

EXPRESSION OF INTEREST (Eoi)

For

Services of a Consultancy Organisation

to conduct a study on

LANDSCAPE MAPPING AND ANALYSIS ON URBAN E-GOVERNANCE

NATIONAL INSTITUTE OF URBAN AFFAIRS

Core 4B, India Habitat Centre

Lodhi Road, New Delhi- 110 003

September, 2020

**National Institute of Urban Affairs (NIUA)
New Delhi**

Dated: 24/9/2020

PUBLIC NOTICE

Sub: Eoi on Study on Landscape Mapping and Analysis of Urban e Governance – reg.

NIUA invites expressions of interest (Eoi) for conducting study on the topic 'Landscape Mapping and Analysis of Urban e Governance' from organisations/institutions of repute. The aim of the study is to develop a comparative understanding of the kind of e-governance systems and initiatives that are being used by Urban Local Bodies (ULBs) as part of their governance efforts across different domains, and evaluate the effectiveness of the same at the grass-root level through an impact analysis of their platforms.

2. The EOI Document containing the objective & scope of work, details of qualification criteria, duration of engagement, method of evaluation etc. is enclosed. as Annexure I. The Eoi document would also be available on the NIUA website <https://www.niua.org>

3. EOIs should be submitted as electronic copies in English language only, not later than within 7-14 days from the date of publishing. Late Submissions would be rejected. Queries received up to 4 days prior to the last date of the submission of the EOI will be addressed. Only online queries are considered, for details refer to <https://www.niua.org/job-tenders> page and click on 'Invitation for EOI for Consultancy Services for Landscape Mapping and Analysis on Urban e Governance.' The responses to the queries will also be provided on the same page.



**Head
Centre for Digital Governance**

Background

The National Institute of Urban Affairs (NIUA) is India's leading national think tank on urban planning and development. Established in 1976, it is an autonomous institute to support and guide the Government of India in its urban development plans. NIUA works closely with various Ministries on a wide range of projects spanning from spatial growth, demographic trends, municipal finance to climate change, water and sanitation; to conduct research and provide cross-disciplinary expertise & technical assistance in addressing the lacunae in urban policy and planning. The institute has also been a key facilitator for the Government of India in implementing e-governance across all Urban Local Bodies (ULBs) in the country, with an aim to create an enabling framework for the cities to attain inclusive and sustainable urban development.

While there is a need to introduce and incorporate technology into governmental processes, different states and cities are at different stages of this journey. The urban ecosystem today struggles with constraints on capacity and data, resulting in a lack of citizen-centric governance, affecting quality of service delivery. ULB leaders, citizens and municipal employees need tools to manage the inherent complexity and dynamism of India's cities. To address these challenges at scale and speed, NIUA with a dedicated program on Smart Governance looks at ways to improve service delivery by urban local bodies (ULBs) and other government agencies that provide services in urban India.

This consultancy is to carry out a study on 'Landscape Mapping and Analysis on Urban e-Governance in India' with an objective to develop a comparative understanding of the workings of e-governance systems across Urban Local Bodies (ULBs) over the past two decades and conduct an impact analysis of their platforms at the grass-root level. For the same, it is seeking to receive expression of interest from Consultancy Firms/ Service Providers/ Institutions who, on temporary basis, shall facilitate this work by performing specific duties as illustrated by the organization

Objective

The objective of this study is to develop a comparative understanding of the kind of e-governance systems and initiatives that are being used by ULBs as part of their governance efforts, across different domains and evaluate the effectiveness of the same at the grass-root level. The purpose is to grasp the holistic account of the progression of e-governance systems in the country over the last two decades along with a comparative understanding of the pioneering initiatives, best practices and challenges faced by the city administration and state governments during the implementation of the same. This would be primarily executed through formulating a research framework to evaluate the various urban e-governance systems in the country, followed by an evaluation report (in consultation with NIUA) comprising the analysis on the various policies/missions undertaken by the States for urban e-governance, case studies of the high-performing e-governance systems and recommendations on upscaling the system efficiency.

Duration of Engagement

Successful applicants to this opportunity shall be engaged period of three (3) months initially which may be extended further if required by NIUA

Qualification criteria

Each eligible consultant should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

1. The applicant shall be a Public Ltd./ Pvt Ltd./Joint Venture/NGO/ Society/ Trust/ University/ Autonomous Institution/ Deemed University
2. The Consultant must be an Indian Resident / Indian Firm / Indian Company
3. The bidder shall be providing Consultancy services for similar projects in the broad domains of Primary and Secondary research, Data Analytics, Monitoring and Evaluation, E-governance design and systems thinking, Urban Development, etc.
4. The applicant consultant/ agencies should have proper registration and should have some experience in such consultancy and should have prepared similar reports for Govt. of India/ State Govt./ PSUs in the past.
5. The firm should not be blacklisted by any Government entity in India

Scope of work

1. Finalise the sample plan of study to ensure right representation of all ULBs in context of digital governance
2. Collect, review and analyze data and information on e-governance platforms used by ULBs across the country within various domains.
3. Conduct state-wise in-depth study of workings of urban e-governance systems and their effective adoption by the stakeholders over the past decade.
4. Evaluate infrastructure-readiness and capacities of current ULBs for effective implementation and adoption of new initiatives
5. Assess the best practices and challenges faced by ULBs in state-wide implementation and adoption of e-governance initiatives

6. Evaluation of the technologies used, key initiatives undertaken, impact-analysis of these initiatives along with challenges faced during implementation

Indicative activities

Prepare detailed methodology and work plan

1. Conduct a desk review of urban e-governance systems and initiatives of States/UTs
2. Assess data availability, identify target areas for study and prepare methodology and work plan with timelines

Data Collection

Carry out surveys, interviews and focus group discussions as per the approved work plan. Conduct telephonic/Videos interviews with various state government officials, ULB officers and staff, third-party contractors employed by state governments/ULBs, NIUA staff, and other relevant stakeholders associated with the domain of e-governance in urban areas. The consultant will be aided by the NIUA in reaching out to relevant figures, in administrative positions.

Evaluation of effectiveness of technologies used followed by the impact-analysis

1. Liaisoning with States/ULB officials for documentation related to implementation and adoption of e-governance initiatives
2. Impact analysis of the key initiatives undertaken by the city administration and state departments
3. Various challenges faced during implementation- technical, infrastructural, capacity, etc.

Recommendations

Based on analysis carried out as part of the tasks listed above, the consultant will provide recommendations on upscaling the system efficiency along with key interventions required across cities/states to realize the same

Key Deliverables

The consultant will be responsible the following deliverables:

1. Formulating a research framework to evaluate the various urban e governance systems in the country. The framework should include (but is not limited to) the following parameters: e-governance tools used, number of cities using these tools and their population, citizen and employee usage information, financial allocations for e-governance

- policies/missions/programs (to be finalized in consultation with NIUA). The consultant must also provide work plans and timelines of the project
2. Regular presentations and updates on the project to key stakeholders and appropriate audiences
 3. Weekly status and progress reporting on the status of the project
 4. Preparing an initial, revised and final draft of the report conducted on the above-mentioned framework and evaluation (in consultation from NIUA) which should include:
 - a) On-ground impact of and challenges faced by the software/technology used with regards to urban e-governance across states and ULBs
 - b) Conclusive summary with analysis on the policies/missions related to urban e-governance which have or have not worked with possible reasons behind the same. This could include mini case studies of high performing e-governance systems across states/ULBs
 - c) All databases, documents, articles and other reference materials used during the study

Terms and Conditions on Deliverables

1. The Consultant is required to undertake necessary steps to protect respondent confidentiality during research. The Consultant shall treat all the information provided by NIUA confidential and shall also ensure the security and confidentiality of information, documents, records, respondents, software, data, reports, deliverables etc. handled during the entire Consultancy project and subsequently
2. The format of the survey and the reports mentioned above will be determined in consultation with NIUA and senior advisors. If the format requires the documents to be in multiple parts or segments, then the drafts of the survey and reports shall be deemed complete only when all of these parts or segments are complete
3. All deliverables, as well as any materials prepared in the course of this project, including incomplete or unsubmitted drafts, shall be deemed to be the intellectual property of NIUA, save only to the extent that they are already publicly available information. All deliverables, as well as any materials prepared in the course of this project, including incomplete or unsubmitted drafts, shall not be shared with or transmitted to any third party, save only with the written permission of NIUA to each such sharing or transmission

Evaluation Criteria

1. Preliminary scrutiny of the proposal will be made to determine whether they are complete, whether the documents have been properly signed, and whether the bids are generally in order. Proposals not conforming to such preliminary requirements will be prima facie rejected

2. Management of time-bound, short term and complex consultancy services
3. Management and review of feasibility and design studies for multi-sector, integrated urban development projects in e-governance
4. Experience of working and/or offering technical assistance on project management in urban e-governance especially in emerging and/or developing countries.
5. Specific experience in evaluation and monitoring of urban e-governance systems. The firms are required to provide comparable references of their past work in the areas indicated above.
6. Professional affiliations and Quality Assurance Certifications, if any.

Other relevant information

1. NIUA reserves the right to accept or reject any/ all Expressions of Interest and cancel the notification without assigning any reason. Only shortlisted bidders will be issued Request for Proposal (RFP) Documents, including Terms of Reference (TOR) for the assignment, and be invited to submit a detailed proposal.
2. EOIs should be submitted as electronic copies in English language only, not later than within 7-14 days from the date of publishing. Late Submissions would be rejected. For details on online submission, refer to <https://www.niua.org/job-tenders> page and click on "Invitation for EOI for Consultancy Services for Landscape Mapping and Analysis on Urban e Governance".
3. Queries received up to 10 days prior to the last date of the submission of the EOI will be addressed. Only online queries are considered, for details refer to <https://www.niua.org/job-tenders> page and click on "Invitation for EOI for Consultancy Services for Landscape Mapping and Analysis on Urban e Governance." The responses to the queries will also be provided on the same page.