

**MANAGEMENT DEVELOPMENT INSTITUTE GURGAON**  
**Centre for Financial Services (CFS)**

Date: [15-10-2026]

**Invitation of Bids for Engagement of Data Collection (Field Survey) Agency for  
Evaluation Study of e-DRT 2.0 Project**

The Centre for Financial Services (CFS), Management Development Institute (MDI) Gurgaon invites technical and financial bids from reputed and experienced research/data collection agencies for engagement as a Data Collection Agency for conducting primary field research for the “Evaluation Study of e-DRT 2.0 Project – in terms of Output and Outcome” commissioned by the Department of Financial Services (DFS), Ministry of Finance, Government of India.

The e-DRT project has been implemented by the Department of Financial Services with support of NIC through NICSi across 39 Debt Recovery Tribunals (DRTs) and 5 Debt Recovery Appellate Tribunals (DRATs). The system has automated the workflow of DRTs and DRATs and provides a cost-effective, transparent, secure, accountable, and 24×7 digital platform intended to improve productivity and support speedy justice delivery.

An enhanced version, e-DRT 2.0, has been rolled out in a phased manner. The evaluation study will assess the implementation, outputs and outcomes of e-DRT 2.0, including user experience, process efficiency, accessibility, transparency, service quality, technology adoption and the operational value of the new digital functionalities.

The selected agency shall support MDI Gurgaon in primary data collection from identified stakeholder groups across selected DRTs/DRATs and associated locations. The exact sample size, respondent mix and location-wise allocation shall be provided by MDI Gurgaon in the approved sampling plan.

**The scope of work includes, but is not limited to, the following:**

- Conduct structured face-to-face and/or digitally assisted interviews with identified e-DRT 2.0 stakeholder groups, including users and institutional stakeholders, as specified by MDI Gurgaon.
- Follow the sampling design, respondent selection criteria and location-wise allocation provided by the MDI Gurgaon research team.
- Use the structured questionnaire/interview schedule and survey instruments supplied or approved by MDI Gurgaon.
- Translate the survey instrument into required regional languages, where necessary, through qualified language experts and ensure consistency with the approved English/Hindi version.
- Provide respondents with the approved information sheet, obtain informed consent before participation, and maintain consent records as instructed by MDI Gurgaon.
- Use CAPI (Computer Assisted Personal Interviewing) or an equivalent secure digital data collection platform approved by MDI Gurgaon.
- Carry out daily data upload, quality checks, back-checks and field-level monitoring.
- Provide cleaned, coded and validated datasets with complete field documentation.
- Submit daily/periodic field progress reports and promptly report non-response, access issues or deviations from the field plan.
- Ensure strict adherence to research ethics, privacy, data security and confidentiality requirements.

| <b>Sampling Considerations</b> | <b>Description</b>                                                                                                                                                      |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Geographical coverage          | Selected DRTs/DRATs and associated locations across India, as per the study sampling plan.                                                                              |
| Institutional coverage         | The e-DRT system is implemented across 39 DRTs and 5 DRATs. Survey locations will be selected by MDI Gurgaon.                                                           |
| Respondent profile             | Relevant stakeholder groups such as litigants/parties, advocates/legal professionals, tribunal officials/staff and other users identified in the approved study design. |
| Demography                     | Age, gender, user category, location and other relevant demographic/professional characteristics as applicable.                                                         |

| <b>Feature</b>                    | <b>Survey Research for e-DRT 2.0 Evaluation</b>                                                      |
|-----------------------------------|------------------------------------------------------------------------------------------------------|
| Survey type                       | Multi-location primary field survey/stakeholder survey                                               |
| Sample design                     | Sampling design and respondent allocation to be provided/approved by MDI Gurgaon.                    |
| Coverage                          | Selected DRTs/DRATs and related stakeholder locations across India.                                  |
| Unit of selection                 | Respondents from approved stakeholder categories as per the sampling plan.                           |
| Reference period/fieldwork window | [To be specified in work order; aligned with the approved project schedule].                         |
| Sample size                       | [To be specified by MDI Gurgaon in the final sampling plan].                                         |
| Method of data collection         | Face-to-face CAPI and/or other approved digital mode. Final approach to be agreed with MDI Gurgaon.  |
| Respondents                       | Stakeholder groups identified in the approved evaluation methodology.                                |
| Indicative survey time            | Approximately 20–30 minutes per structured interview, subject to pilot testing and final instrument. |

## Eligibility Criteria

| <b>S. No.</b> | <b>Eligibility Criteria</b>                                                                                                                                                                                                                                          | <b>Supporting Proof / Documents Required</b>                                                                                                                            |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1             | The agency must be registered as a Company under the Companies Act, LLP under the LLP Act, Society/Trust, or other legally recognized entity eligible to undertake research/data collection assignments.                                                             | Copy of Registration/Certificate of Incorporation indicating date of incorporation, legal status, w37 and registered address.                                           |
| 2             | The agency should have a minimum of 5 years' experience in conducting large-scale socio-economic, governance, public-sector, legal-services, digital-service or technology adoption surveys.                                                                         | Work orders, completion certificates, client certificates or similar documentary evidence.                                                                              |
| 3             | The agency must demonstrate experience in handling multi-location data collection projects involving at least 1,000 respondents in one or more assignments and should have an average annual turnover of at least INR 2 crore during the last three financial years. | Details of relevant projects supported by work orders/completion certificates and CA certificate for annual turnover for the last three financial years.                |
| 4             | The agency must have valid PAN and GST registration.                                                                                                                                                                                                                 | Copy of PAN Card and GST Registration Certificate.                                                                                                                      |
| 5             | The agency should not have been blacklisted/debarred by any Government Department, PSU, Autonomous Body, Academic Institution or statutory body.                                                                                                                     | Undertaking on the agency's letterhead, duly signed and stamped by the authorized signatory.                                                                            |
| 6             | The agency must have adequate field investigators/supervisors available for simultaneous multi-location deployment across India.                                                                                                                                     | List of proposed field investigators/supervisors with brief profiles, experience and proposed locations.                                                                |
| 7             | The agency must have the ability to capture accurate data using CAPI or an equivalent secure digital data collection platform and must support real-time monitoring, audit trails and export of raw data.                                                            | Documentary evidence of CAPI/digital platform capability, including screenshots, system details, sample reports, client certificates or technical capability statement. |
| 8             | Prior experience in surveys related to government digital platforms, e-governance, justice delivery, financial/legal services or public service delivery will be desirable.                                                                                          | Relevant work orders/completion certificates/client references, if available.                                                                                           |

### A. Format of Technical Bid

#### Details of the Agency and Eligibility Criteria (to be submitted on official letterhead and duly signed by authorized signatory)

- Name and registered address of organization
- Name, designation, phone number and email of contact person
- Statement and documentary evidence against Eligibility Criteria 1 to 8
- Brief organizational profile and relevant survey experience
- Proposed team structure, field deployment plan and supervision mechanism
- Proposed CAPI/data collection platform and quality assurance process

- Indicative fieldwork plan and timeline

## **B. Financial Bid (to be submitted on official letterhead and duly signed by authorized signatory)**

### **Primary Survey / Field Data Collection for e-DRT 2.0 Evaluation Study**

| <b>Particulars</b>                                                                                                          | <b>Unit</b>                   | <b>Rate (Rs.)</b> | <b>Total Amount (Rs.) Excluding GST</b> |
|-----------------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------|-----------------------------------------|
| Survey interviews including travel, logistics, field supervision, data entry, validation, coding, cleaning and daily upload | Per completed valid interview |                   |                                         |
| Translation/back-translation of approved survey instrument, where required                                                  | Lump sum / per language       |                   |                                         |
| Other approved field costs, if any                                                                                          | Lump sum                      |                   |                                         |

Total Project Cost (inclusive of all charges except GST): \_\_\_\_\_

GST @ applicable rate: \_\_\_\_\_

Grand Total: \_\_\_\_\_

## **C. Deliverables**

1. Finalized field implementation plan, location plan and investigator deployment schedule approved by MDI Gurgaon.
2. Translation/back-translation and field-ready digitization of the questionnaire, including all validation rules and skip logic, as applicable.
3. Training of field investigators and supervisors, including pilot testing before full-scale data collection.
4. Daily/periodic dashboard or field status report showing completed interviews, pending targets, non-response, location-wise progress and quality flags.
5. Completion of primary quantitative data collection within the timeline specified in the work order.
6. Cleaned, coded, de-duplicated and validated dataset in Excel/CSV/SPSS or other format specified by MDI Gurgaon, together with codebook/data dictionary.
7. Raw CAPI export, consent records/metadata as applicable, back-check records, quality-control logs and field documentation.
8. Brief field completion report summarizing coverage, response rates, substitutions/deviations, operational issues and corrective actions.
9. Presentation/briefing to the CFS, MDI Gurgaon research team, if required.

## **D. Terms and Conditions**

1. The bidder is expected to read all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all required information or submission of a bid not substantially responsive to the bidding documents may result in rejection of the bid.
2. Only bidders meeting the eligibility criteria will have their financial bids considered.
3. The bidder shall bear all costs associated with preparation and submission of its bid. MDI Gurgaon shall not be responsible for these costs, regardless of the conduct or outcome of the bidding process.
4. The rates quoted shall be all-inclusive except statutory taxes, unless otherwise specified.
5. The agency shall complete the assigned fieldwork and submit all deliverables within the timeline specified in the work order.
6. MDI Gurgaon reserves the right to cancel the quotation/bidding process at any stage without assigning any reason.
7. The agency must ensure strict confidentiality, privacy and security of respondents' data and all project information.
8. All data collected, instruments digitized, field records, datasets and related project outputs shall be the property of MDI Gurgaon/commissioning authority, as applicable.
9. Any deviation from the approved methodology, sampling plan, respondent selection method or survey instrument must be informed to and approved in writing by MDI Gurgaon.

10. No data or information collected for the e-DRT 2.0 Evaluation Study shall be used, retained, published, shared or disclosed by the data collection agency after final acceptance of the complete dataset, except with written permission of MDI Gurgaon.
11. Failure of the successful bidder to comply with the requirements may constitute sufficient grounds for annulment of the award. MDI Gurgaon may take action as permitted under the tender conditions.
12. In case of any change in the constitution of the implementing agency, its successor body shall remain bound by the agreement during its tenure, subject to applicable law.
13. No commitment of any kind, contractual or otherwise, shall exist until a formal written contract/work order has been issued by MDI Gurgaon.
14. If the selected bidder refuses to accept the work order within the stipulated period, MDI Gurgaon may withdraw the offer and proceed to the next eligible bidder or re-invite bids.
15. Where the selected bidder fails to deliver within the agreed period due to reasons not accepted as force majeure, MDI Gurgaon may terminate the work order/contract and take further action in accordance with the tender conditions.
16. MDI Gurgaon may conduct random verification/back-checks of completed interviews. Interviews found invalid, duplicated, fabricated or materially incomplete shall not be treated as valid completed cases for payment.
17. The agency shall comply with applicable laws, institutional ethics requirements, data protection obligations and directions of the MDI Gurgaon research team.
18. The selected agency shall not subcontract or transfer any part of the assignment without prior written approval of MDI Gurgaon and shall remain fully responsible for performance.
19. MDI Gurgaon shall have the right to verify survey responses independently. Invalid, fabricated, duplicated or materially incomplete interviews shall not qualify for payment and shall be replaced by the agency at no additional cost.

The eligible, reputed and interested agencies may submit their technical and financial bids in sealed envelopes.

Technical Bid (statement and documentary evidence of meeting eligibility criteria) shall be placed in sealed envelope 'A' titled 'Technical Bid – e-DRT 2.0 Evaluation Study'.

Financial Bid/quotation, on official letterhead and duly signed by the authorized signatory, shall be placed in sealed envelope 'B' titled 'Financial Bid – e-DRT 2.0 Evaluation Study'.

The forwarding letter along with Envelope A (Technical Bid) and Envelope B (Financial Bid) shall be placed in the outer envelope.

**Bid submission deadline: [26 October 2026- Monday] up to [05:00 PM] through speed post/registered post/courier or as specified by MDI Gurgaon, in a sealed envelope submitted to:**

Centre for Financial Services,  
Management Development Institute Gurgaon,  
Mehrauli Road, Sukhrali, Gurugram – 122007, Haryana, India  
Tel.: +91-124-4563252 | Email: cfs@mdi.ac.in

**The bids received after the due date and time shall not be considered.**

**Note:**

- Relevant supporting documents must be attached.
- Absence of required documents may lead to disqualification.
- Fields shown in square brackets are to be finalized by MDI Gurgaon before publication, especially the bid date/time, fieldwork period and final sample size.

**Signature of Authorized Signatory**