

## Citizen-centric Service Delivery in Assam – Project Procurement Plan (5 years)

*Estimated PPA Period of Effectiveness: Sept 2014 – December 2015*

Procurements/Activities	Targeted Entity	Estimated Timeframe for Procurement	Estimated <sup>1</sup> Cost (\$)	Procurement Method/ Estimated Timeframe for Contract Execution
<b>FIRM/SERVICES CONTRACTS</b>				
<p><u>Procurement 1:</u> Provide Program Management Consulting (PMC) Support and Technical Assistance to the PMU for the duration of the project. (Estimated Contract term: 5 ½ year contract)</p> <ul style="list-style-type: none"> <li>• Support the PMU in design, implementation and management of the project</li> <li>• Assist PMU in procurements: (i) document project procurement norms and procedures; (ii) frame scope of work and technical specifications; (iii) develop draft ToRs, EOI, RFPs; (iv) review of EOIs &amp; RFPs; and (v) draft procurement contracts.</li> <li>• Provide need-based high-quality technical assistance on technical, financial and managerial aspects of the project</li> <li>• Support PMU in identifying and organizing relevant knowledge exchanges</li> <li>• Support PMU in promoting policy dialogue in targeted service areas</li> </ul>	Private Firm	Procurement Launch: February 2015  Contract Award: October 2015  Time Period: throughout project life	1,000,000	QCBS – 6 month
<p><u>Procurement 2</u> Recruitment Agency to hire PMU staff</p>	Private firm	Procurement Launch: End of June 2015  Contract Award: July 2015	<50,000	Shopping

<sup>1</sup> All estimates are preliminary subject to discussions with GoA on possibilities of leveraging other similar investments in the state

		Time Period: 6 months or till all recruitment is completed		
<u>Procurement 3</u> Study to assess operational status, reliability and appropriateness of IT infrastructure and broadband internet connectivity at district, sub-division, circle and block offices.	Institution	Procurement Launch: Early July 2015 (with justification for sole source procurement)  Contract Award: July/ August 2015  Time Period: 6-8 weeks	80,000	Sole source
<u>Procurement 4</u> Conduct a baseline and follow-up studies for the project (years 1, 3, and 5); and support project MIS <ul style="list-style-type: none"> <li>Establish project M&amp;E framework based on the Results Framework &amp; DLIs.</li> <li>Administer baseline survey and follow-up surveys in year 3 &amp; 5.</li> <li>Design and implement a MIS to track CCSD delivery, collating information from multiple channel and sources</li> </ul>	Market/Social Research Institution	Procurement Launch: early July  Contract Award: Early-August  Time Period: Intermittently throughout project life	500,000	Shopping
<u>Procurement 5:</u> 1. Design and Build an Electronic Service Delivery (ESD) System for 10 targeted RTPS Services(5-year contract term): <ul style="list-style-type: none"> <li>Conduct diagnostics related to reform of targeted services including 'as-is' and 'to-be' studies</li> <li>Recommend business process reengineering/ simplification of administrative processes for improved service delivery</li> <li>Develop Functional Requirements (FR) for electronic delivery of each targeted services</li> </ul>	Software services & consultancy and System Integrator (SI) firm	Procurement Launch: October 2015  Contract Award: March 2016  Time Period: 2 years for process simplification, re-engineering, software development & testing. Will remain engaged	6,000,000	QCBS – 6 months

<ul style="list-style-type: none"> <li>• Execute process simplification and digitization of 10 targeted services</li> <li>• Formulate electronic approaches to secure citizen feedback related to delivery of targeted services.</li> </ul> <p>2. Develop and commission RTPS Integrated Portal for secure and citizen centered electronic delivery of RTPS services across all domains of government to:</p> <ul style="list-style-type: none"> <li>• Receive and process citizens’ RTPS service requests on-line; and serve as gateway for citizens’ online access to e-enabled targeted service</li> <li>• Centrally monitor RTPS implementation in the State through automated tracking of individual service requests and appeals</li> <li>• Ensure horizontal connectivity between GoA departments, and offices within a department for back-end processing of service request</li> </ul>		<p>for rest of the project period for for O&amp;M support. bug-fixes and troubleshooting.</p>		
<p><u>Procurement 6:</u> Strengthening of ICT infrastructure and ensuring dependable broadband connectivity at</p> <ul style="list-style-type: none"> <li>• One-stop-shop Service Access Centres;</li> <li>• Back-end offices of the departments for processing service request; and</li> <li>• Provisioning of additional servers and software systems at State Data Centre (SDC).</li> </ul>	<p>Telecom Private firm</p>	<p>Procurement Launch: May 2016</p> <p>Contract Award: November 2016</p> <p>Time Period: To commence in phased manner from Year 2 till Year 4</p>	<p>7,500,000</p>	<p>QCBS – 6 months</p>
<p><u>Procurement 7:</u> IEC Campaign – citizen awareness:</p> <ul style="list-style-type: none"> <li>• Conduct of state-wide Information and Education Campaign (IEC) to publicize the provision of RTPS Act, and with contextually customized outreach messages to serve the</li> </ul>	<p>Marketing firm and/or NGOs</p>	<p>Procurement Launch: Oct 2015</p> <p>Contract Award: March 2016</p>	<p>2,000,000</p>	<p>QCBS – 6 months</p>

information needs of all communities, especially the excluded social groups.		Time Period: In 2 phases over 3 years		
<p><u>Procurement 8:</u> RTPS Citizen Engagement/Feedback</p> <ul style="list-style-type: none"> <li>Design and implement 5 (five) select social accountability and inclusion pilots to help improve service outcomes of RTPS services, particularly in underserved areas with unique with access challenges.</li> </ul>	NGO	<p>Procurement Launch: Oct 2016 Contract Award: March 2017 Time Period: Over project life</p>	\$ 750,000	QCBS – 6 months
<p><u>Procurement 9:</u> <u>Change Management and strengthening of Front-line Institutions:</u></p> <ul style="list-style-type: none"> <li><u>Frame and implement the change management strategy in Assam context to mitigate people and process related resistance to change.</u></li> <li><u>Carry out of staff survey to better understand the challenges and perspectives, and to help improve staff motivation and performance.</u></li> <li><u>Conduct targeted trainings and capacity building workshops for officials as well as field staff to support transition to new ways-of-working; provide on-the-job handholding support to improve service delivery at the frontline.</u></li> <li><u>Out-fitting the service centres</u></li> </ul>	Private firm	<p>Procurement Launch: Nov 2015 Contract Award: April 2016 Time period:</p>	4,500,000	QCBS – 6 month
<p><u>Procurement 10</u> <u>Research study to bench-mark the quality of service delivery standards</u></p> <ul style="list-style-type: none"> <li><u>Multi-disciplinary research to appraise and bench-mark standards across service-delivery chain in critical G2C services (viz. Health, Education, Urban Renewal etc.)</u></li> </ul>	Institutions	<p>Procurement Launch: Dec 2016  Contract Award: May 2017  Time Period: 6 months</p>	500,000	CQS – 6 weeks

<ul style="list-style-type: none"> <li>Recommend the process of adapting these standards under the provisions of RTPS Act.</li> </ul>				
<u>Procurement 11</u> Third party verification of DLIs – annual	Specialized M&E agency	Procurement Launch: December 2016  Contract Award: February 2017  Time Period: Intermittently over full project life	300,000	CQS – 6 weeks
INDIVIDUAL CONTRACTS <sup>2</sup>				
<u>Individual Contract 1:</u> <i>Business Process Re-engineering and IT Specialist</i> <ul style="list-style-type: none"> <li>Provide consulting input in the PMU to lead Business Process Re-engineering &amp; Electronic Service Delivery (ESD) of targeted services</li> </ul>	Individual	Procurement Launch: July 2015  Contract Award: September 2015  Time period: Throughout project life	\$20,000 - \$30,000 annual depending on qualifications and experience	Individual Contract/1-2 weeks
<u>Individual Contract 2:</u> <i>ICT Infrastructure Specialist</i> <ul style="list-style-type: none"> <li>Provide consulting input in the PMU to lead ICT infrastructure and connectivity upgrade for the project.</li> </ul>	Individual	Procurement Launch: July 2015  Contract Award: September 2015  Time period: Throughout project life	\$20,000 - \$30,000 annual depending on qualifications and experience	Individual Contract/1-2 weeks
<u>Individual Contract 3:</u> <i>Social Development and Communication Specialist</i> <ul style="list-style-type: none"> <li>Provide consulting input in the PMU to lead IEC, Social Accountability &amp; Change Management initiatives.</li> </ul>	Individual	Procurement Launch: July 2015  Contract Award: September 2015	\$15,000 - \$20,000 annual depending on qualifications and experience	Individual Contract/1-2 weeks

<sup>2</sup>Cost Estimates for contracting Individual consultants to staff the PMU include fee, salary and other incentives)

		Time period: Throughout project life		
<u>Individual Contract 4:</u> <i>M &amp; E Specialist</i> <ul style="list-style-type: none"> <li>• Provide consulting input in the PMU to lead M&amp;E, Results and MIS</li> </ul>	Individual	Procurement Launch: July 2015  Contract Award: September 2015  Time period: Throughout project life	\$15,000 - \$20,000 annual depending on qualifications and experience	Individual Contract/1-2 weeks
<u>Individual Contract 5:</u> <i>Project Support Staff ( 6 Nos.)</i> <ul style="list-style-type: none"> <li>• 2 Procurement Support Staff</li> <li>• 2 FM Support Staff</li> <li>• 2 Managerial Support</li> </ul>	Individual	Procurement Launch: July 2015  Contract Award: September 2015  Time period: Throughout project life	\$25,000 annual for all 6 staff positions	Individual Contract/1-2 weeks