



Indian Institute of Public Administration New Delhi

Request for Proposal

Terms of Reference (ToR)

For hiring a consultancy firm to support the research study titled *"Evaluation of the Old Pensioners' Portal Scheme and Preparation of a New Scheme: Improving Pensioners' Welfare through Digital Empowerment"*:

Terms of Reference (ToR) for Hiring a Consultancy Firm

1. Background

The Department of Pension and Pensioners' Welfare (DoPPW), Government of India, has commissioned the Indian Institute of Public Administration (IIPA), New Delhi, to undertake a comprehensive evaluation of the Old Pensioners' Portal Scheme and prepare a new scheme titled *"Improving Pensioners' Welfare through Digital Empowerment."* To support the execution of this research study, IIPA proposes to engage a consultancy firm with relevant expertise in digital governance, portal integration, user research, and scheme formulation in public sector contexts.

2. Objective of the Assignment

To provide technical, research, and analytical support to the core IIPA team in evaluating the existing Pensioners' Portal and designing a new integrated digital platform for pensioners' welfare through:

- Data collection and analysis
- Stakeholder consultation support
- Portal architecture and workflow mapping
- Scheme design and documentation support

3. Scope of Work

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The consultancy firm will support the IIPA team in the following areas:

1. Desk Research & Technical Audit

- Review existing portals (Bhavishya, CPENGRAMS, Sankalp, etc.)
- Map workflow integration gaps and assess usability

2. Stakeholder Engagement

- Assist in organizing and facilitating interviews and FGDs with DoPPW, CGHS, banks, NIC, CPAO, and pensioners' associations
- Document findings and prepare consultation summaries

3. Field Survey Support

- Assist in designing survey instruments
- Support data collection from a representative sample (~1,000 pensioners across regions and categories)
- Ensure coverage of digital/non-digital users and urban/rural segments

4. Benchmarking and Best Practices

- Identify international examples of integrated pension and social security portals
- Compile case studies and comparative analysis

5. Scheme Development Support

- Draft elements of the new scheme, including:
 - Digital platform architecture
 - Governance and implementation model
 - Monitoring & Evaluation (M&E) framework
 - Costing and financial roadmap

6. Documentation and Presentation

- Prepare draft sections of the final report, policy briefs, infographics, and presentation decks

4. Deliverables

- Technical audit report of existing portals
- Stakeholder consultation report
- Survey analysis report with insights and dashboards

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- Draft and final scheme documents (inputs to IIPA)
- Presentation materials and infographics

5. Duration

The assignment will span **1 month**, aligned with IIPA's study timeline. Activities will be distributed across phases: Inception, Evaluation, Integration Planning, Drafting, and Finalization.

6. Required Qualifications of the Consultancy Firm

- Minimum 5 years of experience in public sector consulting or digital governance
- Demonstrated experience in evaluation of e-governance portals and citizen services
- Proven capacity to undertake nationwide field surveys and data analysis
- Team must include:
 - IT/Portal Integration Specialist
 - Social Policy Expert
 - Survey Researcher
 - Data Analyst
 - Documentation & Presentation Expert

7. Reporting and Coordination

The consultancy firm will report to the Principal Investigator at IIPA. Regular coordination meetings (weekly/fortnightly) will be held to review progress. All field activities and outputs must be pre-approved and quality-checked by the IIPA core team.

8. Payment Terms

Payments will be milestone-based:

- 30% on signing of contract and submission of inception plan
- 40% on completion of stakeholder consultations and survey
- 30% on submission of final deliverables

9. Submission of Proposal

Interested firms must submit a **Technical Proposal** (including approach, work plan, and team CVs) and a Financial Proposal (lump sum with a detailed breakdown) by August 1, 2025. The proposal should be submitted by email to rcunitiipa@gmail.com, with a copy marked to pktaneja@iipa.education.

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