



REQUEST FOR PROPOSAL

NASSCOM Foundation's Resource Center
for Digital Literacy and E-Governance

NASSCOM FOUNDATION

REQUEST FOR PROPOSAL

NASSCOM Foundation's Resource Center for Digital Literacy and E-Governance

Establish and manage the “**NASSCOM Foundation's Resource Center for Digital Literacy and E-Governance**” across India to empower communities from marginalised backgrounds in Aspirational districts to become digitally literate and access all relevant government schemes.

From: NASSCOM Foundation

RFP No.: NF/FY2021-22/PL/01

Date: 7th April 2022

DISCLAIMER

1. This document is being published in order to enable the applicant to make an offer for selection of on-ground service provider for **“NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance”** – project in India.
2. This document neither constitutes nor should it be interpreted as an offer or invitation for the selection of the Service Provider described herein.
3. This document is meant to provide information only and upon the express understanding that recipients will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about Service provider or be the basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information. While this document has been prepared in good faith, neither NASSCOM Foundation (NF), nor any of its officials or subscribers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from.
4. By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent information on the same subject made available to the recipient by or on behalf of NF. NF reserves the right, at any time and without advance notice, to cancel or annul this RFP process, change the procedure for the selection of Service provider or any part of the interest or terminate negotiations prior to the signing of any binding agreement/contract with successful bidder. There shall be no requirement on the part of NF to communicate the reasons for annulling the RFP process nor shall it be liable to any party on any account.
5. Accordingly, interested recipients should carry out an independent assessment and analysis of the requirements of the information, facts and observations contained herein.
6. This document has not been filed, registered or approved in any jurisdiction. Recipients of this document should inform themselves or/ and observe any applicable legal requirement.
7. This document constitutes no form of commitment on the part of the NF. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed process of selection of call centre partner.
8. When any proposal is submitted pursuant to this RFP, it shall be presumed by NF that the **“NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance”** service provider agency has fully ascertained and ensured about its eligibility to provide required services, under the respective governing laws and regulatory regimen, and it has the necessary approvals and permission, and suffers no disability in law or otherwise to act as such.

CONTENT

Content

BACKGROUND	4
AN OVERVIEW	4
ABOUT THE PROJECT	5
INVITATION FOR PROPOSAL	5
RFP SUBMISSION SCHEDULE & TIMELINE	6
DETAILS OF RFP	6
PROJECT KEY DELIVERABLES / PERFORMANCE METRICS:	8
TENTATIVE LOCATIONS FOR PROGRAM OUTREACH	9
ANNEXURE: PROPOSAL FORMAT:	10

BACKGROUND

We at NASSCOM Foundation are focused on UNLOCKING THE POWER OF TECHNOLOGY BY CREATING ACCESS AND OPPORTUNITY FOR THOSE WHO NEED IT MOST. We work on helping people and institutions transform the way they tackle social and economical challenges through technology.

Established in 2001, NASSCOM Foundation has been witness to the transformative power of technology for the last 20 years. Part of the NASSCOM ecosystem, we are the only neutral, not for profit outfit, representing the Indian Tech Industry. We remain rooted to our core philosophy of TechForGood, where our efforts are focussed on unlocking the power of technology by creating access and opportunity for those who need it most. We work on helping people and institutions transform the way they tackle social and economic challenges through technology. We have three key areas of intervention, Digital literacy, Skilling and employability and Women entrepreneurship.

Our Vision:

Leveraging technology to create an inclusive and progressive India.

Our Mission:

- Using technology led innovation as a force multiplier for impact
- Catalysing CSR investments towards building a sustainable and inclusive society
- Nurturing talent for an evolving economy
- Anchoring thought leadership and fostering collaboration among stakeholders
- Digital Transformation of Not-for-Profit organizations

AN OVERVIEW

The “NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance” project aims at empowering the communities from marginalised backgrounds in Aspirational districts to become digitally literate and access all relevant government schemes. It would help to enhance the knowledge, bridging information gaps, livelihoods creation and easing access to relevant government schemes, financial inclusion and linkages to ensure overall wellbeing. In this project, NASSCOM Foundation will set up “Resource Center for Digital Literacy and E-Governance” in 40 Aspirational Districts in the country.

ABOUT THE PROJECT

The Aspirational District Programme launched by the government in January 2018 is an attempt to push for growth across various socio-economic parameters for inclusive development. “**NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance**” will contribute to achieving the UN Sustainable Development Goals (SDGs) through following key interventions:

1. Establishment of “**NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance**” in Aspirational Districts
2. Equipping “**NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance**” with digital / online and offline content like books, magazines, newsletters, etc. also to connect and access to online resources
3. Information dissemination in English, Hindi and vernacular languages
4. Additional services to be provided:
 - a. Creating awareness and providing the enabling access for beneficiaries
 - b. Enable communities to access E-governance services on revenue based model
 - c. Creating social entrepreneurs called “Digital Ambassadors” of the “**NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance**” who will also act as ‘master trainers’ for extension services and digital literacy training.

INVITATION FOR PROPOSAL

We are looking **For Profit** Service provider company / agency who could extend their Technical services to NASSCOM Foundation to establish and operationalise the “**NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance**” in the selected Aspirational districts in India as per the Scope of work (SoW) attached below.

1	Proposals Requested by	NASSCOM Foundation, Plot 7 to 10, Sector 126, Noida – 201303
2	Period of Validity of Proposal	The proposals shall be valid for a period of 120 days from the date of submission.
3	Currency to be utilized (for submitting financial proposal) Budget Breakup to be enclosed as annexure	INR (Indian Rupee) ** Statutory & Tax compliance as per Gol law & guidelines
4	Tenure of Contract	Tenure of ‘Contract’ would be effective for a period of maximum one and half year’s (18 months) from the date of issuance of letter of award.

5	Nature of contract	The contract between NF and the agency is non-transferable in nature, thus it cannot be transferred or outsourced to any other agency.
---	--------------------	--

RFP SUBMISSION SCHEDULE & TIMELINE

The following table is an overview of the selection activities and timeline.

ACTIVITY	Revised Timeframe
RFP Release Date	7 th April 2022
Intent to proposal Email must be sent to rpforskills@nasscomfoundation.org	12 th April 2022
Any follow up questions must be sent to rpforskills@nasscomfoundation.org	15 th April 2022
Response to RfP related queries/ Pre bid conversation	21 st April 2022
One (1) electronic copy of the RFP Response must be submitted to NASSCOM Foundation via email by close of business Date 27 th April 2022 to rpforskills@nasscomfoundation.org	27 th April 2022
Bid comparisons / Vendor finalization	3 rd May 2022
Contract declaration	16 th May 2022

*The above-mentioned Time frame dates may slightly vary.

DETAILS OF RFP

S N.	Particulars	Details
1	Problem Statement:	<ol style="list-style-type: none"> Digital divide limiting underserved communities towards accessing information, government schemes and other opportunities. Lack of information and skills leads to reduced employment opportunities Limited Scope for libraries evolving as resource centers - enabling availability and accessibility of information to communities for consumption of digital content.
2	Project Objective:	<ol style="list-style-type: none"> To establish and equip the “NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance” across India to reduce the digital divide with digital access and availability of latest technology

		<p>2. Enhance impact outreach by increasing the access to computers and online resources and promote access to digital learning and E-Governance services</p> <p>3. Create awareness among communities about the benefit of visiting resource centers and facilities available at the centers.</p>
2	Project Interventions	<p>5. Establishment of “NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance” in Aspirational Districts</p> <p>6. Equipping “NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance” with digital / online and offline content like books, magazines, newsletters, etc. also to connect and access to online resources</p> <p>7. Information dissemination in English, Hindi and vernacular languages</p> <p>8. Additional services to be provided:</p> <ol style="list-style-type: none"> Creating awareness and providing the enabling access for beneficiaries Enable communities to access E-governance services on revenue based model Creating social entrepreneurs called “Digital Ambassadors” of the “NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance” who will also act as ‘master trainers’ for extension services and digital literacy training.
3	Nature/ Scope of work	<p>1. Extend support for establishment of fully equipped “NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance” at community level across 40 centers in selected Aspirational districts mentioned below and extend support to manage NASSCOM Foundation’s field operations for 1.5 years/ 18 months including technical assistance in Phase out process</p> <p>2. To help NASSCOM Foundation:</p> <ul style="list-style-type: none"> Identify manpower requirement and estimated cost

	<ul style="list-style-type: none"> • Support with recruitment, and training of field staff for “NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance” <p><small>*Manpower recruitment process would be at NASSCOM Foundations discretion</small></p>
	3. To support in identification of ‘Digital Ambassadors’ at community level and capacity building for resource center extension services.
	4. To Facilitate NASSCOM Foundation’s ‘Digital Ambassadors’ to conduct awareness raising and digital learning training to community
	5. To extend support in deployment of NF Assets, maintain, monitoring and ensure security at the “NASSCOM Foundation’s Resource Center for Digital Literacy and E-Governance” for 1.5 years

PROJECT KEY DELIVERABLES / PERFORMANCE METRICS:

Aim of the project is to achieve the following:

Overall Performance Metrics	Expected Outputs (per center per year)
Number of NASSCOM Public Library Digital Ambassadors trained	50
No. of awareness camps conducted	100
Estimated reach through awareness camps in one year	18000
Estimated door to door outreach by NASSCOM Digital Ambassadors	15000
Average outreach to citizens from camps and door to door visits	33000
Metrics for Library services Information Hub	
Average footfall of citizens for library services	3000; 50% of these visitors will be unique
Annual users of computers	1500
Average number of citizens trained on digital skills by the NASSCOM Digital Ambassador	30000
Metrics for Welfare schemes services	
Total number of applications submitted for accessing E-Governance services	20000
Beneficiaries received benefit through E-Governance Services	75%

TENTATIVE LOCATIONS FOR PROGRAM OUTREACH

Total 40 identified districts in State/s are J&K, Assam, Tripura, Mizoram, Meghalaya, Bihar, Jharkhand, Uttar Pradesh, Madhya Pradesh, Haryana, Uttarakhand, Rajasthan, Chhattisgarh, Andhra Pradesh, Odisha, Telangana, Maharashtra, Karnataka, Tamil Nadu, Gujarat, Sikkim, Nagaland, Manipur, Arunachal Pradesh. The project locations may vary during the course of action. Some additional locations maybe included with mutual consent and subject to availability of resources.

Phase : 1 Total 40 locations (Niti Aayog - Aspirational Districts) shortlisted for project implementation			
Clusters/ No. of center		No of locations	State/s
Cluster 1	Baramulla (1) + Kupwara(1)	2	J&K
Cluster 2	Udalguri (1)+ Baksa(1)	2	Assam
Cluster 3	Hailakandi (1)+ Dhalai (1)+ Mamit (1)+ Ribhoi(1)	4	Assam + Tripura + Mizoram + Meghalaya
Cluster 4	Muzzafarpur (1)+ Sitamarhi(1)	2	Bihar
Cluster 5	Godda (1)+ Sahibganj(1)	2	Jharkhand
Cluster 6	Shravasti (1)+ Bahraich (1)+ Balrampur (1)	3	Uttar Pradesh
Cluster 7	Damoh (1)+ Chattarpur(1)	2	Madhya Pradesh
Cluster 8	Mewat (1)+ Haridwar (1)	1	Haryana + Uttarakhand
Cluster 9	Dholpur (1)+ Karoli (1)	2	Rajasthan
Cluster 10	Korba(1)	1	Chhattisgarh
Cluster 11	Vijayanagaram(1) + Visakhapatnam (1)+ Gajapati(1)	3	Andhra Pradesh + Odisha
Cluster 12	Kumaram-bhim (1)+ Jayashankar Bhupalpally (1)+ Gadchiroli(1)	3	Telangana + Maharashtra
Cluster 13	Raichur (1)+ Yadagiri (1)	2	Karnataka
Cluster 14	Ramanathapuram (1)+ Virudhunagar(1)	2	Tamil Nadu
Cluster 15	Narmada(1) + Nadurbar(1)	2	Gujarat + Maharashtra
Cluster 16	West district (1)	1	Sikkim
Cluster 17	Kiphore(1)	1	Nagaland
Cluster 18	Chandel(1)	1	Manipur
Cluster 19	Namsai (1)	1	Arunachal Pradesh

Cluster 20	Leh [*not an AD] (1)	1	Laddakh
Cluster 21	Udham Singh Nagar (1)	1	Uttarakhand
Cluster 22	Ferozepur (1)+ Moga (1)	2	Punjab
Cluster 23	Chamba(1)	1	Himachal Pradesh
Cluster 24	Bara (1)+ Rajgarh (1)+Guna(1)	3	Rajasthan + Madhya Pradesh
	Total # of shortlisted districts =	45**	28 states +UT

** 40 districts will be mutually agreed with the final agency

ANNEXURE: PROPOSAL FORMAT:

Following details to be included in the proposal:

Technical Proposal

Project Title:

Cover Page

Content page

1. Section1 # Service provider Details

To be filled in by the Requesting entity:

i.	Name	
ii.	Registered Address	
iii.	Tel.No./Fax No./E-mail ID	
iv.	Constitution - Please indicate, attach registration certificate copy) Private Limited Company Public Limited Company Partnerships Limited Liability Partnership One Person Company Sole Proprietorship	

	Any other (please specify)	
v.	Tax Exemption Details (If any) attach relevant certificate copy	
vi.	Registration details: Act under which registered, State, date of registration	
vii.	Registration Number/ CIN Number with date of and address of registration	
viii.	Please provide Director's list and DIN Number with copy of ID proof (Please Attach)	
ix.	Please provide GST registration Certificate (attach registration certificate copy)	
x.	Has a Government Department/ Ministry ever blacklisted or imposed funding restrictions on the organization? (Please provide details, if yes)	
xi.	Have you partnered/worked with NASSCOM Foundation earlier? If Yes, please share details with timelines	
xii.	Please provide audited Accounts & Balance Sheets for the last three years, (Please attach)	
xiii.	Please provide last three financial years Income Tax returns record and GST return records. (Attach the IT record/ returns copy)	
xiv.	Certificate of agency that members are not involved in political activities, nor being blacklisted (- Please attach)	
xv.	A certificate to the effect that the officials / staff of the organization are not employees of any Govt./Semi Govt. or PSU or NGO (- Please attach)	
xvi.	Certificate of agency that contribution received from NF would be used only for given project (- Please attach)	
xvii.	Provide experience in reaching out to rural communities pan India, please mention details	
xviii.	Referring to the above point, mention any prior experience in reaching out / addressing the	

	communities for similar interventions. please explain/ attach report	
xix.	Provide list of staff members and their details who have been part of similar program. (Please Attach)	

2. Section 2 # Technical Project Proposal

2.1 Introduction / Background:

1. Organization/ Company Background / overview

Project overview (Ref: RfP doc)

2.2 Key Strategy:

- 1.
- 2.
- 3.

2.3 Objectives:

- 1.
- 2.
- 3.

2.4 Performance Indicator's

- 1.
- 2.
- 3.

2.5 Target Beneficiary:

2.6 Project Location with Location Map:

2.7 Project Description:

Objective 1: Number of NASSCOM Public Library Digital Ambassadors trained
Strategy 1:
Milestones/ Key Indicators: 50
Activity 1:
Activity Description:
Output:
Outcome:
Activity2:
Activity Description:
Output:
Outcome:
Strategy 2:
Activity1:
Activity Description:
Output:
Outcome:
Activity2:
Activity Description:
Output:
Outcome:

Objective1: No. of awareness camps conducted
Milestones/ Key Indicators: 100
Strategy 1:
Activity 1:

Activity Description:
Output:
Outcome:
Activity2:
Activity Description:
Output:
Outcome:
Strategy 2
Activity1:
Activity Description:
Output:
Outcome:
Activity2:
Activity Description:
Output:
Outcome:

Annexures: Please attach the following Annexures with your proposal

Annexure: 1- Detailed budget (Format attached)

Annexure: 2 -Logical Framework Analysis (LFA)

Annexure: 3 - Project Implementation Plan / Gantt Chart

Annexure: 4 - Standard Operating Procedures (SOP) your organization follow on Project Finance Management, HR policies, Procurement, beneficiary data & identity security.

Annexure: 5 - Technical specification of Assets required with estimated costing

Annexure: 6 – Target Beneficiary - Outreach and outcome Plan – Mention specific details based on the activities / interventions under the project

Annexure: 7 - Reporting Formats

Annexure 8: Human Resources

- A. Proposed Organogram with job description
- B. Resume of core management team to be enclosed as annexure
- C. Current Staff Strength and list staff with resume who have experience in implementing this

Annexure 1: Financial Budget

(to be submitted as separate Excel & PDF file)

Requesting organization to provide below details- Cost:

S. No	Activity	Financial Quote (INR) Cost/Resource	Tax (GST) Applicable % and Value (INR)	Total financial quote Inclusive of Taxes/Year (INR)
A	Project Team / Human Resources			
B	Project Activities			
C	Project Travel/Internet/Maintenance Expenses/other			

(Note: Please note procurement of Assets (if needed) will be done directly by NASSCOM Foundation, so no need to include CAPEX in budget, please include the list of assets required with Specification as annexure)

Detailed budget breakup to be attached.

3. How you will create/practice?

3.1 Diversity and Inclusion aspect in the project

3.2 Monitoring and Evaluation Plan:

3.3 Project Sustainability:

Quality Control: Detailed approach and quality control plan to be mentioned with

- Quality Approach
- Quality Check and control Process
- Risk Assessment and Mitigation plan
- Share sample for the following:
- Reporting Sample
- Data Management process

4. Terms of Reference (Key points but not limited to)

1. Entity shall be For Profit Entity and must be having at-least 3 year prior experiences in successfully running similar large scale program
2. Entity shall not engage/outsouce the activities mentioned in the RFP to another / third party, it's a non-transferrable assignment
3. Entity shall share the list of its staff and resumes who has been part of similar program
4. Entity acknowledge that any assets/ add on services/ inevitable product & services mandatory to run the NF's public library centres shall be procured by NF only
5. Entity shall use the funds exclusively for the purpose and activities as clearly mentioned and agreed between the parties for this RFP
6. Entity shall not source any external funds or grants from any entity or individual, private or Govt. towards CAPEX or Opex of this program by referring the NF's sponsored public library centres
7. Entity shall use the "Public Library Centres" solely for the purpose of providing the benefits to the community as agreed and not use it for any personal and / or other business/revenue generating activity for its/associated organization.
8. Entity shall always clearly state to any Individual or entity, private or Govt that the entire Public Library centre including all accessories has been sponsored/ provided by NASSCOM Foundation along with its Opex cost.
9. Entity shall not sell / rent / lease / hypothecate the "NF's public Library Centre" to any third party / agency /organization / private or Govt Institutions.
10. Entity shall not sell / rent / hypothecate / donate / replace / remove the NF assets, any hardware and software units from the NF public library centres. Entity acknowledge that violation of the stated act shall be subjected to penalties and appropriate legal action by NF.
11. Entity shall not associate the "NF's Public Library Centres" and the project with any political or religious party or Institutions and would not support in driving initiatives of Individual political parties or Institutions.
12. Entity shall always seek due approvals from NF in writing before initiating any new intervention / program / campaigns / projects of central / state / local Govt

administrations / private institutions etc. in the NF public Library centre other than what is already mentioned in the RFP.

13. Entity shall always seek due approvals from NF in writing before engaging with any new agency/institutions/private or Govt. for building partnerships around NFs Public Library centres.
14. Entity shall not change the approved branding or incorporate any additional logos / photographs of Individual / Institutions / Political parties / Religious bodies / organizations etc. all communication / branding materials need to be approved by NASSCOM Foundation in advance.