Terms of reference (ToRs) for the procurement of services below the EU threshold

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Centralized Grievance Management & Monitoring System (CGMMS)	**Project number/ cost centre:** 14.0968.9-005.00

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0. List of abbreviations

AVB	General Terms and Conditions of Contract (AVB) for supplying services and work 2018
AAY	Antyodaya Anna Yojana
CGMMS	Centralized Grievance Management & Monitoring System
CPGRAMS	Centralized Public Grievance Redress And Monitoring System
DARPG	Department of Administrative Reforms and Public Grievances
DFPD	Department of Food and Public Distribution
FaNS	Food and Nutrition Security, Enhanced Resilience
FPS	Fair Price Shop
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
INGRAM	Integrated Grievance Redressal Mechanism
IMPDS	Integrated Management of Public Distribution System
IT	Information Technology
MIS	Management Information System
NFSA	National Food Security Act
NIC	National Informatics Centre
PDS	Public Distribution System
PHH	Priority Household
ToR	Terms of Reference
UT	Union Territory
TAG	Technical Assessment Grid
GAE	Grid for Assessing Eligibility of Consulting Firms

1. Context

GIZ, in agreement with the Department of Food & Public Distribution (DFPD), Government of India, is providing technical support to the Ministry for computerisation of the Targeted Public Distribution System (TPDS), one of the world's largest food security programmes. The programme aims to improve targeting of people below the poverty line as well as women and children through higher transparency and secure identification. Along with this measure, improved community monitoring and awareness campaigns will sensitize decision makers at the district, state and central levels regarding the importance of nutritious and diversified food so that they can advocate for a broader variety of food items offered through the TPDS. This will be supplemented by comprehensive awareness building of the target group to bring about a long-lasting behavioural change concerning the availability, intake and preparation of high quality food.

The FaNS programme is also providing technical support to the Government of Madhya Pradesh, Deptt. of Food, Civil Supplies & Consumer Protection for implementing the TPDS computerisation scheme covering activities including digitization of ration cards/beneficiary and other databases, computerisation of supply-chain management, setting up of transparency portal and grievance redressal mechanisms, as well as automation of Fair Price Shops (FPS).

Despite of various technology-led reforms carried out to bring improvements in the functioning of PDS across the country, there are persistent possibilities of beneficiaries raising variety of grievances/complaints relating to unavailability of service (FPS not opening, foodgrains not available, etc.), leakages/diversions of foodgrains, poor quality of foodgrains, inclusion/exclusion errors under NFSA, complaint against bogus ration cards/beneficiaries, lack of transparency in PDS/FPS operations, excessive delays, denial of foodgrains, inappropriate conduct/whims-and-fancies of FPS dealers, etc.

For effective redressal of such grievances/complaints of the PDS beneficiaries and other stakeholders, the Department of Food & Civil Supplies in all States/UTs have implemented their own grievance redressal systems which include Online Grievance Redressal systems on their respective transparency portals and the toll-free helpline numbers/call centres (1967/1800-series), as part of the end-to-end computerization scheme. Further, States/UTs are also receiving and disposing several grievances/complaints coming at various levels, such as State, District, Block/Sub-district, etc. as per the provisions of NFSA for internal grievance redressal at different levels.

Besides these, other grievance redressal systems, such as CM-helplines, CPGRAMS of DARPG and INGRAM system of D/o Consumer Affairs, Government of India are also being utilized in in some States/UTs as well as at the central level to receive and redress citizen complaints across the various functions/schemes of the Government, including PDS. Furthermore, many aggrieved beneficiaries/stakeholders are also submitting their grievances/complaints to the concerned State/UT Government (at various levels) and/or to the Central Government through emails, letters and applications on regular basis.

All systems/mechanisms mentioned are existing for the same objective, i.e. timely and effective redressal of beneficiary/public complaints are being used either in-sole or in combinations at various levels to receive and process the public grievances. However, use of multiple platforms, without having any integration between them, has led to a situation where ensuring proper aggregation, management and monitoring of all complaints/grievances has become a complex and challenging task for the Government both at central as well as State/UT level, as there is no consolidated view of all grievances received, disposed-off, pending, ageing, etc. is available. Different systems have different ownerships, therefore reach and effectiveness is also varying. For a nodal grievance redressal officer, it is practically not feasible to keep a check of all complaints being received on all the possible channels/platforms as mentioned above and there are chances of some grievances getting missed or they age beyond the norms, which may lead to further dissatisfaction of aggrieved beneficiaries. Also, for the Department of Food & Public Distribution, Government of India, it is becoming increasingly difficult to get a proper oversight/MIS report or to have aggregated views of all complaints/grievances received, disposed, pending, actions taken, time-taken for resolution etc. in a States/UTs anywhere at any point of time due to parallel systems and disjoint databases. On an average, more than 300-500 PDS related complaints/grievances are received by a State/UT every month through their own systems/call centres. Besides an average of 100-200 complaints are forwarded to the concerned States/UTs by the Central Govt. received through central online systems and emails/letters.

In this context, as a part of the Technical Assistance to the Department of Food & Public Distribution (DFPD), Ministry of Consumer Affairs, Food & Public Distribution, Government of India for the TPDS computerization GIZ FaNS will hire qualified manpower to provide support to the NIC for the designing and development of Centralized Grievance Management & Monitoring System (CGMMS).

2. Tasks to be performed by the contractor

The purpose of the assignment is to provide support to Central NIC for the designing and development of the CGMMS in coordination with state NIC team and other stakeholders. The hired manpower shall provide technical support to the NIC in conceptualizing, designing, development, integration with states grievance redressal software applications, other software applications and modes of capturing grievances, security audit and roll out of the CGMMS application.

The following specific activities will be carried out by the hired manpower.

1. Establishment of project management framework for effective coordination among all stakeholders including the deployment of necessary software tools.
2. Necessary day-to-day coordination with all stakeholders at the central and state/UT levels for the design and development of the centralised solution.
3. Performing regular project management activities pertaining to the development and implementation of the centralised solution.
4. Study of As-Is processes of existing systems –
   i. All grievance redressal systems and process setup in the States/UTs as part of the end-to-end computerization (including registration of complaints by the Call Centres), other State Govt. initiatives such as CM helplines, etc.
   ii. Central grievance redressal systems such as CPGRAMS, INGRAM, NFSA Portal, etc.
   iii. Procedure involved in the processing of the complaints received manually or through email in DFPD and at different levels of the State Government.
5. Approach for development of a centralised dashboard of all grievances/complaints pertaining to PDS and identification of key fields available in all the existing systems, required to aggregate the information in a common place.
6. Designing and support in development of centralised CGRMMS solution to depict various views and generation of MIS reports – National level, State/UT-wise, received, disposed, pending, ageing, average time taken, category-wise, resolution-wise, etc.
7. Preparation of strategy to receive/exchange of information with different systems at the centre and States level and support in the rollout of the same.
8. Preparation of strategy for optimum utilization of ICT Infrastructure and other resources available in National Data Centre (provisioned under the IM-PDS scheme), for the implementation of CGRMMS solution.
9. Preparation of Functional Requirement Specifications (FRS) for the centralised solution.

10. Supporting the technical team of NIC/other in the development of software application, dashboard, web-services/APIs, etc.
11. Supporting the technical team and DFPD to obtain the stakeholder buy-in of the developed system

The hired manpower will work closely with DoF&PD team, Central NIC team, State NIC/IT teams, GIZ team and other stakeholders etc for this project.

Certain milestones, as laid out in the table below, are to be achieved by certain dates during the contract term, and at particular locations:

Milestone	**Deadline/place/person responsible**
Initial report including work plan for the entire project	Within 15 calendar days of signing of the contract.
Submission of FRS	Within 30 calendar days of signing of the contract.
Signoff on FRS	Within 40 calendar days of signing of the contract.
Submission of SRS	Within 45 calendar days of signing of the contract.
Signoff on SRS	Within 50 calendar days of signing of the contract.
Submission of Design document	Within 55 calendar days of signing of the contract.
Signoff on design document	Within 65 calendar days of signing of the contract.
Software development	Within 120 calendar days of signing of the contract.
Integration testing with 3 states (Assam, Karnataka and Orissa)	Within 140 calendar days of signing of the contract.
Security audit of the application is complete	Within 155 calendar days of signing of the contract.
Roll out of the application	Within 175 calendar days of signing of the contract.
Final output report	Within 180 calendar days of signing of the contract. The final output report shall be delivered at the office of Food and Nutrition Security (FaNS) Programme, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, B-5/1, 2nd Floor, Safdarjung Enclave, New Delhi - 110 029.

Period of assignment: From 1st Aug 2019 until 31st Jan 2020.

Each of the hired manpower will work up to 120 days within the period of assignment.

Placement of the assignment: NIC HQ, New Delhi

3. Concept

In the bid, the bidder is required to show how the objectives defined in Chapter 2 are to be achieved, if applicable under consideration of further specific method-related requirements (technical-methodological concept).

Technical-methodological concept

Strategy: The bidder is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1). Following this, the bidder presents and justifies the strategy with which it intends to provide the services for which it is responsible (see Chapter 2). (Point 1.1 – TAG)

The bidder is required to present the actors relevant for the services for which it is responsible and describe the **cooperation** with them. (Point 1.2 – TAG)

The bidder is required to present and explain its approach to **steering** the measures with the project partners and its contribution to the results-based monitoring system. (Point 1.3 – TAG)

The bidder is required to describe the key **processes** for the services for which it is responsible and create a schedule that describes how the services according to Chapter 2 are to be provided. In particular, the bidder is required to describe the necessary work steps and, if applicable, take account of the milestones and contributions of other actors in accordance with Chapter 2. (Point 1.4 – TAG)

The bidder is required to describe its contribution to knowledge management for the partner and GIZ and promote scaling-up effects (**learning and innovation**). (Point 1.5 – TAG)

Project management of the contractor (Point 1.6 – TAG)

The bidder is required to explain its approach for coordination with the GIZ project. Other requirements to be taken care of are as below:

- The contractor is responsible for selecting, preparing, training and steering the experts assigned to perform the tasks.
- The contractor makes available equipment and supplies (consumables) and assumes the associated operating and administrative costs.
- The contractor manages costs and expenditures, accounting processes and invoicing in line with the requirements of GIZ.

The contractor reports regularly to GIZ in accordance with the AVB of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH from 2018.

Backstopping

The bidder is required to describe its backstopping concept.

4. Profile of the bidder (Refer to GAE)

The bidder must fulfil the following conditions:

- Bidder should be in the business of Software Development and registered with an appropriate act.

- In case of consortium, the consortia has to submit a declaration.
- Bidder should have an average annual turnover of at least 250,000 Euro in the last three financial years
- Bidder should have at least 10 employees on its payroll as of 31.12.2018.
- Bidder should have done at least 5 projects on software design and development of total value of at least 30,000 Euro
- Bidder should have done at least 2 projects on software design and development of similar nature in the last 3 years.

5. Personnel concept (Point 2.2 & 2.3 – TAG)

The bidder is required to provide personnel who are suited to filling the positions described, on the basis of their CVs (see Chapter **Error! Reference source not found.**), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points.

Software Developers

Number of resources

Two (2)

Tasks of each resource

- Prepare FRS, SRS, Design Document, Software Development, Integration with state specific applications, Testing, Defect fixing, security audit and roll-out of the application.
- Report to the project manager of the project

Qualifications, experience and skills required are as below:

- BE/B.Tech in Computer Science/IT/Computer Engineering or MCA
- Minimum 5 years of experience in IT development and designing.
- Hands on experience with .Net, C#, HTML, XML, CSS, java script, ajax, PHP, etc.
- Proficient in databases like Microsoft SQL, Postgre SQL (open source) etc.
- Hands on experience of coding, debugging, code review etc.
- Experience of working in government environment is desirable

Soft skills of team members

In addition to their specialist qualifications, the following qualifications are required of team members:

- Team skills
- Initiative
- Communication skills

- Sociocultural competence
- Efficient, partner- and client-focused working methods
- Interdisciplinary thinking

Project Manager, a qualified and experienced IT Expert will be provided by GIZ, who will coordinate with the NIC and Developers.

6. Costing requirements

Assignment of personnel

All the three resources will be based at NIC HQ, New Delhi for the period of assignment.

Travel

The resources may be required to do field visits in the state of Assam, Karnataka and Orissa.

The bidder is required to calculate the travel by the specified resources and the resources it has proposed based on the places of performance stipulated in Chapter 2 and list the expenses separately by daily allowance, accommodation expenses, flight costs and other travel expenses.

7. Inputs of GIZ or other actors

GIZ FaNS will arrange for the work place in NIC HQ, New Delhi.

8. Other Information and Requirements

i. The information shared with the resources by GIZ, to enable it to successfully carry out the tasks listed in the ToR, is confidential and can under no circumstances be shared with outside individuals or agencies without prior written permission from DFPD.

ii. DFPD will retain all rights on the deliverables submitted and any other data/material collected during the assignment under this contract.

9. Requirements on the format of the bid

The structure of the bid must correspond to the structure of the ToR. In particular, the detailed structure of the concept (Chapter 3) is to be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). It must be legible (font size 11 or larger) and clearly formulated. The bid is drawn up in English language.

The complete bid shall not exceed 10 pages (excluding CVs).

The CVs of the personnel proposed in accordance with Chapter 0 of the ToR must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages. The CVs must clearly show the position and job the proposed person held in the reference project and for how long. The CVs are to be submitted in English language.

If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment.

Please calculate your price bid based exactly on the aforementioned costing requirements. In the contract the contractor has no claim to fully exhaust the days/travel/workshops/ budgets. The number of days/travel/workshops and the budget amount shall be agreed in the contract as ‘up to’ amounts. The specifications for pricing are defined in the price schedule.

10. Option

In case of any change or additional work required to complete the above-mentioned tasks satisfactorily, GIZ reserves the right to communicate the same to the hired manpower and make necessary amendments based on mutual agreement.