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General information

a. Brief information on the project

The initiative “One World, No Hunger” has been initiated by the German Federal Ministry for Economic Cooperation and Development (BMZ) in 2014. It addresses a wide variety of topics in the field of agriculture, food and nutrition security and rural development. The global programme “Soil Protection and Rehabilitation for Food Security” has been commissioned under this initiative and is implemented in five countries: Benin, Burkina Faso, Ethiopia, Kenya and India.

In India, the “Soil Protection and Rehabilitation for Food Security in India (Pro SOIL)” is integrated into the Natural Resource Management Portfolio of GIZ. The project, “Pro SOIL” aims to implement sustainable approaches to the protection and rehabilitation of degraded soils, including soil fertility, in selected areas of India. In total, an area of 43.000 ha which has previously been under watershed development programmes is being covered in the five districts of Maharashtra (Ahmednagar, Amravati, Dhule, Jalna and Yavatmal) and two districts of Madhya Pradesh (Balaghat and Mandla). Three NGOs, BAIF Research Development Foundation, Watershed Organization Trust (WOTR) and Foundation for Ecological Security (FES) are building the capacities of smallholder farmers to protect and rehabilitate their soils and to invest in soil fertility management. The chemical soil properties are being tested and IT-based advisory services provided directly to farmers. These advisory services will include recommendations regarding the selection of crops and fertilizer recommendations, among others.

The steering of the project is jointly carried out by GIZ and the National Bank for Agriculture and Rural Development (NABARD) in India. The project furthermore aims to set up knowledge networks between science and practice to share good practices. Out of these dialogues, recommendations are to be generated on how to furthermore promote the stronger practice of soil protection, rehabilitation and soil fertility management.

NICE (<https://nicessm.org/>) is a tablet and web based knowledge management system developed for the project CCKN-IA (Climate Change Knowledge Network for Indian Agriculture).

ProSoil has adopted NICE system as ICT tool in the project, for knowledge management purposes and as monitoring system. NICE has been developed and updated to version-2 in year 2016. For the adoption of NICE system in Pro-Soil, a 3rd version in November 2017 was developed with additional features to focus majorly on monitoring activities.

Later in 2017 the application was adopted by ProSoil Project for Soil based advisories and cover 153,000 ha of land using the digital advisory tool. The application was renamed as per project objective as niceSSM (<https://nicessm.org/>)

The NICE online web platform allows various knowledge providers from various domains of agriculture science sharing knowledge in a decentralized way across a number of subject domains to address local needs. The system is iterative and allows a multimodal two-way communication, between the expert network and linked farmers to meet the specific needs on

a real time basis. The NICE application is combined with a tablet application capacitating extension cadre to function as last mile technology interface with farmers. The project revitalizes existing extension system, capacities and monitoring systems for effective development, dissemination and facilitates farmer adoption on extreme weather events.

NICE is capable to handle multiple Indian languages for content creation for multiple domains and bridges the last mile through multiple modes, whether it is on tablets, through SMS, Web, social media communicators or / and facilitates interaction through human interfaces. It is able to aggregate information on weather, climate contextualized Agro-advisories, disaster relief and can be customized to any needs. In addition, it holds a monitoring and reporting function (Version-3), through which demand based dynamic reports can be generated.

GIZ is in partnership with MANAGE (www.manage.gov.in) which is an autonomous body under Government of India, Ministry of Agriculture, Department of Cooperation for niceSSM implementation in project locations and scaling out at Pan India level. MANAGE has hosted separate server in their premises.

b. Context

The context for this tender is to:

1. Evaluate niceSSM backend, database, web interface, code structure and data and privacy aspects and prepare suggestion points to development team.
2. Evaluate niceSSM in project districts (Ahmednagar, Dhule, Jalna, Amrwati and Yavatmal in **Maharashtra** & Mandla, Balaghat in **Madhya Pradesh**) on ground and find out results as how it was being used by farmers and CRPs.

c. GIZ shall hire the contractor for the anticipated contract term, from 20/02/2021 to 20/03/2021

d. The contractor shall provide the following work/service:

Technical Evaluation

1. Evaluation of niceSSM backend, database set up, WebApp interface and code base, evaluation of data security & privacy aspects
2. Consultation with niceSSM programming team: what were concepts/reasons for technical decisions, technical goals.
3. Preparation, Consultation, Protocol
4. Formulation of technical recommendations for niceSSM backend & monitoring criterias (written report)
5. Presentation & discussion of evaluation results via skype (incl. revised report)
6. Evaluation of services delivered to end users through niceSSM outreach systems (SMS & App): evaluation of usability of the end user interface, evaluation of current user feedback & analysis of digital performance data (Google Analytics), analysis of content management process

7. Discussion with team & partners: what were the identified needs of the end users, development of user personas/ user journeys
8. Development of recommendations for niceSSM usability & monitoring criterias (written report) with regard to PDDs
9. Presentation & discussion of evaluation results (incl. revised report)

On ground evaluation, research and study

1. Measure adoption of niceSSM by farmers
 - How niceSSM has been used
 - What benefits they see from the application
 - How useful are the advisories
 - Feature they like most
 - What improvement are required
2. Success stories in project location
3. Feedback on application features
4. Any feature request to be added in the application
5. How niceSSM is helping them to maintain and improve their agriculture land soil
6. How niceSSM is helping to improve crop growth and livestock health
7. Formulation of technical recommendations for niceSSM backend & monitoring criterias (written report)

Presentation & discussion of evaluation results via skype (incl. revised report)

Selection Criteria of firm

- 1.1. Organisation should have experience in field survey or market research, minimum 1 years
- 1.2. Organisation should have experience in technical evaluation of IT application, minimum 1 years
- 1.3. Organisation should have experience in rural project or scietific communication, minimum 1 years
- 1.4. Organisation should have experience in product promotion and marketing, minimum 2 years
- 1.5. Organisation should have experience in multimedia campaign and management 1 years

Refer to Eligibility assessment and selection criteria sheets to provide complete and actual information regarding, projects, company and proposed staff.

Tender requirements

1. Qualifications of proposed staff

1.1 Expert 1:

1.1.1 General qualifications

Education: for example, university qualification (first degree/master's) in IT/ICT, MCA or M.Tech

Professional experience: 10+ years' experience in Testing, Application usability/User Experience, ISTQB certified.

Experience of Manual, Automation and Performance Testing
 Knowledge of Selenim and Specflow

1.1.2 Experience in the region/knowledge of the country India for minimum 5 years
 1 year minimum international experience in testing.

1.1.3 Language skills: business fluency in English

1.2 Expert 2:

1.2.1 General qualifications

Education: for example, university qualification (first degree/master's) in IT/ICT, MSW, Social studies or related fields

Professional experience: 5+ years' experience in any of the following- Field Survey, Market research, online and offline research, desk and field studies, Rural studies, Market studies, Business Development, Reporting and monitoring

1.2.2 Experience in the region/knowledge of the country India for minimum 5 years, specially in rural sector

1.2.3 Language skills: business fluency in English

2. Appropriateness of proposed concept

2.1 Interpretation of objectives

The bidder need to describe if they have understood the requirements

2.2 Profile of the Bidder Strategy (Technical concept)

The bidder need to explain their profile in conjunction with requirements. How they are equipped to full the requirement such as past and current experiences, office setup, location, Human Resources on rolls and on panel and communication channels.

Certifications they have in line of services required and to set industry standards

2.3 Proposed concept (implementation plan)

The bidder is required to consider the tasks to be performed with reference to the objectives of the services put out to tender. Following this, the bidder presents and justifies the strategy with which it intends to provide the services for which it is responsible.

2.4 Work and Time Schedule

The bidder need to mention time schedules of major task to be perfomed and format of reporting. For Example-

Task	Frequency	First attempt
Technical Evaluation	Multiple	5th day of contract award
Written report on Technical Evaluation	Once	15th Day of contract
Presentation and Discussion	Once	25th day of contract

Usability evaluation	Multiple	10th day of contract award
Written report	Once	15th Day of contract
Presentation and Discussion	Once	25th day of contract

2.5 Coordination and communication

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 (General Terms and Conditions of Contract (AVB) for supplying services and work 2018) of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH from 2018.

3. Specification of inputs

Fee days	Number of experts	Number of days per expert	Comments
• Preparation/debriefing	2	4	
• Implementation	2	14	
Travel expenses	Number of experts	Number of days/nights per experts	Comments
• Per-diem allowance in country of assignment	1	7	
• Overnight allowance in country of assignment	1	7	
• Travel costs (train, private vehicle)	1	4	
Flights	Number of experts	Number of flights per experts	Comments
• International flights	NA	NA	
• Domestic flights	1	4	To and from for each state

Calculate your financial bid exactly in line with the quantitative requirements of the specification of inputs above. There is no contractual right to use up the full days/travel or workshops or budgets. The number of days/travel/workshops and the budgets will be contractually agreed as **maximum amounts**. The regulations on pricing are contained in the price sheet.