

Expression of Interest (EOI) for Survey Agencies to Conduct Financial Inclusion Survey (FIS) for Coverage, Level of Satisfaction, Impact and Transactions in 30 most affected LWE Districts and 10 other districts

Start Date for Submission: 15th March 2021

Last Date for Submission: 22th March 2021 up to 5:00 PM



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Proprietary

This EOI is proprietary to NABARD Consultancy Services, and NABARD Consultancy Services reserves the right to recall the EOI in its entirety or in part. All responses to the EOI will become the property of NABARD Consultancy Services and will not be returned.

1. Purpose of this EOI

The purpose of this Expression of Interest (EOI) is to identify reputed agencies/survey agencies to conduct Computer-Assisted Personal Interviewing (CAPI) survey of households/individuals//institutions/service providers and key stakeholders. The objective of the document is to provide indicative information on the scope of work, schedules, deliverables and required qualifying criteria for selection of the survey agency. Request for Proposal (RFP) will be provided to only the shortlisted survey agency as per the qualifying criteria provided in the EOI and evaluation committee.

2. Background

With Government of India putting lot of emphasis on financial inclusion a large number of hitherto unbanked social groups were brought into the financial system. Despite these developments, part of population, especially rural population, people living in remote and hilly areas are still lagging behind, in updating their skills and in managing their financial matters efficiently thus revealing gaps in financial capabilities. Such unserved/underserved sectors like MSME, agriculture, unserved/underserved groups including women, elderly and unserved/underserved geographical areas like aspirational districts/most backward districts were being given special emphasis by launching suitable programs addressing the financial inclusion gaps.

One such similar category of underserved area is the area having high levels of influence of left wing extremists. Department of Financial Services (DFS), Government of India through National bank for Agriculture and Rural Development (NABARD), Mumbai intends to assess the impact of Financial Inclusion (FI) initiatives through conducting a survey in 30 most affected LWE districts and 10 other districts of the country studying the extent of coverage, level of satisfaction, impact and transactions. NABARD Consultancy Services (NABCONS), a subsidiary of NABARD was tasked with conducting the assessment of impact of Financial Inclusion initiatives in 30 most affected LWE districts and 10 other districts.

NABCONS intends to conduct a computer-assisted personal interviewing (CAPI) based Survey to cover about 30,000 households in 40 districts in 7 states (Bihar, Jharkhand, Chhattisgarh, Odisha, Andhra Pradesh, Telangana and Maharashtra) of

the country. The main objective of the study will be to assess the impact of Financial Inclusion initiatives through conducting a survey in 30 most affected LWE districts and 10 other districts.

No of Sample Districts, Blocks in the 7 Sample States

Sl No	Name of State	No of sample Districts	No of Sample Blocks	Name of Districts
1	Andhra Pradesh	2	39	Visakhapatnam, To be decided (1)
2	Bihar	6	39	Aurangabad, Gaya, Jamui and Lakhisarai, To be decided (2)
3	Chhattisgarh	10	25	Bastar, Bijapur, Dantewada, Kanker, Kondagaon, Narayanpur, Rajanandaon, Sukuma, To be decided (2)
4	Jharkhand	15	103	Bokaro, Chatra, Garhwa, Giridih, Gumla, Hazaribagh, Khunti, Latehar, Lohardaga, Palamu, Ranchi, Simdega, West Singhbhum, To be decided (2)
5	Maharashtra	2	12	Gadchiroli, To be decided (1)
6	Odisha	3	16	Koraput and Malkangiri, To be decided (1)
7	Telangana	2	24	Bhadrachalam, To be decided (1)
8	Grand Total	40	256	

There will be approximately 500 to 1000 households in each district to be covered in 2 months time. The assignment aims at assessing the impact of financial inclusion initiatives studying the extent of coverage, level of satisfaction, impact and transactions. Financial Inclusion Survey helps in assessing the status of financial inclusion, identifying gaps and reasons for the gaps and will also help to take steps for addressing the gaps in the identified district/states.

3. Period of Appointment

The period of appointment shall be coterminous with the completion of the assignment. NABCONS may however terminate the appointment at any time at its sole discretion by giving a notice of 10 days. Further, NABCONS may at its sole discretion extend the appointment of the Agency for further up to six months from the date of expiry of the original appointment based on satisfactory performance of the said agency, who shall have no right for any claim for any kind of compensation damages etc due to such earlier termination of the appointment or non-extension of the same after the date of natural expiry of the appointment.

4. Scope of Work

The scope of work for the service providers are detailed here below:

- To collect sample villages/semi-urban areas of sample blocks/districts from the designated state co-ordinator.
- Selection of sample lists of households in consultation with state coordinator as per sample size for each village/semi-urban area of a block/district.
- Contacting the sample households/individuals and administer the CAPI based questionnaire in LWE and other districts.
- The questionnaire may run into 25 to 30 pages covering a wide range of aspects in respect of Financial Inclusion at individual, household, service provider/institutional level.
- The data shall be collected through an android based application with GPS features capturing GIS information (for cross verification/ Accurate Latitude and Longitude data) of surveyed individuals/households, service providers/institutions.
- Scrutinizing filled survey forms in mobile app and administer data quality checks of the filled household/individual survey questionnaire, institutional/service provider survey questionnaire and key stakeholder survey questionnaire.
- The collected data along with photographs of the person interviewed has to be duly verified by the field supervisor on daily basis and submit a report to NABCONS as per the pre-defined format.
- The status of filled-in forms (in mobile app) duly scrutinized by the survey agency to be shared with NABCONS once in a week.
- The survey agency may deploy adequate number of field survey personnel along with coordinator/supervisory staff in the district.
- Ensure proper supervision and monitoring of field survey and data collection.
- Mobilizing the community/stakeholders and conduct FGD in each village and collect information as per the format.

- Support to state coordinator during their visit to the villages/blocks/districts.

5. Minimum Eligibility Criteria

Firm's/ agency's/ service provider's minimum eligibility criteria are as under:

- Minimum 03 years of experience in social survey works.
- The agency should have an average annual turnover of Rs.25 Lakhs during the last three years or be in profit for at least two years in the last three Financial Years.
- The agency shall have local presence for which they are willing to express interest. Local presence shall mean having office set-up in the state/districts and has executed development projects during the last 3 to 5 years or currently executing development projects in the states/district(s).
- The agency/ service provider should have conducted minimum 2 survey assignments of about 1,000 samples.
- The agency/ service provider should have Mobile/ Tablet as per minimum specification mentioned at table no 1 **per surveyor** to achieve completion of survey as planned.
- The agency shall have dedicated minimum 10 surveyors and 01 field supervisor for a team of 5 field surveyors for each district. For hilly region/interior forest area the minimum 5 surveyors and 01 field supervisor for each district.
- The minimum specification for the mobile/ tablet for collection of data through an android based application is as follows:

Table no. 1 : Tablet/ Mobile Device Minimum Specification for CAPI Survey	
Operating System	Android 6.0 or higher
RAM	2 GB or higher
ROM/ Storage	16 GB or higher
Processor	Quad-Core or higher
GPRS Network/ SIM Card	Required
GPS	Required
Camera	5 Megapixel or higher

6. How to apply

The Agency/ service provider may provide a dossier/ brochure/ presentation and shall fill in the details given below **in the excel file** as per the format annexed as Sheet 1 & 2

Sr. No.	Particulars	Details												
1	Name of the Firm/ Agency/ Service Provider													
2	Contact Details Name of the Contact Person Address													
	Telephone													
	Fax													
	Mobile													
	E-mail: Website:													
3	Annual Turn Over/Net Profit of the agency (Enclose last three financial years balance sheet and CA certificate indicating the net-worth, profitability & turnover) <table border="1" data-bbox="343 936 1024 1111"> <thead> <tr> <th></th> <th>FY 2017- 18</th> <th>FY 2018- 19</th> <th>FY 2019- 20</th> </tr> </thead> <tbody> <tr> <td>Annual Turnover</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Net Profit</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		FY 2017- 18	FY 2018- 19	FY 2019- 20	Annual Turnover				Net Profit				Rupees in lakh
	FY 2017- 18	FY 2018- 19	FY 2019- 20											
Annual Turnover														
Net Profit														
4	Number of employees in the organization													
5	Number of employees qualified in mobile app based CAPI survey (A brief profile sheet with name, qualification, total no. of general experience, total no. of specific domain experience will have to be submitted)													
6	Details of Constitution of the Firm/ Agency/Service Provider/ Company (Documents to be attached)	a. Registration Authority:- b. Reg. No:..... c. Date:..... d. Place.....												
7	Information about similar activities undertaken by the Agency/ Service Provider/ Company (Work Orders / MoUs/ Completion Certificates to be submitted)													
8	Information about office set-up / development activities undertaken by the Agency/ Service Provider/ Company in the LWE state/districts (Work Orders / MoUs/ Completion Certificates to be submitted)													
9	Details of the Team leader to be engaged in the assignment for each district Name Designation Qualification No. of year of general as well as domain experience Currently on payroll of the agency (Yes/No)													

	Mobile No. E-mail id	
10	Brief Information about a. Field Survey exercises involving survey of more than 5,000 samples each by the Agency/ Service Provider/ Company (Work Orders / MoUs/ Completion Certificates to be submitted)	
11	Any other relevant information	

NOTE: Number of surveyors to be engaged per district should be **as per 5(f)**. The Team Leader proposed to be engaged in assignment cannot be substituted without prior consent of NABCONS.

List of Similar Assignments Executed shall be provided as per below format:

Sr. No.	Project Name	Client Name and address	Scope of Work	Financial Year of Execution	Duration of Project	Contract Value of the Assignment (Rs.)	Name of the State/UT covered	No. of units/Households Surveyed

List of Development activities Undertaken in LWE districts shall be provided as per below format:

Sr. No.	Project Name	Details of office setup in LWE State/Districts.	Scope of Work	Financial Year of Execution	Duration of Project	Amount Spent in the Development activity (Rs. Lakhs)	Name of the District & State covered	No. of units/beneficiary covered

7. Timelines

S. No.	Particular	Date
1.	EOI Start Date	15 th March 2021
2.	EOI Last Date for Submission(via email only)	22 th March 2021 up to 5:00 pm

EOI has to be submitted by email only as per the prescribed format to fistudy@nabcons.in with subject line “EOI for Survey Agencies to conduct Financial Inclusion Survey in 7 states”.

No physical/ hardcopy has to be sent for this EOI. Proposal received after the last date and time mentioned at 7 (2) will be rejected.

8. Other Terms and Conditions

- i. The engagement of the agency/ service provider by NABCONS will be on the basis of merit, experience and price offer.
- ii. In case of consortium bidding, Letter of Intent signed between both the agencies indicating the lead bidder should be submitted with technical bid. Consortium partner should not be changed after submission of bids. The onus of completing the assignment in time is the primary responsibility of the Lead agency/service provider
- iii. The agency/ service provider should not sub-contract the work to any other agency.
- iv. NABCONS reserves the right to withdraw/ cancel the EOI or accept or reject any proposal without thereby incurring any liability to the affected respondent or any obligation to inform the affected respondent of the grounds for such decision.
- v. NABCONS reserves the right to allocate any number of districts to any selected agency based on the minimum manpower requirement as per the clause 5 (f) for each cluster.
- vi. All communications related to this EOI shall be published on www.nabcons.com website only.
- vii. NABCONS may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the respondent has:
 - a. Submitted the Proposal documents after the last date of submission.
 - b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 - c. Failed to provide related clarifications, if required.
 - d. Its directors are declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or are blacklisted.

9. Checklist

S.No.	Item	Checked byBidder
1	Letter of interest	
2	Dossier/ brochure/ presentation	
3	Dully filled excel file as per the format including agency details along with details of Team Leader and experience of similar assignments	
4	Copy of PAN Card	
5	Copy of GST Certificate	
6	Copy of Registration/ Incorporation Certificate	
7	Balance sheet & CA Certificate for net-worth, profitability & turnover	
8	Copy of Work Orders/ MoUs/ Completion Certificates	
9	Dully filled options as per the cluster list	
10	Attached all supporting documents	
11	Self-Certification by the Authorized Signatory as proof of not be barred by any Central/State/Agency	
12	All Addendum, Corrigendum (if any) published by NABCONS with each page initialed by the person signing the application in pursuance of the Power of Attorney	
