

ABOUT NASSCOM FOUNDATION

Established in 2001, Nasscom Foundation has been witness to the transformative power of technology for over two decades. Part of the NASSCOM ecosystem, we are the only neutral not-for-profit organization representing the Indian tech industry. We remain rooted to our core philosophy of TechForGood, where our efforts are focused on unlocking the power of technology by creating access and opportunity for those who need it the most. We work on helping people and institutions transform the way they tackle social and economic challenges through technology. We have five key areas of intervention - Digital Literacy, Skilling and Employability, Women Entrepreneurship, Scaling Social Innovation and Empowering NGO Ecosystem.

ABOUT THE PROJECT

The **NF-DXC Technology Digital Literacy and E-Governance Project** aims to build a digitally inclusive ecosystem across **seven Aspirational Blocks in four states of India**. The programme focuses on empowering marginalized communities, particularly tribal and PVTG populations, through foundational digital literacy, improved access to e-governance services, and the creation of sustainable community-based Digital Ambassador networks.

Building on four years of successful collaboration, the FY 2026–27 programme includes Digital Literacy Training, Digital Awareness Sessions, E-Governance Facilitation, capacity building of newly onboarded Digital Ambassadors, and sustainability support for Digital Ambassadors from previous cohorts. The intervention seeks to strengthen digital inclusion while creating sustainable livelihood opportunities through community-led digital service delivery.

Scope of Work

The proposed assignment will undertake comprehensive Baseline and Endline assessments to evaluate programme relevance, implementation effectiveness, outcomes, sustainability, and long-term impact. The study will establish the baseline status of digital literacy, digital awareness, access to e-governance services, community digital ecosystems, and Digital Ambassador capacities, while the endline assessment will measure programme outcomes, behavioural changes, service uptake, livelihood improvements, and sustainability of the Digital Ambassador model.

The evaluation will also generate evidence on programme scalability, contextual implementation factors, and actionable recommendations to strengthen future programme design and implementation.

Methodology and Approach

The study will adopt a **mixed-method, quasi-experimental panel design**, combining quantitative surveys with qualitative enquiry to assess changes between baseline and endline across key stakeholder groups. The methodology will include a detailed

sampling framework, respondent segmentation, tool development and translation, field implementation protocols, data quality assurance mechanisms, analytical frameworks, and triangulation of quantitative and qualitative findings.

The proposed approach will generate robust evidence on programme effectiveness, digital inclusion outcomes, Digital Ambassador sustainability, community adoption of e-governance services, and institutional learning to support evidence-based programme improvements. Alternative methodological refinements may also be proposed where appropriate to strengthen methodological rigor and contextual relevance.

Deliverables and Timeline

The assignment will include the preparation of an **Inception Report**, finalized data collection tools and translated versions, field operational plans, analysis framework and dummy tables, raw quantitative and qualitative datasets, baseline and endline topline presentations, comprehensive Baseline and Endline Reports, and Factsheets.

The proposed work plan will align with the RFP timeline, with **Baseline activities scheduled during July–August 2026** and **Endline activities during January–February 2027**, supported by a detailed implementation timeline and Gantt chart in the technical proposal.

Team Strength and Compliance

The proposed team will include experienced research professionals with expertise in large-scale field studies, digital inclusion, governance, livelihoods, and outcome evaluation, supported by trained field investigators and quality assurance systems. The submission will include the technical proposal, financial proposal, work profile, team CVs, and relevant case studies, with the financial estimate structured under professional fees, staffing, field operations, travel and logistics, data processing, and applicable taxes, in line with the RFP requirements and evaluation criteria.

If your organisation has the relevant expertise and experience as well as the geographic presence in these states, you may please send your responses after thoroughly reviewing the scope of work mentioned in the detailed RFP.

For any further queries, you may reach out to us at rfp@nasscomfoundation.org

Last Date to Apply: 15th July 2026