

Request for Proposal (RFP)
for
Empanelment of Research and Survey Agencies/Organizations
for conducting

Evaluation/Impact Assessment Studies of various Programmes implemented by the State and Central Governments; and, Socio-economic surveys/studies on Households, Individual Beneficiaries and Enterprises and advising to improve Government Service Delivery

Government of Himachal Pradesh
Planning Department
Evaluation Division
Yojna Bhawan, Himachal Pradesh Secretariat,
Shimla 171002

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The information contained in this document is not meant to be exhaustive. The intending parties will be required to make all the inquiries with the Planning Department and confirm in writing that they had made them, and they did not rely only on the information provided by it in submitting the EOI. The information provided in this document is not subscribed by the Planning Department, Government of Himachal Pradesh or any of its district Offices, officers, employees.

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Chapter 1: Purpose

- 1.1. The Planning Department invites Technical and Financial Bids from the intending eligible agencies/organizations for Empanelment of Research and Survey Agencies/Organizations for outsourcing the study design; fieldwork of various surveys on Households/individuals/ Enterprise; compilation and tabulation of data; data visualization and analysis; Report writing and presentation of the findings with recommendations for future planning/improvement and advising various Government departments/Boards/Corporations of the Himachal Pradesh Government in making evidence based decision lead interventions in discharging the responsibilities as assigned to them in accordance with the existing Himachal Pradesh Rules of Government Business Allocation.
- 1.2. The empanelled agencies/organizations shall be eligible for being hired by different departments/agencies/organizations of the Himachal Pradesh Government to conduct various surveys/impact assessment studies/social audit/evaluation studies primarily related to implementation of different schemes of the State and Central Governments and advise various Government departments/Boards/Corporations of the Himachal Pradesh Government in making evidence based decision lead interventions in discharging the responsibilities as assigned to them in accordance with the existing Himachal Pradesh Rules of Government Business Allocation.
- 1.3. Dummy financial Bids may indicate the cost of conducting a dummy study with a sample of 1,000 respondents from all the districts of the State with the following **assumptions**:
 - a) The task in hand is to evaluate the effectiveness of a Programme benefiting Scheduled Caste population of Himachal Pradesh through the provision of training and initial support for creating income earning assets to unemployed youth across all the districts.

- b) The benefits of the scheme are available universally without any economic or geographical criteria.
- c) The final report is to be submitted within a year from the date of advertisement.
- d) The costing is valid for initiating any survey/study within a period of two years from the date of advertisement.

The costing may be done separately for the following components:

- a) Study design and methodology
- b) Presentation and stake holder consultations
- c) Field Survey
- d) Compilation and analysis
- e) Report writing and submission

Dummy financial bids based on the above assumptions shall only be indicative bids and shall be solely used to determine basic understanding cost competitiveness of the intending agencies/organizations for empanelment and shall not, under any circumstances, be a guarantee or form a part of the bidding process for awarding a work or consultancy to an agency/organization.

- 1.4. The actual project cost of conducting these surveys/studies or providing consultancy services will be dependent on the financial bids submitted by the empanelled agencies in response to the financial bids invited by intending departments/agencies/organizations of Himachal Pradesh Government to hire a specific service. The intending Government departments/agencies/organizations will be required to invite only financial bids from the empanelled agencies to shortlist an organization/agency to conduct a specific survey/study or render specific service/services.
- 1.5. The intending departments/agencies/organizations of Himachal Pradesh Government will evaluate the financial bids strictly in accordance with the procedure laid down in various provisions of the Himachal Pradesh

Financial Rules, 2009 and relevant instructions issued by the Finance Department of Himachal Pradesh Government from time to time.

1.6. The outsourced work may include the following:

1.6.1. Evaluation/survey studies/social audit/other services

1.6.1.1. Design scientific methodology with representative sampling studies to plan and gauge impact and effectiveness of a scheme/programme or proposed intervention based on its objectives and goals.

1.6.1.2. Conduct qualitative and quantitative surveys across the State to evaluate effectiveness/impact of the scheme/programme.

1.6.1.3. Provide details of methodology, data collected and analysis of the scheme/programme. The survey/study should be able to provide details of the each and effectiveness of the scheme/programme for strategic inputs in future planning/improvement.

1.6.1.4. A comprehensive report covering the effectiveness of the scheme/programme with graphical visualization of the findings and data along with recommendations will have to be submitted within a timeframe determined mutually by the intending department/agency/organization of Himachal Pradesh Government and the empanelled agency/organization to which assignment has been contracted based on the evaluation of financial bids.

1.6.1.5. Final submission precedes a detailed presentation and discussion with the intending department and domain experts.

1.7. The application form and other proforma/forms for the RFP can be downloaded from Website of the Planning Department <http://planning.hp.gov.in>

- 1.8. The empanelment of the agency is valid for five years from the date of empanelment, subject to annual review depending upon the performance of the individual agency. The Planning Department, however, reserves the right to take a final decision on this without assigning any reason thereof. Continuation of empanelment after five years will be reviewed by the Planning Department based on the feedback received from the hiring departments.
- 1.9. New agencies/organizations shall be empanelled by the Planning Department on requirement basis without any fixed periodicity for doing so.
- 1.10. Financial quotations for each survey or the service will be called for, as and when required, from the empanelled agencies/organizations through different intending departments/agencies/organizations of Himachal Pradesh Government. The intending departments/agencies/organizations of Himachal Pradesh Government reserve the right to choose multiple agencies from the panel for any survey/study.
- 1.11. An empanelled agency/organization can apply simultaneously for multiple surveys/studies within the same department/agency/organization of Himachal Pradesh Government or in different departments/agencies/organizations of Himachal Pradesh Government. However, it must submit separate Application Form/financial bid for each survey. It is also mandatory for the agency/organization to submit relevant documents separately for each survey/study.
- 1.12. In case the selected agency/organization fails to meet the requirements stipulated in terms of deliverables, quality and timeliness, the intending department/agency/organization of Himachal Pradesh Government shall be

at liberty to award the work to another empanelled agency, at the risk and cost of the failed agency/organization.

- 1.13. If any empanelled agency does not submit financial quotations as per the requirement of the intending department/agency/organization of Himachal Pradesh Government on three consecutive occasions or expresses its inability to quote for the survey/study or consultancy service or does not show interest in the survey/study work or consultancy service, such agency will be delisted from the empanelment by the Planning Department. The intending departments are mandatorily required to convey to the Planning Department the names and addresses of the empanelled agencies that participated in the bidding process initiated by them.
- 1.14. Intellectual Property Rights for all documents and outputs developed specifically for the intending department/agency/organization of Himachal Pradesh Government will rest solely with the intending department/agency/organization of Himachal Pradesh Government.
- 1.15. This document is neither an offer letter nor a legal contract, but an invitation for technical proposal for empanelment of an agency/organization.
- 1.16. No contractual obligation on behalf of the Planning Department or intending department/agency/organization of Himachal Pradesh Government whatsoever shall arise from this RFP. The inclusion of Agencies in the panel will not guarantee assignment of work or any minimum quantum of work and the empanelled agency will have no right to make any claim whatsoever in that regard. It is further clarified that the empanelment of any Agency does not tantamount to an assurance by the Planning Department for the purpose of awarding any assignment/work. Further, empanelment of any agency shall not prejudice the right of the Government of Himachal Pradesh through its intending departments/agencies/organizations to avail the services from any other Agency(ies).

- 1.17. The Planning Department reserves the right to modify any/ all of the terms of this tender document giving due notification through its website.
- 1.18. The Planning Department also reserves the right to cancel the empanelment process at any stage without assigning any reason and without incurring any liability or obligations on the Planning Department. Planning Department also reserves the right to re-issue the RFP, if it decides so.
- 1.19. The Planning Department will not be liable for any costs incurred by the agency towards submission of the tender document by any bidder.
- 1.20. All information given by the agencies in their proposal will be treated in strict confidence.

Chapter 2: Introduction

- 2.1 The Government of Himachal Pradesh implements various schemes and programmes through funding from Central Government or External Funding Agencies or out of its own resources. The concurrent evaluation and the impact assessment studies are required to be conducted periodically for being used as inputs while reviewing an existing programme/scheme or at the time of formulating a new scheme/programme. Similarly, policies are required to be reviewed and modified in view of fast changing social and economic environment. Although some statistics are collected through statutory or control assistance from the implementing agencies, there still exist information gaps which can be filled up quickly through evaluation/impact assessment studies/surveys.
- 2.2 Some surveys are also required to be done for ascertaining different attributes and expectations of the target beneficiaries before launching a new scheme/programme. Periodical assessment of these attributes and expectations forms an important part of the formulation process as they are bound to change because of their continuous exposure to Government interventions.
- 2.3 Some Government interventions require social audit aiming at obtaining user feedback and views with regard to an existing intervention or a proposed interventions. It is a way of increasing community participation, strengthening links with the Government and service providers, promoting transparency and public accountability and instilling a sense of belongingness and responsibility among all the stakeholders.
- 2.4 Certain impact assessment studies are mandatory before execution of infrastructure project and implementation of other interventions for determining their viability.

- 2.5 The output and documentation emerging out of these studies/surveys are intended to be made available in the public domain by the Government of Himachal Pradesh (intending departments) for use of policy makers, academicians, researchers, students and other audiences.
- 2.6 The intending agencies/organizations will be empanelled after assessing their technical proposals as per the evaluation process in the RFP. The financial bids, at this stage, are just indicative bids and shall solely be used for determining level of understanding cost competitiveness of the intending agencies/organizations for their empanelment.
- 2.7 Apart from evaluation/impact assessment studies/surveys some *ad hoc* surveys or studies may also be required to be conducted as per the requirement of various departments and organizations of the Government of Himachal Pradesh.
- 2.8 The evaluation/impact assessment studies/surveys already commissioned by various departments and organizations of the Government of Himachal Pradesh on the date of issuing this RFP shall not be covered under the scope of this RFP.

Chapter 3: Functional Requirement

3.1 Impact assessments are necessary to know what results projects or intervention approaches are achieving. This demand for information is most likely to arise from the higher levels of the Government, but it can also come from Mission Directors, program officers, and other implementing agencies. Large projects or those that take innovative and promising approaches are particularly strong candidates for an impact assessment. The availability of finance to do the impact assessment is obviously critical.

3.1.1 Impact Assessments (IAs) are formal, evidence-based procedures that assess the economic, social, and environmental effects of public policy or a programme/scheme.

3.1.2 Key types of impact assessments include policy impact assessment (policy level), strategic environmental assessment (programme and plan level), and environmental impact assessment (project level). Impact assessments can focus on specific themes, such as social impact assessments and gender impact assessments.

3.1.3 IAs can improve legislation by:

3.1.3.1 Informing policy makers about potential economic, social, and environmental ramifications

3.1.3.2 Improving transparency so that contributions to sustainability and "better regulation" are disclosed and special interest lobbying is discouraged

3.1.3.3 Increasing public participation to reflect a range of considerations, thereby improving the legitimacy of policies

3.1.3.4 Clarifying how public policy helps achieve its goals and priorities through policy indicators

3.1.3.5 Contributing to continuous learning in policy development by identifying causalities that inform ex-post review of policies

3.2 Evaluation studies are sometimes referred to as programme evaluation or evaluation research that entails carrying out a structured assessment of the value of resources committed to a project or specific goal. It often adopts social research methods to gather and analyse useful information about organizational processes and products.

3.2.1 As a type of applied research, evaluation research is typically associated with real-life scenarios within organizational contexts. This means that the researcher/research agency will need to leverage common workplace skills including interpersonal skills and team play to arrive at objective research findings that will be useful to stakeholders

3.2.2 Illustrative list of common types of evaluation research include the following (The list is not exhaustive):

3.2.2.1 Formative Evaluation

Formative evaluation or baseline survey is a type of evaluation research that involves assessing the needs of the users or target market before embarking on a project. Formative evaluation is the starting point of evaluation research because it sets the tone of the organization's project and provides useful insights for other types of evaluation.

3.2.2.2 Mid-term Evaluation

Mid-term evaluation entails assessing how far a project has come and determining if it is in line with the set goals and objectives. Mid-term reviews allow the organization to determine if a change or modification of the implementation strategy is necessary, and it also serves for tracking the project.

3.2.2.3 Summative Evaluation

This type of evaluation is also known as end-term evaluation of project-completion evaluation and it is conducted immediately after the completion of a project. Here, the researcher examines the value and outputs of the program within the context of the projected results. Summative evaluation allows the organization to measure the degree of success of a project. Such results can be shared with stakeholders, target markets, and prospective investors.

3.2.2.4 Outcome Evaluation

Outcome evaluation is primarily target-audience oriented because it measures the effects of the project, program, or product on the users. This type of evaluation views the outcomes of the project through the lens of the target audience and it often measures changes such as knowledge-improvement, skill acquisition, and increased job efficiency.

3.2.2.5 Appreciative Enquiry

Appreciative Enquiry is a type of evaluation research that pays attention to result-producing approaches. It is predicated on the belief that an organization will grow in whatever direction its stakeholders pay primary attention to such that if all the attention is focused on problems, identifying them would be easy.

3.3 Socio-economic surveys will be required to be conducted to collect data for planning and policy formulation. The subject coverage of SE inquiries may range from Land and Livestock Holdings, Debt and Investment; Social Consumption (education, health care, etc.), household consumer expenditure, employment & un-employment situation, non-agricultural enterprises, namely, manufacturing, trade and services in un-organized

sector depending on the information required by the intending department/agency/organization of Himachal Pradesh Government.

- 3.4 Social audit is generally referred to as a form of citizen participation that focuses on Government's performance and accountability. Social audit is a way of measuring, understanding, reporting and ultimately improving an organizations/department's social and ethical performance. It is qualitatively different from other forms of audit and citizen participation, the main purpose of which is to express citizens' voice and promote a more inclusive government, such as public demonstrations, advocacy and lobbying and/or public hearing initiatives. The central objective of social audit will be to monitor, track and analyze and evaluate Government's performance, thus making public officials accountable for their decisions. As an evaluation of Government performance, a social audit exercise can be considered a mechanism of social oversight i.e. the control that citizens can exert on their Government officials to ensure that they act transparently, responsibly and effectively. A social audit can also contribute to inform the general public about potential impacts of a public policy which can also help the Government is reorienting its policies depending upon the feedback reviewed from the citizens.
- 3.5 The responsibility of determining the detailed Terms of Reference for a study/survey shall rest with the intending department/agency/organization of Himachal Pradesh Government. The financial bids will be called from the empanelled agencies/organizations by the intending department/agency/organization of Himachal Pradesh Government based on the TORs finalized by the intending department/agency/organization of Himachal Pradesh Government. The intending department/agency/organization of Himachal Pradesh Government will have the freedom of finalizing the goals, objectives and other TORs related to the tendered assignment.
- 3.6 The intending department/agency/organization of Himachal Pradesh Government will sign the contract with the qualifying agency/organization based on an objective evaluation of the financial bids alone.

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Chapter 4: Eligibility Criteria for the Agency to Bid

- 4.1 An Agency must be a Registered NGO / Registered Society or Trust / Limited Liability Partnership /Company registered with Registrar of Companies in India having interest in the business of conducting surveys and studies for clients.
- 4.2 The Agency shall submit audited (unless they are exempted from auditing their accounts) annual accounts for preceding three years i.e. up to accounting year 2020-21, as evidence in support of minimum experience of three years. The annual accounts should reflect having earned net profit in each of the previous three accounting years.
- 4.3 The Agency bidding for surveys/studies should have previous experience of conducting studies/ surveys.
- 4.4 The Agency should provide documentary evidence (TDS/ work order) towards execution of surveys/studies amounting to a total sum of Rs10 lakh and above, completed/ on-going in each of the preceding three accounting years.
- 4.5 The agency must submit at least three certificate(s) from the organisations where they have successfully completed the survey/study, each worth of Rs10 lakhs and above; in past three years, along with the technical bid. Inability to do so, will render their technical bid invalid.
- 4.6 The Agency must have prior experience in successfully completing at least three large, multi-location surveys/studies on socio-economic topics during last five years.
- 4.7 The Agency must have positive net worth as per latest (2020-21) audited accounts.

- 4.8 The Agency should have capacity in terms of trained manpower and other resources to undertake the fieldwork in all places in Himachal Pradesh.
- 4.9 In case the Agency does not have its own resources at all places or region(s) to conduct survey/study, it shall provide a list of network agencies to be engaged by it together with relevant information viz. name, address, manpower, other resources, past three years' experience of collaboration, etc., to be submitted together with a copy of agreement with such network agencies.
- 4.10 The Agency (including its network agencies) shall be in full compliance of the provisions of Contract Labour (Regulation & Abolition) Act 1970, relevant Minimum Wages Acts and other Labour Laws wherever applicable, while engaging workers /staff for the survey works. The Agency shall give assurance to the intending department/agency/organization of Himachal Pradesh Government every year in this regard, keeping the intending department/agency/organization of Himachal Pradesh Government always indemnified.
- 4.11 The Agency must be registered with Income Tax authority and provide PAN card/other details.
- 4.12 The Agency which has not satisfactorily completed any of the earlier contracts with the Planning Department /or the intending department/agency/organization of Himachal Pradesh Government or the agencies which have been debarred or black listed by the Government /Government agency in Himachal Pradesh or anywhere in India in the past are not eligible for the tender bidding.

Chapter 5: Bid Evaluation Process

5.1 Objective of Evaluation Process: The objective of the evaluation process is to prepare a suitable list of agencies for conducting the surveys, evaluation/impact assessment for various departments/agencies/organizations of Himachal Pradesh Government. The evaluation process will be undertaken by a Technical Advisory Group (TAG) formed by the Planning Department. The decision of the TAG shall be final and binding on all the agencies.

5.2 Evaluation and Comparison of Bids

5.2.1 Applications from the agencies complete in all respect alone will be considered for evaluation and others will be rejected. The evaluation criteria be as stated in this document.

5.2.2 The Planning Department shall not entertain any communication / clarification after the submission of the application form.

5.2.3 The Planning Department will evaluate the proposals submitted by the agencies on conducting of surveys/studies and shortlist only those who demonstrate competence and capability of delivering the services as required in the Chapter 3 of this RFP.

5.3 Selection Procedure: The agency shall be evaluated on the basis of the documents submitted along with the application form.

5.4 The following procedure will be adopted for evaluation of bids.

5.4.1 Eligibility: The agency shall be ascertained with compliance of eligibility criteria listed in Chapter 4.

5.4.2 Technical bid evaluation: The agencies will be evaluated based on the parameters listed in the below table and corresponding weightage shall be given during technical evaluation.

5.4.3 The agencies will be requested to clarify in person if in case of any inconsistency in information provided by them.

5.5 Evaluation criteria:-

Parameter	Maximum Marks
1. Overall quality of the agency (financial turnover, capacity to undertake State-wide survey, manpower capability, etc. as stated in Chapter 4)	40
2. Understanding of the study/surveys– based on write-up	10
(i) Dummy Financial bid	15
3. Past Experience (in last 5 years)	
(i) No. surveys/studies conducted, sample size, no. of states covered, no. of supervisors/ investigators deployed, etc.	25
	10
(ii) Quality of work and ability to meet the timeframe	
Total	100

5.6 Empanelment of Survey Agency: Those Agencies which meet minimum qualifying marks will be considered for the empanelment. The decision of the TAG shall be final in the empanelment of the agencies.

Chapter 6: Guidelines for Submission of Tender

- 6.1 Bidding documents for Empanelment of Research and Survey Agencies for conducting impact/evaluation studies and surveys can be downloaded from the Planning Department 's website [http//.....](http://.....)
- 6.2 These bids will remain open to the bidders for participation as per the date mentioned in the RFP and will not be extended under any circumstances whatsoever.
- 6.3 The applications complete in all respects should reach Room No. 304, Yojna Bhawan, Planning Department , Himachal Pradesh Secretariat, Shimla-171002 along with the application fee of Rs Two Thousand only (non-refundable) in the form of a bank draft payable to the DDO, Planning Department , Shimla-171002.
- 6.4 The agency must submit technical bid covering the aspects under paragraphs 4.1 to 4.11 as given in Annex A.
- 6.5 The agency should furnish required details about their organization, technical experience (Annex B); technical personnel (Annex C, C1 and C2); capacity, competence and evidence of their financial standing.
- 6.6 The agency should also submit separately a certificate containing unconditional acceptance of the terms and conditions of the Planning Department as per pro forma in Annex D.
- 6.7 The agency should submit certificates from the present and past clients (preferably Govt. / Public Sector / Reputed Firms) regarding their performances as per proforma in Annex E. Please note awarding of the work by the client will not be treated as client's certificate.
- 6.8 All the pages of the technical proposals their relevant documents required for empanelment must be numbered & signed by the authorized representative of the applicant/ agency.
- 6.9 The sealed envelope clearly bearing the following identification i.e. "RFP for Empanelment of Research and Survey Institutions for Conducting Impact

Assessment/ Evaluation Studies of Government Programs” shall be sent to the authority. If this envelope is not sealed and marked as instructed above, the planning Department assumes no responsibility for the misplacement or premature opening of the contents of the bid and consequent losses, if any suffered by the bidder.

- 6.10 The agency should submit a write-up of about two pages presenting their understanding about the job requirement (**Annexure-F**).

Chapter 7: General Terms and Conditions

- 7.1 Application:** These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the tender or Contract Agreement, the interpretation of the Planning Department shall be final and binding on the bidders
- 7.2 Language of Bids:** All bids and supporting documentation shall be submitted in English.
- 7.3 Applicable Law:** Applicable Law means the laws and any other instruments in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India. All matters and disputes arising from, relating to or concerning the contract shall be subject to the jurisdiction of the courts in Shimla and to the exclusion of all other courts
- 7.4** Any exemption under government rules claimed by the applicant must be supported by relevant document(s).
- 7.5 No legal binding relationship:** It may be noted that no binding legal relationship will exist between any of the Respondents of the bidder and the Planning Department. The study/survey will be required to be carried out in accordance with an agreement to be executed between the intending department/Board/Corporation of the Government of Himachal Pradesh and the shortlisted empanelled agency for the purpose of carrying out the study/survey, which shall be subject to the terms as specified under the said agreement.
- 7.6 Adherence to Standards:** The Agency shall adhere to all applicable laws of land and 'rules, regulations and guidelines' prescribed by various regulatory, statutory and Government authorities e.g. Minimum Wages Act, etc.
- 7.7** The bidders, who involve in any form of lobbying / influencing / canvassing etc., in selection process will be disqualified.
- 7.8 Acceptance or Rejection of Bid:** The Planning Department reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever.

7.9 The Planning Department reserves the absolute right to reject the response / proposal if it is not in accordance with its requirements and no correspondence will be entertained by the Planning Department in the matter. The bid is liable to be rejected if,

- (i) It is not in conformity with the instructions mentioned in this document.
- (ii) It is not strictly as per prescribed form and format
- (iii) It is not properly / duly signed.
- (iv) It is received through Fax, Telex or Telegram.
- (v) It is received after expiry of the due date and time
- (vi) It is incomplete including non-furnishing the required documents.
- (vii) It is evasive or contains incorrect information.
- (viii) There is canvassing of any kind.

7.10 Adherence to terms and conditions: The bidders who wish to submit responses to this tender shall note that they shall abide by all the terms and conditions contained in the tender. If the responses contain any extraneous conditions put in by the respondents, such bids will be disqualified and will not be considered for the selection process.

7.11 Application containing information found to be false or inadequate is liable for rejection.

7.12 Applicability of Income Tax: In pursuance of the provisions of Section 194C of Income Tax Act, it is obligatory upon the intending department/Board/Corporation of the Government of Himachal Pradesh to deduct tax at the applicable rate on the amount payable under contract to any person providing service to it. If the applicable tax is not payable by the bidders, they may produce the required certificate of exemption from the ITO of the circle for each survey separately. The intending department/Board/Corporation of the Government of Himachal Pradesh shall also deduct any other taxes from the bill as may be applicable at the time of making payment.

7.13 The intending department/Board/Corporation of the Government of Himachal Pradesh does not agree to bear any tax and will not be responsible for

payment of any tax, which the bidder is liable to pay under the law for the work, which is subject of this contract.

7.14 Sexual Harassment of women at work place

The Contractor / Agency shall be solely responsible for full compliance with the provision of the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013.

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Annex A: Technical Bid – Application Form

1. Name of Applicant Company / Organisation
2. Type of Applicant Company / Organisation
3. Registration Number and Date of Registration
4. Current Service Tax registration
5. PAN
6. TAN
7. Name and designation of the concerned Executive Officer (s)
8. Address / phone for Communication (with Fax and e-mail):
9. Annual Turnover as per the Annual Accounts of last three years (in Rupees Lakh) 2020-21, 2019-20 and 2018-19
10. Profits after Tax in as per the Annual Accounts in last three years (in Rupees Lakh) 2020-21, 2019-20 and 2018-19
11. Address of Head Office
12. Network of own branches

1. Total number of branches – All India
2. Number of states covered
3. Number of centres/ cities covered

(State Centre/City list of branches with addresses across the country to be annexed: Annex -C2)

13. Network of franchisees

1. Total number of franchisees – All India
2. Number of states covered
3. Number of centres/ cities covered

(List of franchisees with addresses across the country to be annexed: Annex- C3)

14. Network of own branches and franchisees

1. Total number of branches/ franchisees – All India
2. Number of states covered

15. Staff strength on payroll

1. Total number of staff – All India
 - A. Ph. D
 - B. Post Graduate
 - C. Graduates
 - D. IT Professionals
 - E. Below-Graduates

2. Number of Managerial Staff

3. Number of Supervisors
4. Number of permanent Investigators

- A. Graduates
- B. Below-Graduates

(The Centre/City wise staff strength (designation wise) in annex: Annex C1.)

Number of maximum freelancers employed in any survey

- A. Graduates
- B. Below-Graduates

(Please give survey details in annex: Annex C1)

16. Write-up on Understanding of the Household/ Enterprise Survey As per Annex-H1/ H2

17. Experience in conducting studies/ surveys, whichever applicable (as per Sr. No. 1) 1

1. Number of years
2. Number of surveys

18. Number of studies/surveys conducted in the last five years (Please give details of maximum 3 major surveys in annex: Annex B)

19. IT exposure:

Name of computer applications used in conducting in studies/surveys in the past:

- a)
- b)
- c)
- d)
- e)
- f)

20. Any other special feature that the agency would like to mention:

Signature of the applicant with seal

Place:

Date:

Annex B: Technical Experience

(List of the surveys executed by the agency during the last 3years)

The details of previous experience

1. Name of the Survey/study
2. Name and Address of the Organisation for which survey/study was done
3. Name, designation and contact details of the supervising officer of the Organisation
4. Total survey cost (in Rs lakh)
5. Agreement No. and date
6. Brief description of the survey/study
7. Name of the Agency that executed the survey/study
8. Date of commencement of work
9. Date of completion of actual work
10. Total sample size / No. of responses (approx.)
11. Type of respondents (individuals / households / enterprises)
12. Survey conducted in how many states?
13. Whether the survey is one-time or repeated? One-time / repeated
14. Total no. of Supervisors employed by the Agency
15. Survey data made available on real-time basis
Yes / No
16. Delay in project completion by the agency (in days / months / year), if any
17. Penalty levied on the agency for the delay in execution of the project (in Rs.), if any
18. Gross amount paid to the agency (in Rs.) **

Signature of the applicant with seal

Annex C: Workforce and Branch Details (Household / Enterprise Survey)

Annex C1: Workforce Details

S. No.	State	City	No. of Trainer cum Coordinator/ Senior Data Analyst / Supervisors / Investigators (permanent / freelance)	Education Qualification – How many are PG / Graduates / Under Graduates			No. of years of experience (Above 10 years / 5-10 years / below 5 years) –			How many are with more experience?	Total
				PG	G	UG	>10	5-10	<5		

Signature of the applicant with seal

Annex C2: Details of Own Branch Offices

S.No.	State	City	Branch Address

Signature of the applicant with seal

Annex C3: Details of Network of Franchisees

S.No.	State	City	Franchisees Address

Signature of the applicant (With Seal)

Annex D: Undertaking / Certificate of Indemnity

(On the letter head of the Agency)

The Deputy Director, Evaluation, Planning Department, Room No. 504, Yojna,
Bhawan, Shimla-171002

Dear Sir,

1. Notice for Empanelment of Survey Agencies for conducting Household Surveys and Enterprise Surveys – Undertaking / Certificate of Indemnity
Certified that we have read and understood all the terms and conditions of your captioned tender dated and that our company / organisation, does hereby unconditionally accept all the Terms and Conditions set out by the Planning Department in the said tender.
2. We declare that our agency has satisfactorily completed the earlier contracts with the intending agencies and we have never been debarred or black listed by the Government / Government agency / Banks / Financial Institutions in India in the past.
3. We agree that we shall indemnify the Planning Department from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of terms and conditions of the said tender.

Signature of Authorised Signatory with seal

Name of the Signatory:

Designation:

Place:

Date:

Annex-E: CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF APPLICANT

(Certificate should be in client's official letterhead.

Completion certificate will not be treated as 'Performance Certificate' of the client. All effort should be made to obtain the requisite certificate in the prescribed format. 'Performance Certificate' is mandatory.)

1. Name of the Survey/study
2. Name and Address of the Organisation
3. Name, designation and contact details of the supervising officer of the Organisation
4. Total survey cost (in Rs. lakh)
5. Agreement No. and date
6. Brief description of the survey/study
7. Name of the Agency that executed the survey/study
8. Date of commencement of work
9. Date of completion of actual work
10. Total sample size / No. of responses (approx.)
11. Type of respondents (individuals / households / enterprises)
12. Survey conducted in how many states?
13. Whether the survey is one-time or repeated? One-time / repeated
14. Total no. of Supervisors employed by the Agency
15. Survey data made available on real-time basis

Yes / No

16. Delay in project completion by the agency (in days / months / year), if any
17. Penalty levied on the agency for the delay in execution of the project (in Rs.), if any
18. Gross amount paid to the agency (in Rs.) **
19. Capabilities of the agency (please grade) 6
 - a. Technical Proficiency
 - b. Financial soundness
 - c. Maintained timeliness
 - d. Mobilization of manpower
 - e. Overall quality of the work executed by the agency

4. Outstanding / Very Good / Good /Satisfactory / Poor

5. Officer of the rank of General Manager or equivalent and above.

Note: All columns shall be filled in properly

Signature of the Authorised Officialwith seal

Name:

Designation:

Contact Number:

Email ID:

Annex F: Write-up on Understanding of the Dummy Study

(The write-up in about two pages)

Understanding

1. Objective of the Survey
2. Methodology of Execution,
3. Strategies to Ensure Sampling Plan (Skipping of households as per norms and ensuring interviews in high profile areas),
4. Capturing GPS Co-ordinates of Place of Interview,
5. Others
Quality Control
 1. Sampling Strategy for Quality Control Check,
 2. Verification Process (Audio, Telephonic, Field Visit, etc.),
 3. Dashboard Facility - Availability of Data on Real-time Basis