

REQUEST FOR PROPOSAL (RFP)

For Selection of Agency to Conduct Beneficiary Survey of Industries Connected to CETP

1. Background

The office of Principal Accountant General (Audit) Punjab, Chandigarh is conducting a Performance Audit on “**Assessment of Infrastructure for management of water pollution in Punjab,**” covering planning, implementation, operation, and outcomes of wastewater treatment infrastructure. The infrastructure covered under audit includes Common Effluent Treatment Plants (CETPs) established for treatment of industrial effluents generated by clusters of industries.

This RFP relates to the beneficiary survey component, which aims to obtain structured, evidence-based inputs from industries connected to CETPs, to supplement audit findings and strengthen audit conclusions.

2. Objectives of the Beneficiary Survey

The beneficiary survey aims to assess **accessibility, adequacy, and effectiveness of CETPs** from the perspective of member industries; examine pre-treatment arrangements and operational issues; identify service delivery gaps; and provide quantitative and qualitative evidence to support audit findings.

3. Scope of Work

The selected agency shall undertake survey design and sampling, development of survey instruments, fieldwork execution, data collection and validation using digital tools, and analysis and reporting, strictly in accordance with audit objectives and timelines approved by the Technical Advisory Group (TAG). Face to face beneficiary survey of the industries catered to by the CETP will be done.

4. Coverage

Infrastructure Covered: Common Effluent Treatment Plants (CETPs) (Total- 7 in number)

Geographical Coverage: Since no other district in Punjab has CETPs except the districts of Jalandhar, SAS Nagar and Ludhiana, selected CETPs comprising *clusters of tanneries in Jalandhar, (2) electroplating units in SAS Nagar(1) , and textile dyeing and electroplating units in Ludhiana(4) are being covered.*

Beneficiaries: Industries connected to CETPs

5. Deliverables

Survey Questionnaire, Survey Instruments, Validated Datasets, Interim Progress Reports, Final Analytical Report.

6. Eligibility Criteria

1. The agency should be a Grade-A MoSPI empaneled agency (proof required).
2. Possess established digital data collection systems (CAPI, GPS, dashboards).
3. The agency should not outsource this requirement to any third-party firm/ agency.
4. A certificate or undertaking stating that the bidder has never been blacklisted by any government organization, agency, or reputed private organization must be provided (Annexure III).
5. All bids must adhere to CBC's L-1 ceiling rates. A self-declaration in this regard must be furnished by the survey firm.
6. The agency must have experience in large to medium scale surveys and trained manpower.

7. Timelines

- Issue of RFP: 16th January 2026
- Last date for submission of proposal: Up to 30th January 2026
- Award of work/ Issue of Work Order by 20th February 2026

8. Selection Methodology

Selection of the agency shall be based on presentation made before the Technical Advisory Group (TAG) with evaluation on following parameters: understanding of objectives and methodology (10), survey design (20), sampling robustness (10), field capability (20), technology use (20), and experience (20).

Minimum qualifying score: 80/100.

8. Terms of Payment

- 30% on approval of survey; 40% on completion of fieldwork and submission of validated datasets; 30% on acceptance of Final Report.
- In case of delay in achievements of targets, significant issues in the quality of report, the Performance bank guarantee shall be forfeited as penalty.

9. Instructions to Bidders

All data collected shall remain the property of the Office of the PAG (Audit) Punjab. The selected agency shall sign a Non-Disclosure Agreement (NDA) (Annexure V). The agency shall not retain any raw or processed data beyond 30 days after acceptance of the Final Report. TAG shall oversee methodology approval, monitoring, and validation of deliverables. The manpower will be provided entirely by the agency, and the audit teams would be available only for guidance.

Annexure I – Detailed Scope of Work

The selected agency will undertake the following tasks:

1. Inception & Planning

- Participate in inception meetings with the audit team and the Technical Advisory Group (TAG).
- Prepare an **Inception Report** detailing methodology, sampling framework, survey tools, execution plan, timelines, and quality assurance mechanisms.
- Align survey design with audit objectives and synchronise implementation with the audit schedule.

2. Survey Design & Sampling

- Develop a statistically valid and representative sampling plan covering all clusters under the selected CETPs.
- Submit the sampling framework as well as survey questionnaire for approval by the TAG.
- Ensure sample size is sufficient to generate reliable, generalisable results.

3. Survey Instruments

- Develop structured questionnaires, instruction manuals, and tabulation plans in consultation with the field office and TAG.
- Translate instruments into regional languages (if required).
- Pilot-test (pre-test) of the instruments in the field and refine based on feedback.
- Maintain optimal questionnaire length to reduce respondent burden/fatigue.

4. Training & Capacity Building

- Identify suitable field investigators and supervisors with prior survey experience.
- Conduct structured training sessions for enumerators and supervisors, covering survey protocols, ethical standards, and digital tools.
- Prepare guidance notes in English and local languages.

5. Fieldwork Execution

- Deploy adequately trained investigators across identified selected clusters.
- Ensure adherence to agreed timelines and protocols.
- Conduct surveys in accordance with scientific and statistically approved methods.
- Use advanced IT-enabled tools such as Computer Assisted Personal Interviewing (CAPI) on tablets/mini-notebooks, or web-based/mobile applications with in-built validation checks.
- Ensure daily supervision, spot-checks, and random back-checks for quality assurance.

6. Data Collection, Validation & Documentation

- Collect high-quality, complete, valid, and reliable data from sampled beneficiaries.
- Collate and transfer data to secure servers with real-time dashboards for monitoring.
- Conduct rigorous data cleaning and validation (logical consistency checks, duplicate removal, error correction).
- Maintain detailed documentation of survey processes, so that findings are transparent, verifiable, and non-repudiable.

7. Data Submission & Analysis

- Submit both raw (unit-level) and cleaned datasets, along with metadata, to the field office.
- Provide a comprehensive tabulation plan in line with survey objectives.
- Conduct data analysis highlighting inclusion/exclusion errors, timeliness, adequacy, and transparency of benefit delivery.

8. Reporting

- Submit Interim Progress Reports to TAG during survey execution.
- Prepare a Draft Report summarising preliminary findings.
- Submit a Final Report containing detailed analysis, charts, tables, case studies.
- Make presentations of key findings to TAG and audit teams.

Annexure II – Format for Technical Proposal

A. General Information

1. Name and address of the agency
2. Contact details of authorized representative
3. Legal status of organization (copy of registration certificate)

B. Eligibility Documents

1. Proof of Grade A empanelment with MoSPI.
2. Details of at least 3 large-scale beneficiary/impact surveys (>1,00,000 HH) undertaken in last 5 years.
3. Copy of valid GST Registration Certificate.
4. Copy of PAN card.
5. Proof of HR strength to conduct beneficiary survey.
6. Evidence of technology use: screenshots/user manuals of digital data collection platforms.
7. Self-declaration of no blacklisting (Annexure IV).
8. The selected agency shall furnish a Performance Bank Guarantee (PBG) equivalent to 5% of the contract value within 15 days of award of work, valid for 60 days beyond the contract period. (As per Annexure-IV).

C. Approach & Methodology (to be presented before TAG in a Presentation)

1. Understanding of survey objectives and challenges.
2. Proposed methodology and sampling framework.
3. Deployment plan for field investigators across geographies/clusters.
4. Technology-enabled quality assurance framework.
5. Risk mitigation strategy.

D. Team Composition

1. Key personnel profiles (Project Director, Field Coordinators, Statisticians, Data Analysts).
2. Number of professionals to be deployed and plan of survey.

E. Estimated cost of the survey as well as consultancy charges as per the rates decided by CBC.

Annexure III – Declaration by Bidder

(On agency's letterhead, signed by Authorized Signatory)

Declaration of non-blacklisting

We, the undersigned, hereby declare that:

1. We have not been blacklisted, debarred, or terminated by any Government Ministry/Department/Agency in the last five years.
2. All information provided in the proposal is true, complete, and correct to the best of our knowledge and belief.
3. We agree that all survey data collected will remain the sole property of the Office of the PAG (Audit) Punjab and shall not be used for any other purpose without prior written approval.
4. We represent and warrant that we have no potential, actual or perceived conflict of interest that could impair the impartiality, objectivity, or independence of this beneficiary survey.

Authorized Signatory: _____

Name: _____

Designation: _____

Agency Name: _____

Date: _____

Seal/Stamp: _____

Annexure-IV (PERFORMANCE BANK GUARANTEE)

To: <Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. <<Insert Contract No.>> dated <<Date>> to provide services for Conducting Beneficiary Survey for Office of PAG (Audit) Punjab (hereinafter called “the beneficiary”) And whereas it has been stipulated by in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract; And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Performance Bank Guarantee will be released two months after the end of the contract.

Thank you.

Sincerely,

[Signing Authority]

NON-DISCLOSURE AGREEMENT (NDA)
[To be submitted by vendors/bidders for the Beneficiary Survey]

This Non-Disclosure Agreement (“Agreement”) is entered on [_____] (“Effective Date”) by and between [Office of the Principal Accountant General (Audit) Punjab, Plot No.21, Sector-17-E, Chandigarh-160017] and [_____] (hereinafter referred as “Second Party”).

WHEREAS

1. Office of the Principal Accountant General (Audit) Punjab, Plot No. 21, Sector-17-E, Chandigrah-160017 (First Party) and,
2. [Vendor/Bidder Legal Name], having its registered office at [Address]. (Second Party)

For the purposes of this Agreement, the First Party and the Second Party have been individually referred to as "Party"; and collectively as the "Parties". For the purpose of this Agreement the term "Law" includes all applicable laws, by-laws, rules, regulations, orders, ordinances, protocols, codes, guidelines, policies, notices, circulars, directions, judgments, decrees, permit, license, authorization or any other decision of the governmental authority (including central, state or any other political subdivision thereof or any entity, authority or body exercising executive, legislative, judicial, regulatory or administrative functions), having or purporting to have jurisdiction over any of the Parties, their operations, or the transaction contemplated in this Agreement.

Consideration Clause:

In consideration of the mutual agreements, covenants, and obligations set forth in this Agreement, the Parties agree as follows:

- a) The First Party agrees to provide the second Party with access to the preliminary information of the units to be selected for the survey such as details of industrial clusters, address and details of the beneficiaries etc. which may include, but is not limited to,
- b) The Second Party agrees to provide the First Party all information collected, in any form including survey instruments, methodologies, respondent data, personal data, evaluation material, technical, commercial, and financial information or any other information collected during the course of the survey.
- c) The Second Party shall also provide the first Party with consulting services, professional expertise, analysis, audit-related assistance, or any specific service agreed upon, as detailed in a separate agreement, engagement letter, or terms of work that will be shared after finalization of the agreement.
- d) The disclosure of Confidential Information does not grant the Second Party any right, title, or interest in the information, except for its use solely for the purpose outlined in this Agreement.

The Parties acknowledge that this Agreement is supported by lawful and adequate consideration, the receipt and sufficiency of which are hereby mutually acknowledged.

NOW THEREFORE, in consideration mentioned above, parties hereby agree as follows.

1. For the purposes of this Agreement, "Confidential Information" shall mean all data, information, and materials, whether in written, electronic, oral, or other forms, disclosed by the First Party ("Disclosing Party/ Discloser") to the Second Party ("Receiving Party") and vice-versa.

2. Confidentiality Obligations

- a) The Second Party agrees that at all times it shall: (a) will hold in strict confidence and not disclose to any third party the Confidential Information, except as approved in writing by the First Party, and (b) will use the Confidential Information only for the Purpose defined in this Agreement; (c) not reproduce Confidential Information in any form except for the Purpose; (d) not reverse engineer, decompile, or disassemble any Confidential Information.
- b) The Second Party shall ensure that Confidential Information is accessed only by authorized personnel on a need-to-know basis and shall take all reasonable steps to prevent any unauthorized use, disclosure, or compromise. In case of any data breach, the Second Party shall promptly notify the First Party and take immediate remedial measures in accordance with applicable legal and regulatory requirements

4. Data Protection

The Receiving Party shall comply with all applicable data protection laws including the Information Technology Act, 2000 and the Digital Personal Data Protection Act, 2023.

5. Return or Destruction

Upon completion of the Term of this agreement or upon termination or upon written request of the First Party, the Second Party shall promptly return to the First Party all documents and other tangible materials representing the Confidential Information and all copies thereof or certify the destruction thereof.

6. Governing Law and Jurisdiction

Any dispute, controversy, or claim arising out of or in connection with this Agreement, including any question regarding its existence, validity, interpretation, or termination, shall first be settled through mutual negotiations between the Parties. If the dispute remains unresolved within **30 days** from the date either Party notifies the other of such dispute, it shall be referred to arbitration.

The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996, and any amendments thereto. The arbitration shall be conducted by a sole arbitrator mutually appointed by the Parties. If the Parties fail to mutually appoint an arbitrator within 30 days, the arbitrator shall be appointed in accordance with the rules of the Indian Arbitration Council.

The seat and venue of arbitration shall be **[Chandigarh], India**, and the language of arbitration shall be **English**. The arbitral award shall be final and binding on both Parties.

7. Remedies

Any breach may cause irreparable harm and the Second Party shall be liable for damages or any legal remedy available under law.

8. Term: This Agreement shall continue in full force and effect from the Effective Date (“Term”). The termination of this Agreement shall not relieve the Recipient of its obligations with respect to Confidential Information disclosed under this Agreement. This confidentiality obligation of the Recipient shall prevail over any conflicting term in any other document executed between the Parties, unless otherwise specified.

IN WITNESS WHEREOF, the Parties hereto have caused this Non-Disclosure Agreement to be executed by their duly authorized officers or agents on the date first set out above.

For the First Party:

Name: _____

Title: _____

Signature: _____

Date: _____

For the Second Party:

Name: _____

Authorized Signatory: _____

Signature: _____

Date: _____