

MEGHALAYA INFRASTRUCTURE DEVELOPMENT & FINANCE
CORPORATION LIMITED (MIDFC)



Expression of Interest (EOI) for Empanelment of Survey Agencies
for MyCM Program

May 2021

Meghalaya Infrastructure Development Finance Corporation Ltd.

House No. L/A-56, Lower Nongrim Hills,

Shillong East Khasi Hills

Meghalaya-793003.

Meghalaya Infrastructure Development Finance Corporation Ltd. Shillong, Meghalaya (India)

TENDER NOTICE

Notice No. MIDFC/survey/2021/66/121

Dated 18th May 2021

Main Portal: <http://www.mbda.gov.in>

The Chief Operating Officer, MIDFC, on behalf of the Planning Department, Government of Meghalaya (India) invites sealed Expression of Interest (EOI) from eligible firms for the empanelment of Survey Agencies for MyCM Program in Meghalaya. Project duration is 18 Calendar Months from the date of appointment.

Details of Tender:

The Authority invites bidders to submit their interest in empanelment of Survey Agencies for MyCM Program. MIDFC would shortlist agencies and request technical and financial proposal for awarding work.

S No.	Activity	Tentative Date/Details
1	Date of Issue of EOI	18 th May 2021
2	Bid Submission Mode	Submission through physical mode/courier/post at The Chief Operating Officer (MIDFC) House No. L/A-56, Lower Nongrim Hills, Shillong East Khasi Hills Meghalaya-793003
3	Last Date of Submission	Closing Date: 04 th June 2021 till 17:00hrs IST
4	Bid Submission Address	The Chief Operating Officer (MIDFC) House No. L/A-56, Lower Nongrim Hills, Shillong East Khasi Hills Meghalaya-793003 Email Address: midfcmegh@gmail.com

Background

Government of Meghalaya is making concerted efforts to develop unique and sustainable development models for holistic development of the people of Meghalaya. There are flagship interventions, schemes, infrastructure implementations targeted towards the holistic development of the people of Meghalaya. Government of Meghalaya has set ambitious targets for the state. The government is committed to fulfil the enormous potential of the state by providing citizens interventions that they need, in a sustainable manner. While Government of Meghalaya has taken up several such programs and is aggressively driving towards its vision, it is imperative that citizens must be actively engaged in such programs to help the Government achieve its intended goals.

In this context, Government of Meghalaya wishes to implement a program – MyCM that would empower citizens to participate, provide their inputs and engage in the development activities of the Government.

The MyCM, program intends to capture citizen’s feedback in Government implementations through surveys, interviews, and other similar means. The program also intends to disseminate key messages from the Government through various channels and actively engage the citizens in specific implementation plans and policies.

MyCM program has following key components:

- Survey of citizens, FGDs and interviews with key stakeholders
- Digital Platform for collaboration
- Videos, roadshows, fliers, and personalized messaging
- Citizen feedback, suggestions, and contests
- Co-creation, business engagements and other activities

The current EOI is related to empanelment of Survey Agencies who would conduct the surveys, demonstrate the various Government interventions using digital devices to survey respondents, gather their feedback and finally report the survey findings through digital platforms

Validity of Offer

The offer for EOI as per this document shall be valid for a period of three (3) months initially which may be extended further if required by MIDFC

Terms of Reference

The detailed terms of reference are enclosed at **Annexure-I**

Qualification Criteria

SLN	Criteria
1.	The Bidder shall be a agencies/firm/ company/ partnership/ Limited Liability Partnership (LLP) /proprietorship/ Govt. undertaking/registered society/ institution/ university/ registered under the Indian Companies Act, 1956/ the partnership Act, 1932 or society registration act (whichever is applicable) and who have their registered offices in Meghalaya. All subsidiary/ holding/associate/ affiliates in India shall be treated as one entity.

SLN	Criteria
2.	The Bidder must have registered office in Meghalaya
3.	The BIDDER should not have been blacklisted or Barred by any State Government, Central Government or any other Public Sector Undertaking or a Corporation or any other Autonomous organization of Central or State Government as on Bid submission date.

Evaluation Criteria and Method of Evaluation

- Screening of EOIs shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
- EOI will be evaluated for short listing inter alia based on their past experience of handling similar type of project, strength of their man power and proficiency in local languages, financial strength of firm and presentation / proposal to the selection committee whose decision will be final.
- The agencies may be required to make a presentation, if required, to a selection committee show-casing their proposals
- MIDFC will take up references and reserves the right to pay due heed to the Bidder's performance elsewhere and any past experience with any department of Government of Meghalaya.
- Short listed agencies will be issued Bid Documents and asked to submit their price proposal in a sealed envelope.

Instructions to Bidders

The Expression of Interest is to be submitted in the manner prescribed below: - All information as detailed below is to be submitted in hard copy in sealed envelopes and one soft copy in email to the designated email address

1. Bid Cover Letter – Format 1
2. Bidder's Financial Strength (if Applicable) – Format 2
3. Bidder's experience in similar projects – Format 3
4. Names, Qualification and Project Experience of proposed personnel, and their proficiency in reading and speaking in local language – Format 4
5. Proposed Plan for Survey – Format 5

Format 1

[Date]

To,

The Chief Operations Officer (MIDFC)
House No. L/A-56, Lower Nongrim Hills,
Shillong East Khasi Hills Meghalaya-793003

Dear Sir,

Ref: EOI for Empanelment of Survey Agencies for MyCM Program in Meghalaya

Having examined the EOI, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to meet such requirements and provide the services as required and outlined in the EOI for **Empanelment of Survey Agencies for MyCM Program** in Meghalaya.

Our correspondence details with regard to this EOI are:

No.	Information	Details
1	Name of the Contact Person	
2	Address of the Contact Person	
3	Name, designation and contact, address of the person to whom, all references shall be made, regarding this EOI	
4	Telephone number of the Contact Person	
5	Mobile number of the Contact Person	
6	Email ID of the Contact Person	

We are hereby submit our proposal against this Expression of Interest. We understand you are not bound to accept any proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process or unduly favours our company in the short-listing process, we are liable to be dismissed from the EOI selection process or termination of the contract during the project.

We agree to abide by the conditions set forth in this EOI.

We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

On behalf of (Company Name)

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(Name)

Authorized Signatory

Format 2

S. No	Financial Year	Whether profitable Yes/No	Annual net profit (in Lakh INR)	Overall annual turnover (in Lakh INR)
1	2018-19			
2	2019-20			
3	2020-21			

Format 3

Sl. No.	Project Name	Client name	Contract Dates (Start Date – End Date)	Contract values (in Lakh INR)	Number of Survey Respondents
1					
2					
3					

(Add more records if needed)

Format 4

Name of Resource	Education Qualification	Experience in similar projects, if any	Fluent in speaking, reading, and writing of Local Languages of Meghalaya
			Garo/ Khasi/ Pnar

Format 5

Proposed plan illustrating following:

1. Number of beneficiaries to be surveyed in number of days
2. Approach for survey of beneficiaries, Focus Group Discussions, and Interviews
3. Plan for resource mobilization.
4. Preference of Districts of Meghalaya in which the vendor is more comfortable for surveying (if any).
5. Capability to ramp up team – illustration through credentials demonstrating such capabilities
6. Any other key details deemed appropriate

Annexure 1

Terms of Reference

The following is the envisaged scope of work/terms of reference under this EOI. However, the scope of work is not exhaustive in nature and the agency shall undertake such other tasks, within the scope of the EOI, as may be necessary to implement the scope and the program efficiently and effectively during the project in order to achieve the desired objectives. Selected Bidder shall be responsible for conducting beneficiary feedback survey, in a paperless mode, towards benefits from Government of Meghalaya's various schemes and programs, conduct focus group discussions with specific set of beneficiaries and interview target set of stakeholders across all locations in Meghalaya.

Prerequisite

- Department would notify bidder on allocated survey along with details of the survey such as location, beneficiary, and survey numbers
- Survey agency project manager would need to register in the digital platform for notifications and assignments
- Survey agency must have required video recording devices to capture interviews, FGDs
- Survey agency would be notified on survey quality reports and take necessary actions

Earmarking of Survey Team

The selected Survey Agency (s) will have to provide the details of their team earmarked for the program, for respective blocks in advance. The team for each block should comprise of field survey team -Supervisor for Survey Teams, Field Survey Team- Enumerators. Each Survey Team would be required to cover predefined, beneficiary per month and households during the entire field work of 18 months. This should be kept into consideration while working out the number of survey teams to be deployed.

Key Statistics:

Total Population	~38,00,000
Number of Districts	11
Number of Blocks	46
Number of Villages	~7000

Planned Activities of Survey Agency

The agency needs to conduct survey as per below phases:

1. Survey Pre-planning
 - Prepare block-wise/district-wise plan for conducting the survey including but not limited to deployment of manpower, devices, logistics etc.
 - Training of field staff to administer the survey, please note the department program team would provide necessary training to the trainers of the agency
 - Preparation of survey questions and finalization post review of department and PMU team
2. Dissemination of information Government Schemes and programs
 - Selected bidder will be required to disseminate information related implementation of Government of Meghalaya's schemes and programs to specified set of beneficiaries
 - The information dissemination would be localized and as per profile of the beneficiary and enabled by the digital platform developed by the Government

- Survey agency must train all survey resources to ensure beneficiaries are to demonstrate all schemes and programs that Government of Meghalaya has implemented. The digital platform has necessary representation of Government schemes and programs across every stages of the lifecycle.
- The demonstration of benefits would be governed by quality control procedures, bidders need to provide necessary time and effort in the quality control procedures set by department.

3. Conduct Survey

Questionnaire based survey, focus group discussions (FGD)

- Selected bidder will be required to draft questionnaire and review the same with PMU team
- Surveys shall be conducted by personal interview method, in which households i.e. beneficiaries are interviewed using Computer Assisted Personal Interview (CAPI) system
- Conduct physical survey and FGDs by visiting the specified villages/blocks for specified set of beneficiaries using android based devices
- Location of the survey would be automatically captured through the survey digital platform
- The agency field staff, who shall take the survey and FGDs, shall carry a mobile device operated through android system for recording the feedback on a digital system which is developed by Planning Department, Government of Meghalaya. The access to the said digital system shall be provided to the selected bidder's staff. The feedback shall be recorded on the application in the manner and form as may be decided by department.
- Only authorized users of the selected bidder shall be given access to the digital platform. For this the selected bidder shall submit a list of its field staff who shall be taking up the survey
- All costs related to the logistics to conduct the survey including but not limited to boarding, lodging, travel, internet connectivity, charger, power-bank etc. will need to be provided by the selected bidders.
- The selected bidder shall provide all their identified field staff with adequate professional identification to the beneficiary before conduct of the survey
- The selected bidder shall abide with Non-disclosure, Data Privacy Policy & Information Security Agreement
- The field staff will be required to undertake adequate consent from the beneficiary before the conduct of the survey. The purpose of collecting information shall be clearly be read out by the field staff to the beneficiaries and make sure that the same is understood by them.
- When using or disclosing beneficiaries' personal data, or when requesting information from any individual or entity, reasonable efforts shall be made to limit the beneficiaries' personal data requested, used, or disclosed to the minimum necessary to accomplish beneficiary's feedback.
- Agency must solicit feedback from the beneficiaries in a manner that would ease primary and detailed evaluation of effectiveness of scheme delivery

Video based interviews

- The field staff will be required to undertake adequate consent from the beneficiary before the video recording. The purpose of collecting information shall be clearly be read out by the field staff to the beneficiaries and make sure that the same is understood by them.

- Video recording taken must be of desired quality for consideration to publications in the digital platform
 - Video recording must be edited and graphically enhanced to match the quality specified to the bidder
4. Survey Response Reporting
- The agency needs to conduct primary evaluation of responses of beneficiaries and submit the report along with responses in a pre-defined format specified by the department
 - The selected bidder shall conduct a Quality Check mechanism to ensure that the survey conducted meets the quality as desired by the department.
 - In case any data-set/ survey is found to be erroneous; the selected bidder will need to reconduct the survey at their own cost.
 - Department will perform time-to-time spot quality checks and/ or send team with field staff during the conduct of the survey to review the quality
 - Report survey response to the digital platform as per specifications