

Appointment of Consulting Agency
for Design and conceptualization
of intelligent Digital platform to
achieve the objective of
Sustainable Sanitation Digital
ecosystem

REQUEST FOR PROPOSAL

**Centre for Urban and Regional Excellence
(CURE)**

RFP NO. CURE-USAID_WASH-2020 (RFP)_05_16.10.2020

RFP TITLE:

Appointment of Consulting Agency for design and conceptualization of intelligent Digital platform to achieve the objective of Sustainable Sanitation Digital ecosystem

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October 16th , 2020

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REQUEST FOR PROPOSAL NO.:

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FACT SHEET

Item	Description
Availability of RFP Documents	Download from CURE website
Date of TOR/RFP issuance	16/10/ 2020
Last date for Bid/Proposal submission (on or before)	27/10/2020 till 6 pm
Language	Proposals should be submitted in English only.
Bid Validity	Proposals must remain valid up to 3 months (3 months from the actual date of submission of the Bid.
Currency	INR
Email id for Communication, seeking clarifications for submission of Proposal. Communication through channels other than specified shall not be attended to.	procurement@cureindia.org

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NOTICE INVITING PROPOSAL

Dear Sir/Madam,

1. Centre for Urban and Regional Excellence (CURE) is pleased to invite you to submit a proposal for the above-mentioned assignment in accordance with this Request for Proposal (RFP) package.
2. This RFP package consists of the following documents:
 - i. Notice inviting Proposal;
 - ii. Request for Proposal Instructions;
 - iii. Statement of Work for the assignment;
 - iv. RFP Instructions including ANNEXURE 1-8, Proforma 1: Pre-Qualification Criteria and Proforma 2: Commercial Proposal;

If you intend to submit a proposal you must deliver it to CURE office at Plot no. N-118, Flat No.1 Ground Floor, Panchsheel Park, New Delhi-110017 quoting the proposal title 'Appointment of consultancy Agency for design and conceptualization of intelligent digital platform to achieve the objective of sustainable sanitation Digital Ecosystem' quoting the proposal title and number by 27th October, 2020. Proposal received in any form after the expiry of the date and time prescribed shall not be considered.

3. CURE will endeavor to make available all relevant information in the RFP. Should you need any further information or clarification during the proposal period you may contact us at procurement@cureindia.org
4. The Proposal should specify the total amount in Indian Rupees (INR), giving details of expenses (as per RFP Instructions). The financial proposal should be valid for acceptance for at least 3 months from the date of submission of the Proposal.
5. Proposals for this assignment will be assessed in accordance with **Quality Cost Based Selection (QCBS) method** and will involve **Pre-Qualification, Technical Evaluation** and **Commercial Evaluation**.
6. The Technical Proposal of only those firms fulfilling the criteria prescribed in the Pre-Qualification Evaluation will be opened.

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7. The bidders who meet the Pre-Qualification Criteria as mentioned below would be considered for the next stage of evaluations. The bidder must submit the Registration Certificate, Audited Financial Statements, Certificate from the Chartered Accountant and other relevant supporting documents as an evidence for the Pre-Qualification Criteria.

SL. NO.	PRE-QUALIFICATION CRITERIA	DOCUMENTS REQUIRED
1.	The bidder (all bidders) should be a registered Organization / Company / Firm and should have been relevant business for the past 3 years as on March 31,2020.	Bidder is requested to provide (i) Legal incorporation document of the Organization/Company/Firm; (ii) PAN Card, and (iii) Goods and Services Tax (GST) Registration Number
2.	A detailed note elaborating the Bidder's capacity (both technical and director/promoter/staff capacity) to efficiently execute and conclude the project within the specified timeline	A detailed note elaborating the Bidder's capacity (both technical and staff capacity) to efficiently execute and conclude the project within the specified timeline.
3.	The Agency should not be blacklisted by Central/ State Government departments / Undertakings of Govt. of India or any Procuring Agency	Bidders are required to sign and return a self-declaration (as ANNEXURE 7) for this disclosure which is also mentioned in Point 6.12 of the section titled "REQUEST FOR PROPOSAL INSTRUCTIONS"

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8. Minimum Team Composition & Qualification Requirements

Sl.No.	Position	Qualification & Skills	Minimum Experience
1	Team Leader/Enterprise Architect	Master's or bachelor's degree in Engineering/MCA	<ul style="list-style-type: none"> Minimum 7 years (for Masters) or 10 years (for Bachelors) of experience of enterprise information technology architecture design and development. Should have designed at least 2 enterprise grade solutions for Center or State Government of India Desirable: TOGAF 9/ DECE-CA/ Axelos ITIL Master Certification
2	IT & System Expert	Master's or bachelor's degree in Engineering/MCA	<ul style="list-style-type: none"> Minimum 7 years (for Masters) or 10 years (for Bachelors) of experience of IT Infrastructure/Data Center/ Cloud infra design Should have designed at least 2 enterprise grade IT solutions for Center or state Government of India Desirable: PMP/Prince2/PgPMP certification
3	Analytics Expert	Master's or bachelor's degree in Engineering/MCA	<ul style="list-style-type: none"> Minimum 5 years (for Masters) or 7 years (for Bachelors) of experience in Data Analytics/Data modeling/ Data Science. Should have designed at least 2 enterprise grade Dashboards for Center or state Government of India
4	Subject Matter Expert	Master's or bachelor's degree in civil/public health engineering/environmental science or equivalent	<ul style="list-style-type: none"> Minimum 7 years (for Masters) or 10 years (for Bachelors) experience in municipal waste management. Should have at least 2 years of waste management experience with Urban Local Bodies or at state government level
5	Monitoring and evaluation expert	MBA/Post graduate degree in similar domain	<ul style="list-style-type: none"> Minimum 10 years of experience in project/program monitoring Should have monitored at least 2 projects at Center or State Government of India
6	Quality assurance	Post graduate degree in civil/public health engineering/environmental science or equivalent	<ul style="list-style-type: none"> Minimum 10 years of experience in municipal waste management. Should have experience in at least 2 waste management projects for an Urban Local Body or at state government level

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Note: A reasonable size team of support staff shall also be required to support the professionals. The bidding firm may deploy the additional staff as per requirement of the project(s). It is assumed that the fee of the support staff/additional staff has been included in the consultancy fee.

9. Decision as to any qualification to the above Pre-Qualification Criteria, arithmetical error, manifest or otherwise in the response to the RFP shall be decided at the sole discretion of CURE and shall be binding on the Bidder. Any decision of CURE in this regard shall be final, conclusive and binding on the Bidder.
10. Modification to this RFP, if any, will be made available on the CURE's website.
11. Notwithstanding anything stated above, CURE reserves the right to review the bidder's and team's capability and capacity to perform the work, before awarding the possible future Contract.
12. Short-listed firm/company may be requested to make a presentation, if required.

Yours faithfully,

Renu Khosla
Director
Centre for Urban and Regional Excellence
Email Id: procurement@cureindia.org

1. INTRODUCTION

GENERAL:

1. This Request for Proposal (RFP) is designed to help you produce a proposal that is acceptable to CURE, in accordance with the requirements of contracting and procurement. It is essential, therefore, that you provide the information requested in the specific format.
2. The instructions should be read in conjunction with information specific to the project contained in the covering letter and in the accompanying documents.
3. CURE is not bound to accept the lowest bidder, or any, proposal. We also reserve the right to request any, or all, of the bidders to meet with us and/or email us to clarify their proposal.
4. Each bidder having responded to this RFP acknowledges to have read, understood and accepts the selection and evaluation process mentioned in this RFP document. The bidder ceases to have any option to object against any of these processes at any stage subsequent to submission of its responses to this RFP.

2. Background and objective of Assignment

Centre for Urban and Regional Excellence (CURE) is a not-for-profit development organization working with urban informal and low-income communities to un-think, reimagine, innovate and de-engineer solutions to include and integrate people in the processes of city development. The idea behind this is to Conceptualize and Design a Digital intelligent platform which will support the key persons in decision making in the urban water and sanitation (watsan) sector based on predictive analysis and machine learning based decision support system.

The objective of the assignment is to select an agency to help CURE in the conceptualization and design of an Intelligent Digital Platform for Sustainable Digital Ecosystem that shall support the ULBs to improve their performances to achieve the objectives of the SBM 2.0 program.

Digital interventions have been effective in advancing progress in communities on their journey to self-reliance through efficient, effective, and responsible digital initiatives that enhance security and economic prosperity, consistent with the livelihood objectives for individual, sanitation, and the promotion of hygiene practices. Such interventions work towards three mutually reinforcing strategic objectives:

- 1) Improve measurable development and community-assistance outcomes through the responsible use of digital technology;
- 2) Encourage the openness, accountable, citizen- responsive governance and integration of digital ecosystems; and
- 3) Opportunities to prepare skilled workforce of tomorrow across the community and build digital literacy among the people.

3. About the Digital framework

Digitalization enhances the collection and interaction of data and improves efficiency and productivity. It encourages innovation. It makes communication and teamwork easier. It improves working conditions that accelerates the achievement of intended objectives. Thus, digitalization could be a big contributor to India's transformation towards sustainable development. Given that approx. 1.33 billion people require access to information- and communication-technologies, particularly the communities at the state and district levels for WASH, there's a definite need for designing technology innovations directed to benefit communities particularly, in the WASH sector.

In order to get better insights into the large amount of data available with the Ministry of Housing and Urban Affairs (MoHUA) and its affiliates and to assist the concerned stakeholders in attaining the watsan goals under SBM 2.0 in an effective manner, it is hereby proposed to set up a "Central Digital Unit" (CDU). The objectives of creating the CDU is to have a central facility that will digitally connect communities across the nation with the Ministry and which has cohesive digital means to analyze the on-ground situations and make smart decisions on the basis of the information available to enhance the implementation of the SBM 2.0 program.

4. INSTRUCTIONS FOR SUBMITTING YOUR PROPOSAL

FORMAT OF YOUR PROPOSAL:

Your proposal should be submitted in English and be set out in three main parts:

- **Part A – Prequalification and Technical Proposal**
- **Part B – Commercial Proposal**

Part A (Technical Proposal) and Part B (Commercial Proposal) must be submitted in sealed separate envelopes with clearly marking the name of envelope and Bidder's name. Please do not include any price information to access the Commercial Proposal in Part A (Pre-Qualification and Technical Proposal) and/or in any communication (until and unless requested by CURE).

4.1 PART A – Prequalification and Technical Proposal

- | | | |
|------|------------------|--|
| i. | <u>Section 1</u> | The purpose of information requested under Pre-Qualification Criteria is to establish that the bidder conclusively demonstrates to completely meet all the eligibility criteria and also to establish the propriety of the bidder. |
| ii. | <u>Section 2</u> | Bidder's understanding of CURE and the mentioned project, understanding of scope and results framework proposed, detailed tasks list and deliverables including timeline; |
| iii. | <u>Section 3</u> | Technical Response (including method of implementation and work plan in the form showing activities, milestones, deliverables etc.) |
| iv. | <u>Section 4</u> | Names & CVs of personnel to work on this project (in the CV please cover name of staff, nationality of staff, profession/designation of staff, proposed position in the team, whether employee of the firm, key qualifications, education, |

experience with reference to statement of work) [Format attached in **ANNEXURE 8**].

- v. Section 5 Previous experience of the firm/company in similar types of assignments completed at the National/State level in Urban or public policy during last 5 years (please indicate name of assignment, name/address of employer, date of award of assignment, date of completion of assignment, value of the assignment and role of your firm viz. prime consultant, sub-consultant, consortium member etc.)
- vi. Section 6 Matters not appropriate in any other appendix, e.g. Disclosures, Conflict of Interest etc.

4.2 PART B – COMMERCIAL PROPOSAL:

- The **Proforma 2: Commercial Proposal** provided should be fully completed in the format requested and should be easily cross referenced to the above details.
- All quoted prices should remain valid for a period of at least 3 months from the date of the submission of the bid and should be in Indian Rupees (INR) only.
- Prices payable to the Supplier as stated in the subsequent Contract shall be firm and not subject to adjustment during performance of the subsequent Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc. Commercial Proposal should be structured in 4 Sections.
 - i. Section 1 Confirmation of acceptance of CURE's Conditions of Contract.
 - ii. Section 2 Pricing, using Commercial Pro-Forma on a Fees and actual Expenses basis (if any).
 - iii. Section 3 A list of the names and designation of all nominated personnel proposed to work on this project
 - iv. Section 4 Matters not appropriate in any other appendix, e.g. your GST number (for Indian companies only)

5. EVALUATION:

5.1 Part A – Pre-Qualification Criteria

Pre-Qualification Criteria: This covers circumstances where CURE must exclude a Respondent from participating further in the procurement. The Procurement Expert/project team head therefore applies a pass/fail assessment of the pre-qualification response on the specific question. No further evaluation is carried out for the bidder who's Pre-Qualification Criteria does not meet the prerequisite criteria.

The documents mentioned in the below compliance sheet needs to be a part of the Pre-Qualification checklist. (Enclosed as **PROFORMA 1: Pre-Qualification Criteria**)

Technical Evaluation: The technical evaluation places emphasis on the degree of confidence the evaluation team have in the proposal content and the bidder's capability to deliver the

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outputs effectively. Commercial proposal of only those firms receiving minimum of 60 marks in Technical Evaluation will be opened.

The technical evaluation places emphasis on the degree of confidence the Evaluation Team have in the Proposal content and the Bidder’s capability to deliver the outputs effectively. A higher degree of confidence is gained where:

- A deep understanding of assignment is clearly demonstrated. Merely providing general statements of information and a can-do attitude will not generate high scores.
- A convincing methodology is provided to achieve the intended or desired results. The methodology should include clear links between performance outputs and financial mechanisms (such as milestones for payment linked to clear deliverables).
- A detailed Work Plan is provided that breaks down activities and outputs, which are clearly cross referenced (where appropriate) to payment mechanisms and governance/quality assurance mechanisms to ensure effective delivery on time and within budget.
- A well-balanced team is proposed that provides the right mix and level of skills, and management capability with assured availability at the right time and with the right number of days.

Evaluation Criteria

The Evaluation Criteria based on which evaluation of technical proposals of the bidders shall be carried out are detailed in the table below:

Technical Evaluation (B)	80%
Commercial Evaluation (C)	20%

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5.2 Technical Evaluation Criteria

Criteria for the Assessment of Proposal	<p><u>Technical Evaluation (80%)</u></p> <p>Expertise and experience of the Agency in managing end to end designing of framework and solution and management for initially for cities and later for . Decision support system and visualization dashboard for ULBs/State Govt of India/ Central Govt of India or similar organizations (25 marks)</p> <p>Qualification and experience of Team Leader, IT expert and Analytics Expert, Subject matter expert, M&E expert, quality assurance expert (20 marks)</p> <p>Approach and Methodology (25 marks)</p> <p>Understanding of the Requirement (ToR) (10 marks)</p> <p><u>Commercial Evaluation (20%)</u></p> <p>To be computed as a ratio of the Proposal’s offer to the lowest price among the proposals received by CURE.</p>
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5.3 Commercial Evaluation

Commercial proposals of only those firms clearing the Technical Evaluation stage under Part B will be opened, post which the evaluation will be done **in accordance with the Quality and Cost-based Selection (QCBS) method.**

The Commercial Proposals of technically qualified Bidders will be opened, post which the evaluation will be done in accordance with the **Quality and Cost-based Selection (QCBS) method.**

The individual bidder commercial scores (CS) are normalized as per the formula below:

$F_n = F_{min}/F_b * 100$ (rounded off to 2 decimal places) Where,

F_n = Normalized commercial score for the bidder under consideration F_b = Absolute financial quote for the Consultant under consideration F_{min} = Minimum absolute financial quote
Formula for final evaluation:

$$\text{Composite Score (S)} = T_s * 0.80 + F_n * 0.20$$

The firm with the highest Composite Score (S) would be considered for award of contract and will be called for negotiations, if required.

Bidders should aim to demonstrate within the commercial proposal that their overall Proposal offers the best mix of quality and effectiveness for the least outlay over the period of using the goods or services required.

The **PROFORMA 2: COMMERCIAL PROPOSAL** provided at end of this section should be fully completed in the format requested. The detail provided in this Proforma should be easily cross referenced to the Financial Plan.

6. General Conditions:

6.1 NOMINATED PERSONNEL

You must:

- a) confirm that all personnel will be available to provide the required services for the duration of the contract;
- b) give the name of their employer or state if self-employed if any of the personnel is not a member of the Bidder's staff;
- c) obtain prior written approval from CURE before nominating a member of CURE, and/or USAID staff who is in service, or on leave of absence, or has been a staff member of CURE, and/or USAID within the past 2 years;
- d) if nominating an ex-staff of CURE, and/or USAID who has left the service within the past 2 years, include a letter from CURE, and/or USAID granting permission for them to undertake the services.

6.2 GOVERNMENT TAX

Proposals are responsible for establishing the status of the Services for the purpose of any government tax applicable in India. Any applicable taxes should be included in **PROFORMA 2: COMMERCIAL PROPOSAL** separately.

6.3 ALTERATIONS TO PROPOSALS

Any manuscript or other alteration to the proposal must be countersigned and dated by the person submitting the proposal. The Bidder must not alter the RFP documents.

6.4 SELECTION OF PROPOSALS AND REJECTION OF NON-COMPLIANT PROPOSALS

- The instructions contained in the RFP Pack constitute the Conditions of Proposal. Participation in the proposal process confirms that the Bidder accepts these Conditions of Proposal.
- The Bidder must ensure that each and every employee, sub-contractor, consortium member and any other person / organization the Bidder involves in their response to this RFP, abides by the Conditions of Proposal. The Bidder shall be responsible for any breach of the Conditions of Proposal by anyone they have involved in their response to this RFP.
- Prior to commencing the evaluation process, CURE will check Proposals received to ensure they are fully compliant with the Conditions of Proposal. Non-compliant Proposals may be rejected by CURE.

6.5 LETTERS AND DECLARATION TO ACCOMPANY PROPOSALS

Your Proposal must be accompanied by a letter on the organization's headed paper showing the full registered and trading name(s), trading and registered office address of the Bidder and, in the case of a Company, the place of incorporation. It should be signed by a person of suitable authority to commit the Bidders to a binding contract. Bidders are required to sign the declarations as mentioned in Point 6.5 as **ANNEXURE 1. You must quote the Proposal Title, Proposal Number and include the following declarations:**

- We have examined the information provided in your Request for Proposal (RfP) and offer to undertake the work described in accordance with requirements as set out in the RFP. This proposal is valid for acceptance for 3 months from the date of the offer and we confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.
- The Proposal (Technical & Commercial) has been arrived at independently and without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any other supplier invited to proposal for this contract.
- We understand the obligations in Paragraph 6.7 and 6.8 of the RFP instructions and have included with any necessary declarations.
- We agree to bear all costs incurred by us in connection with the preparation and submission of this Proposal and to bear any further pre-contract costs.
- I confirm that I have the authority of [name of organization] to submit proposals and to clarify any details on its behalf.

6.6 PACKAGING AND DELIVERY OF OTHER INFORMATION – N.A.

6.7 CONFLICT OF INTEREST

- Bidders must disclose in their Proposal details of any circumstances, including personal, financial and business activities that will, or might, give rise to a conflict of interest; this includes any sub-contractor, if they were awarded this contract. Where Bidders identify any potential conflicts, they should state how they intend to avoid such conflicts. CURE reserves the right to reject any Proposal which, in CURE's opinion, gives rise, or could potentially give rise to, a conflict of interest.
- Bidders are required to sign and return the **Declaration of Conflict of Interest provided at ANNEXURE 2** of this section.

6.8 COLLUSIVE BEHAVIOUR

Any Bidder who

- fixes or adjusts the amount of its Proposal by or in accordance with any agreement or arrangement with any other party; or
- communicates to any party other than CURE or, the amount or approximate amount of its proposed Proposal or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Proposal or insurance or any necessary security); or
- enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a Proposal; or
- enters into any agreement or arrangement with any other party as to the amount of any Proposal submitted; or
- offers or agrees to pay or give or does pay or give any sum of money, inducement or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any other Proposal or proposed Proposal, any act or omission, shall (without prejudice to any other civil remedies available to CURE and without prejudice to any criminal liability which such conduct by a Bidder may attract) be disqualified.

Bidders are required to sign and return **the Declaration of Non-Canvassing and Non-Collusive Proposing provided at ANNEXURE 3** of this section.

6.9 ANTI-FRAUD AND ANTI-CORRUPTION STATEMENT:

- If selected, in the performance of their obligations under or in connection with this proposal, the organization, their agents and employees will need to comply with all applicable laws, rules and regulations including but not limited to CURE's policies in the matter, the Bribery Act 2010, as applicable in India.
- Bidders are required to sign and return the **Declaration of Anti- Fraud and Anti-corruption provided at ANNEXURE 4** of this section.

6.10 ANTI-SLAVERY & ANTI-HUMAN TRAFFICKING STATEMENT AND CHILD PROTECTION POLICY:

- If selected, in the performance of their obligations under or in connection with this proposal, the organization, their agents and employees will need to comply with all in-country legislation relating to Anti-Slavery & Anti-Human Trafficking Statement and Child Protection Policy.
- Bidders are required to sign and return the **Declaration – Anti-Slavery & Anti-Human Trafficking Statement and Child Protection Policy at ANNEXURE 5** of this section.

6.11 DECLARATION FOR PROHIBITION ON ABORTION-RELATED ACTIVITIES:

- As part of Parent Funder requirement, no funds made available under this assignment will be used to finance, support, or be attributed to the following activities: (i) procurement or distribution of

equipment intended to be used for the purpose of inducing abortions as a method of family planning; (ii) special fees or incentives to any person to coerce or motivate them to have abortions; (iii) payments to persons to perform abortions or to solicit persons to undergo abortions; (iv) information, education, training, or communication programs that seek to promote abortion as a method of family planning; and (v) lobbying for or against abortion. The term “motivate,” as it relates to family planning assistance, must not be construed to prohibit the provision, consistent with local law, of information or counseling about all pregnancy options.

- No funds made available under this assignment will be used to pay for any biomedical research which relates, in whole or in part, to methods of, or the performance of, abortions or involuntary sterilizations as a means of family planning. Epidemiologic or descriptive research to assess the incidence, extent, or consequences of abortions is not precluded.
- Bidders are required to sign and return the **Declaration – Prohibition on Abortion-related Activities at ANNEXURE 6** of this section.

6.12 DISCLOSURES:

The Bidder must disclose:

- a) If they
 - are or have been the subject of any proceedings or other arrangements relating to bankruptcy, insolvency or the financial standing of the Bidder including but not limited to the appointment of any officer such as a receiver in relation to the Bidder’s personal or business matters or an arrangement with creditors or of any other similar proceedings.
- b) If they or any of the Bidder’s sub-contractors have been convicted of:
 - a criminal offence or other offence, a serious offence involving the activities of a criminal organization or found by any regulator or professional body to have confirmed professional misconduct.
 - corruption including the offer or receipt of any inducement of any kind in relation to obtaining any contract, with USAID/CURE, or any other donor of development funding, or any contracting authority.
 - failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.
- c) If they or any of the Bidder’s sub-contractors:
 - are, or have reason to believe they may have been, or are subject of any proceedings, that may be listed/documentated by Central/ State Government departments / Undertakings of Govt. of India or any other Procuring Agency.
- d) Disclosure extends to any company in the same group of the Bidder (including but not limited to parent subsidiary and sister companies, and companies with common shareholders whether direct or indirect and parties with whom the Bidder is associated in respect of this proposal).

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- e) If a Bidder or related company or any individual discloses details of any previous misconduct or complaint, CURE will seek an explanation and background details from them. At the sole discretion of CURE an assessment as to whether the Bidder will be allowed to submit a proposal, will then be made.
- f) Bidders are required to sign and return a self-declaration for the disclosures as mentioned in Point 6.12 as **ANNEXURE 7**.

6.13 CURE'S TREATMENT OF YOUR PROPOSAL:

CURE is committed to ensuring Value for Money in complex procurements. Therefore, when you submit a proposal, we will :

- a) ensure proposals are registered upon receipt and held securely until after the deadline for receipt of proposals;
- b) disqualify any non-compliant proposals (i.e. proposals failing to meet the terms of these instructions) received. The commercial details of such proposals will be recorded and marked as disqualified;
- c) ensure that all proposals are evaluated objectively, in line with the evaluation criteria specified.

6.14 DISCLAIMERS & ARBITRATION

Whilst the information and supporting documents provided in this RFP Pack have been prepared in good faith, it does not purport to be comprehensive. Neither CURE, nor their advisors, respective Trustees, directors, officers, members, partners, employees, other staff or agents:

- a) makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the RFP; or
- b) accepts any responsibility for the information contained in the RFP or for the fairness, accuracy or completeness of that information, nor shall any of them be liable for any loss or damage (other than in respect of deceit or fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.
- c) Any persons considering making a decision to enter into contractual relationships with CURE following receipt of the RFP should make their own independent assessment of CURE and its requirements and should seek their own professional financial and legal advice. For the avoidance of doubt the provision of clarification or further information in relation to the RFP or any other associated documents is only authorized to be provided by the Procurement Expert/Programme Technical Head named in the RFP covering letter.
- d) This RFP and any dispute arising from it shall be governed by the laws of India.

6.15 RIGHT TO CANCEL, CLARIFY OR VARY THE PROCESS

CURE shall not be committed to any course of action as a result of:

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- a) issuing this RFP or any invitation to participate in this procurement exercise;
- b) communicating with a Bidder or a Bidder's representatives in respect of this procurement exercise; or
- c) any other communication between CURE (whether directly or by its agents or representatives) and any other party.

By taking part in this competitive exercise, Bidders accept that CURE shall not be bound to accept any Proposal and reserves the right not to conclude a Contract for some or all of the services for which Proposals are invited.

CURE reserves the right to amend, add to or withdraw all or any part of this RFP at any time during the procurement exercise.

6.16 COSTS OF THE RFP

Bidders will remain responsible for all costs and expenses incurred by them, their staff, and their advisors or by any third party acting under their instructions in connection with this RFP. This will be regardless of whether such costs arise as a result of any direct or indirect amendments made to this RFP by CURE at any time. For the avoidance of doubt, CURE shall have no liability whatsoever to Respondents for the costs of any amendments, changes, discussions or communications.

6.17 DATA PRIVACY

- In connection with the performance of its obligations under this RFP, the Bidder undertakes to comply with the requirements of (and to take all necessary steps to ensure that by its acts or omissions it does not cause CURE or USAID) applicable data privacy laws. No personal data shall be shared by the Bidder with CURE unless such sharing is required on a need to know basis in connection with RFP. In such a case, CURE will hold and process personal data provided by the Bidder in connection with this RFP and may disclose and transfer such data to any other CURE's entities, USAID and such other third party, on a need to know basis, as CURE may reasonably deem necessary or appropriate. The Bidder warrants that it has the authority to grant such right.
- For the purpose of this RFP "Personal Data" shall mean any data/information that relates to a natural person which, directly or indirectly, in combination with other information available or likely to be available, is capable of identifying such natural person.

****END OF REQUEST FOR PROPOSAL INSTRUCTIONS****

7. Scope of Work

Center for Urban and Regional Excellence (CURE India) is inviting consulting organizations to design and develop the framework and SOPs for the “Swachh Nagar Platform” with advance predictive analytics-based support system with cohesive digital means to analyze the on-ground situations that enable smart decisions on the basis of the information available for better decision making to enhance the implementation of the SBM 2.0 program. The scope consists of developing three main components: a Decision Support Systems (DSS), the “Swachh Nagar Platform” and a Data Dashboard.

a) Decision Support Systems (DSS)

Hygiene, Sanitation, Management of household waste and the waste from other sectors in India are being significantly addressed with the promotion of various central and state ministries initiatives. Cities are now increasingly focusing on monitoring the lifecycle of fecal sludge, waste management and their cleanliness status regularly. However, regular monitoring of all aspects of hygiene, sanitation and waste management lifecycle, availability of timely information that can help in improving the achievements of cities against various “swacchta parameters” of the SBM remain a challenge. The decision support system helps cities in proactively managing the status against various certificate parameters effectively and efficiently. The information-backed decision support system has the primary objective of (i) eliminating open defecation and (ii) scientific management of municipal waste and ensuring behavior change regarding healthy sanitation practices.

The DSS shall consists of a program used to support determinations, judgments, and identify courses of action for the Urban Local Bodies (ULBs) and State Governments that allows to sift through and analyses massive amounts of WASH data, compiling comprehensive information that can be used to solve problems and applied in decision-making to achieve the objectives of the Swachh Bharat Mission 2.0 objectives, backed by appropriate SOPs. The SOPs will set out routine activities to be followed by the staff at the ULB for observation, evaluation, confirmation, dissemination of information etc. It shall help the ULBs and the state to determine the status of cleanliness, hygiene and sanitation at any point of time and help in taking proactive decision to manage the sanitation status, necessary and required reduction in the waste generated by the city and related matters to enhance the visible beautification of the city that ultimately achieve a clean, safe and aesthetically pleasing environment.

In particular, the decision support system shall help in devising:

- A Fact-based self-assessment framework on sanitation, hygiene and waste management institutionalized into a working mechanism for the city authorities for real-time monitoring to perform effectively against the defined cleanliness, sanitation and hygiene parameters related to various rankings and certificates as per the Swacch Bharat Mission mandates.

- A mechanism to assess proactively the performance against selected indicators on planning and budget preparation for sanitation services and infrastructure at the community/city level related to the SBM.
- A community-city centric framework that will help to align planning goals to budgeting, measuring achievements and outcomes again, against the SBM guidelines.

b) Swachh Nagar Platform

The “Swachh Nagar Platform” will be an integrated platform for solution for municipal waste management (garbage, grey & black water). It will contain Standard Operating Procedures that, among others, should offer several useful features for the city managers and the citizens such as the ability to track the movement of waste collectors as well as on-demand waste collection depending on their convenience. It also shall provide real-time information of waste management and empower the officials of the urban local bodies to ensure effective collection of waste from households in their respective wards, monitor the movement of waste collectors and generate data for optimizing their service delivery.

- Consultant will pilot the platform successfully for one selected city (supported by CURE) to generate data on the city’s waste collection mechanism & in preparing strategies for optimizing its service delivery. The Consultant shall use the experience from the pilot to plug the identified and possible accessed gap in the platform for developing its final version.

c) Analytics Dashboard

An analytic dashboard shall be developed as an information management tool that allows the user to quickly visually WATSAN data, to tracks, analyzes and displays key performance indicators (KPI), metrics and key data points (aligned to the SBM) to monitor the health of a city compositely or disaggregated reflecting its different wards, zones or specific process. In other words, the dashboard shall be amenable for monitoring the progress at the City Level and be useful for community-level data appreciation and use. The dashboard must be customizable to meet the needs of the urban local body.

Together with the Consultant, CURE will pilot the dashboard in up to two cities for testing its efficacy for community level data management.

- The purpose is of the dashboard is to conceptualize a unified experience for States and ULBs with accumulated data points over Power BI/Tableau (or similar) tool for in-depth analytics which will help for better decision making and recommending policy-level decisions;
- Boundary-less information flow across state, cities, communities and agencies;
- Improve measurable progress and community-assistance outcomes through the responsible use of digital technology;
- Design a minimum viable solution and its coverage to provide local and broader output; and

- Build capacity to better navigate the unique opportunities and risks that digital technology presents across SBM's program cycle;

The analytics dashboard must be capable to handle country wide data. Data is the new Gold data standardization and validation required to create a new localized solution that ensures informed decision making

The proposed digital strategy as mentioned will be delivered within a duration of 6 months.

Through the connected digital ecosystem, CURE India under the aegis of Swachh Bharat Mission (Urban) will continue to create network cities and communities and collate information to improve the design of SBM 2.0.

The design of this strategy will start in a subset of target segments and will ultimately extend to all sustainable areas. The Key Digital Tracks plan is depicted below-

8. Deliverables

For each digital track proposed, the potential outcomes will be as follows-

(i) Decision support System – Design Document

Functional requirement specifications of decision support system and its framework that includes.

- Innovative tool-based framework to assess both the institutional context and the outcome in terms of the amount of fecal sludge (FS) safely managed
- Self-sustainability assessment tool which measures the quality of the waste and sanitation management, service development and the level of commitment to service sustainability.
- Realtime monitoring mechanism that help ULBs, State, agencies and all stakeholders in better planning and decision making.
- SOPs that
- set out routine activities to be followed by the staff at the ULB for observation, evaluation, confirmation, dissemination of information etc. that help the ULBs and the state to determine the status of cleanliness, hygiene and sanitation at any point of time and help in taking proactive decision to manage the sanitation status.

(ii) Standard operating procedure for improved Swachh Nagar Platform

- City indicator framework and SOPs design like the Urban Sustainability Indicator developed by the European Foundation
- Conceptualization of Swachh Nagar platform outcomes
- An integrated solution for management of Solid and Liquid waste

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- End to end tracking of waste from collection to safe disposal
- Tracking of all KPI defined by the authorities and as aligned to the SBM guidelines
- Proactive alert generation and smart reporting

(iii) Framework Design of predictive Analytics Dashboard

- Predictive analysis-based decision making and recommending policy-level decision
- Establish the foundation core platform
- Deliver value through accelerating analytics
- MIS with required data points
- Scalable design enough to serve all ULBs

(IV) A 2 pages writeup as a project flyer for dissemination by CURE.

(V) A PowerPoint Presentation of the report/final product; not more than 15 slides.

Note: For visits, the cost of travel and accommodation are to be borne by the agency developing the app. It is assumed that around 3 cities apart from NCR will be required to be visited.

Except as otherwise provided herein, Client owns all rights, title and interest in and to the media(s) which are the subject of this Agreement, including all copyrights therein as well as in and to all the exposed negatives, positives, out-takes and clips. Client grants the Contractor an exclusive permission to use the products or parts thereof produced under this agreement for promotional use only and under prior approval from the Client.

9. Financials and Payment Terms

The selected agency will need to deliver the following

Deliverables	Timelines
Submission of Project Action Plan	15 workdays from signing of contract
Predictive analytics dashboard framework design for SBM	60 workdays from signing of contract
Swachh Nagar platform Standard Operating Procedure	120 workdays from signing of contract
Design document for decision support system	180 workdays from signing of contract

Payment Terms

Milestone	Percentage
Submission of Project Action Plan	20% of the total cost
Predictive analytics and dashboard framework design for SBM	30% of the total cost
Swachh Nagar platform Standard Operating Procedure	30% of the total cost
Design document for decision support system	20% of the total cost

10. Timelines

Response submission Date | 26th October 2020;

Contract Performance Period | 6 months

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11. ANNEXURES & PORFORMAS

ANNEXURE 1: LETTERS AND DECLARATION TO ACCOMPANY PROPOSALS

[To be included by the Bidder]

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ANNEXURE 2: DECLARATION – CONFLICT OF INTEREST**DECLARATION – CONFLICT OF INTEREST**

I [Name], in my capacity as [Designation] with [name of the organisation] hereby declare that, to the best of our knowledge, [name of the organization] do not have any perceived or deemed conflict of interest in applying for this assignment – [insert proposal name].

I undertake to make any further declarations detailing any conflict, potential conflict or apparent conflict that may arise during the duration of our involvement with [insert proposal name]. We agree to abstain from any discussion and decision where such a conflict arises.

Signed by Authorized Representative of the Organisation

Name:

Designation:

Place and Date:

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ANNEXURE 3: DECLARATION OF NON-CANVASSING AND NON-COLLUSIVE PROPOSING**DECLARATION OF NON-CANVASSING AND NON-COLLUSIVE PROPOSING**

The essence of the public procurement process is that the Contracting Authority shall receive bona fide competitive Proposals from all Bidders.

We, the undersigned, hereby certify that this is a bona fide Request for Proposal (RFP) and we have not nor had any other member of our supply chain:

1. Entered into any agreement with any other person with the aim of preventing RFPs being made or the conditions on which any RFP is made in respect of this invitation for RFP; or
2. Caused or induced any person to enter into such an agreement as is mentioned in Para 1 above; or
3. Committed any offence under the Prevention of Corruption Acts 1889 to 1916 or;
4. Offered or agreed to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing to be done in relation to any other RFP for this invitation for RFPs; or
5. Canvassed any other persons in connection with this Request for Proposal; or
6. Communicated directly with any personnel or officials of CURE involved in work directly concerning this Request for Proposal, other than through the email address specified in the advertisement i.e. procurement@cureindia.org . This includes any aspect of the invitation for RFPs (without limitation) for the purpose of soliciting information or the transfer of related personnel into the employment of the Bidder.
7. We also undertake that we shall not procure the doing of any of the acts mentioned in paragraphs 1 to 6 above before the hour and date specified for the submission of Request for Proposal.

In this certificate, the word “person” includes any person, body or association, corporate or incorporate and “agreement” includes any arrangement whether formal or informal and whether legally binding or not.

Signed by Authorized Representative of the Organization**Name:****Designation:****Place and Date:**

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ANNEXURE 4: DECLARATION – ANTI-FRAUD AND ANTI-CORRUPTION

DECLARATION – ANTI-FRAUD AND ANTI-CORRUPTION

The organization [name], in order to be considered for the assignment

- a) warrants and represents that it has not carried out; and
- b) undertakes that it will not carry out;

directly or indirectly through any other person or entity any unlawful act including without limitation the offer or payment of a bribe to a public official or any other person in connection with any matter connected with this assignment and has not in the past been investigated and/or held guilty of fraud, conspiracy, corruption or bribery, with respect to any project/organizational activity.

Further the organization agrees to notify the Director, CURE, immediately in writing with full particulars in the event that the organization receives a request from any CURE official or any other person of influence requesting illicit payments.

If the organization is in breach of any term of this clause then the CURE shall be entitled to terminate the discussions regarding the assignment and blacklist the organization for any future work.

Signed by Authorized Representative of the Organization

Name:

Designation:

Place and Date:

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ANNEXURE 5: DECLARATION – ANTI-SLAVERY & ANTI-HUMAN TRAFFICKING AND CHILD PROTECTION POLICY**DECLARATION – ANTI-SLAVERY & ANTI-HUMAN TRAFFICKING AND CHILD PROTECTION POLICY**

The organization [name], in order to be considered for the assignment

c) warrants and represents that it has not carried out; and

d) undertakes that it will not carry out;

directly or indirectly through any other person or entity any unlawful act relating to any matter connected with Anti-Slavery and Anti-Human Trafficking and has not in the past been investigated and/or held guilty of the same.

It is further clarified that the organization [name] comply with all in-country legislation relating to equality in the work place, the employment of children and their protection from abuse.

If the organization is in breach of any term of this clause then CURE shall be entitled to terminate the discussions regarding the assignment and blacklist the organization for any future work.

Signed by Authorized Representative of the Organisation

Name:

Designation:

Place and Date:

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ANNEXURE 6: DECLARATION – PROHIBITION ON ABORTION-RELATED ACTIVITIES

DECLARATION FOR PROHIBITION ON ABORTION-RELATED ACTIVITIES

[Name of the Organization], or any of its members, employees, agents, affiliates and/or sub-contractors warrants and represents that it has not carried out directly or indirectly and undertakes that it will not directly or indirectly carry out:

1. procurement or distribution of equipment intended to be used for the purpose of inducing abortions as a method of family planning;
2. special fees or incentives to any person to coerce or motivate them to have abortions;
3. payments to persons to perform abortions or to solicit persons to undergo abortions;
4. information, education, training, or communication programs that seek to promote abortion as a method of family planning; and
5. lobbying for or against abortion.

It is further clarified that **[Name of the Organization]** or any of its members, employees, agents, affiliates and/or sub-contractors complies with all in-country legislation relating to Prohibition on Abortion-Related Activities.

If **[Name of the Organization]** or any of its members, employees, agents, affiliates and/or sub-contractors is in breach of any term of this Declaration, then CURE shall be entitled to terminate the on-going Contract and/or discussions regarding any future assignment(s) and blacklist the organization for any future work.

Signed by Authorized Representative

[Name of the Organization]

Name:

Designation:

Date:

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ANNEXURE 7: OTHER DISCLOSURES

[To be included by the Bidder]

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ANNEXURE 8: FORMAT – CURRICULUM VITAE

Name				
Proposed Position				
Name of the Firm				
Date of Birth		Nationality		
Education (Top 2 qualification)				
Certificate				
Countries of Work Experience				
Language	Name	Speak	Read	Write
Employment Record (add rows)				
From:	To:			
Employer:				
Position Held:				
Work undertaken that best illustrates capability to handle the tasks assigned (add rows)				
Project Name:				
Year:				
Location:				
Client:				
Main Project Features:				
Position Held:				
Activities Performed:				
Work undertaken that best illustrates capability to handle the tasks assigned (add rows)				
Project Name:				
Year:				
Location:				
Client:				
Main Project Features:				
Position Held:				
Activities Performed:				

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PROFORMA 1: PRE-QUALIFICATION CRITERIA

SL. NO.	PRE-QUALIFICATION CRITERIA	DOCUMENTS REQUIRED
1.	The bidder (all bidders) should be a registered Organization / Company / Firm and should have been relevant business for the past 5 years as on March 31,2019.	Bidder is requested to provide (i) Legal incorporation document of the Organization/Company/Firm; (ii) PAN Card, and (iii) Goods and Services Tax (GST) Registration Number
2.	A detailed note elaborating the Bidder's capacity (both technical and director/promoter/staff capacity) to efficiently execute and conclude the project within the specified timeline to the satisfaction of Procurement Committee including Director.	A detailed note elaborating the Bidder's capacity (both technical and staff capacity) to efficiently execute and conclude the project within the specified timeline.
3.	The Agency should not be blacklisted by Central/ State Government departments / Undertakings of Govt. of India or any Procuring Agency	Bidders are required to sign and return a self-declaration (as ANNEXURE 7) for this disclosure which is also mentioned in Point 19 of the section titled "REQUEST FOR PROPOSAL INSTRUCTIONS"

Note:

- a. The bidders must submit documentary evidence in support of facts/ claims submitted/ made in response to the Pre-qualification criteria; failure to comply with this, may lead to disqualification.

³ The Bidders hereby certify that the information as given in the Self Declaration is true and accurate. If the information contained in the Self-Declaration is found false, then CURE has the option of blacklisting the Bidder(s). They also acknowledge that CURE reserves the right to request supporting documents at any time to

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prove the information provided
above.

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COMMERCIAL PROFORMA: 2

PROPOSAL TITLE:

PROPOSAL NUMBER:

PERSONNEL INPUTS AND FEE RATES and PROJECT EXPENSES:**a) PROFESSIONAL FEE:**

SR NO.	DETAILS	UNIT (Nos)	RATE (in INR)	QUANTITY (in Months)	COST (in INR)
Grand Total (in INR)					
Applicable Tax (XXXXXX)					
GRAND TOTAL After tax					