

Request for Proposal (RFP)

for

Engagement of a HARTRON Empaneled Consulting Agency for conducting Tracer Study of Skill Training provided by Haryana Skill Development Mission to the candidates belonging to all category/caste/religion.

RFP No: RFP/Tracer/2024/7

Issued on: 15/03/2024



Haryana Skill Development Mission

Kaushal Bhawan, IP-2, Sector-3

Panchkula-134109 Website: www.hsdm.org.in

E-Mail Id.: haryanasdm@gmail.com

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I. Data Sheet

Tender Date	15 th Mar, 2024
Description	Engagement of a HARTRON Empaneled Consulting Agency for conducting Tracer Study of Skill Training provided by Haryana Skill Development Mission to the candidates belonging to all category/caste/religion
Submission of bids	5th April, 2024 5:00 PM
Pre-bid Meeting	21st Mar, 2024 at 11:00 AM at HSDM Headquarter
Date & Time of opening technical bid	15 th April, 2024 at 11:00 AM
Date & Time of Technical Presentation	To be intimated later
Name, Designation, and contact details of the department	Designation: Deputy Director, HSDM Phone No: 9416276957 Mail Id: dd2.hsdm@gmail.com

II. Terms of Reference

1. Background

The skill development is an ambitious and flagship programme of the Government with an objective to provide adequate training in market relevant skill to the youth of the nation. It aims at creating space for development of the talent, enhance their employability, thereby tackling the problem of unemployment, improving the industry product and better living & livelihood of the people of the nation.

Aligned with the National Policy for Skill Development and Entrepreneurship, Haryana Skill Development Mission (HSDM) was established by the Government of Haryana in 2015. HSDM aims to empower the youth in the State to take part in the economic and overall growth of the State and the country at large. The Mission aims at delivering quality skill training and professional knowledge to the youth to enhance their employability and bridge skill deficits with a view to meet the burgeoning market demand for skilled manpower. The Mission has trained over 30,000 candidates in different schemes during last three years.

Providing skill-development trainings to the youth is the means to ensure that they are adequately equipped with the requisite skills for taking up more remunerative livelihoods. However, merely providing such trainings to the individuals does not guarantee the achievement of their objectives.

In front of such challenging objective and given the fact that substantial sums have been expended by the Government in facilitating such trainings to the participants during the last few years, it is important that the outcome of such training is explored, investigated, and acknowledged with respect to its implementation, strengths, weaknesses and opportunities etc., so as to decide the future path of action in most cogent and comprehensive manner. There needs to be a holistic assessment which should be carried out across all 22 districts of the State of Haryana covering candidates trained under different schemes of the Mission during last three years to gauge the extent of impact made through such an initiative(s).

Apart from measuring the success index in terms of its impact on living, social growth and nation building, the tracer study exercise would lead to finding out the gaps/ shortcomings in the delivery of such training programs. These gaps/ shortcomings

could then be filled-up/ fine-tuned for achieving greater effectiveness during the subsequent years of implementation by the State Government.

2. Objective of Tracer Study

The study aims to gauge the impact of Skill Development Programmes undertaken by HSDM across the State and to bring out the transparency, accountability and efficiency of the Short-term development schemes implemented by the Mission. The study would be extended to the candidates who have been trained under various schemes offered by the Mission and make recommendations for further improvement in design and implementation of the skill development Programmes. Specific objectives of study are as follows:

1. Perceived Quality and Relevance of Skills Training Received by Candidate

- Awareness among candidates about the initiatives, schemes and other important functions of the HSDM
- Quality and relevance of the counselling received
- Accessibility and quality of the training center
- Quality, Design and Effectiveness of skill development programmes and training delivery, gaps if any
- Relevance of the skill training

2. Employability and Employment Status

- Knowledge and skill enhancement of candidates
- Placement support services provided to the candidates
- Opportunities facilitated by the training provider to connect the candidates with employment opportunities or self-employment, and any barrier
- Awareness and status of apprenticeship in optional trades
- Time taken for candidates who have completed skill training in different sectors to get employment
- Degree of match (or mismatch) between skill training and employment
- Leading job roles and sectors
- The sectors with higher and quicker absorption of the trained candidates
- Assessment of factors influencing migration of trained candidates for employment.
- Impact of the COVID pandemic
- Understanding aspirations of the candidates

3. Post Placement Status and Employment Outcomes

- Changes in employment and income status of the candidates prior to and after receiving skill training
- Opportunity/ frequency of further advancement for the candidates
- Assessment of factors that facilitate job retention and persistency in jobs
- Duration for which candidates stay on job or frequency at which they change employers and its reasons
- On-the-job trainings and further up skilling/ reskilling experiences of candidates
- Candidates' satisfaction level with employer, nature of job

4. Employer Satisfaction

- Awareness among employers about the initiatives, schemes and other important functions of the HSDM
- Facilities/services offered by employers to facilitate employment of candidates
- Understanding employer's expectations and requirements
- Assessing the views and satisfaction level of the employers on skills and aptitude of the candidates
- Ease of finding the right candidates as per changing industry demand

5. Skill Training for Entrepreneurship

- Reasons/ rationale for self-employment, Orientation received from training to commence entrepreneurship initiatives, benefits/ challenges of Entrepreneurship
- Support provided for self-employment (in terms of product development, information about various schemes, market linkages, financial linkages and mentoring) and success rate of Entrepreneurs

Enhancement in skills with respect to meaningful participation in economic activities, skills to operate economic activities, and ability to negotiate with stakeholders in the value chain, quality of products and services, increase in productivity and efficiency

3. Scope of work

The study will be carried out in all the 22 districts of the State of Haryana. The youth covered will be the beneficiaries who have received training through HSDM w.e.f. 01.04.2021. Out of the trained youths, minimum sample size should be 4500 candidates

by covering each district of the State preferably in equal ratio/proportion and also cover male, female, urban, rural, employed, self-employed, unemployed etc.

a) Developing Detailed Methodology, Indicators and Tools for the Study

- Review all the relevant documents including project documents and available data.
- Discussion with key team members/ stakeholders to understand their point of view(s). proposed study.
- Develop appropriate quantitative and qualitative indicators responding to study objectives.
- Develop detailed tools and share with the HSDM for feedback. Incorporating the feedback of the HSDM in the revised version of the tools.
- Conducting a pilot to test the tools and methodology. Based on the experiences of pilot, tools and methodology would be finalized.

b) Data Collection

- Data collection process will include quantitative and qualitative data collection from candidates using relevant data collection tool, in a digital format.
- Ensure data is entered, cleaned, processed and analyzed at all stages appropriately.

c) Data Analysis and Report

- Create detailed analysis framework and analyze the data collected accordingly.
- Develop draft report using the quantitative and qualitative data.
- Finalize report based on feedback of the client on draft report.

d) Quantitative Survey

- Quantitative survey should be conducted using the Semi-Structured Questionnaire (SSQ) (both in English & Hindi language and Open & Close ended) and the youths skilled under skill development programmes will be the key respondents for quantitative survey.
- The sample size for quantitative survey will provide district and state level estimates.
- It is proposed to cover approximately 10% trained youths district wise for the quantitative survey to give a good estimate for each district.

- The sample of approx. 10% will be proportionately distributed in the districts as per the number of youths trained in that district.
- In every district, allocated sample of youths should be randomly selected (keeping in view male/female, various schemes, education background, trained, certified and other important parameters).
- A minimum of 30% of the district wise sample size proposed shall be surveyed physically. The remaining numbers of the district wise sample size proposed shall be surveyed telephonically, through e-mail, Whatsapp, social media or similar communication.
- Minimum of 5% of the district wise sample size will be verified and countersigned by the concerned public representative or local administration viz. ADC cum Chairman DSDA.
- Employers Satisfaction survey of Minimum of 10% of the placed candidates, so found in study, district wise shall be done.

e) Qualitative Survey

- Qualitative Survey shall provide detailed information on perception and actual experiences of different stakeholders. For qualitative survey, multiple methods of qualitative survey need to be used. Suggestive list of qualitative methods is as follows:
 - i. Key Informant Interviews (KIs)/ In-depth interviews (IDIs) with officials, trainers, employers and other stakeholders.
 - ii. Face-to-Face Interviews (F2Fs)/ Telephonic Interviews (Tis)/ Focus Group Discussions (FGDs) with youths, facility and functionality assessment of training institutions.

Data Collection Tools	Type of Information to be Collected	Respondents / Information Sources
Desk Review	<ul style="list-style-type: none"> ▪ Quantitative 	<ul style="list-style-type: none"> ▪ Secondary Data (official records w.r.t. physical progress of skill-development trainings) ▪ Related literature published in public domain
Face-to-Face Interviews (F2Fs) /Telephonic	<ul style="list-style-type: none"> ▪ Quantitative 	<ul style="list-style-type: none"> ▪ Youth who have been trained by HSDM in last 3years

Interviews (TIs)/Focus Group Discussions (FGDs) Survey through e-mails or like communication		
Key Informant Interviews (KIIs)/In-depth Interviews (IDIs)	▪ Qualitative	▪ <u>Key Informants:</u> - - Trainers - In-charges of Training Centres - Concerned officials of line departments - Current employers of trained youths
Training Facility Survey	▪ Qualitative	▪ Physical observations of infrastructural facilities at training centres by the field research teams ▪ Training curricula used by concerned training institutions

f) Analysis and Recommendations

- Create detailed analysis framework and analyze the data collected accordingly.
- Develop draft report using the quantitative and qualitative data.
- Finalize report based on feedback of the HSDM on draft report.

III. Implementation

Schedule

a) Inception Report & Deployment of Team *(Within 30 days from the date of signing of contract)*

The Agency shall prepare an Inception Report within 30 days of signing the contract agreement. The report should detail out Road map, Sampling technique, Resource deployment plan, Flow charts and Timelines for activities including report submission, and obtaining HSDM's approval of the same.

b) Tracer Study Tool Design, Selection of Respondents & Pilot Study *(Within 60 days from the date of signing of contract)*

This includes study tool design, random selection of respondents, digitalizing of the survey questionnaire and obtaining their telephonic consent to take part in the tracer study, conduction of pilot study with 20-30 respondents from any five districts, submission of the pilot study report to HSDM and finalizing the survey tools based on acceptance of the pilot study report by HSDM.

The Agency will need to put in parallel teams to finalize survey questionnaire & tools, and also to simultaneously establish contact with the candidates (randomly selected) in equal proportion from each of the 22 districts, using the data provided by HSDM and obtain their consent telephonically for taking part in the study.

c) Implementation of Tracer Study *(Within: 120 days from the date of signing of contract)*

This includes conduction of field work - tracer study survey from the candidates who had given consent to the study. There should be multiple teams in order to ensure the study is done within the prescribed timelines. The tracer study shall be a face-to-face survey conducted at the candidates' home, office, workplace, or any other public venue mutually agreed between the Agency and candidate.

The Agency should randomly identify sufficient additional number of candidates and obtain their consent for study, in case the consented candidates are unavailable later during the actual survey. The final total number of candidates to whom the survey tool is administered and data submitted as part of final deliverable must not be less than the number indicated in by HSDM.

d) Draft Report *(Within: 150 days from the date of signing of contract)*

This includes consolidation of field survey data, grouping findings into thematic areas, presentation before HSDM and other stakeholders, and submission of draft descriptive report for acceptance by HSDM.

e) Final Report *(Within: 180 days from the date of signing of contract)*

After acceptance of the Draft Tracer Study Report by HSDM, the Agency has to submit the final descriptive report within 30 days from the date of acceptance. The reports shall incorporate suggestions/feedback of HSDM and be illustrated with images collected during the field study, survey findings, suggestions, recommendations, graphs, charts, and tables. All Reports/PPT/data (unless otherwise requested) are to be submitted in triplicate hard copies and soft copy.

S. No.	Timeline	Deliverables
1.	T	Date of signing of contract
2.	T+30	1. Inception report
3.	T+60	1. Pilot Study Report 2. Final Survey Questionnaire
4.	T+120	1. Fortnight Report on field survey study (four reports between T+60 and T+120)
5.	T+150	1. Draft Report 2. Power Point Presentation

6.	T+180	1. Final Report 2. Database of all collected data from survey
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IV. Evaluation criteria

Bids shall be evaluated both in two stages

- **Stage 1 of evaluation (Technical Bid Evaluation):** The technical bid will be analysed and evaluated on the parameters shown in the table below and the marks shall be assigned to each bid on the basis of following evaluation matrix:

Detailed Parameters	Max Marks	Requirement
Prior Relevant Experience of the Agency	80	
Experience of successfully completed consultancy projects with State/ Centre Government or their Agencies/ Institutions with minimum project value of INR 5 crore each. (4 Projects- 5 marks each) in the last three years.	20	Work Orders or Service Agreement or client certificate for work Completion or Progress certificate
Experience of successfully completed consultancy projects involving with State/ Centre Government or their Agencies/ Institutions in the domain of skill development/ education in the last three years. (Maximum of 4 Projects value of one crore each – 5 marks each)	20	Work Orders or Service Agreement or client certificate for work Completion or Progress certificate
Experience of undertaking Primary Assessment Surveys (through field surveys) for Impact Assessment/ Tracer Study to understand challenges/ grievances related to Skill ecosystem. (4 Projects- 7.5 marks each)	30	Work Orders or Service Agreement or client certificate for work Completion or Progress certificate
Average Annual Turnover of the agency should be minimum 25 Cr. and above in the last 3 Financial Years i.e. (2020-21, 2021-22, 2022-23) <ul style="list-style-type: none"> • >25 <=50 Cr: 4 Marks • >50<=100 Cr: 7 Marks • >100 Cr: 10 Marks 	10	CA certified certificate to be furnished for the same
Technical Presentation: Approach, Methodology & Detailed work plan for implementation	20	Presentation to the Committee

Detailed Parameters	Max Marks	Requirement
Total Marks	100	
Minimum Qualification Marks	70	

Note: Bidders to provide different projects for different parameter.

Bidders scoring more than 70 marks in Technical Bids will be eligible for second level of evaluation i.e. Financial Bid Evaluation.

- **Stage 2 of evaluation (Financial Evaluation):** Technically qualified bidders will be evaluated on the basis financial bids. Agencies with Lowest Financial Quotes i.e. L1, L2 and L3 would be invited for contract negotiation at the office of Mission Director, Haryana Skill Development Mission, Panchkula. The selection of Successful Bidder will be done on the basis of the **Lowest quote** after negotiation subject to the conditions mentioned in this ToR.

V. Payment Schedule

The financials are to be calculated based on the actual quotations on the bid submitted. The calculations shall not be done based on man month rates finalized by HARTRON for the empaneled agencies but on a lumpsum basis. The invoices are to be submitted based on completion of project milestones. The Payment Milestones for conducting the Tracer Study in the State of Haryana are as indicated below:

S. No.	Milestone	Payment Schedule
1.	Upon submission and approval of Inception Report	20% of the total cost of the project
2.	Upon submission and approval of Pilot Study Report & Survey Questionnaire	20% of the total cost of the project
3.	Upon completion of Field Survey Study and Report(s) Submission	10% of the total cost of the project
4.	Upon submission and acceptance of Draft Report by HSDM	20% of the total cost of the project
5.	Upon submission and approval of the Final Report by HSDM	30% of the total cost of the project

Note: The selected agency should ensure that they deploy a Project Manager to meet with HSDM officials on a fortnightly basis to provide updates on the progress made.

VI. Submission of Report

Following the completion of each deliverables, the bidder shall submit a comprehensive report in both soft and hard copy formats to the HSDM within 7 days. After the final completion of Tracer Study, the agency has to submit 100 color hard copy to the HSDM.

VII. Performance Security Deposit

Before expiry of the period of proposal validity, the client will notify the successful agency to sign the contract and furnish Performance Security Deposit (PSD):

- i. Within 3 working days of receipt of the communication, the successful agency shall sign the contract and return it to the Mission Director, HSDM. The PSD shall also be submitted within 4 working days of signing the contract. The PSD from the bank shall be equal to 6.5% of the value of contract in form of Demand Draft, in favour of "Haryana Skill Development Mission" or can be deposited in the account of HSDM.

- ii. Forfeiture of PSD:

PSD may be forfeited in the following cases:

When any terms and condition of the contract is breached, or

When the selected agency fails to commence the services or fails to provide deliverables after partially executing the contract / services.

- iii. No interest shall be payable by the Client to the Agency on PSD.

VIII. Negotiations

Agencies with Lowest Financial Quotes i.e. L1, L2 and L3 would be invited for contract negotiation at the office of Mission Director, Haryana Skill Development Mission, Panchkula.

IX. Timelines

S. No.	Key Activities	Timeline
1.	Issue of Terms of Reference	15-03-2024
2.	Submission of Proposal	05-04-2024
3.	Opening of Technical Proposal	15-04-2024

4.	Pre bid Meeting	21-03-2024
5.	Presentation by empaneled companies	To be intimated later
6.	Issuance of Work Order / PO to eligible bidder	To be intimated later
7.	Signing of Agreement	To be intimated later

X. Resolution of Disputes:

- If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the contract or regarding a question, including the questions as to whether the termination of the contract agreement by one party hereto has been legitimate, both parties hereto shall endeavour to settle such dispute amicably.
- Any dispute which is not resolved amicably within 30 days from the date of last written communication from either Party shall be referred to the Administrative Secretary, Youth Empowerment & Entrepreneurship (YEE) Department, Government of Haryana, who shall appoint an independent sole arbitrator in accordance with the provisions of the Arbitration and Conciliation Act, 1996 ("Arbitration Act"). The place of Arbitration shall be at Chandigarh only.
- Notwithstanding any other Court or Courts having jurisdiction to decide the question(s) forming the subject matter of the reference, any/all actions and proceeding arising out of or relative to the CONTRACT shall lie only in the Principal Court of Competent Civil Jurisdiction at Panchkula only and no other court shall have the jurisdiction and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts.

XI. Penalty:

In the event of the selected bidder failing to submit a deliverable on time, the following penalties shall apply:

- For delays up to 7 days from the agreed-upon submission date, a penalty of 10% of the value of the respective deliverable shall be levied.
- For delays exceeding 7 days but up to 15 days from the agreed-upon submission date, a penalty of 20% of the value of the respective deliverable shall be levied.
- In the event of delays exceeding 15 days from the agreed-upon submission date, no payment shall be made for the respective deliverable.
- If penalty is levied for more than 3 milestones, extra 10% penalty of the total project cost will be imposed.
- It is important to note that any delay in the submission of the first deliverable shall not automatically grant an extension for subsequent deliverables. Each deliverable is subject to its own timeline and deadlines as specified in the project timeline.

XII. Terms & Conditions

- Selected agency shall provide laptop/desktop, or any other tools required to resources to perform their duties, HSDM shall only provide office space at Headquarter for the team, if required. All kind of legal and financial responsibility of the resources will lie with the selected agency.
- HSDM shall not be liable to pay any kind of remunerations, perks, TA/DA, insurance etc. to the resources.
- The resources working are expected to be available at the HSDM on need basis for project related work or whenever the HSDM desires.

Annexure 1: Technical Proposal – Standard Forms

The agencies are required to submit the information in the forms specified below.

Checklist of Required Forms:

Table A

	Description	Page No.	Maximum Marks	Self-evaluation marks
Technical Proposal	TECH-I - Technical Proposal Submission			
	Technical Evaluation A		20	
	Technical Evaluation B		20	
	Technical Evaluation C		30	
	Technical Evaluation D		10	
	Total		80	

Table B

Description		Page No.
Technical Proposal	TECH-II - Project Understanding, Approach, Methodology, Monthly key tasks/Timeline, Communication strategy, Innovation for implementing the Assignment - Work Schedule and Planning for Deliverables	

Table C

Description		Page No.	Total quoted cost
Financial Proposal	Consolidated Quoted rate as per the Scope of Work mentioned in this RFP.		

Annexure 2: Technical Proposal Submission Form

(Duly stamped & signed by the Authorized Representative on the letterhead of the Agency)

To,
The Mission Director,
Haryana Skill Development Mission,
Kaushal Bhawan, IP-2, Sector-3
Panchkula 134109

Sir,

We, the undersigned, offer to do/conduct Tracer Study for State of Haryana under Haryana Skill Development Mission, Government of Haryana in accordance with your Terms of Reference dated DD.MM.YYYY. We are hereby submitting our proposal, which includes Technical Proposal along with financial quote. We hereby declare that:

- a) All the information and statements made in this proposal are true and we accept that any misinterpretation or misrepresentation contained in this proposal may lead to our disqualification by the client.
- b) Our proposal shall be valid and remain binding upon us for the period specified in the Data Sheet.
- c) We have no conflict of interest as stated in the RFP.
- d) We meet the eligibility requirements as stated in RFP.
- e) In competing for (and, if the award is made to us, in executing) the contract, we undertake to observe the laws against fraud and corruption, including bribery, in force in the country of the client.
- f) Except as stated in the ITA & Data Sheet, we undertake to negotiate a contract based on the proposed Key Personnel. We accept that the substitution of Key Personnel for reasons other than those stated in ITA may lead to the penalty and or termination of contract negotiations.
- g) Our proposal is binding upon us and subject to any modifications resulting from the contract negotiations.

We undertake, if our proposal is accepted and the contract is signed, to initiate the services related to the assignment no later than the date advised by the client.

We understand that the client is not bound to accept any proposal that the client receives.

Thanking You,
Yours sincerely,

For and on behalf of:
(Company Seal) (Authorized Representative and Signatory)

Signature:

Name:

Designation:

Date:

Annexure 3: Agency's Experience

(Duly stamped & signed by the Authorized Representative on the letterhead of the Agency)

Give a brief description of the agency and an outline of the recent experience of the agency that is most relevant to the assignment under this RFP. For each assignment, the outline should indicate the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the agency), and the agency's role/involvement.

TECH-II A: Agency's Organization

- (i) Provide here a brief description of the background and organization of your company.
- (ii) Include organizational chart, a list of Board of Directors etc.

TECH-II B: Agency's Relevant Experience

- (i) Format for furnishing agency's experience - work order details for projects. Agency needs to furnish completion certificates or CA certified fee receipt certificates for supporting all the completed projects as per technical criteria.

Sr. No.	Name & Work Location	Client Details (Name, Address & Contact no.)	Work Order Copy & mention. Order Amount	Start Date	End date	Work Order Completion Certificate	Brief details of project scope

- (ii) CA certified Average Annual Turnover certificates of last 3 Financial Years – (2020-21, 2021-22 and 2022-23).

For and on behalf of:

Signature:

Name:

Designation:

Date:

(Company Seal) (Authorized Representative and Signatory)

Supporting Documents:

- Copy of work order and fee receipt CA certificate (in case of ongoing projects) or completion certificate of above-mentioned projects.

Annexure 4: Project Understanding, Approach & Methodology

Monthly key tasks/Timeline, Communication strategy, Innovation for implementing the Assignment, Work Schedule, and Planning for Deliverables
(Duly stamped & signed by the Authorized Representative on the letterhead of the Agency)

(Please refer Scope of Work to prepare)

1. **Project Understanding, Approach, Methodology, Monthly key tasks/Timeline Communication strategy, Innovation for implementing the Assignment.**
2. **Work Schedule and Planning for Deliverables**

Sr. No.	Deliverable(s)	Months					
		1	2	3	4	5	6
D-1							
D-2							
D-3							
....							
.....							

(i) List the deliverables with the breakdown for activities required to produce them and other benchmarks such as the client's approvals. For phased assignments, indicate the activities, delivery of reports, and benchmarks separately for each phase.

(ii) Duration of activities shall be indicated in a form of a bar chart.

(iii) Include a legend, if necessary, to help read the chart.

(iv) Agency is required to do sampling indicating youth, employer, industry association, training services providers, government departments labour and skill development department, educational institutions in the form of qualitative, quantitative, focus group discussions and detailed interview forms. Covering districts and blocks of state of Haryana. Agency should provide details of sampling in technical proposal.

For and on behalf of:

Signature:

Name:

Designation:

Date:

(Company Seal) (Authorized Representative and Signatory)

Annexure 5: Financial Proposal

Sr. No.	Description of Work	Price in INR
1	Consolidated Quoted rate as per the Scope of Work mentioned in this RFP.	