Provide a Reg. #, e.g. ROC Ref #)	Date		
		Reg. Ref #		
5.	Number of professionals employed on permanent basis or on long term contract (3 years or more) and having relevant experience as mentioned in eligibility criteria.			
6.	Locations and addresses of offices (in India and overseas).			

Authorized Representative of the Applicant (Name) \_\_\_\_\_

(Sign) \_\_\_\_\_

Name of the agency applying for :

Office seal :

Date : .....

Place : .....

**Form 2: Financial details for turnover (as per audited balance sheet) (in Rs. Lakhs)**

Sl. No.	Name of Organization	FY 2009-10	FY 2010-11	FY 2011-12
		Turnover	Turnover	Turnover

Authorized Representative of the Applicant (Name) \_\_\_\_\_

(Sign) \_\_\_\_\_

Name of the agency applying for :

Office seal :

Date : .....

Place : .....

**Form 3: Financial details for social research related projects**

Sl. No.	Name of Project	Value of the Project studied (in `Crores) in the last 2 years 2009-10 to 2011-12.	
		FY	Value

**Note: Please attach supporting documents.**

Authorized Representative of the Applicant (Name) \_\_\_\_\_

(Sign) \_\_\_\_\_

Name of the agency applying for :

Office seal :

Date : .....

Place : .....

**Form 4: Summary of Project experience (Use separate tables for each project)**

Sl. No.	Items	Details
01	General Information	
	Customer Name/Government Department	
	Address	
	Name of the Contact Person and Contact details for the project	
02	Project Details	
	Type of Project (Social Sector/Government Sector/ ICT4D Projects/Others)	
	Type of assignment (Evaluation/Research)	
	Name of the Project	
	Start Date/End Date	
	Current Status (work in progress, completed1)	
	Contract Tenure	
	No. of locations	
	Man-month effort involved	
	Other details relevant to Project Consultancy	
03	Brief description of scope of consulting ( Provide specific details of research experience)	
04	Size of the project	
	Order Value of the project (in Rs. lakhs)	

Provide Certificate of Completion for completed projects from Authorized officials in the Government Departments

Authorized Representative of the Applicant (Name) \_\_\_\_\_

(Sign) \_\_\_\_\_

Name of the agency applying for :

Office seal :

Date : .....

Place : .....

**Form 5: Details of professionals employed on permanent or long term contract basis (i.e. exceeding 3 years)**

Sl. No.	Name	Designation	Qualification	Permanent/Contract basis	Work Experience (in years)	Summary of work experience (Project, Role & Tasks)

Authorized Representative of the Applicant (Name) \_\_\_\_\_

(Sign) \_\_\_\_\_

Name of the agency applying for :

Office seal :

Date : .....

Place : .....



**Form 6: Financial offer** ( to be submitted in separate sealed envelope alongwith EOI)

<b>Sl. No.</b>	<b>Name of Job/Work</b>	<b>Period of completion</b>	<b>Amount (INR) (inclusive of all taxes)</b>	<b>Remarks</b>

In word : Rupees ..... Only

Authorized Representative of the Applicant (Name) \_\_\_\_\_

(Sign) \_\_\_\_\_

Name of the agency applying for :

Office seal :

Date : .....

Place : .....