

# **Request For Proposal under Non-Consulting Services**

for

**Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar**

**RFP No. BRLPS/Proj-MIS/2331/24/403150**

**Date – 19/08/2024**

**e-Procurement Mode Only**

**Two Stage through eProcurement at <https://eproc2.bihar.gov.in>**

**Bihar Rural Livelihoods Promotion Society (JEEVIKA)**

**Rural Development Department,**

**Government of Bihar**

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**



## Date Sheet

### 1.1 RFP Issuing Authority

This RFP under Non-Consulting Services is issued by Bihar Rural Livelihoods Promotion Society (JEEVIKA) an integral part of Rural Development Department, GoB

### 1.2 Key Events and Dates

| Data Sheet |  |   |
|------------|--|---|
| S. No.     | Particulars                                  | Date & Time   |
| 1          | Tender/RFP Number                            | BRLPS/Proj-MIS/2331/24/403150   |
| 2          | Date of Issuance of RFP                      | 19/08/2024 through <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a>  |
| 3          | Available for Download                       | 19/08/2024 <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a>  |
| 4          | Pre-bid Conference                           | 27/08/2024, 11:00 AM<br>Location – 3 <sup>rd</sup> floor, Vidyut Bhawan,<br>Nehru Path (Bailey Road), Near Income Tax<br>Golambar, Patna (Bihar)  |
| 5          | Last Date of Submission of queries           | 26/08/2024 through mail at <a href="mailto:proc.sp@brlps.in">proc.sp@brlps.in</a> and<br><a href="mailto:spm.mis@brlps.in">spm.mis@brlps.in</a>   |
| 6          | Clarification and Corrigendum of bid queries | Will be downloaded from<br><a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a><br>It will also be available on BRLPS website at<br><a href="http://www.brlps.in/procurement/tender">www.brlps.in/procurement/tender</a> |
| 7          | Submission of online Bid                     | 10/09/2024, up to 03:00 PM at<br><a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a>  |
| 8          | Date and time for opening of technical bids  | 10/09/2024, 03:30 PM at<br><a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a>  |
| 9          | Date and time for opening of Commercial Bids | Will be communicated separately through email to<br>technically qualified bidders.  |

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|    |   |  |
|----|---|--|
| 10 | Office address, Venue for Pre-Bid Conference/<br>Manual documents | Address:-<br>3 <sup>rd</sup> floor, Vidyut Bhawan,<br>Nehru Path (Bailey Road), Near Income Tax<br>Golambar, Patna (Bihar) |
| 11 | Tender Document Fees  | INR 10,000 /- (Non-refundable)   |
| 12 | Earnest Money Deposit   | INR 5,00,000/- (Rupees Five Lakhs only)  |
| 13 | Method of Selection   | Quality and Cost Based Selection (QCBS) method<br>(80:20)  |

Note: Bidders are advised to visit e-Procurement address at <https://eproc2.bihar.gov.in> and BRLPS website i.e. [WWW.BRLPS.IN](http://WWW.BRLPS.IN) on regular basis for any updates/corrigendum issued by the BRLPS related to this RFP. No separate communication will be sent to any bidder.

**1.3 Contact Person's Address for Correspondence**

Contact Person: Dr Santosh,

Designation- Procurement Specialist

e-Mail: [proc.sp@brlps.in](mailto:proc.sp@brlps.in)

Mobile No – 9771478314

Address: 3<sup>rd</sup> floor, Vidyut Bhawan, Nehru Path, Patna.

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## 1 Letter of Invitation

RFP No. \_\_\_\_\_

Dated.

Bihar Rural Livelihoods Promotion Society (JEEVIKA)  
Rural Development Department,  
Government of Bihar,  
Patna

Dear Mr./Ms. \_\_\_\_\_,

1. Bihar Rural Livelihoods Promotion Society (hereinafter referred as JEEVIKA unless the context otherwise requires), Patna invites proposal from registered service provider for **Selection of Service Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar.**
2. Interested Service provider may participate in the bidding process by submitting their Tender/Proposals at <https://eproc2.bihar.gov.in>
3. To participate in the e-tendering process, the bidder/ agency are required to get themselves registered with Bihar Government Centralized e-Procurement portal, i.e., <https://eproc2.bihar.gov.in>. For support related to e-tendering process, bidders may contact at following address during working hours: 8AM to 7PM (All days in week except Sunday and few selected state holidays on "eProc 2.0 Help Desk Address: m-junction services limited RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar. Tollfree No: 1800 572 6571" or may contact on Email Id: [eproc2support@bihar.gov.in](mailto:eproc2support@bihar.gov.in).
4. To avoid problem in downloading/uploading of RFP/Proposal through <https://eproc2.bihar.gov.in>, bidders should download/upload the RFP/proposal well before the last date. BRLPS will not be responsible for any problem related to downloading/uploading the RFP/proposal on <https://eproc2.bihar.gov.in>. For any problem in this regard, it will be addressed by Help Desk Address: m-junction services limited RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar. Tollfree No: 18005726571.
5. **Digital Signature certificate (DSC):** Each bidder is required to obtain a class-II or Class-III Digital Signature Certificate (DSC) to participate in the bid through <https://eproc2.bihar.gov.in>
6. The bidder can search & download NIT & Tender Documents electronically from computer once she/he logs on to the eProcurement Portal <https://eproc2.bihar.gov.in>. using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
7. For Participation in e-Tender, a Tender Processing Fee (TPF) amount for the sum of Rs. 590/- (Five hundred Ninety Rupees) is to be paid by the bidder through e-Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/ Debit Card) only, **through** <https://eproc2.bihar.gov.in>.
8. The details and conditions for qualification of bidders, for bid submission and selection of service provider, and roles & responsibilities of the Service Provider are indicated in the Bidding Document. The Bid Document can be downloaded from <https://eproc2.bihar.gov.in> or can be seen at [www.brlps.in/procurement/tender](http://www.brlps.in/procurement/tender) also for reference purpose.

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9. Conditional tender/incomplete tender or tenders received shall not be entertained in any circumstances.
10. JEEVIKA reserves right to cancel or postpone or to modify any of term and condition of the tender at any stage without assigning any reason at its own discretion.
11. Bihar Rural Livelihoods Promotion Society will not be responsible for any delay in submission of bids at <https://eproc2.bihar.gov.in> . Bids sent through Email or other method will not be accepted and such bids will be treated as non-responsive bids.
12. A Successful Bidder will be selected under Quality and Cost Based Selection Method (QCBS) (80:20), as per the procedures described in this RFP.

**Yours sincerely,**

Chief Executive Officer cum  
Mission Director  
Bihar Rural Livelihoods  
Promotion Society, Vidyut  
Bhawan, Patna.

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## **2 Abbreviations**

For the purpose of this RFP, the following table gives the Terminologies used and the reference to/definition of these terminologies.

| <b>S. No.</b> | <b>Terminology</b>     | <b>Reference To/Definition</b>   |
|---------------|------------------------|--|
| 1.            | BRLPS / JEEVIKA/CLIENT | Bihar Rural Livelihoods Promotion Society (JEEVIKA), Rural Development Department, Government of Bihar |
| 2.            | SSL                    | Secure Socket Layer  |
| 3.            | EMD                    | Earnest Money Deposit  |
| 4.            | HQ                     | Head Quarter   |
| 5.            | INR                    | Indian National Rupees   |
| 6.            | IPR                    | Intellectual Property Right  |
| 7.            | IT                     | Information Technology   |
| 8.            | O&M                    | Operation and Maintenance  |
| 9.            | PBG                    | Performance Bank Guarantee   |
| 10.           | ToR                    | Terms of Reference (referring to this document)  |
| 11.           | RFP                    | Request For Proposal (referring to this document)  |
| 12.           | SLA                    | Service Level Agreement  |
| 13.           | TPA                    | Third-Party Agency   |
| 14.           | SP                     | Service Provider   |
| 15.           | SRS                    | Software Requirement Specifications  |
| 16.           | PMT                    | Project Management Team  |

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### **3 Definitions**

The definitions of various terms that have been used as part of this RFP are as follows:

- ✓ **“IT Solution”** shall mean Study, Design, Development, Implementation and Operation & Maintenance of an MIS application.
- ✓ **“Contract/Agreement/Contract Agreement”** means the Agreement to be signed between the successful bidder and, including all attachments, appendices, all documents in corporate by reference there to together with any subsequent modifications, the RFP/ToR, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- ✓ **“Authorized Representative/ Competent Authority”** shall mean any person authorized by either of the parties i.e. Bidder and BRLPS.
- ✓ **“Bidder/ Agency/ Service Provider/ Solution Provider (SP) / System Integrator”** means the entity submitting their Bid Response.
- ✓ **/ IT Solution Partner/ Implementation Partner (IP)”** means any firm offering the solution(s), service(s) and/or materials as required in the ToR/RFP. The words Bidder/Agency/Service Provider/Solution Provider/Bidder/IT Solution Partner/ Implementation Partner (IP) when used in the pre-award period shall be synonymous with parties bidding for this ToR/RFP, and when used after the award of the Contract shall mean the successful party with whom BRLPS signs the agreement for rendering of services for implementation of this project.
- ✓ **“Party”** means Department or Bidder individually and “Parties” means BRLPS and Bidder, collectively.
- ✓ **“Proposal/Bid”** means the Technical and Commercial bids submitted for this project against this ToR/RFP.
- ✓ **“Terms of Reference (TOR)/Request for Proposal (RFP)”** means this document and its annexure and any other documents provided along with this ToR/RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/ or any combination of them.
- ✓ **“Requirements”** shall mean and include schedules, details, description, statements of technical data, performance characteristics and standards (Indian & International) as applicable and specified in the ToR/RFP.
- ✓ **“Default Notice”** shall mean the written notice of Default of the Agreement is sued by one Party to the other in terms hereof.
- ✓ Instruction having the force of law enacted or issued by the Central Government and/ or the State Government or regulatory authority or political subdivision of government agency.
- ✓ **“LOI”** means Letter of Intent, which shall constitute the intention of the Department to place the Purchase/ WorkOrder with the successful bidder.
- ✓ **“Termination Notice”** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.
- ✓ **“Department”** means Bihar Rural Livelihoods Promotion Society (JEEVIKA), Rural Development Department, Government of Bihar

#### **4 About JEEVIKA**

The Government of Bihar (GoB), through the Bihar Rural Livelihoods Promotion Society (BRLPS), an autonomous body under the Department of Rural Development, locally known as JEEVIKA with the objective of social & economic empowerment of the rural poor.

As a first step in the implementation of NRLM in the state, GoB has designated BRLPS as the State Rural Livelihoods Mission (SRLM) for implementation of NRLM in the state. This has been done in view of the successful experience of BRLPS in implementing a similar approach in the state over the last few years under the project – JEEVIKA.

The GoB is committed for poverty alleviation through building, supporting and sustaining institutions and enhancing their livelihoods.

#### **5 Background And Rationale**

JEEVIKA, a program of the Government of Bihar is aimed at the socioeconomic empowerment of rural households.

At the village level, 12–15 rural women come together to form a Self-Help Group (SHG). These groups are oriented to meet regularly and undertake financial savings and lend internally from the group’s common fund or corpus. The program provides small catalytic funding in form of a Community Investment Fund (CIF), initially to stimulate financial intermediation and build credit history of members. Locally identified resource persons called Community Mobilizers (CMs) facilitate the SHG meetings and maintain books of records. With a proven credit history and a small corpus generated by way of savings and interest, the SHGs are able to leverage larger credit amounts from banks. Within the village, 10–15 SHGs are federated into Village Organizations (VOs). The VOs act as an important interface between the local bank branch and the member groups and facilitate ongoing credit linkage through a Bank-Linkage Committee. The committee undertakes due monitoring of loans accessed by group members and follows up on timely repayments. The majority of the project funds like CIF get consolidated from SHGs at the VO level, which the federation revolves and redistributes based on demand raised from community members. This fuels a virtuous cycle of ongoing reinvestment into income-generating activities thereby enhancing incomes at the household level. Specialized financial products are also introduced at the VO level for members to access funds at differential interest rates for costly activities like purchase of food grains in a lean season or emergency health-related expenses. 25-24 VOs are further federated into larger Cluster Level Federations (CLFs). These federations act as large-scale financial intermediation platforms addressing a wide variety of financial needs of the community. CLFs monitor the overall financial health of member institutions and act as vital touchpoints for banks to reach out to the community. The community institutions also serve as enabling platforms for rural households to access a range of financial services including insurance and financing for producer



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organizations. Community Mobilisers undertake regular financial literacy and credit counseling with SHG members, orienting them on sound financial practices as well as new modes of financial transactions like digital and mobile banking.

JEEVIKA has mobilized more than 1.31 Cr rural households into more than 10.58 lakh Self-Help Groups further federated into nearly 70k VOs and more than 1600 CLFs. This large institutional platform has enabled the poorest sections of rural Bihar to collectively access banking services.

## 6 Pre-Bid queries and Department Responses

All queries related to this RFP should be submitted on email [proc.sp@brlps.in](mailto:proc.sp@brlps.in) and [spm.mis@brlps.in](mailto:spm.mis@brlps.in) or in writing to the address as mentioned in the Data Sheet. The mode of delivering written queries would be in hard copy on bidder's letter head or through email to the email ID mentioned in Data Sheet.

The bidder (s) shall have to should submit their bid queries in the following format only preferably in word format:

| Bidder's Request for Clarification              |   |                                     |
|---|---|-------------------------------------|
| Name & address of the Bidder Submitting queries | Name and Designation of Person submitting queries | Contact Details of the Organization |
|   |   | Telephone:                          |
|   |   | Fax:                                |
|   |   | Mobile:                             |
|   |   | E-Mail:                             |

| Sl. No. | Page, Section and Clause Reference of RFP | Content of RFP requiring Clarification(s) | Query of the Bidder |
|---------|---|---|---------------------|
|         |   |   |                     |
|         |   |   |                     |

BRLPS will endeavor to provide a timely response to all received enquiries and would provide information to the extent it is currently available to the best of the knowledge. However, any queries received after the prescribed timelines or not in the above format shall not be accepted or entertained.

## 7 Supplemental Information to the RFP

If BRLPS deems it appropriate to revise any part of this RFP or to issue additional information to clarify any section of this RFP, it may issue supplements/ amendments/addendums/corrigendum etc. to this RFP. All such supplements/amendments/addendums/corrigendum etc. shall be communicated through <https://eproc2.bihar.gov.in> and official website of BRLPS at [www.brlps.in/procurement/tender](http://www.brlps.in/procurement/tender). All such supplements/amendments/addendums/corrigendum etc. shall be a part of this RFP and the bidders shall ensure to submit their proposals accordingly at <https://eproc2.bihar.gov.in>.

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## **8 RFP Format**

This RFP provides Bid process and includes the scope of work for the bidder with regards to the Selection of Implementing Agency for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar for JEEVIKA, Department of Rural Development, Government of Bihar to facilitate the BRLPS in determining the solution provider for the requirements outlined in this RFP. The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the proposed service provider for the requirements outlined in this RFP.

## **9 Bid Response Preparation Costs**

The bidder will be responsible for all costs incurred in connection with the participation in this process, including, but not limited to, the cost incurred in conducting of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, providing any additional information required by Department to facilitate the evaluation process, and all such activities related to the RFP process. This RFP does not bind the Department to award a contract or to engage in negotiations.

## **10 Tender Document Fees & Earnest Money Deposit (EMD)**

Tender document fee will be Rs. 10,000/- (Rupees Ten Thousand only) (Non-Refundable) have to be deposited by the bidder through payment gateway available at <https://eproc2.bihar.gov.in>.

The bidders are required to submit the Earnest Money Deposit of INR 5,00,000/- (Rupees Five Lakhs only) through payment gateway available at <https://eproc2.bihar.gov.in>.

**Exemption of EMD to the Bidders may be given as per Bihar Financial rule amended time to time. Service provider claiming exemption must uploaded a Notarized Undertaking, "that if they withdraw bid after opening and do not accept work order or sign the contract or not complete the work assigned, they will be liable for debarment/blacklisting for a period of 03 years" otherwise their bid will be treated as non-responsive.**

EMD of the selected Bidder will be returned through eProc. portal without any interest, upon signing of the agreement and furnishing the Performance Security Deposit in form of Bank Guarantee / Demand draft in accordance with the provisions of this RFP.

The Earnest Money Deposit (EMD) furnished by all unsuccessful bidders will be returned through eProc. portal after signing of contract with the successful bidder.

The Bidder, by submitting its bid pursuant to this RFP, shall be deemed to have acknowledged and confirmed that BRLPS will not suffer loss and damage on account of withdrawal of its bid or for any other default by the bidder during the bid validity period.

EMD shall be forfeited and appropriated by the BRLPS hereunder or otherwise, under the following conditions:

- i. If a Bidder withdraws its bid, during the period of bid validity (only after the bid submission deadline) as specified in this RFP and as extended by the BRLPS from time to time
- ii. If the technically qualified bidder fails:
  - a. To sign the Agreement and/or
  - b. To furnish the Performance Security Deposit within the period prescribed in the Lol.

## **11 Preparation and Submission of Proposals**

The Proposal shall be submitted at <https://eproc2.bihar.gov.in> before deadline indicated above. The supporting document required for pre-qualification and Technical Evaluation Criteria and price format should only be uploaded at <https://eproc2.bihar.gov.in>.

Consortium or Joint venture shall not be allowed.

## **12 BRLPS Right To Terminate The Process**

BRLPS may terminate the bidding process at any time without assigning any reason. BRLPS makes no commitments express or implied, that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by the BRLPS.

BRLPS may invite the service provider for further discussions and negotiation towards the process of selection. The commencement of such negotiations does not, however, signify a commitment by the BRLPS to execute a contract or to continue negotiations. BRLPS may terminate negotiations at any time without assigning any reason.

## **13 Late Bids- <https://eproc2.bihar.gov.in> does not accept bid after deadline mentioned above.**

## **14 General Guidelines**

### **14.1 Conflict of Interest**

The service provider has an obligation to disclose to the BRLPS any situation of actual or potential conflict that impacts its capacity to serve the best interest of its client. Failure to disclose such situations may lead to the disqualification of the service provider or the termination of its Contract and/or sanctions by the Client.

Without limitation on the generality of the foregoing, the service provider shall not be hired under the circumstances set forth below:

- a) **Conflicting Activities:** Conflict between consulting activities and procurement of goods, works or non-consulting services: a firm that has been engaged by the Client to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation or implementation.
- b) **Conflicting Assignment:** Conflict among consulting assignments: a Bidder (including its Experts) or any of its Affiliates shall not be hired for any assignment that, by its nature, may conflict with another assignment of the Bidder for the same or for another Client.

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- c) Conflicting Relationship: Relationship with the Client's staff: a Bidder (including its Experts) that has a close business or family relationship with a professional staff of the BRLPS who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the client throughout the selection process and the execution of the Contract.

**14.2 Unfair Competitive advantage**

Fairness and transparency in the selection process require that the Bidders/ service provider or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided services related to the assignment in question. To that end, the Client shall indicate in the Data sheet and make available to all shortlisted Bidders together with this RFP all information that would in that respect give such Bidder any unfair competitive advantage over competing Bidders.

**14.3 Corrupt and Fraudulent Practices**

The client requires compliance with its policy in regard to corrupt and fraudulent practices. Further pursuance of this policy, Bidders/service provider shall permit and shall cause their agents, Experts, Sub-Bidders, sub-contractors, services providers, or suppliers to permit the Client to inspect all accounts, records, and other documents relating to the submission of the Proposal and contract performance (in case of an award), and to have them audited by auditors appointed by the Client.

**14.4 Eligibility**

The Client permits Bidders/ service provider to offer services for projects being undertaken by Client. Furthermore, it is the Bidder's/ service provider responsibility to ensure that its Experts, agents (declared or not), sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by the Client in the Applicable Guidelines.

**14.5 Period of Validity of Bids**

- The technical and commercial bids shall be valid for a period of **120 days** from the date of opening of bids.
- A bid valid for a shorter period will be rejected as non-responsive.
- BRLPS may solicit the bidder's/ service provider consent for an extension of the validity period for the bids. The request and the responses thereto shall be made in writing.

**14.6 Non-Conforming Bids**

Any bid may be construed as a non-conforming bid and ineligible for consideration if it does not comply with therequirements of this Terms of Reference/ Request for proposals.

**14.7 Amendment/Corrigendum Of Bidding Documents**

At any time prior to the deadline for submission of bids, the BRLPS, for any reasons, may modify the bidding documents and may issue supplements/amendments /addendums/corrigendum etc. to this RFP. All such clarifications/amendments/addendums/corrigendum etc. shall be available to the Bidders / service provider through <https://eproc2.bihar.gov.in> and official website of BRLPS at [www.brlps.in/procurement/tender](http://www.brlps.in/procurement/tender) and shall be part of this RFP as well as binding on the bidders/ service provider . The BRLPS, at its discretion,may extend the deadline for the submission of bids.

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#### **14.8 Language Of Bids**

The bids and all correspondence & documents shall be written in English. All bids and accompanying documentation will become the property of the BRLPS.

#### **14.9 Prices**

The prices shall be quoted as per the format (**EXCEL FORMAT**) available on <https://eproc2.bihar.gov.in>. The bids not conforming to the format shall be rejected. All the prices quoted should be in INR.

#### **14.10 Correction Of Errors**

Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted price will be entertained after the bids are submitted.

Arithmetic errors in bids will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. In case of discrepancy between total price and unit price, the amount in unit price shall govern. The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case the bid price shall govern.

#### **14.11 Rejection**

The bids liable to be rejected in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- Proposal not submitted in accordance with the guidelines mentioned in this document.
- During validity of the bid, or its extended period, if any, the bidder increases/decreases his quoted prices.
- The bidder qualifies the bid with his own term & conditions.
- Proposal is received in an incomplete form.
- Proposal is not accompanied with all requisite documents.
- Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly, or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- Financial bid is uploaded as part of technical bid.
- If the Bidder tries to influence the bid evaluation process by unlawful means at any point of time during the bid process.
- In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn before online opening.
- Blacklisted by Government of India ("GOI"), State Government or any other Government owned agency including quasi-Government Sector organization or company, for corrupt, fraudulent practices or reasons related to non-performance in any engagement on or before the date of opening of bid.

#### **14.12 Modification And Withdrawal Of Proposals**

No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiration of the bid validity period specified by BRLPS. Any modification or withdrawal of bid during this period shall result in the forfeiture of the EMD.

### **15 Bid Opening**

For venue and date for opening of online bid please refer to Data Sheet, however, the BRLPS reserves the right at all times to postpone or cancel a scheduled tender opening.

Bidders or their authorized representatives, who choose to witness the opening of bids, may remain

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present during the opening of bids through <https://eproc2.bihar.gov.in>.

**Confidentiality**

From the time the Proposals are opened to the time the Contract is awarded, the Bidder should not contact the Client on any matter related to its Technical and/or Financial Proposal evaluation. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to to any other party not officially concerned with the process, until the publication of the Contract award information.

Any attempt by shortlisted Bidders or anyone on behalf of the Bidder to influence the Client improperly in the evaluation of the Proposals or Contract award decisions may result in the rejection of their Proposal, and may be subject to the application of prevailing Client's sanctions procedures.

Notwithstanding the above provisions, from the time of the Proposals' opening to the time of Contract award publication, if a Bidder wishes to contact the Client on any matter related to the selection process, it should do so only in writing.

**Opening of Pre-Qualification and Technical Proposal through <https://eproc2.bihar.gov.in>.**

The Client's shall conduct the opening of the Pre-Qualification and Technical Proposals in the presence of the Bidders' authorized representatives who choose to attend. The opening date, time and the address are stated in the Date Sheet. The Financial Proposals of only those bidders will be opened who shall meet pre qualification criteria and score minimum technical score.

**Opening of Financial Proposals <https://eproc2.bihar.gov.in>.**

After the pre qualification and technical evaluation stage is completed, the Client shall notify the result through <https://eproc2.bihar.gov.in>.

Date of opening of financial proposals through <https://eproc2.bihar.gov.in> will share to all technically qualified bidder/ service provider through email.

**Taxes**

The Client's evaluation of the Bidder's Financial Proposal shall include all applicable taxes and duties in accordance with the instructions in the Data Sheet.

**Combined Evaluation**

The Bids shall be evaluated using QCBS (Quality and Cost Based Selection) method (80:20) as per the procedure given in the RFP. The total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the RFP. The Bidder achieving the highest combined technical and financial score will be declared as successful bidder for negotiations.

## **16 Negotiations and Award of Contract**

### **16.1 Negotiations**

The negotiations will be held at the date and address indicated in the Data Sheet with the Bidder's / service provider representative(s) who should have written power of attorney to negotiate and sign a Contract on behalf of the Bidder. The negotiations are concluded with a review of the finalized draft Contract, which then shall be initiated by the Client and the Bidder's authorized representative.

The Client shall prepare minutes of negotiations that are to be signed by the Client and the Bidder's/ service provider authorized representative.

If the negotiations fail, the Client shall inform the Bidder in writing of all pending issues and disagreements

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and provide a final opportunity to the Bidder to respond. If disagreement persists, the Client shall terminate the negotiations informing the Bidder of the reasons for doing so.

## **16.2 Award Criteria**

The Successful Bidder according to evaluation & further discussions and negotiation towards the process of selection in line with the Bihar Financial Rule and other guidelines of Government of Bihar published time to time will be considered for award of contract by the BRLPS.

## **16.3 Right To Accept / Reject Any or All Proposals**

Department reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at anytime prior to award of contract, without thereby incurring any financial or other liability to the affected bidders or any obligation to inform the affected bidders of the grounds for BRLPS decision

## **16.4 Notification Of Award**

Prior to the expiration of the validity period, BRLPS will notify the successful bidder in writing that its bid has been accepted.

In case the tendering process/ public procurement process has not been completed within the stipulated period, BRLPS may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance guarantee, BRLPS will promptly notify unsuccessful bidder/s through <https://eproc2.bihar.gov.in> and official website of BRLPS at [www.brtps.in/procurement/tender](http://www.brtps.in/procurement/tender). BRLPS shall not be bound to give reasons for rejection of any bid.

## **16.5 Contract Finalization and Award**

BRLPS will take approval from the competent authority as per procedure before allotment of project to successful bidder/ service provider and such award shall be subject to the Bihar Financial Rule and other guidelines of Government of Bihar published time to time

## **16.6 Deployment of Resources and Initiation of Work**

Successful bidder will have to deploy the team within 15 days of award of work from the BRLPS to start the project work which will be monitored on weekly basis through scheduled Work Plan and Progress Report.

## **16.7 Performance Bank Guarantee**

The Bidder, before signing of Contract, shall provide a Performance Guarantee (PG) amounting to 5% of the total contract value, within 10 working days from the date of Letter of Acceptance / Notification of Award. Performance Guarantee shall be in the form of Demand Draft or a Bank Guarantee from any Scheduled Commercial Bank in favor of Bihar Rural Livelihoods Promotion Society payable at Patna. The Bank Guarantee should be valid for a period of 18 months from the date of Letter of Acceptance/Notification of Award. The Performance Guarantee will be returned after a period of ninety (90) days beyond the date of completion of successful discharge of services and completion of contractual obligations of the Contract by the Bidder.

## **16.8 Signing Of Contract**

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After initial Notification of Award to the successful Bidder, Bidder shall execute the Contract with the BRLPS. The submission of Performance Bank Guarantee shall be a pre-condition for signing of the contract.

### **16.9 Term of the Contract**

The initial term of this Contract shall be for a period of One (1) year.

### **16.10 Failure To Agree with The Terms & Conditions of The RFP**

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award with forfeiture of EMD. Thus, the award of contract may be given to next highest-ranking bidder/service provider at lowest rate quoted rate.

## **17 Scope Of Work**

### **General Description of Scope of Work**

This is to Establish a robust Management Information System (MIS) with Analytics for Mahila Samvad activity being planned by JEEVIKA for Capturing the data from Mahila Samvad and provide dashboard with various reports by implementing a Management Information System (MIS) with Analytics and Decision Support System (DSS). The General scope of work includes:

- System Study, System Design, Development, Testing, Deployment, Training and Go live of a web based Management Information System (MIS) with Analytics using state of the art technologies.
- The selected Service Provider is required to perform a System Study, prepare an SRS and get the approval of the Client
- The MIS should be web based and mobile responsive.
- Design and Development of Android based Mobile Application for Data Capturing of Mahila Samvads
- The Web Portal shall be in English and Hindi
- Provide Hardware and Software specifications required for application to be deployed.
- Deploy the envisioned MIS Application at on Cloud as provided by JEEVIKA.
- Operation & Maintenance of the deployed application for 1 year after Go-Live (extendable further 1+1 year)
- One time Training on TOT Model to the users for Capacity building
- Support in completing User Acceptance Testing and Go-Live Activity.
- The web and app to support Hindi and English.

### **Functional of Scope of Work**

- The proposed solution should be developed such that it is modular for the ease of use and maintenance, it should be based on broadly three modules viz. Admin, Field Users and Report generation.
- The solution should facilitate in planning and scheduling of the Mahila Samvads
- Solution should cover all the functional areas of 'MAHILA SAMVAD' Activity, the interaction of the representatives at the grassroots level of the women folk on the village level.
- The Solution should cover the functional areas of a 'Maha Dalit Mandal' Meetings which will have the same functionality as the Mahila Samvad but will have a separate login and Dashboards.
- The solution should allow to upload the scanned copies of the documents being used during the Samvad.
- Various Analytic based Dash Boards and Reports for Management Review and Decision Making
- The reports be accessible on webpage and shall be exportable into spreadsheet and pdf.
- The reports should be designed such that it can be drilled down from District/ Block/ Panchayat to the village level.
- The Solution must be flexible enough to support multiple types of users and role based access to the various functionality and reports of the MIS System



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- The Solution must define access points, access control and usage framework for each category of user to meet their information requirements. Users may be classified based on their role.
- The proposed solution will store the data on State Data Centre or on Cloud as per the client requirement.

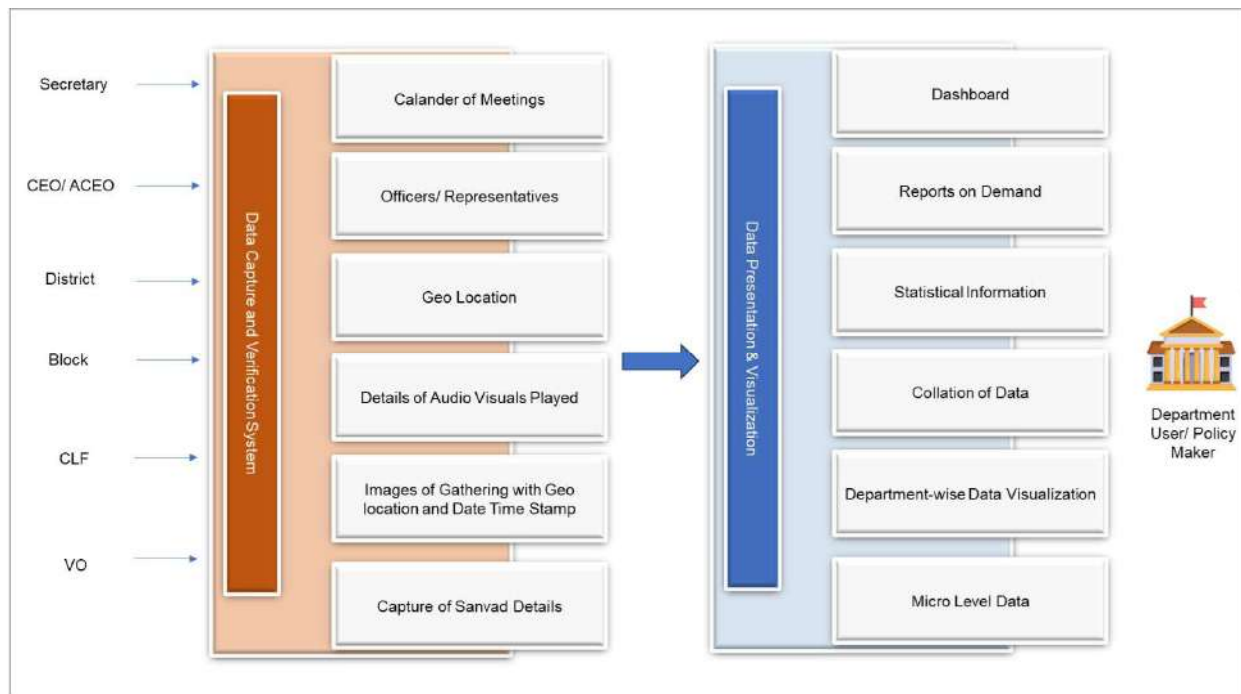
### Major Stakeholders / Users of the System

Following are the indicative users / roles of the proposed MIS Portal

- <State Level Users>
- <District Level Users>
- <Block Level Users>
- <Panchayat Level Users>
- <Other Departments Users>

### Brief Details of the System

#### Indicative Data & Process Flow



#### Details of Requirement:

In the State of Bihar, there are 38 districts, Blocks 534, Cluster Level Federations 1635, Panchayats 8100 around 75,000 Village Organizations (VO). The Government of Bihar is planning to conduct village / Panchayat level meetings through JEEVIKA, 'Mahila Samvad' consisting of women to have a dialogue with the community to enlighten them of the facilities and programs being provided by the government for the respective villages and also to understand the shortcomings and expectations of the people at the grassroots levels.

The proposed MIS solution should provide a comprehensive System to Plan and Conduct the propose Mahila Sanvads, Capture the Data from the Mahila Sanvads in a structured format so that the data can be used to prepare dashboards, analytical reports for assessing the needs of the people and decision making process. The proposed system should be developed to allow updates and upgrades to the functionality as the work progresses from the commencement of the meetings particularly for the data capturing activity and MIS Reports. The MIS System should support reports of all types such as graphical, heat-map, dashboard, tabular with drill-down facility to the most granular level, selectable criteria based reports. The Service Provider should keep the provision for addition /

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change of reports, data capture fields, etc under the maintenance of the MIS System. The system should have provision to upload the Digital Content such as Videos, Leaflets, Photos etc needed for the scheduled Mahila Sanvad and allow the stake holders to download the same from the MIS Portal through their logins. The solution should allow upload of multiple scanned documents from the venues of Mahila Samvad proposed to be conducted at VO level.

The Solution should be designed such that there is a separate login for Maha Dalit Mandal for the data capture and reporting of similar meetings like Mahil Sanvad.

Following are some of the Modules envisaged in the proposed system. However, the selected Service Provider shall carryout a detailed study of the requirements, prepare SRS with the final requirements and signed off by the Client and Service Provider.

**Planning / Scheduling Module:**

The planning module includes the functionality and forms needed for planning and scheduling the Mahila Sanvads, tracking, monitoring, modifications / changes of the meetings etc.

The System should provide a calendar based form to plan the meetings and should facilitate to capture the following details for each meeting:

- Date of Mahila Sanvad
- Name of VO
- Name of CLF
- Venue of Mahila Samvad
- Name of Block (choose from dropdown)
- Name of Village (choose from dropdown)
- Name of Gram Panchayat (choose from dropdown)
- Name of Team Leader (TM) (choose from dropdown)
- Name of Community Mobilizer (CM) (choose from dropdown)
- Name of Community Resource Person (choose from dropdown)
- Name of Government/ Line Department and its Representative (choose from dropdown)
- Mobile numbers and email IDs of all the stake holders are to be mapped into the system
- Upon confirmation of a meeting schedule, a notification should be sent to all the stake holders in the form of eMail / SMS / WhatsApp as per the configured and integrated communication methodology.
- A periodic reminder and/or status notifications shall also be sent to the stake holders as per the agreed intervals with the Client.
- AI/ML enabled search or system to be developed to provide ease of access to users.
- <Data points may increase/decrease>

The Client will provide the master data of all the stake holders to onboard them and create credentials to them. The agency will provide the provision to map the details from front end too, if required for preparation of Master data.

The system should display the meetings linked to the user in the home scree on the user logged on. The user should be able to drill down from the calendar to the meeting information and update the details within their access permissions.

**Meeting Proceedings:**

**Status of the Meetings:**

- The system should provide a form to update the status of the scheduled meetings – Started / ongoing /

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completed / minutes uploaded etc.

- While updating the status using Mobile App, the system should capture the Geo Coordinates of the Meeting location in real-time and store for the future reference.
- The system should have provision to upload photos of the meeting.
- Meeting completed status update shall capture the details such as
  - Date of Mahila Sanvad took place
  - Geolocation of the Mahila Sanvad (from Mobile App)
  - Details of the stake holders attender
  - Number of attendees in the audience
  - Images of the gathering with Geolocation and Date & Time Stamp
  - Confirmation of Audio Visuals played and other related activities.
  - Confirmation of discussions of schemes run by the government
  - For attendance purposes a group photo of the team shall be uploaded with Geolocation and Date Time Stamp after each Sanvad.

Feedback from the audience shall be captured by the team members on paper which will be scanned and uploaded.

The feedback shall be digitized on the subsequent day and a provision to Edit/ Modify will be provided to the TL before it can be Submitted by Him/ Her.

**Meeting Minutes Capturing:**

The stake holder designated for update of the meeting minutes shall get access the form. The stake holder can navigate to the form from the meeting scheduled or select the meeting from the form through dropdown lists.

The module should be designed such that it is 'Progressive' in nature i.e. new questions and corresponding answers can be added to the list which can be then used in the forthcoming Mahila Sanvads.

The meeting minutes shall be grouped into various categories based on the departments etc.

The solution should be user-friendly for data entry. The form will have Questions with multiple answers possible for the question from which one / more of the answers to be selected. This is to ensure that there are no mistakes in data entry. If the answer is not available in the given list, the operator will select 'other' option enter free text in the provided text box. These kind of questions will be flagged to the Program Management Team and the program management team will frame an answer and add to the question, which will be updated in the form thereafter. The Form will also provide an option to choose if any of the feedback from the meeting is not covered in the questions filled in in the firm. If yes, then the option for entering the details in a text box will be enabled. These detailed will be flagged to the Programmed management team to look into and frame a relevant question with answers if needed. The new questions with answers will be updated in the minutes capturing form and the same will be made available thereafter to the field data entry.

The solution shall have a facility to allow the data entry operator to upload the feedback received from the participants of the Mahila Sanvad in the form of a scanned copy of the paper form as well.

The Feedback Capturing questions shall be grouped in to categories, such as

- (i) Entitlement
- (ii) Livelihood
- (iii) Public, Goods Services, Resource Development
- (iv) Social Development & Planning
- (v) Each Line Department etc

Each will have a Subcategory such that it can be linked to a specific department such that a suggestions/compliance can be drawn in the form of reports and shared with specific departments. This will also help in Good Governance. A login

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad** shall be provided to each Line Department to view a feedback for that particular department.

This module will also be made available for the Maha Dalit Mandal (MDM) meetings.

The solution should have the intelligence to run on suggestions from the Mahila Samvad as well as the Maha Dalit Mandal meetings and to collate concerns of a similar nature to make it easy for the authorities to make informed decisions.

**Pending meetings:**

Details of Pending meetings shall be made available, the details will be similar to the Planned meetings.

**Pending meetings:**

The System should allow the stakeholders to re-schedule the meetings up to one day before the commencement of the meeting.

**Content Module:**

The Admin/ Authorized user will be able to upload Information, Education & Communication (IEC) content on the Portal which can be then downloaded by the users in the field, this will give control on managing the content from a central location. The IEC content will comprise of Videos, Leaflets, Posters, PDF Documents etc.

**Reports Module:**

A Report Module is to be made available where the user shall be able to access the report on a District level but should be able to drill down to Block/ Panchayat and to the village level. The user should be able to draw reports for various departments on Entitlement, Livelihood, Public, Goods Services, Resource Development, Social Development & Planning.

The Reporting module should allow the users to select the required criteria and generate the reports as necessary.

The system should be able to export the reports into EXCEL, PDF formats.

**Data Analytics:**

The System should have built in data analytics capabilities for preparing and display of various analytical reports in order to assist the government to make decisions based on the analysis of the data received out of the meetings. The parameters to include in the analysis and reporting formats and structure shall be discussed with the Service Provider during the implementation and in the duration of the project.

**Dashboard:**

The Dashboard shall have the various reporting views such as Graphs, tables, Calendar etc for the ease of understanding. The user should be able to drill down to the micro details from the dashboard.

**Calendar view:**

Apart from the Dashboard the details of the meetings shall be made available as a calendar such that the details are available on clicking on a date.

A login shall be provided to each Line Department so that they can view suggestions for their department.

**Table view:**

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A table view should be provided such that all the districts are listed and meetings Completed, Planned and Pending are listed against each district.

The solution should have a functionality to drill down each (Completed/ Planned /Pending) from District/Block/ Panchayat to Village levels

The Dashboard should show a Birds Eye View of the meetings but should have the capability to drill down from State/ District/ Block/ Panchayat to Village levels and display

- Successful meetings
- Planned meetings
- Pending meetings

The report should allow to drill down till the full details of a given meeting.

Similar reports for Planned and Pending meetings shall be available.

The solution should be designed such as the following can be incorporated with ease:

**Roll based users:**

The Administrator should be able to do the following:

- The solution should have provision for Add/ Delete/ Modify a database of the details of
  - Nodal Officers
  - Facilitators
  - Line Department Nodal Officers
  - Frontline Workers
  
- Creation of Login - A provision to create login at each level should be provided
  - Department level
  - District level
  - Block level
  - Panchayat level
  - Village level

**Integration the solution for WhatsApp and SMS gateway:**

The solution should be integrated to WhatsApp / SMS / eMail gateways as may be required to push messages / notifications to the concerned stakeholders on selected events. The Client will provide the stake holders for each instance / event to whom the notifications should go and the content of such notification.

**Mobile Application:**

The service provider should develop an Android based Mobile Application for the stake holders to access the system through the mobile application. The Mobile App shall facilitate to Scheduling of Meetings, update Meeting Status, downloading of Information and Communication content for the meetings, upload of feedback forms and the meeting outcome etc. The functionality to be implement in the mobile application shall be finalized during the SRS preparation with mutual agreement of the Client and Service provider.

**General Requirement of the System:**

System shall provide User Interface with the following features:

- Unified, easy, flexible and user-friendly interface
- Homogenous keyboard use, screen layout and menu operations with Graphic User Interface (GUI) support.

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- UI suitable for non-technical users and IT experts
- Capability to setup logic, to trap conditions to pop messages in response to conditions like logical data entry errors, certain conditions etc.
- Confirmation/warning windows for delete, changes etc.
- Consistent screen layouts and access methods across all modules for the same look and behavior
- Page and Application should be mobile-responsive.

**Information to design and size the Proposed System:**

The system should be designed and the IT Infrastructure should be proposed to meet the performance needs of the Client to handle the activity and data as detailed below.

- Total Number of Meetings to be Conducted – approximately 1,20,000, of which approximately 80,000 meetings will be conducted by JEEVIKA and 40,000 meetings will be conducted by SC/ST Welfare Dept.
- Number of meetings that can be scheduled for a given Day – Around 16,000.
- Number of Photos to be uploaded for each meeting – Minimum of 5 photos with Geo Tagging for each meeting using mobile application.
- The Meetings campaigning is expected to happen for about 2 to 3 months
- Total Number of Departments included in the Meetings for which the relevant data will be captured – will be based on data points.(Approx, 15 depts.)
- Total Number of People needs login accounts to access the Portal – one per VO and approximately 20,000 users at various levels and each user will have to get access as per their defined role.
- Each meeting will be conducted by a team comprising of:
  - Team Leader – <Add Position of the resource handling this>
  - <Add Members>
  - <Add Members>
  - Multiple add-ons
- It is estimated that approximately 300 data points will be captured and entered into the MIS System in the form of Questions and Answers. Each question will have multiple answers and each question may lead to ancillary questions based on the answer chosen. The actual number may increase or decrease. (Sample/indicative document may referred).
- The system should have the provision to add new questions, additional answers to a given question etc. as the meetings progresses.
- The data points may increase or decrease by 20% during the actual requirement gathering and finalization of agreement.

## **18 Training & Hand-Holding**

A comprehensive training/hand-holding to train the trainer model has to be conducted at BRLPS office in Patna or as advised by the BRLPS at the time of issuing the Lol/Work Order. The same will be Classroom-based and instructor led or through virtual means. The bidders may mention the plan for the same in their proposal documents.

**All infrastructure related to the same like seating space, air conditioning, IT infrastructure etc. will be provided by the service provider along with list & profile of audiences.** A comprehensive training plan should be presented by the bidder/service provider in its proposal document/presentation.

## 19 Data Migration

There would be several records in various existing masters present in various independent initiatives which may need to be migrated/ mapped database. The exact size and format will be shared with the successful Bidder. The selected Bidder needs to migrate the data needed for the intended program of Mahila Samvad. It may be noted that this data might not be clean and formatted & therefore refinement/ re-structuring might be required in order to map the database with existing tables.

## 20 Approach & Methodology

Bidders are advised to follow an incremental iterative approach keeping in view the evolving and dynamic nature of the requirement. However, the bidders are free to use their development and project management methodology, though usage of Agile model will be preferred.

## 21 Operation And Maintenance

The various activities to be performed by the Solutions Partner during this phase are mentioned as below but are not limited to:

- ✓ The Solution Provider will be required to regularly update, operate and maintain the complete end-to-end solution for a period of **One (1) years** after Successful implementation/UAT.
- ✓ The Service Provider will be required to provide Technical Support for the applications not limited
  - Resolution of bugs & issues including bug fixing, and improvements in presentation and/ or functionality.
  - Provide the latest updates, patches/fixes, version upgrades relevant to the solution.
  - Software version control and software documentation management reflecting features and functionality of the solution.
  - Installation of the necessary patches and application upgrades.
- ✓ To look after the database and data security-related matters and to maintain security features.
- ✓ The Service Provider will be responsible for regularly updating, operating & maintaining the Solution.
- ✓ The Service Provider should depute a Project Coordinator to work at the office of JEEVIKA at Patna on fulltime basis during the period of maintenance for better coordination. The Price quoting for the maintenance of the Portal after Go-Live should include the cost of this resource also.

## 22 Hosting Infrastructure

The solution should be hosted on the State Data Center or on Cloud as directed by the BRLPS.

- The application would be hosted on the State Data Center or on Cloud as directed by the BRLPS
- The Bidder shall provide the details of the size/specifications required for deploying the proposed solution in State Data Center / Cloud.
- Support for hosting the application & coordination with the Data Centre Team is under the purview of the Service Provider, however, BRLPS would liaison and facilitate smooth working relations between the Data Center Team and the Service Provider.
- **It is required by the bidders to quote for hosting the solution on a Cloud. The Bidder should quote the price separately in the Commercial Bid form, and the same will not be considered for Financial Evaluation. If BRLPS decides to host the Solution on cloud as quoted by bidder, negotiation may be held with successful bidder.**

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### **23 Delivery Timelines**

Bidders are advised to follow an incremental iterative approach keeping in view the evolving and dynamic nature of the requirement. Complete scope will be divided into phases, each phase is envisaged to be undertaken as per the below plan which will include requirement gathering, SRS Preparation, Design, development, deployment, UAT and Go Live, Training.

| S. No. | Item Particulars  | Timelines (Week;<br>T= date of Contract ) |
|--------|---|---|
| 1      | System Study & Submission and Acceptance of SRS   | T+2 Weeks                                 |
| 2      | Development of MIS application for Phase I (Alpha Version) along with the Mobile App (Alpha Version)  | T+6 Weeks                                 |
| 3      | Development of Application Software (Final Version), Deployment in Data Center along with the Mobile App (Final Version), and Offer for UAT | T+8 Weeks                                 |
| 4      | Completion of UAT and Go-Live   | T+10 Weeks                                |



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Formats for Mahila Samvad. Data points are indicative, it may increase or decrease. The number of pages for each format may also increase/decrease. The formats are indicative in nature.

**Attached as Annexure to this RFP**

**24 Pre-Qualification**

**24.1 Pre-Qualification Proposal Criteria and Documents Required**

| <b>S No</b> | <b>Criteria</b>                         | <b>Pre-qualification Criteria Description</b>   | <b>Required Documents</b>   |
|-------------|---|---|---|
| 1           | Incorporation of the Firm, Legal Entity | The bidder should be a single Business Entity, a registered company in India under the Companies Act 1956 and should be in existence and operational in IT / ITES Business for at least 05 years as of date of publishing of the Tender Notice.   | Self-attested copy of Incorporation / Registration Certificate of the company/ a Firm/ Limited Liability Partnership.   |
| 2           | Financial Strength                      | <p>The Bidder should have a minimum average annual turnover of INR 10 Crores (Rupees Ten Crores only) in the business of IT / ITES in the following consecutive three financial years (2020-21, 2021-22, 2022-23 &amp; 2023-24).</p> <p>In case Audited Financials are not available for the Financial year 2023-2024, then the Bidder should submit the details for the financials years 2020-21, 2021-22 &amp; 2022-23 and the same will be considered to fulfil this criteria.</p> <p><b>Note:</b> Turnover of any parent, subsidiary, associate or other related entity will not be considered.</p> | <p>Audited Financial Statements (Balance Sheet and P&amp;L Audited by a Certified Chartered Accountant) for the following 3 (three) financial years 2020-21, 2021-22 &amp; 2022-23 or 2021-22, 2022-23 &amp; 2023-24 of the Bidder.</p> <p>Certificate from a registered Chartered Accountant (CA) certifying the turnover of the bidder.</p> |
| 3           | Net worth                               | <p>The Bidder should have positive net worth during each of the following three financial years (FY 2021-22, 2022-23 &amp; 2023-24).</p> <p>In case Audited Financials are not available for the Financial year 2023-2024, then the Bidder should submit the details for the financials years 2020-21, 2021-22 &amp; 2022-23 and the same will be considered to fulfil this criteria.</p> <p><b>Note:</b> Net worth of any parent, subsidiary, associate or other related entity will not be considered.</p>  | <p>Certificate from a registered Chartered Accountant (CA) certifying the Net Worth of the company during following 03 (three) financial years 2020-21, 2021-22 &amp; 2022-23 or 2021-22, 2022-23 &amp; 2023-24 of the Bidder.</p>  |

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| <b>S No</b> | <b>Criteria</b>  | <b>Pre-qualification Criteria Description</b>  | <b>Required Documents</b>   |
|-------------|--|--|---|
| 4           | Past Experience of Design, Development and implementation of e-Governance / IT projects. | The Bidder should have experience of at least one ongoing / implemented / completed project in Design, Development & Rollout of e-Governance / IT Solution with scope of work containing Web Portal, MIS Reports for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years i.e FY 2019-20 to 2023-24 from the last date of submission of bid.    | Copy of Work Orders / Contracts along with Completion Certificates / Go-Live certificates / Self-Certificate signed by Authorized Signatory for On-going projects.<br><br>Details of the projects to be submitted in the format "Form -4"   |
| 5           | Local Presence   | The Bidder should have presence in Bihar in the form of a registered office / branch / project office in the State of Bihar before signing of the contract. If the Bidder does not have any registered office/branch/project office at the time of Bid Submission, the Bidder should give an undertaking that it will establish its presence before issuance of Work Order/Contract Agreement. | Self-Attested copy of Documentary evidence of Local Presence.<br>OR<br>Self-certificate declaring the local presence duly signed by Authorized Signatory.<br>OR<br>Self-certificate declaring establishing a regional office at Patna, Bihar duly signed by Authorized Signatory. |
| 6           | Blacklisting   | The Bidder should not have been blacklisted by any State / Central Government Departments / Organizations / PSUs in India or by any agencies Globally for corrupt, fraudulent or any other unethical business practices or for any other reason with in last 5 years i.e FY 2019-20 to 2023-24 from the last date of submission of bid.  | Self-certified Undertaking on the company's letter head by its authorized signatory as per the format "Form - 6" attached with this RFP<br><br>This should be duly notarized by a notary public.  |
| 7           | Certifications   | The Bidder should have the following certifications.<br>1. ISO 9001<br>2. ISO 27001  | Self-attested copy of certificates valid as on last date of bid submission.   |
| 8           | GST Registration and PAN Card  | The Bidder shall be registered for GST and shall have valid PAN number.  | Self-certified copies of GST registration certificate and PAN card.   |
| 9           | Power of Attorney  | Power of attorney to authorized signatory for signing of proposal.   | Power of Attorney duly executed and notarized.  |
| 10          | Certificate of no deviation  | Certificate of no deviation of terms and conditions of the RFP.  | Self-Certificate of no deviation duly signed by Authorized Signatory.   |
| 13          | EMD  | EMD as per the details given in ITB  | Details of EMD submitted online.  |

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

**24.2 Pre-qualification Proposal Submission Form (To be uploaded on eproc portal)**

[On the Letter head of the Bidder]

Ref:

Date:

**To,  
Name & Address of Client**

**Sub: Pre-qualification Proposal Submission**

**Ref: RFP Ref No.:** \_\_\_\_\_ **Dated:** \_\_\_\_\_ )

Dear Sir / Madam,

I am pleased to submit our Pre-qualification proposal for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar and that

1. That all documents and Information's furnished are correct in all respects to the best of my knowledge and belief.
2. That I have not suppressed or omitted any information as desired in RFP document "If found faulty/ improper, BRLPS can act against us by disqualifying/ debarring in the bid".
3. I agree to keep this offer valid for 120 (One Hundred and Twenty) days from the due date for submission of the proposal as specified in the RFP.
4. I hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority and/ or the Government of Bihar in connection with the selection of Bidder or in connection with the Selection Process itself in respect of the above mentioned in the RFP.
5. I agree and understand that the Proposal is subject to the provisions of the RFP document. In no case, shall I have any claim or right if the proposal is not opened or rejected.
6. In the event of my firm being selected for executing the work, I agree to enter into a Contract in accordance with the conditions of the RFP. We agree not to seek any changes in the aforesaid form and agree to abide by the same.
7. The Technical and Financial Proposals are uploaded at designated place at eproc portal
8. This Pre-Qualification Proposal read along with the Technical Proposal & Financial Proposal shall constitute our response to the RFP which shall be binding on us.
9. We understand you are not bound to accept any Proposal you receive.

In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP Document.

(Signature and Seal of bidder)

<Name of the person>, In the capacity of <Position of the person signing>

Duly authorized to sign the Tender Response for and on behalf of <Name of Company & Address>

Date:

Place:

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

**24.3 Pre-qualification checklist**

The pre-qualification bid must contain documentary evidences and supporting information to enable the Client to evaluate the eligibility of the Bidder without any ambiguity.

| <b>S No</b> | <b>Criteria</b>                         | <b>Pre-qualification Criteria Description</b>  | <b>Required Documents</b>  | <b>Compliance (Yes / No)</b> | <b>Reference Page #</b> |
|-------------|---|--|--|------------------------------|-------------------------|
| 1           | Incorporation of the Firm, Legal Entity | The bidder should be a single Business Entity, a registered company in India under the Companies Act 1956 and should be in existence and operational in IT / ITES Business for at least 05 years as of date of publishing of the Tender Notice.  | Self-attested copy of Incorporation / Registration Certificate of the company/ a Firm/ Limited Liability Partnership.  |                              |                         |
| 2           | Financial Strength                      | <p>The Bidder should have a minimum average annual turnover of INR 10 Crores (Rupees Ten Crores only) in the business of IT / ITES in the following three financial years (2021-22, 2022-23 &amp; 2023-24).</p> <p>In case Audited Financials are not available for the Financial year 2023-2024, then the Bidder should submit the details for the financials years 2020-21, 2021-22 &amp; 2022-23 and the same will be considered to fulfil this criteria.</p> <p><b>Note:</b> Turnover of any parent, subsidiary, associate or other related entity will not be</p> | <p>Audited Financial Statements (Balance Sheet and P&amp;L Audited by a Certified Chartered Accountant) for the following 3 (three) financial years 2020-21, 2021-22 &amp; 2022-23 or 2021-22, 2022-23 &amp; 2023-24 of the Bidder.</p> <p>Certificate from a registered Chartered Accountant (CA) certifying the turnover of the bidder in Form - 5</p> |                              |                         |

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

| S No | Criteria   | Pre-qualification Criteria Description   | Required Documents   | Compliance (Yes / No) | Reference Page # |
|------|--|--|--|-----------------------|------------------|
|      |  | considered.  |  |                       |                  |
| 3    | Net worth  | <p>The Bidder should have positive net worth during each of the following three financial years (FY 2021-22, 2022-23 &amp; 2023-24).</p> <p>In case Audited Financials are not available for the Financial year 2023-2024, then the Bidder should submit the details for the financials years 2020-21, 2021-22 &amp; 2022-23 and the same will be considered to fulfil this criteria.</p> <p><b>Note:</b> Net worth of any parent, subsidiary, associate or other related entity will not be considered.</p> | <p>Certificate from a registered Chartered Accountant (CA) certifying the Net Worth of the company during following 03 (three) financial years 2020-21, 2021-22 &amp; 2022-23 or 2021-22, 2022-23 &amp; 2023-24 of the Bidder in Form - 5</p>    |                       |                  |
| 4    | Past Experience of Design, Development and implementation of e-Governance / IT projects. | <p>The Bidder should have experience of at least one ongoing / implemented / completed project in Design, Development &amp; Rollout of e-Governance / IT Solution with scope of work containing Web Portal, MIS Reports for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid.</p>   | <p>Copy of Work Orders / Contracts along with Completion Certificates / Go-Live certificates / Self-Certificate signed by Authorized Signatory for On-going projects.</p> <p>Details of the projects to be submitted in the format "Form -4"</p> |                       |                  |

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

| <b>S No</b> | <b>Criteria</b> | <b>Pre-qualification Criteria Description</b>   | <b>Required Documents</b>   | <b>Compliance (Yes / No)</b> | <b>Reference Page #</b> |
|-------------|-----------------|---|---|------------------------------|-------------------------|
| 5           | Local Presence  | The Bidder should have presence in Bihar in the form of a registered office / branch / project office in the State of Bihar before signing of the contract. If the Bidder does not have a present at the time of Bid Submission, the Bidder should give an undertaking that it will establish its presence before issuance of Work Order. | Self-Attested copy of Documentary evidence of Local Presence.<br>OR<br>Self-certificate declaring the local presence duly signed by Authorized Signatory.<br>OR<br>Self-certificate declaring establishing a regional office at Patna, Bihar duly signed by Authorized Signatory. |                              |                         |
| 6           | Blacklisting    | The Bidder should not have been blacklisted by any State / Central Government Departments / Organizations / PSUs in India or by any agencies Globally for corrupt, fraudulent or any other unethical business practices or for any other reason with in last 5 years from the last date of submission of bid.                             | Self-certified Undertaking on the company's letter head by its authorized signatory as per the format "Form - 6".<br><br>This should be duly notarized by a notary public.  |                              |                         |
| 7           | Certifications  | The Bidder should have the following certifications.<br>1. ISO 9001<br>2. ISO 27001   | Self-attested copy of certificates valid as on last date of bid submission.   |                              |                         |

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

| <b>S No</b> | <b>Criteria</b>               | <b>Pre-qualification Criteria Description</b>                           | <b>Required Documents</b>   | <b>Compliance (Yes / No)</b> | <b>Reference Page #</b> |
|-------------|-------------------------------|---|---|------------------------------|-------------------------|
| 8           | GST Registration and PAN Card | The Bidder shall be registered for GST and shall have valid PAN number. | Self-certified copies of GST registration certificate and PAN card.                         |                              |                         |
| 9           | Power of Attorney             | Power of attorney to authorized signatory for signing of proposal.      | Power of Attorney duly executed and notarized. In the format FORM - 2                       |                              |                         |
| 10          | Certificate of no deviation   | Certificate of no deviation of terms and conditions of the RFP.         | Self-Certificate of no deviation duly signed by Authorized Signatory in the format FORM - 3 |                              |                         |
| 11          | EMD                           | EMD as per the details given in ITB                                     | Details of EMD along with the original document.  |                              |                         |

## 25 Technical Proposal

### 25.1 Proposal Submission Form (To be uploaded on eproc portal)

[On the Letter head of the Bidder]

Ref No:

Date:

To

Name and address of the client

Subject: Submission of Technical Proposal in response to your RFP for "Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar"

Ref: RFP No. \_\_\_\_\_ Date \_\_\_\_\_

Dear Sir,

We, the undersigned, offer to provide the services for "Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar" in accordance with your Request for Proposals (RFP) RFP. No. \_\_\_\_\_ dated \_\_\_\_\_ and our Proposal being submitted in response to the RFP.

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 and/ or may be sanctioned by the Client.
- (b) Our Proposal shall be valid and remain binding upon us for a period of 120 days from the last date of submission of the Bid.
- (c) We have no conflict of interest in accordance with RFP.
- (d) We meet the eligibility requirements as stated in the RFP, and we confirm our understanding of our obligation to abide by the Client's policy in regard to corrupt and fraudulent practices as per RFP.
- (e) We are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the Client.
- (f) 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 India.
- (g) Except as stated in the RFP, we undertake to negotiate a Contract on the basis of the Proposal we submit.
- (h) 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 indicated in the Data Sheet.

We understand that the Client is not bound to accept any Proposal that the Client receives.

For and on behalf of \_\_\_\_\_

(Signature and Seal of bidder)

<Name of the person>, In the capacity of <Position of the person signing>

Duly authorized to sign the Tender Response for and on behalf of <Name of Company & Address>

Date:

Place:



**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

**Technical Proposal Check List**

The Bidder is required to provide the details and documentation as per the below check list as part of their Technical Proposal Response to the RFP.

| <b>S No</b> | <b>Criteria</b>   | <b>Required Documents</b>  | <b>Compliance (Yes / No)</b> | <b>Page # in the Technical Proposal</b> |
|-------------|---|--|------------------------------|---|
| 1           | Financial Strength  | <p>Audited Financial Statements (Balance Sheet and P&amp;L Audited by a Certified Chartered Accountant) for the following 3 (three) financial years 2020-21, 2021-22 &amp; 2022-23 of the Bidder.</p> <p>In case Audited Financials are not available for the Financial year 2023-2024, then the Bidder should submit the details for the financials years 2020-21, 2021-22 &amp; 2022-23 and the same will be considered to fulfil this criteria.</p> <p>Certificate from a registered Chartered Accountant (CA) certifying the turnover of the bidder in the format "FORM-5"</p> |                              |   |
| 2           | The Bidder should have experience of at least one ongoing / implemented / completed project in Design, Development & Rollout of e-Governance / IT Solution with scope of work containing Web Portal, MIS Reports for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid. | <p>Copy of Work Orders / Contracts along with Completion Certificates / Go-Live certificates / Self-Certificate signed by Authorized Signatory for On-going projects</p> <p>Submit project details as per format the "FORM -4"</p>   |                              |   |

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

| <b>S No</b> | <b>Criteria</b>  | <b>Required Documents</b>   | <b>Compliance (Yes / No)</b> | <b>Page # in the Technical Proposal</b> |
|-------------|--|---|------------------------------|---|
| 3           | The Bidder should have experience of at least one ongoing / implemented / completed project in Design, Development & Rollout of e-Governance / IT Solution with Web Portal, Mobile App, SMS Alerts, Hosting and Maintenance for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid. | Copy of Work Orders / Contracts along with Completion Certificates / Go-Live certificates / Self-Certificate signed by Authorized Signatory for On-going projects<br><br>Submit project details as per format the "FORM -4" |                              |   |
| 4           | The Bidder's certifications.<br>1. ISO 9001<br>2. ISO 27001<br>3. CMMi Level 3 or above  | Self-attested copy of certificates valid as on last date of bid submission.   |                              |   |
| 5           | Proposed Solution:<br>Bidders must demonstrate their understanding of the RFP requirements<br><br>Bidder should provide details Solution Approach and Methodology, Proposed Solution   | Submit Technical Proposal details as per FORM -7  |                              |   |

## 26 Financial Proposal

### 26.1 Financial Proposal Submission Form

**[PLEASE DO NOT SUBMIT HARD COPY OF FINANCIAL PROPOSAL SUBMISSION FORM. THIS FORM IS AVAILABLE ON E-PROC. PORTAL ALONG WITH THE PRICE PROPOSAL FORMAT].**

Ref No:

Date:

To

Name & Address of the client

Subject: Submission of Financial Proposal in response to your RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar

Ref: RFP NO. \_\_\_\_\_ and Date \_\_\_\_\_

Dear Sir,

We, the undersigned, offer to provide the services for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar in accordance with your Request for Proposal, RFP Ref no. \_\_\_\_\_ dated \_\_\_\_\_ and our Technical Proposal.

Our attached Financial Proposal is for a total sum of Rs. \_\_\_\_\_ [Insert amount(s) in words and figures].

Price and Validity: All the prices that shall be quoted during bid submission are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions are valid for a period of 120 calendar days from the last date for submission of the Proposal.

We hereby confirm that the quoted amount is exclusive of the local taxes such as GST as per the terms stated in the RFP, which shall be identified during negotiations and shall be added to the above amount.

We hereby confirm that the price quoted is in accordance with all requirements, instruction, terms and conditions and procedures included in RFP documents.

We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the Proposal is true and correct to the best of our knowledge and belief.

We understand that our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in the Data Sheet.

We confirm that no deviations are associated with financial offer.

We confirm that we have submitted the information as required by the Client in the RFP. In case the Client require any other further information/documentary proof in this regard before evaluation of our Bid, we agree to furnish the same in time.

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

We understand you are not bound to accept any Proposal you receive. We remain,

For and on behalf of \_\_\_\_\_

(Signature and Seal of bidder)

<Name of the person>, In the capacity of <Position of the person signing>

Duly authorized to sign the Tender Response for and on behalf of <Name of Company & Address>

Date:

Place:

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

**26.2 Financial Proposal - Form - A**

**Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar**

| Sl. No.              | Component   | Quantity | Unit Price  | Price (Before GST) | GST % | GST Amount | Total Price (Inclusive of GST) |  |
|----------------------|---|----------|---|--------------------|-------|------------|--------------------------------|--|
|                      | A   | B        | C   | D = B * C          | E     | F = D * E  | G = D + F                      |  |
| 1.                   | Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar till Go-Live as per the Scope of work given in the RFP | 1        | <p align="center"><b>PLEASE DO NOT FILL RATES HERE.</b></p> <p align="center"><b>A SEPARATE SHEET IN EXCEL FORMAT IS AVAILABLE ON <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> TO QUOTE RATES.</b></p> |                    |       |            |                                |  |
| 2.                   | Training of the Master Trainers – One time Activity   | 1        |   |                    |       |            |                                |  |
| 3.                   | Maintenance of the Application including Updates, minor changes, new reports etc per Month after Go-Live  | 12       |   |                    |       |            |                                |  |
| <b>Total of Cost</b> |   |          |   |                    |       |            |                                |  |

**26.3 Financial Proposal Form – B- Cloud Hosting Costs . This cost will not consider for financial evaluation.**

| Sl. No.               | Component  | Quantity | Unit Price  | Price (Before GST) | GST % | GST Amount | Total Price (Inclusive of GST) |  |
|-----------------------|--|----------|---|--------------------|-------|------------|--------------------------------|--|
|                       | A  | B        | C   | D = B * C          | E     | F = D * E  | G = D + F                      |  |
| 1.                    | Hosting of the Application in a cloud with all the required IT Hardware and Software and Licenses per Month as per proposed requirements | 12       | <p align="center"><b>PLEASE DO NOT FILL RATES HERE.</b></p> <p align="center"><b>A SEPARATE SHEET IN EXCEL FORMAT IS AVAILABLE ON <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> TO QUOTE RATES.</b></p> |                    |       |            |                                |  |
| <b>Total of Cost.</b> |  |          |   |                    |       |            |                                |  |

**Notes:**

- All the prices quoted above shall be in INR.
- Bids will be evaluated based on the total cost quoted by the Bidder for Form-A. The cloud hosting costs will not be considered for evaluation of the Bids.
- Bidders need to quote the prices including all other taxes (if applicable) and the GST as per the given format.

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

## 27 Payment Schedule

The Bidder can raise claim on task completion and/or calendar month basis according to the milestones completed in the project. The department will release the payment to the Bidder within 21 days of their submission of Tax Invoices.

The Solution Provider shall be eligible for payment as per the milestones as a percentage of the implementation cost and maintenance cost as per the payment schedule given below:

| S. No.   | Item Particulars   | Payment Milestone  |
|--|--|--|
| <b>(A) Design, Development, Implementation, Operation &amp; Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar till Go-Live as per the Scope of work given in the RFP</b> |  |  |
| 1  | System Study, Preparation & Submission of SRS for Acceptance   | 20%  |
| 2  | Development of MIS application for Phase I (Alpha Version) along with the Mobile App (Alpha Version)   | 30%  |
| 3  | Development of Application Software (Final Version), Deployment in Data Center and Offer for UAT   | 30%  |
| 4  | Development of Mobile App (Final Version) and Offer for UAT  | 10%  |
| 5  | Completion of UAT and Go-Live  | 10%  |
| <b>(B) Training of the Stake Holders</b>   |  |  |
| 1  | Training of the Master Trainers – One time Activity  | 100% upon completion of the Master Trainers              |
| <b>(C) Maintenance of the Application including Updates, minor changes, new reports etc for a period of 12 months after Go-Live</b>  |  |  |
| 1  | Maintenance of the Application including Updates, minor changes, new reports etc after Go-Live   | 100% Monthly basis upon completion of the calendar month |
| <b>(D) Hosting of the Application in a cloud with all the required IT Hardware and Software and Licenses for a period of 12 months from the Date of Providing the Cloud Services.</b>  |  |  |
| 1  | Hosting of the Application in a cloud with all the required IT Hardware and Software and Licenses from the Date of Providing the Cloud Services. | 100% Monthly basis upon completion of the calendar month |

### Payment Terms:

- Any monetary figure in decimal shall be rounded off to the nearest INR.
- All Payments will be subject to statutory deductions of taxes prevailing / applicable at the time of payment.
- All applicable taxes should be shown separately in the Bills.
- The Client shall pay the bill within 21 days from the date of submission of the Bills by the Bidder
- GST / any other applicable taxes shall be paid at actuals / as per prevailing rates at the time of invoicing.

**28 Mobilization Advance- No Mobilization Advance will be applicable.**

**29 Performance Guarantee**

The Bidder, before signing of Contract, shall provide a Performance Guarantee (PG) totaling to 5% of the total contract value, within 10 working days from the date of issue of Notification of award / Letter of Acceptance. Performance Guarantee shall be in the shape of Demand Draft / Bank Guarantee from any Scheduled Commercial Bank in favor of Bihar Rural Livelihoods Promotion Society payable at Patna. The performance Bank Guarantee should be valid for a period of 18 months from the Notification of Award/Letter of Acceptance.

The Performance Guarantee will be returned after a period of ninety days beyond the date of completion of successful discharge of services and completion of contractual obligations of the Contract by the successful bidder.

**30 Tenure of Contract**

The Initial tenure of the Contract will be for 1 (One) year.

## **31 Proposal Evaluation and Selection of Bidder**

### **31.1 Method Of Selection**

Method of selection would be Quality and Cost Based Selection (QCBS) method (80:20). The Technical Proposal of only those Bidders who qualify in the Pre-qualification Criteria will be considered for evaluation. The bids scoring a minimum 60 marks in technical evaluation will only qualify for Financial Evaluation. Financial bid of only technically qualified bidders will be opened for evaluation.

### **31.2 Technical Proposal Evaluation and Marks**

| <b>S No</b>  | <b>Criteria</b>  | <b>Marks System</b>  | <b>Required Documents</b>   |
|--|--|--|---|
| <b>(a) Financial Strength and Past Experience of Bidder (Total Marks – 80)</b> |  |  |   |
| 1  | Financial Strength   | <p>The Bidder’s average annual turnover in the business of IT / ITES in the following three consecutive financial years (FY 2020-21, 2021-22, 2022-23 &amp; 2023-24).</p> <p>In case Audited Financials are not available for the financial year 2023-2024, then the Bidder should submit the details for the financials years 2020-21, 2021-22 &amp; 2022-23 and the same will be considered to fulfil this criteria.</p> <p>- Turnover more than Rs. 20 Cr = 20 Marks</p> <p>- Turnover more than Rs. 15 Cr up to 20 Cr = 15 Marks</p> <p>- Turnover more than Rs. 10 Cr upto 15 Cr = 10 Marks</p> | <p>Audited Financial Statements (Balance Sheet and P&amp;L Audited by a Certified Chartered Accountant) for the following 3 (three) financial years 2021-22, 2022-23 &amp; 2023-24 OR 2020-21, 2021-22 &amp; 2022-23 of the Bidder.</p> <p>Certificate from a registered Chartered Accountant (CA) certifying the turnover of the bidder in the Format FORM-5</p> |
| 2  | The Bidder should have experience of at least one ongoing / implemented / completed project in Design, Development & Rollout of e-Governance / IT Solution with scope of work containing Web Portal, MIS Reports for any Central / State | <p>The Bidder should have completed or ongoing project:</p> <p>- Single Project value of more than Rs. 30 Cr = 35 Marks</p> <p>- Single Project value of more than or equal to Rs. 20 Cr up to Rs. 30 Cr = 25 Marks</p>  | <p>Copy of Work Orders / Contracts along with Completion Certificates / Go-Live certificates / Self-Certificate signed by Authorized Signatory for On-going projects</p> <p>Submit project details as per format the “FORM - 4”</p>   |



**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

| <b>S No</b>  | <b>Criteria</b>  | <b>Marks System</b>   | <b>Required Documents</b>  |
|--|--|---|--|
|  | Government Department, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid.   | Single Project value of more than Rs. 10 Cr up to less than Rs. 20 Cr = 15 Marks  |  |
| 3  | The Bidder should have experience of at least one ongoing / implemented / completed project in Design, Development & Rollout of e-Governance / IT Solution with Web Portal, Mobile App, Hosting and Maintenance for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid. | The Bidder should have completed or ongoing project:<br><br>Mobile Application – 05 Marks<br>Hosting and Maintenance – 10 Marks | Copy of Work Orders / Contracts along with Completion Certificates / Go-Live certificates / Self-Certificate signed by Authorized Signatory for On-going projects<br><br>Submit project details as per format the “FORM - 4” |
| 4  | The Bidder should have the certifications.   | 1. ISO 9001 – 2 Marks<br>2. ISO 27001 – 2 Marks<br>3. CMMi Level 3 or above – 6 Marks   | Self-attested copy of certificates valid as on last date of bid submission.  |
| <b>(b) Proposed Solution and Approach (Total Marks – 20)</b> |  |   |  |
| 5  | Proposed Solution: Bidders must demonstrate their understanding of the RFP requirements. Please note Bidder shall be required to present their understanding separately in the form of a technical presentation.   | a. Bidders understanding of the System – 5 Marks<br><br>b. Solution Approach and Methodology, Proposed Solution – 15 Marks      | Submit details as per FORM -7  |

**RFP for Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad**

**Evaluation Methodology:**

Technically qualified bidder scoring 60 Marks or more marks in Technical evaluation will be considered for Final Bid Evaluation.

**Abnormally Low Financial Proposals**

An Abnormally Low Financial Proposal is one where the Financial Proposal price, in combination with other elements of the Bid, appears so low that it raises material concerns as to the capability of the Bidder in regards to the Bidder's ability to perform the Contract for the offered Financial Proposal Price

After opening the Financial Proposals, for identification of a potentially Abnormally Low Financial Proposals, if any, and to ensure clarity and precision, here is the policy on evaluating bid values, following process will be carried out:

1. **Financial Proposals Comparison:** All Financial Proposals will be compared against the highest technical score bidder's Financial Proposal.
2. **Minimum Acceptable Bid:** The lowest price Financial Proposal must be at least 60% of the price of the highest technical score bidder.
3. **Rejection Criteria:**
  - If the lowest price Financial Proposals is less than 60% of the highest technical score bidder's price, it will be treated as abnormally low financial proposal and such bids will be rejected.
  - Such a Financial Proposals will not be considered for further evaluation.

**Example Scenario:**

- **Bidder A** (Highest Technical Score): Financial Proposals Value = 100,000
- **Bidder B** (Lowest Price Financial Proposals): Financial Proposals Value = 55,000

In this case:

- The minimum acceptable Financial Proposals for **Bidder B** would be 60% of 100,000, which is 60,000.
- Since **Bidder B's** Financial Proposals of 55,000 is less than 60,000, their Financial Proposals will be rejected and not considered for further evaluation.

**Process being Adopted in qualifying the Financial Proposals:**

1. Identify the bidder with the highest technical score.
2. Calculate 60% of this bidder's Financial Proposals value.
3. Compare all other Financial Proposals against this 60% threshold.
4. Reject any Financial Proposals that is lower than this threshold.

This approach ensures that bids are evaluated on both technical and financial grounds, preventing abnormally low priced bids that may not be feasible or sustainable.

The final qualified Financial Proposals as per the above process will be considered for further evaluation of the Bids.

The lowest evaluated Financial Proposal (FM) from the qualified Financial Proposals is given the maximum **financial score (SF) of 100.**

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**The formula for determining the Financial Scores (SF) of all other Proposals is calculated as following:**

SF =  $100 \times FM / F$ , in which "SF" is the Financial Score, "FM" is the Lowest Price, and "F" the price of the proposal under consideration.

**The weights given to the Technical (T) and Financial (P) Proposals are:**

**T = 0.8 (80%), and**

**P = 0.2 (20%)**

Proposals are ranked according to their combined technical (ST) and financial (SF) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following:

$S = ST \times T\% + SF \times P\%$ . i.e.  $S = (ST \times 0.8) + (SF \times 0.2)$

The Bidder with highest Combined Score will be declared as Successful Bidder for further negotiation.

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## **32 ANNEXURES**

### **32.1 Form - 1 – Bidder’s Particulars**

[On the Letter head of the Bidder]

Ref: RFP for “Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar”.

Bidder’s particulars:

| <b>Details of the Bidder</b>   |   |
|--|---|
| Name of Bidder   |   |
| Legal status   |   |
| Year of Incorporation  |   |
| Registered Office address  |   |
| Principal place of business  |   |
| Has the Bidder or any of its associates been ever blacklisted /debarred /terminated / declared having dissatisfactory performance with any state / central government organization / PSU Organization / bilateral / multilateral funding agencies. | Yes / No<br><br>If answer to this question is YES, the Bidder is not eligible for this assignment |
| <b>Details of authorized signatory of the Bidder</b>   |   |
| Name of authorized signatory   |   |
| Designation  |   |
| Address  |   |
| Phone No and E-mail address  |   |

For and on behalf of \_\_\_\_\_

(Signature and Seal of bidder)

<Name of the person>, In the capacity of <Position of the person signing>

Duly authorized to sign the Tender Response for and on behalf of <Name of Company & Address>

Date:

Place:

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**32.2 Form - 2: Power of Attorney for Signing of Proposal**

Know all men by these presents, we, ..... (Name of Firm and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr./Ms.....son/daughter/wife of .....and presently residing at....., who is presently employed with us and holding the position of..... as our true and lawful attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal against the RFP No.\_\_\_\_\_ dated \_\_\_\_\_ for "Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar", including but not limited to signing and submission of all applications, Proposals and other documents and writings, participating in pre-proposal and other conferences and providing information/ responses to the JEEVIKA, Rural Development Department, Government of Bihar., representing us in all matters before the JEEVIKA, Rural Development Department, Government of Bihar., signing and execution of all contracts and undertakings consequent to acceptance of our Proposal and generally dealing with the JEEVIKA, Rural Development Department, GoB.in all matters in connection with or relating to or arising out of our Proposal for the said work and/or upon award thereof to us till the entering into of the Contract with JEEVIKA, Rural Development Department, Government of Bihar.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorised Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorised Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us in relation with our Proposal against the RFP No.\_\_\_\_\_ dated \_\_\_\_\_.

IN WITNESS WHEREOF WE, ....., THE ABOVE NAMED PRINCIPAL HAVE

EXECUTED THIS POWER OF ATTORNEY ON THIS..... DAY OF ....., 2024.

For .....

(Signature, Name, Designation and Address)

Witnesses:

- 1.
- 2.

Power of Attorney Accepted

(Signature, name, designation and address of the Attorney)

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**Notes to Power of Attorney:**

- To be executed by the Bidder in favour of Authorised Signatory.
- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- The Power of Attorney should be executed on a non-judicial stamp paper of Rs. 1000 (one thousand) and duly notarized by a notary public. If requested by BRLPS, the original copy of same will be submitted by successful bidder to the BRLPS.
- In case the Application is signed by an Authorised Director of the Bidder, a certified copy of the Appropriate resolution/ document conveying such authority may be enclosed in lieu of the Power of Attorney.

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**32.3 Form - 3: Certificate of No Deviation**

[On the Letter head of the Bidder]

Ref No:

Date:

To

\_\_\_\_\_  
\_\_\_\_\_

Sub: 'Certificate of No Deviation' in response to your RFP for "Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar".

Ref: RFP No. \_\_\_\_\_ Date:

Dear Sir / Madam,

1. This is to certify that, the specifications of Software, which I/ We have mentioned in the Technical bid Response, and which I/ We shall supply if I/ We am/ are awarded with the Contract, are in conformity with the minimum specifications of the RFP document and that there are no deviations of any kind from the requirement specifications.
2. Also, I/ we have thoroughly read the tender and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the RFP document without any deviations.
3. I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired requirements set out in the RFP Document.

Thanking you,

Yours faithfully,

For and on behalf of \_\_\_\_\_

(Signature and Seal of bidder)

<Name of the person>, In the capacity of <Position of the person signing>

Duly authorized to sign the Tender Response for and on behalf of <Name of Company & Address>

Date:

Place:

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**32.4 Form - 4: Bidder's Past Experience Details**

| Details of Bidder's Relevant Experience                           |                                   |
|---|-----------------------------------|
| Particulars   | Details                           |
| Name of the Bidder / Consortium Member                            |                                   |
| Name of the Project   |                                   |
| Name and Address of the Client for which the Project was executed |                                   |
| Description of the project  |                                   |
| Scope of Services   |                                   |
| Technologies used   |                                   |
| Total cost of the project   |                                   |
| Total cost of the services provided by the Bidder                 |                                   |
| Duration of the project and current status                        |                                   |
| Copy of Work Order and Certificate                                | Page No Reference in the Response |

**Certification:** I, the undersigned, certify that to the best of my knowledge and belief, the details provided herein correctly describe the Projects implemented by our Company.

For and on behalf of \_\_\_\_\_

(Signature and Seal of bidder)

<Name of the person>, In the capacity of <Position of the person signing>

Duly authorized to sign the Tender Response for and on behalf of <Name of Company & Address>

Date:

Place:



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**32.5 Form - 5: Financial Capacity of Bidder**

**[To be submitted separately on Chartered Accountant's letterhead for the bidder with Unique Document Identifier Number (UDIN)]**

Ref No:

Date:

To

Name & Address of the client

I / We hereby declare that I/We have scrutinized and audited the financial statements of M/s\_\_\_\_\_. Turnover of M/s\_\_\_\_\_ for financial years FY 2020-21, 2021-22 & 2022-23 as per audited statement is as follows. Below mentioned turnover is from the business of IT / ITES.

| <b>Financial Year</b>                                       | <b>2020-21</b> | <b>2021-22</b> | <b>2022-23</b> |
|---|----------------|----------------|----------------|
| Revenue from the business of IT / ITES services (INR Lakhs) |                |                |                |
| Net Worth (INR Lakhs)                                       |                |                |                |

I / We hereby certify that M/s \_\_\_\_\_ has a positive net worth as on the 31st March 2023.

This is to certify that. .... (name of the Bidder) has received the payments shown above against the respective years on account of Revenue from the business of IT / ITES services

For M/s.\_\_\_\_\_  
Chartered Accountants

Signature  
Name of Chartered Accountant  
Membership No.  
Seal/ Stamp

**32.6 Form - 6: Self- certified Undertaking on Blacklisting**

[On the Letter head of the Bidder]

Ref No:

Date:

To

Name & Address of the client

Sub: Self- certified Undertaking of not being ineligible for corrupt or fraudulent practices / blacklisted by any of the Government or Public-Sector Units or Local Governments in India

Dear Sir,

With reference to the above subject, we hereby declare that, \_\_\_\_\_ (Name of the Bidder) is having unblemished record and hasn't been debarred by any Central / State Government or Public-Sector Units or Local Governments in India. I as on the date of submission of the Bid and there has been no litigation with any PSU / Corporation in Central / any State Government in India which may have any impact on our ability to deliver the project (if awarded) or under a declaration of ineligibility for corrupt or fraudulent practices as on date of submission of Bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my / our bid security may be forfeited in full and the Bid if any to the extent accepted may be cancelled.

Yours faithfully,

For and on behalf of \_\_\_\_\_

(Signature and Seal of bidder)

<Name of the person>, In the capacity of <Position of the person signing>

Duly authorized to sign the Tender Response for and on behalf of <Name of Company & Address>

Date:

Place:

Note:

- i) **This Undertaking should be signed by the Authorised Signatory of the Bidder and duly notarized by a notary public**

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### **32.7 Form - 7: Proposed Technical Solution, Approach and Methodology**

This Form is to provide a description of the approach, methodology for performing the assignment, including a detailed description of the proposed Solution methodology as per the Scope of Work. The Bidder is required to describe the proposed Technical Solution in this section.

The bidder Should cover the following aspects in their Technical Proposal:

- The Bidder should cover details of the approach and methodology proposed to be adopted for planning and implementation of Solution as outlined in Scope of Work.
- Clear articulation and description of the design and technical solution and various components.
- Extent of compliance to functional and technical requirements specified in the scope of work.
- Technical Design and clear articulation of various components of the solution.
- By means of diagrammatic / pictorial representations, the Bidder should provide complete details of the hardware, software and network architecture of the solution.
- Solution details included in the proposed solution is required to meet functional and technical requirements.
- Functional coverage of the solution and One to One mapping of Client's functional requirement with solution module/component proposed.
- Details of any third-party software / components, their description and purpose (if proposed).
- Capabilities of the proposed solution to address the functional requirements.
- Bill of Material of Hardware, Systems Software, RDBMS, Reporting Tools etc required to deploy the proposed solution.
- Detailed Methodology and approach provided for training of the different stakeholders.
- Best practices from undertaking Change Management.
- Additional information directly relevant to the scope of services of the tender may be submitted to accompany the proposal.
- Detailed Implementation Plan
- Details of services offered for Warranty, ATS and Support and Maintenance services

The Technical Solution proposed would be evaluated on the following broad parameters. The Client reserves the rights to add, delete, or modify these parameters at any time during the Tender process, without assigning any reasons whatsoever and without being required to intimate the Bidders of any such change.

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**32.8 Form 8 - PERFORMANCE BANK GUARANTEE**

APPLICABLE EQUIVALENT TO 5% OF THE CONTRACT VALUE  
(Bank Guarantee)

*[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]*

Beneficiary: *[insert name and Address of Purchaser ]*

Date: *\_ [Insert date of issue]*

PERFORMANCE GUARANTEE No.: *[Insert guarantee reference number]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that *\_ [insert name of Supplier]* (hereinafter called "the Bidder") will enter into a Contract *[insert LoA reference number of the contract]* dated *[insert date]* with the Beneficiary, for the services/supply of *\_ [insert name of contract and brief description of Goods and related Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Bidder, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding *\_\_\_\_\_* in total an amount of *[insert amount in figures]* *(\_\_\_\_\_)* *[insert amount in words]*, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Bidder is in breach of its obligation(s) under the Contract, without the Beneficiary needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the .... Day of ....., 2..., and any demand for payment under it must be received by us at this office indicated above on or before that date.

The Guarantor also agrees that the Beneficiary at its option shall be entitled to enforce this Guarantee against the Guarantor as a principal debtor, in the first instance without proceeding against the Bidder and notwithstanding any security or other guarantee that the Beneficiary may have in relation to the bidders liabilities.

\_\_\_\_\_  
*[signature(s)]*

*Note: All italicized text is for use in preparing this form and shall be deleted from the final product.*

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**32.9 Standard Form of Contract**

**I. Form of Contract**

**(Text in brackets [ ] is optional; all notes should be deleted in final text)**

This CONTRACT (hereinafter called the "Contract") is made the [day] day of the month of [month], [year], between, on the one hand, [name of client] (hereinafter called the "Client") and, on the other hand, [name of Solution Provider] (hereinafter called the "SP").

**WHEREAS**

(a) The Client invited open Request for Proposal RFP No. \_\_\_\_\_ dated \_\_\_\_\_ ("the RFP") for "Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar".

b. The Solution Provider (SP) participated in the tender and submitted its Pre-Qualification, Technical and Financial proposal for the same.

c. The Solution Provider emerged as successful bidder.

d. The Client has issued a Lol Ref. \_\_\_\_\_ dated \_\_\_\_\_ to the Solution Provider and the Solution Provider accepted the Lol

e. Now the Solution Provider has come forward to enter into the Contract with the Client as per the terms of the RFP.

NOW THEREFORE the parties hereto hereby agree as follows:

1. Contract shall be effective from \_\_\_\_\_ day of \_\_\_\_\_ 2024 and shall comply with all the terms and conditions from the effective day.

2. The scope of services, deliverables, duration, team composition, payment schedule along with all other terms and conditions shall be as per the RFP No.: \_\_\_\_\_ dated \_\_\_\_\_ and the Proposal submitted by the SP.

3. following documents attached hereto shall be deemed to form an integral part of this Contract:

(a) The General Conditions of Contract;

(b) The Special Conditions of Contract;

(c) The following Appendices:[Note: List the Appendices as required]

Appendix A :

Appendix B :

Appendix C :

Appendix D :

2 The mutual rights and obligations of the Client and the SP shall be as set forth in the Contract, in particular:

(a) The SP shall carry out the Services in accordance with the provisions of the Contract; and

(b) The Client shall make payments to the SP accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of [name of Client]

\_\_\_\_\_  
[Authorized Representative]

For and on behalf of [name of SP]

\_\_\_\_\_  
[Authorized Representative]

**II. General Conditions of Contract**  
**1. GENERAL PROVISIONS**

**1.1 Definitions:** Unless the context otherwise requires, the following terms whenever used in This Contract have the following meanings:

- (a) "Applicable Law" means the laws and any other instruments having the force of law in the Government's country, or in such other country as may be specified in the Special Conditions of Contract (SC), as they may be issued and in force from time to time.
- (b) "SP" means any private or public entity that will provide the Services to the Client under the Contract.
- (c) "Contract" means the Contract signed by the Parties and all the attached documents listed in its Clause 1, that is these General Conditions (GC), the Special Conditions (SC), and the Appendices.
- (d) "Day" means calendar day.
- (e) "Effective Date" means the date on which this Contract comes into force and effect pursuant to Clause GC 2.1.
- (f) "Foreign Currency" means any currency other than the currency of the Client's country.
- (g) "GC" means these General Conditions of Contract.
- (h) "Government" means the Government of the Client's country.
- (i) "Local Currency" means the currency of the Client's country.
- (j) "Member" means any of the entities that make up the joint venture/consortium/association; and "Members" means all these entities.
- (k) "Party" means the Client or the SP, as the case may be, and "Parties" means both of them.
- (l) "Reimbursable expenses" means all assignment-related costs other than SP's remuneration.
- (m) "SC" means the Special Conditions of Contract by which the GC may be amended or supplemented.
- (n) "Services" means the work to be performed by the SP pursuant to this Contract.
- (o) "Third Party" means any person or entity other than the Government, the Client, the SP.
- (p) "In writing" means communicated in written form with proof of receipt.

**1.2 Relationship Between the Parties**

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Client and the SP. This is a Service Contract, in which the SP would perform the Scope of Work assigned as per the Contract.

**1.3 Resolution of Disputes**

Resolution of disputes between the parties should be as per Clause 8

**1.4 Law Governing Contract**

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

**1.5 Language**

This Contract has been executed in English language which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

**1.6 Headings**

The headings shall not limit, alter or affect the meaning of this Contract.

**1.7 Notices**

- 1.7.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the Contract.
- 1.7.2 A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the Contract.

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**1.8 Location**

The Services shall be performed primarily at Client's office at Patna, Bihar and such other locations as per requirement of the project or elsewhere, as the Client may approve with consent of SP.

**1.9 Authorized Representatives**

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Client or the SP may be taken or executed by the officials specified in the SC.

**1.10 Taxes and Duties**

The SP shall pay all such indirect taxes, duties, fees and other impositions levied under the Applicable Law.

**1.11 Fraud and Corruption**

If the Client determines that the SP and/or its personnel, services providers and suppliers has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices, in competing for or in executing the Contract, then the Client may, after giving 14 days' notice to the SP, terminate the SP's Services under the Contract. Should any Personnel of the SP be determined to have engaged in corrupt, fraudulent, collusive, coercive, or obstructive practice during the execution of the Contract, then that Personnel shall be removed.

**1.11.1 Definitions For the purposes of this Sub-Clause, the terms set-forth below are defined as follows:**

- (i) "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- (ii) "fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- (v) "obstructive practice" is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede Client investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or acts intended to materially impede the exercise of the Client's inspection.

**2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT**

**2.1 Effectiveness of Contract**

This Contract shall come into force and effect on the date (the "Effective Date") of the Client's notice to the SP instructing the SP to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, listed in the SC have been met.

**2.2 Termination of Contract for Failure to Become**

Effective If this Contract has not become effective within 30 days after the date of the Contract signed by the Parties, either Party may, by not less than twenty one (21) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.

**2.3 Commencement of Services**

The SP shall begin carrying out the Services not later than 7 days after the Effective Date.

**2.4 Expiration of Contract**

Unless terminated earlier pursuant to Clause GC 2.9 hereof, this Contract shall expire at the end of such time period after the Effective Date.

**2.5 Entire Agreement**

This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of

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either Party has client to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

**2.6 Modifications or Variations**

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. Pursuant to Clause GC 7.2 here of, however, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

**2.7 Force Majeure**

**2.7.1 Definition**

- (a) For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.
- (b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party’s representatives or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.
- (c) Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

**2.7.2 No Breach of Contract**

The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

**2.7.3 Measures to be taken**

- (a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- (b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.
- (c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- (d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the SP, upon instructions by the Client, shall either:
  - (i) demobilize, in which case the SP shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Client, in reactivating the Services; or
  - (ii) continue with the Services to the extent possible, in which case the SP shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred.
  - (iii) The Client may also discuss the issue with the SP and revise the existing timelines for the Project.
- (e) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause GC 8

**2.8 (a) Suspension**

The Client may, by written notice of suspension to the SP, suspend all payments to the SP hereunder if the SP fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the SP to remedy such failure within a period not exceeding thirty (30) days after receipt by the SP of such notice of suspension.



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**(b) Penalties:**

If there is a delay in achieving the milestones or submission of deliverables, penalty to the Bidder may be imposed as follows:

- 0.1 % of the payment cost for respective Deliverable(s)/Milestone(s) for the delay per week or part thereof for the delay provided the delay is attributable solely to the SP
- The penalties shall be capped to 5% of the Invoice value for the respective Deliverable(s)/Milestone(s).
- Such deductible amount shall not be paid to the SP against the corresponding invoice raised.

**(c) Schedule of Completion of Tasks of Service provider**

The Initial tenure of the Contract will be for 1 (One) year.

**2.9 Termination**

**2.9.1 By the Client**

The Client may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (g) of this Clause GC 2.9.1. In such an occurrence the Client shall give a not less than Sixty (60) days' written notice of termination to the SP.

- (a) If the SP fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GC 2.8 herein above, within sixty (60) days of receipt of such notice of suspension or within such further period as the Client may have subsequently approved in writing.
- (b) If the SP becomes insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary.
- (c) If the SP, in the judgment of the Client, has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.
- (d) If the SP submits to the Client a false statement which has a material effect on the rights, obligations or interests of the Client.
- (e) If, as the result of Force Majeure, the SP is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

**2.9.2 By the SP**

The SP may terminate this Contract, by not less than thirty (60) days' written notice to the Client, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause GC 2.9.2.

- (a) If the Client fails to pay any money due to the SP pursuant to this Contract and not subject to dispute pursuant to Clause GC 8 hereof within thirty (30) days after receiving written notice from the SP that such payment is overdue.
- (b) If, as the result of Force Majeure, the SP is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- (c) If the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within sixty (60) days (or such longer period as the SP may have subsequently approved in writing) following the receipt by the Client of the SP's notice specifying such breach.

**2.9.3 Cessation of Rights and Obligations**

Upon termination of this Contract pursuant to Clauses GC 2.2 or GC 2.9 hereof, or upon expiration of this Contract pursuant to Clause GC 2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GC 3.3 hereof, (iii) the SP's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof, and (iv) any right which a Party may have under the Applicable Law.

**2.9.4 Cessation of Services**

Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 2.9.1 or GC 2.9.2 hereof, the SP shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the SP and equipment and materials furnished by the Client, the SP shall proceed as provided, respectively.

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**2.9.5 Payment upon Termination:**

Upon termination of this Contract pursuant to Clauses GC 2.9.1 or GC 2.9.2 hereof, the Client shall make the following payments to the SP:

- (a) Payment pursuant to Clause GC 6 hereof for Services satisfactorily performed prior to the effective date of termination, and reimbursable expenditures pursuant to Clause GC 6 hereof for expenditures actually incurred prior to the effective date of termination; and
- (b) Except in the case of termination pursuant to paragraphs (a) through (e) of Clause GC 2.9.1 hereof, payment of any reasonable cost incidental to the prompt and orderly termination of this Contract.

**2.9.6 Disputes about Events of Termination**

If either Party disputes, whether an event specified in paragraphs (a) through (f) of Clause GC 2.9.1 or in Clause GC 2.9.2 hereof has occurred, such Party may, within forty-five (45) days after receipt of notice of termination from the other Party, refer the matter to Clause GC 8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

**3. OBLIGATIONS OF THE SP**

**3.1 General**

**3.1.1 Standard of Performance**

The SP shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The SP shall always act, in respect of any matter relating to this Contract or to the Services, as faithful assist to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with Third Parties.

**3.1.2 Law Governing Services**

The SP shall perform the Services in accordance with the Applicable Law and shall take all practicable steps to ensure that any personnel of the SP, comply with the Applicable Law. The Client shall notify the SP in writing of relevant local customs, and the SP shall, after such notification, respect such customs.

**3.2 Conflict of Interests**

The SP shall hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

**3.2.1 SP Not to Benefit from Commissions Discounts, etc.**

- (a) The payment of the SP pursuant to Clause GC 6 hereof shall constitute the SP's only payment in connection with this Contract and, subject to Clause GC 3.2.2 hereof, the SP shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the SP shall use its best efforts to ensure that the Personnel shall not receive any such additional payment.
- (b) Furthermore, if the SP, as part of the services, has the responsibility of advising the Client on the procurement of goods, works or services, the SP shall comply with the applicable procurement guidelines, and shall at all times exercise such responsibility in the best interest of the Client. Any discounts or commissions obtained by the SP in the exercise of such procurement responsibility shall be for the account of the Client.

**3.2.2 SP and Affiliates Not to Engage in Certain Activities**

The SP agrees that, during the term of this Contract and after its termination, the SP and any entity affiliated with the SP, shall be disqualified from providing goods, works or services resulting from or directly related to the SP's Services for the preparation or implementation of the project.

**3.2.3 Prohibition of Conflicting Activities**

The SP shall not engage, and shall cause their personnel not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.

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**3.3 Confidentiality**

Except with the prior written consent of the Client, the SP and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the SP and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

**3.4 Liability of the SP**

Subject to additional provisions, if any, set forth in the Agreement, the SP' liability under this Contract shall be provided by the Applicable Law.

**3.5 Insurance to be taken out by the SP**

It should be the responsibility of SP to provide insurance cover for all their manpower with equipment.

**3.6 SP's Actions Requiring Client's Prior Approval**

The SP shall obtain the Client's prior approval in writing before taking any of the following actions:

- (a) Any change or addition to the Personnel.
- (c) Any other action that may be specified in the Contract.

**3.7 Reporting Obligations**

The SP shall submit to the Client the reports and documents as needed, in the form, in the numbers and within the time periods mutually agreed.

**3.8 Documents Prepared by the SP to be the Property of the Client**

All plans, drawings, specifications, designs, reports, other documents and software prepared by the SP for the Client under this Contract shall become and remain the property of the Client, and the SP shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Client, together with a detailed inventory thereof. The SP may retain a copy of such documents and software, and use such software for their own use subject to written approval from the Client.

**3.9 Equipment, Vehicles and Materials Furnished by the Client**

Equipment or materials purchased / provided by the Client to the SP and used either for the Project use shall remain the property of the Client and the same shall be returned to the Client at the end of the Contract.

**3.10 Equipment and Materials Provided by the SP**

Equipment or materials brought into the government's country by the SP and the Personnel and used either for the Project or personal use shall remain the property of the SP or the Personnel concerned, as applicable.

**4. SP' PERSONNEL**

**4.1 General**

The SP shall employ qualified and experienced Personnel as required.

**5. OBLIGATIONS OF THE CLIENT**

**5.1 Assistance and Exemptions**

Unless otherwise specified in the Contract, the Client shall use its best efforts to ensure that the Client shall provide the SP and Personnel permissions and such other documents as shall be necessary to enable the SP or Personnel to perform the Services.

**5.2 Access to Land**

The Client warrants that the SP shall have, free of charge, unimpeded access to all land in the Client's office in respect of which access is required for the performance of the Services. The Client will be responsible for any damage to such land resulting from such access and will indemnify the SP and each of the Personnel in respect of liability for any such damage, unless such damage is caused by the default of the SP or its Personnel or either of them.

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**5.3 Changes in the Applicable Law Related to Taxes and Duties**

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost incurred by the SP in performing the Services, then the amount payable to the SP under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto.

**5.4 Services, Facilities and Property of the Client**

- (a) The Client shall make available to the SP and the Personnel, for the purposes of the Services and free of any charge, the services, facilities and property at the times and in the manner required.
- (b) In case that such services, facilities and property shall not be made available to the SP, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the SP for the performance of the Services, (ii) the manner in which the SP shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the SP.

**5.5 Payment**

The Service Provider can raise claim on mile-stone and/or calendar month. The department will release the payment to the service provider within 21 days of their claim after acceptance of monthly deliverables. All claims will be submitted to following address:

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**5.6 Counterpart Personnel**

- (a) The Client shall make available to the SP free of charge such professional and support counterpart personnel, to be nominated by the Client with the SP’s advice, if specified in Appendix F.
- (b) If counterpart personnel are not provided by the Client to the SP as and when specified in Appendix F, the Client and the SP shall agree on (i) how the affected part of the Services shall be carried out.
- (c) Professional and support counterpart personnel, excluding Client’s liaison personnel, shall work under the exclusive direction of the SP. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the SP that is consistent with the position occupied by such member, the SP may request there placement of such member, and the Client shall not unreasonably refuse to act upon such request.

**6. PAYMENTS TO THE SP**

**6.1 Payment Schedule**

The Bidder can raise claim on task completion and/or calendar month basis according to the milestones completed in the project. The department will release the payment to the Bidder within 21 days of their submission of Tax Invoices.

The Solution Provider shall be eligible for payment as per the milestones as a percentage of the implementation cost and maintenance cost as per the payment schedule given below:

| S. No.   | Item Particulars   | Payment Milestone |
|--|--|-------------------|
| <b>(A) Design, Development, Implementation, Operation &amp; Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar till Go-Live as per the Scope of work given in the RFP</b> |  |                   |
| 1  | System Study, Preparation & Submission of SRS for Acceptance   | 20%               |
| 2  | Development of MIS application for Phase I (Alpha Version) along with the Mobile App (Alpha Version) | 30%               |
| 3  | Development of Application Software (Final Version), Deployment in Data Center and Offer for UAT     | 30%               |

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|   |  |  |
|---|--|--|
| 4   | Development of Mobile App (Final Version) and Offer for UAT  | 10%  |
| 5   | Completion of UAT and Go-Live  | 10%  |
| <b>(B) Training of the Stake Holders</b>  |  |  |
| 1   | Training of the Master Trainers – One time Activity  | 100% upon completion of the Master Trainers              |
| <b>(C) Maintenance of the Application including Updates, minor changes, new reports etc for a period of 12 months after Go-Live</b>   |  |  |
| 1   | Maintenance of the Application including Updates, minor changes, new reports etc after Go-Live   | 100% Monthly basis upon completion of the calendar month |
| <b>(D) Hosting of the Application in a cloud with all the required IT Hardware and Software and Licenses for a period of 12 months from the Date of Providing the Cloud Services.</b> |  |  |
| 1   | Hosting of the Application in a cloud with all the required IT Hardware and Software and Licenses from the Date of Providing the Cloud Services. | 100% Monthly basis upon completion of the calendar month |

**Payment Terms:**

- Any monetary figure in decimal shall be rounded off to the nearest INR.
- All Payments will be subject to deduction of taxes prevailing / applicable at the time of payment.
- All applicable taxes should be shown separately in the Bills.
- The Client shall pay the bill within 21 days from the date of submission of the Bills by the Bidder
- GST / any other applicable taxes shall be paid at actuals / as per prevailing rates at the time of invoicing.

**6.2 Advance : Any advance will be paid by the BRLPS.**

**6.3 Currency of Payment**

Payments to the SP shall be made in INR.

**6.4 Mode of Billing and Payment**

Billings and payments in respect of the Services shall be made as follows:

- As soon as practicable and not later than fifteen (15) days after the end of each calendar month during the period of the Services, or after the end of each milestone otherwise indicated, the SP shall submit to the Client, in duplicate itemized statements if any, accompanied by copies of invoices, if applicable, of the amounts payable.
- The Client shall pay the SP statements within fifteen (15) days after the receipt by the Client of such statements with supporting documents. Only such portion of a statement that is not satisfactorily supported may be withheld from payment. Should any discrepancy be found to exist between actual payment and costs authorized to be incurred by the SP, the Client may add or subtract the difference from any subsequent payments. No interest should be paid for any delay in payment by the BRLPS.
- All payments under this Contract shall be made to the accounts of the SP.

**7. FAIRNESS AND GOOD FAITH**

**7.1 Good Faith**

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

**7.2 Operation of the Contract**

The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as

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between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to Clause GC 8 hereof.

**8. SETTLEMENT OF DISPUTES**

**8.1 Amicable Settlement**

If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within 30 days after receipt. If that Party fails to respond within 30 days, or the dispute cannot be amicably settled within 30 days following the response of that Party, Clause GC 8.2 shall apply.

**8.2 Dispute Resolution**

If any dispute of any kind whatsoever arise between client and the SP in connection with or arising out of the contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference by mutual consultation, an appeal may be filed to the Secretary, Rural Development Department, Government of Bihar. The Secretary of Rural Development Department shall afford an opportunity to the Solution Provider to be heard, if the Secretary of Rural Development Department so desires. The Secretary of Rural Development Department shall give his/her decision within 30 days of receipt of the Solution Provider's written appeal. If the Solution Provider is dissatisfied with this decision, the Solution Provider shall within a period of 30 days from receipt of the decision, the SP may move to the court of law. The courts in Patna, Bihar shall have the sole jurisdiction to settle disputes arising out of the contract signed between client and SP.

## Annexure



### “महिला संवाद”

जीविका द्वारा ग्राम संगठन स्तर पर आयोजित महिला-संवाद कार्यक्रम में खुले रूप से सार्थक चर्चा और रचनात्मक संवाद उपरांत चिन्हित समस्याओं, आकांक्षाओं, मांगों एवं प्राप्त टिप्पणियों, मंतव्यों एवं परामर्शों के समेकन हेतु

|                                |  |  |  |
|--------------------------------|--|--|--|
| जिला                           |  | ग्राम संगठन से जुड़े समूहों की संख्या  |  |
| प्रखंड                         |  | ग्राम संगठन से जुड़े सदस्यों की संख्या |  |
| संकुल स्तरीय संघ का नाम और कोड |  | पंचायत का नाम :                        |  |
| राजस्व ग्राम का नाम            |  | ग्राम संगठन का नाम                     |  |

संकलन पुस्तिका

आयोजन की तिथि :

संवाद में भाग लेने वाले महिलाओं की संख्या :

स्थान :

समय :

| प्रपत्र : -1.1 महिला-संवाद कार्यक्रम में खुले रूप से सार्थक चर्चा और रचनात्मक संवाद उपरांत व्यक्तिगत एवं पारिवारिक स्तर पर चिन्हित संकलित समस्याओं, आकांक्षाओं, मांगों के समेकन हेतु |  |  |  |  |
|--|--|--|--|--|
| जिला   |  | ग्राम संगठन से जुड़े समूहों की संख्या                |  |  |
| प्रखंड   |  | ग्राम संगठन से जुड़े सदस्यों की संख्या               |  |  |
| संकुल स्तरीय संघ का नाम और कोड   |  | पंचायत का नाम :                                      |  |  |
| राजस्व ग्राम का नाम  |  | ग्राम संगठन का नाम                                   |  | वार्ड नंबर                                 |
| पंचायत आयोजन दल के सदस्यों का नाम और मोबाईल न.   |  |  |  |  |
|  | नाम  | पदनाम  | संपर्क संख्या                                | हस्ताक्षर                                  |
| <b>सदस्य 1</b><br>( टीम लीडर -AC/CC/CF/ CLF/ Coord/ SJY MRP/ HN MRP/ SEW/MBK / में से कोई एक   |  |  |  |  |
| <b>सदस्य-2</b><br>जिला प्रशासन द्वारा नामित एक पंचायत स्तर के एक कर्मी   |  |  |  |  |
| <b>सदस्य-3</b><br>सम्बंधित ग्राम संगठन की जीविका मित्र ( CM)   |  |  |  |  |
| <b>सदस्य-4</b><br>बैंकमित्र, CLF/ Coord/ SJY MRP/ HN MRP/ SEW/MBK / BK/में से कोई एक   |  |  |  |  |
| <b>सदस्य-5 CRP</b>   |  |  |  |  |
| सरकारी व्यक्तिगत योजनाओं से सम्बंधित कुल संग्रहित आकांक्षाएं   | आजीविका से सम्बंधित कुल आकांक्षाएं ( कृषि/गैर कृषि/ पशुपालन) | सरकारी व्यवस्थाओं और सेवाओं से संबधित कुल आकांक्षाएं | सामाजिक समस्याओं से सम्बंधित उठाये गए मुद्दे | कुल मुद्दे और आकांक्षाएं                   |
| ग्राम संगठन के सामाजिक कार्य समिति के सदस्य 1 का हस्ताक्षर और नाम  | सामाजिक कार्य समिति के सदस्य- 2 का हस्ताक्षर और नाम          | ग्राम संगठन कोषाध्यक्ष का हस्ताक्षर और नाम           | ग्राम संगठन के सचिव का हस्ताक्षर और नाम      | ग्राम संगठन के अध्यक्ष का हस्ताक्षर और नाम |
|  |  |  |  |  |



महिला-संवाद कार्यक्रम में खुले रूप से सार्थक चर्चा और रचनात्मक संवाद उपरांत व्यक्तिगत एवं पारिवारिक स्तर पर विभिन्न सरकारी योजनाओं/कार्यक्रमों संबंधित चिन्हित समस्याओं, आकांक्षाओं, मांगों के समेकित संलकन हेतु प्रपत्र-1.2

| क्र. सं. | उप क्र.सं. | योजनाओं/कार्यक्रमों का नाम  | मांग विवरण  | आकांक्षी लाभुकों की संख्या | अभियुक्ति |
|----------|------------|---|---|----------------------------|-----------|
| 1        | 1.1        | मनरेगा  | वैसे पात्र परिवार जिनके पास जॉब कार्ड उपलब्ध नहीं है।   |                            |           |
| 2        | 1.2        | मनरेगा  | परिवार का पूर्व से जॉब कार्ड उपलब्ध है परंतु किसी नए पात्र सदस्य का नाम जोड़ना है   |                            |           |
| 3        | 2.1        | शौचालय निर्माण योजना  | वैसे परिवार जिनके पास शौचालय उपलब्ध नहीं है ।   |                            |           |
| 4        | 2.2        | शौचालय निर्माण योजना  | क्या शौचालय निर्माण के लिए भूमि उपलब्ध है?  |                            |           |
| 5        | 3.1        | राशन कार्ड  | वैसे परिवार जिनके पास राशन कार्ड उपलब्ध नहीं है।  |                            |           |
| 6        | 3.2        | राशन कार्ड  | परिवार में उपवैसे परिवार जिन्हें पूर्व से राशन कार्ड उपलब्ध है परंतु उसमें नए पात्र सदस्यों का नाम जोड़ना है। लब्ध राशन कार्ड में नए पात्र सदस्यों का नाम जोड़ना है |                            |           |
| 7        | 4.1        | प्रधानमंत्री आवास योजना- ग्रामीण/ मुख्यमंत्री आवास योजना                | ऐसे पात्र परिवार जिन्हें आवास योजना का लाभ नहीं मिला है।  |                            |           |
| 8        | 4.2        | मुख्यमंत्री आवास योजना/प्रधानमंत्री आवास योजना-ग्रामीण                  | क्या आवास निर्माण के लिए भूमि उपलब्ध है?  |                            |           |
| 9        | 5          | मुख्यमंत्री जन आरोग्य योजना/ आयुष्मान भारत प्रधानमंत्री जन आरोग्य योजना | ऐसे पात्र परिवार जिनका आयुष्मान कार्ड नहीं बना है   |                            |           |
| 10       | 6.1        | हर घर नल का जल योजना  | वैसे परिवार जो हर घर नल का जल योजना से लाभान्वित नहीं है।   |                            |           |

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| 11 | 6.2  | हर घर नल का जल योजना  | वैसे परिवार जो हर घर नल का जल योजना से लाभान्वित है, परंतु सुचारु रूप से गुणवत्तापूर्ण पेयजल की आपूर्ति नहीं हो रही है |  |  |
| 12 | 7    | बिजली कनेक्शन   | ऐसे परिवार जिनके पास बिजली कनेक्शन नहीं है   |  |  |
| 13 | 8.1  | वृद्धावस्था पेंशन योजना   | ऐसे पात्र व्यक्ति जो संबंधित वृद्धावस्था पेंशन योजना का लाभ नहीं मिल रहा है  |  |  |
| 14 | 8.2  | विधवा पेंशन योजना   | ऐसी पात्र महिला जिन्हें संबंधित विधवा पेंशन योजना का लाभ नहीं मिल रहा है।  |  |  |
| 15 | 8.3  | निःशक्तता पेंशन योजना   | ऐसे पात्र व्यक्ति जो संबंधित निःशक्तता पेंशन योजना का लाभ नहीं मिल रहा है  |  |  |
| 16 | 9.1  | मुख्यमंत्री उद्यमी योजना  | ऐसे पात्र व्यक्ति/परिवार जो मुख्यमंत्री उद्यमी योजना से लाभ लेना चाहते हैं   |  |  |
| 17 | 9.2  | मुख्यमंत्री लघु उद्यमी योजना  | ऐसे पात्र व्यक्ति/परिवार मुख्यमंत्री लघु उद्यमी योजना अंतर्गत लाभ लेना चाहते हैं                                       |  |  |
| 18 | 10   | ई-श्रम कार्ड  | ऐसे पात्र श्रमिक जिन्हें ई-श्रम कार्ड उपलब्ध नहीं है   |  |  |
| 19 | 11   | रसोई गैस योजना  | ऐसे पात्र परिवार जिन्हें रसोई गैस कनेक्शन उपलब्ध नहीं है   |  |  |
| 20 | 12.1 | मुख्यमंत्री बालिका साईकिल योजना   | ऐसे पात्र परंतु वंचित छात्रा जो साईकिल योजना के लाभ लेना चाहती है  |  |  |
| 21 | 12.2 | मुख्यमंत्री कन्या उत्थान योजना  | ऐसे पात्र परंतु वंचित व्यक्ति जो इस योजना के लाभ लेना चाहते हैं  |  |  |
| 22 | 12.3 | बिहार मुख्यमंत्री बालिका पोशाक योजना  | ऐसे पात्र परंतु वंचित छात्रा जो इस योजना के लाभ लेना चाहते हैं   |  |  |
| 23 | 12.4 | मुख्यमंत्री मेधावृत्ति योजना अनु० जाति एवं अनु० जनजाति के प्रथम एवं द्वितीय श्रेणी से Intermediate [+2] उत्तीर्ण छात्राओं के लिये | ऐसे पात्र मगर वंचित छात्रा/छात्र जो इस योजना के लाभ लेना चाहते हैं   |  |  |

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| 24 | 12.5  | बिहार स्टूडेंट क्रेडिट कार्ड                        | ऐसे पात्र परंतु वंचित छात्रा/छात्र जो इस योजना के लाभ लेना चाहते हैं   |  |  |
| 25 | 12.6  | मुख्यमंत्री कुशल युवा कार्यक्रम                     | ऐसे पात्र मगर वंचित छात्रा/छात्र जो इस योजना के लाभ लेना चाहते हैं   |  |  |
| 26 | 12.7  | मुख्यमंत्री निश्चय स्वयं सहायता भत्ता योजना         | ऐसे पात्र मगर वंचित छात्रा/छात्र जो इस योजना के लाभ लेना चाहते हैं   |  |  |
| 27 | 12.8  | मुख्यमंत्री कन्या सुरक्षा योजना                     | ऐसी पात्र मगर वंचित परिवार जो इस योजना के लाभ लेना चाहते हैं   |  |  |
| 28 |       |   |  |  |  |
| 29 | 12.9  | मुख्यमंत्री कन्या विवाह योजना                       | ऐसे पात्र मगर वंचित व्यक्ति/परिवार जो इस योजना के लाभ लेना चाहते हैं   |  |  |
| 30 |       |   |  |  |  |
| 31 | 12.10 | मुख्यमंत्री किशोरी स्वास्थ्य योजना                  | ऐसी पात्र मगर वंचित छात्रा जो इस योजना के लाभ लेना चाहते हैं   |  |  |
| 32 |       |   |  |  |  |
| 33 | 12.11 | मुख्यमंत्री निःशक्तजन विवाह प्रोत्साहन अनुदान योजना | ऐसी पात्र मगर वंचित व्यक्ति/परिवार जो इस योजना के लाभ लेना चाहते हैं   |  |  |
| 34 | 12.12 | बिहार सिविल सेवा प्रोत्साहन योजना                   | ऐसे पात्र मगर वंचित व्यक्ति जो मुख्यमंत्री महिला/अनुसूचित जाति एवं अनुसूचित जनजाति/पिछड़ा वर्ग, अत्यंत पिछड़ा वर्ग सिविल सेवा प्रोत्साहन योजना का लाभ लेना चाहते हैं |  |  |















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छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/<br>नहीं) | अभियुक्ति |
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| क्र० सं० | योजना/कार्यक्रम का नाम                                   | मांग विवरण   | कुल मांग की संख्या | अभियुक्ति |
|----------|--|--|--------------------|-----------|
| 4.1      | मुख्यमंत्री आवास योजना/ प्रधानमंत्री आवास योजना- ग्रामीण | ऐसे पात्र परिवार जिन्हें आवास योजना का लाभ नहीं मिला है। |                    |           |

**छूटे हुए लाभार्थियों की सूची**

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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**छूटे हुए लाभार्थियों की सूची**

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र

| क्र० सं० | योजना/कार्यक्रम का नाम  | मांग विवरण  | कुल मांग की संख्या | अभियुक्ति |
|----------|---|---|--------------------|-----------|
| 5.       | मुख्यमंत्री जन आरोग्य योजना/<br>आयुष्मान भारत<br>प्रधानमंत्री जन आरोग्य योजना | ऐसे पात्र परिवार जिनका आयुष्मान कार्ड नहीं बना है |                    |           |

छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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| प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र |                        |   |                    |           |
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| क्र० सं०   | योजना/कार्यक्रम का नाम | मांग विवरण  | कुल मांग की संख्या | अभियुक्ति |
| 6.1  | हर घर नल का जल योजना   | वैसे परिवार जो हर घर नल का जल योजना से लाभान्वित नहीं है। |                    |           |

| छूटे हुए लाभार्थियों की सूची |                 |                  |            |                       |           |
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| क्र० सं०                     | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
|                              |                 |                  |            |                       |           |







छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/<br>नहीं) | अभियुक्ति |
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प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र

| क्र० सं० | योजना/कार्यक्रम का नाम | मांग विवरण                                 | कुल मांग की संख्या | अभियुक्ति |
|----------|------------------------|--|--------------------|-----------|
| 7        | बिजली कनेक्शन          | ऐसे परिवार जिनके पास बिजली कनेक्शन नहीं है |                    |           |

छूटे हुए लाभार्थियों की सूची

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छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/<br>नहीं) | अभियुक्ति |
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प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र

| क्र० सं० | योजना/कार्यक्रम का नाम | मांग विवरण | कुल मांग की संख्या | अभियुक्ति |
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छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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| क्र० सं० | योजना/कार्यक्रम का नाम | मांग विवरण   | कुल मांग की संख्या | अभियुक्ति |
|----------|------------------------|--|--------------------|-----------|
| 10.      | ई-श्रम कार्ड           | ऐसे पात्र श्रमिक जिन्हें ई-श्रम कार्ड उपलब्ध नहीं है |                    |           |

| छूटे हुए लाभार्थियों की सूची |                 |                  |            |                       |           |
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| क्र० सं०                     | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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| छूटे हुए लाभार्थियों की सूची |                 |                  |            |                       |           |
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| क्र० सं०                     | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र

| क्र० सं० | योजना/कार्यक्रम का नाम          | मांग विवरण  | कुल मांग की संख्या | अभियुक्ति |
|----------|---------------------------------|---|--------------------|-----------|
| 12.1     | मुख्यमंत्री बालिका साईकिल योजना | ऐसे पात्र परंतु वंचित छात्रा जो साईकिल योजना के लाभ लेना चाहती है |                    |           |

छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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**प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र**

| क्र० सं० | योजना/कार्यक्रम का नाम         | मांग विवरण  | कुल मांग की संख्या | अभियुक्ति |
|----------|--------------------------------|---|--------------------|-----------|
| 12.2     | मुख्यमंत्री कन्या उत्थान योजना | ऐसे पात्र परंतु वंचित व्यक्ति जो इस योजना के लाभ लेना चाहते हैं |                    |           |

**छूटे हुए लाभार्थियों की सूची**

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र

| क्र० सं० | योजना/कार्यक्रम का नाम               | मांग विवरण  | कुल मांग की संख्या | अभियुक्ति |
|----------|--------------------------------------|---|--------------------|-----------|
| 12.3     | बिहार मुख्यमंत्री बालिका पोशाक योजना | ऐसे पात्र परंतु वंचित छात्रा जो इस योजना के लाभ लेना चाहते है |                    |           |

छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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| प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र |   |  |                    |           |
|--|---|--|--------------------|-----------|
| क्र० सं०   | योजना/कार्यक्रम का नाम  | मांग विवरण   | कुल मांग की संख्या | अभियुक्ति |
| 12.4   | मुख्यमंत्री मेधावृत्ति योजना अनु० जाति एवं अनु० जनजाति के प्रथम एवं द्वितीय श्रेणी से Intermediate [+2] उत्तीर्ण छात्राओं के लिये | ऐसे पात्र मगर वंचित छात्रा/छात्र जो इस योजना के लाभ लेना चाहते हैं |                    |           |





प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र

| क्र० सं० | योजना/कार्यक्रम का नाम          | मांग विवरण   | कुल मांग की संख्या | अभियुक्ति |
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| 12.6     | मुख्यमंत्री कुशल युवा कार्यक्रम | ऐसे पात्र मगर वंचित छात्रा/छात्र जो इस योजना के लाभ लेना चाहते हैं |                    |           |

छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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**प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र**

| क्र० सं० | योजना/कार्यक्रम का नाम                      | मांग विवरण   | कुल मांग की संख्या | अभियुक्ति |
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| 12.7     | मुख्यमंत्री निश्चय स्वयं सहायता भत्ता योजना | ऐसे पात्र मगर वंचित छात्रा/छात्र जो इस योजना के लाभ लेना चाहते हैं |                    |           |

**छूटे हुए लाभार्थियों की सूची**

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र

| क्र० सं० | योजना/कार्यक्रम का नाम          | मांग विवरण   | कुल मांग की संख्या | अभियुक्ति |
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| 12.8     | मुख्यमंत्री कन्या सुरक्षा योजना | ऐसी पात्र मगर वंचित परिवार जो इस योजना के लाभ लेना चाहते हैं |                    |           |

छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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छूटे हुए लाभार्थियों की सूची

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| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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| प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र |                               |  |                    |           |
|--|-------------------------------|--|--------------------|-----------|
| क्र० सं०   | योजना/कार्यक्रम का नाम        | मांग विवरण   | कुल मांग की संख्या | अभियुक्ति |
| 12.9   | मुख्यमंत्री कन्या विवाह योजना | ऐसे पात्र मगर वंचित व्यक्ति/परिवार जो इस योजना के लाभ लेना चाहते हैं |                    |           |

| छूटे हुए लाभार्थियों की सूची |                 |                  |            |                       |           |
|------------------------------|-----------------|------------------|------------|-----------------------|-----------|
| क्र० सं०                     | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
|                              |                 |                  |            |                       |           |
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छूटे हुए लाभार्थियों की सूची

| क्र० सं० | लाभार्थी का नाम | पति/ पिता का नाम | मोबाईल नं० | SHG सदस्य (हां/ नहीं) | अभियुक्ति |
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प्रपत्र -2 व्यक्तिगत एवं पारिवारिक योजना सम्बंधित मांग हेतु आंकड़ा संग्रहण प्रपत्र

| क्र० सं० | योजना/कार्यक्रम का नाम                              | मांग विवरण   | कुल मांग की संख्या | अभियुक्ति |
|----------|---|--|--------------------|-----------|
| 12.11    | मुख्यमंत्री निःशक्तजन विवाह प्रोत्साहन अनुदान योजना | ऐसी पात्र मगर वंचित व्यक्ति/परिवार जो इस योजना के लाभ लेना चाहते हैं |                    |           |





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| प्रपत्र -3 आजीविका से संबंधित आकांक्षाएं        |  |               |           |
|---|--|---------------|-----------|
| क्र.  | आजीविका से संबंधित मुद्दे  | संख्या/ विवरण | अभियुक्ति |
| 1   | कृषि के लिए सहयोग की अपेक्षा   |               |           |
| 1.1   | प्रशिक्षण की आवश्यकता  |               |           |
| 1.2   | सिंचाई हेतु ऋण की आवश्यकता   |               |           |
| 1.3   | बाजार से संपर्क या बाजार की व्यवस्था                                   |               |           |
| 1.4   | बीज/खाद संबंधित आकांक्षाएं   |               |           |
| 1.5   | कृषि बीमा  |               |           |
| 1.6   | सामूहिक कृषि / उत्पाद विपणन  |               |           |
| 1.7   | उत्पाद संवर्धन ( वैल्यू चेन संबंधित कार्य )                            |               |           |
| 2   | पशुपालन के प्रकार  |               |           |
| 2.1   | प्रशिक्षण की आवश्यकता  |               |           |
| 2.2   | ऋण और अनुदान की आवश्यकता   |               |           |
| 2.3   | बाजार से संपर्क या बाजार की व्यवस्था                                   |               |           |
| 2.4   | इलाज संबंधित आकांक्षाएं  |               |           |
| 2.5   | बीमा   |               |           |
| 3   | गैर कृषि (पशुपालन एवं कृषि को छोड़कर अन्य उद्यम ) में सहयोग की अपेक्षा |               |           |
| 3.1   | प्रशिक्षण की आवश्यकता  |               |           |
| 3.2   | ऋण और अनुदान की आवश्यकता   |               |           |
| 3.3   | बाजार से संपर्क या बाजार की व्यवस्था                                   |               |           |
| 3.4   | पेकेजिंग   |               |           |
| 3.5   | मानकीकरण   |               |           |
| 3.6   | बीमा   |               |           |
| 3.7   | सामूहिक विपणन / उत्पादन  |               |           |
| 3.8   | व्यवसाय की स्थापना में सहयोग यथा ( उद्ध्यम आधार , GST निबंधन आदि)      |               |           |
| संबंधित पंचायत आयोजन दल के सदस्यों का हस्ताक्षर |  |               |           |



| प्रपत्र -3 आजीविका से संबंधित आकांक्षाएं (कृषि) |  |                       |
|---|--|-----------------------|
| कृषि हेतु सहयोग की अपेक्षा                      |  |                       |
| क्र.  | आजीविका से संबंधित मुद्दे                    | कुल मुद्दों की संख्या |
| 3.1.1   | सिंचाई की आवश्यकता                           |                       |
| 3.1.2   | खाद संबंधित आकांक्षाएं प्रशिक्षण की आवश्यकता |                       |
| 3.1.3   | प्रशिक्षण                                    |                       |
| 3.1.4   | ऋण की आवश्यकता                               |                       |
| 3.1.6   | कृषि बीमा                                    |                       |
| सुझाव अगर कोई है तो                             |  |                       |

| कृषि संबंधित मुद्दे - सिंचाई |     |      |               |
|------------------------------|-----|------|---------------|
| 1                            | हाँ | नहीं | अगर संख्या हो |

|    |   |  |  | तो संख्यां में लिखें |
|----|---|--|--|----------------------|
| 1. | क्या सरकारी नलकूप से सिंचाई की उचित व्यवस्था है         |  |  |                      |
| 2. | अभी कितने और सिंचाई नलकूप लगाए जाने की आवश्यकता है ?    |  |  |                      |
| 3. | अभी कृषि फीडर से बिजली उपलब्ध कराई जा रही है            |  |  |                      |
| 4. | अगर हाँ तो क्या उपलब्ध करायी जा रही बिजली पर्याप्त है ? |  |  |                      |

सुझाव अगर कोई है तो

| कृषि संबधित मुद्दे - खाद |   |      |                                    |
|--------------------------|---|------|------------------------------------|
| 1                        | हाँ                                     | नहीं | अगर संख्या हो तो संख्यां में लिखें |
| 1.                       | क्या कृषि हेतु खाद की पर्याप्त उपलब्धता |      |                                    |

|    |  |  |  |  |
|----|--|--|--|--|
|    | है ?   |  |  |  |
| 2. | क्या उचित मूल्य पर खाद उपलब्ध होता है ?  |  |  |  |
| 3. | क्या जैविक खेती करने हेतु कृषकों को जैविक खाद उपलब्ध है ?                      |  |  |  |
| 4  | जो कृषक जैविक कृषि करते हैं क्या उन्हें किसी प्रकार की सहायता की आवश्यकता है ? |  |  |  |
| 5  | क्या कृषि हेतु उत्तम बीज की पर्याप्त उपलब्धता है ?                             |  |  |  |
| 6  | सही दर पर बीज उपलब्ध है ?  |  |  |  |
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सुझाव अगर कोई है तो



| क्र.   | आजीविका से संबंधित मुद्दे            | संख्या | अभियुक्ति |
|--------|--------------------------------------|--------|-----------|
| 3.2    | पशुपालन के प्रकार                    |        |           |
| 3.2.1  | प्रशिक्षण की आवश्यकता                |        |           |
| 3.2..2 | ऋण की आवश्यकता                       |        |           |
| 3.2..3 | बाजार से संपर्क या बाजार की व्यवस्था |        |           |
| 3.2..4 | इलाज संबंधित आकांक्षाएं              |        |           |
| 3.2..5 | बीमा                                 |        |           |

सुझाव अगर कोई है तो



| क्र. | आजीविका से संबंधित मुद्दे  | हाँ / नहीं | कुल मुद्दे की संख्या |
|------|--|------------|----------------------|
|      | गैर कृषि (पशुपालन एवं कृषि को छोड़कर अन्य उद्यम ) में सहयोग की अपेक्षा |            |                      |
| 3..1 | प्रशिक्षण की आवश्यकता (विषय वार )                                      |            |                      |
| 3.2  | ऋण की आवश्यकता   |            |                      |
| 3.3  | बाजार से संपर्क या बाजार की व्यवस्था                                   |            |                      |
| 3.4  | पैकेजिंग   |            |                      |
| 3.5  | मानकीकरण   |            |                      |
| 3.6  | बीमा   |            |                      |
| 3.8  | व्यवसाय की स्थापना में सहयोग यथा ( उद्ध्यम आधार , GST निबंधन आदि)      |            |                      |

सुझाव अगर कोई है तो

प्रपत्र : 4.1 सार्वजनिक हितों, सेवाओं एवं संसाधन संबंधित आकांक्षाएं -सड़क

| क्र | सम्बंधित मुद्दे                          | हाँ | नहीं | अभियुक्ति |
|-----|--|-----|------|-----------|
| 1   | क्या आपका टोला संपर्क सड़क से जुड़ा है ? |     |      |           |
| 2   | क्या सड़क मरम्मत की आवश्यकता है ?        |     |      |           |
| 3   | क्या सड़क निर्माण हेतु भूमि उपलब्ध है ?  |     |      |           |
| 4   | क्या सड़क अतिक्रमित है ?                 |     |      |           |

सुझाव अगर कोई है तो



| क्र | सम्बंधित मुद्दे   | हाँ | नहीं | अभियुक्ति |
|-----|---|-----|------|-----------|
| 1   | क्या आपके पंचायत में पंचायत भवन है ?                              |     |      |           |
| 2   | क्या पंचायत भवन में मरम्मत की आवश्यकता है ?                       |     |      |           |
| 3   | क्या पंचायत भवन में पंचायत स्तरीय कर्मी नियमित रूप से बैठते हैं ? |     |      |           |
| 4   | क्या पंचायत भवन का उपयोग नियमित बैठक के लिए किया जाता है ?        |     |      |           |

सुझाव अगर कोई है तो

| क्र | सम्बंधित मुद्दे   | हाँ | नहीं | अभियुक्ति |
|-----|---|-----|------|-----------|
| 1   | क्या ग्राम संगठन के क्षेत्र में जल निकासी नाली उपलब्ध है? |     |      |           |
| 2   | अगर नहीं, तो नाली निर्माण के लिए स्थल उपलब्ध है ?         |     |      |           |

सुझाव अगर कोई है तो

| क्र | सम्बंधित मुद्दे   | हाँ | नहीं | अभियुक्ति |
|-----|---|-----|------|-----------|
| 1   | क्या ग्राम संगठन क्षेत्र में सामुदायिक शौचालय उपलब्ध है ? |     |      |           |
| 2   | क्या सामुदायिक शौचालय क्रियाशील है ?                      |     |      |           |
| 3   | क्या सामुदायिक शौचालय की साफ सफाई की स्थिति संतोषजनक है ? |     |      |           |

सुझाव अगर कोई है तो

| क्र | सम्बंधित मुद्दे  | हाँ | नहीं | अभियुक्ति |
|-----|--|-----|------|-----------|
| 1   | क्या आपके ग्राम संगठन क्षेत्र के पात्र बच्चे आंगनवाड़ी में नामांकित हैं ?                                    |     |      |           |
| 2.  | क्या आंगनवाड़ी केंद्र समय से खुलता है ?  |     |      |           |
| 3   | क्या आंगनवाड़ी केन्द्र पर नामांकित बच्चों को गुणवत्तापूर्ण पुरक पोषाहार नियमित रूप से उपलब्ध कराया जाता है ? |     |      |           |
| 4   | क्या आंगनवाड़ी केंद्र पर सेविका / सहायिका नियमित एवं ससयम आती हैं ?  |     |      |           |

सुझाव अगर कोई है तो

प्रपत्र : 4.6 सार्वजनिक हितों, सेवाओं एवं संसाधन संबंधित आकांक्षाएं ---- अनाज भण्डारण केंद्र

| क्र | सम्बंधित मुद्दे   | हाँ | नहीं | अभियुक्ति |
|-----|---|-----|------|-----------|
| 1   | क्या अनाज भण्डारण हेतु पर्याप्त क्षमता के गोदाम उपलब्ध हैं ?  |     |      |           |
| 2   | क्या गोदाम की मरम्मति की आवश्यकता है ?                        |     |      |           |
| 3   | क्या गोदाम तक वाहन के आने जाने के लिए संपर्क सड़क उपलब्ध है ? |     |      |           |

सुझाव अगर कोई है तो

प्रपत्र : 4.7 सार्वजनिक हितों, सेवाओं एवं संसाधन संबंधित आकांक्षाएं ---- बिजली

| क्र | सम्बंधित मुद्दे   | हाँ | नहीं | अभियुक्ति |
|-----|---|-----|------|-----------|
| 1   | क्या आपके गांव बिजली की आपूर्ति नियमित रूप से होती है?  |     |      |           |
| 2   | क्या 18 घंटे से अधिक बिजली की आपूर्ति होती है?          |     |      |           |
| 3   | क्या बिजली सप्लाई की गुणवत्ता जैसे वोल्टेज आदि सही है ? |     |      |           |

सुझाव अगर कोई है तो

प्रपत्र : 4.8 सार्वजनिक हितों, सेवाओं एवं संसाधन संबंधित आकांक्षाएं ---हर घर नल जल योजना

| क्र | सम्बंधित मुद्दे  | हाँ | नहीं | अभियुक्ति |
|-----|--|-----|------|-----------|
| 1   | क्या गांव के सभी घरों में हर घर नल जल योजना का लाभ मिल रहा है? |     |      |           |
| 2   | क्या नियमित रूप से हर घर नल जल की आपूर्ति होती है ?            |     |      |           |
| 3   | क्या नल जल योजना के पाईप की मरम्मत की आवश्यकता है ?            |     |      |           |

सुझाव अगर कोई है तो

प्रपत्र : 4.9 सार्वजनिक हितों, सेवाओं एवं संसाधन संबंधित आकांक्षाएं ---स्कूल और शिक्षा

| क्र | सम्बंधित मुद्दे   | हाँ | नहीं | अभियुक्ति |
|-----|---|-----|------|-----------|
| 1   | क्या ग्राम संगठन के आस पास प्राथमिक स्कूल है ?                      |     |      |           |
| 2   | क्या ग्राम संगठन के आस पास मिडिल स्कूल है ?                         |     |      |           |
| 3.  | क्या पंचायत अंतर्गत उच्च विद्यालय है?                               |     |      |           |
| 4   | क्या पंचायत अंतर्गत सामुदायिक पुस्तकालय/युवा करियर विकास केंद्र है? |     |      |           |
| 5   | क्या शिक्षक अच्छे से पढा पा रहे हैं                                 |     |      |           |
| 6   | क्या शिक्षक समय पर आते है ?   |     |      |           |
| 7   | मध्याह्न भोजन में मेनू के हिसाब से बच्चों को भोजन मिलता है ?        |     |      |           |
| 8   | क्या स्कूल में साफ सफाई है ?  |     |      |           |
| 9   | क्या स्कूल में बाउंड्री वाल है ?                                    |     |      |           |

सुझाव अगर कोई है तो



प्रपत्र : 4.10 सार्वजनिक हितों, सेवाओं एवं संसाधन संबंधित आकांक्षाएं ---स्वास्थ्य

| क्र | सम्बंधित मुद्दे  | हाँ | नहीं | अभियुक्ति |
|-----|--|-----|------|-----------|
| 1   | क्या गाँव में सरकारी स्वास्थ्य केंद्र कार्यरत है ?                           |     |      |           |
| 2   | क्या कार्यरत स्वास्थ्य केन्द्र समय पर खुलता है ?                             |     |      |           |
| 3   | क्या स्वास्थ्य केन्द्र पर स्वास्थ्य कर्मी नियमित रूप से आते हैं?             |     |      |           |
| 4   | क्या सामान्य जाँच की सुविधा जैसे एक्सरे , सामान्य बल्ड टेस्ट आदि उपलब्ध है ? |     |      |           |
| 5   | क्या भवन, बैठने की व्यवस्था, पंखा, पीने का पानी, साफ शौचालय की व्यवस्था है ? |     |      |           |
| 6   | क्या स्वास्थ्य कर्मियों का व्यवहार अच्छा है ?                                |     |      |           |

सुझाव अगर कोई है तो

प्रपत्र : 4.12 सार्वजनिक हितों, सेवाओं एवं संसाधन संबंधित आकांक्षाएं --- खेल एवं युवाओं से सम्बंधित

| क्र | सम्बंधित मुद्दे  | हाँ | नहीं | अभियुक्ति |
|-----|--|-----|------|-----------|
| 1   | क्या घर के 1 किलो मीटर के आस पास खेल का मैदान है?  |     |      |           |
| 2   | क्या जमीन है, परन्तु मैदान नहीं बना है ?   |     |      |           |
| 3   | क्या जमीन है, परन्तु अतिक्रमित है ?  |     |      |           |
| 4.  | क्या खेल के मैदान विकसित करने हेतु राशि की आवश्यकता है ?                                       |     |      |           |
| 5.  | क्या आपके 3-5 किमी के आस पास कोई युवा करियर काउंसिलिंग केंद्र/यूथ क्लब है?                     |     |      |           |
| 6.  | क्या आपके 3-5 किमी के आस पास कोई प्रतियोगी/प्रवेश परीक्षा की तैयारी हेतु मार्गदर्शन केंद्र है? |     |      |           |

सुझाव अगर कोई है तो

प्रपत्र : 4.13 सार्वजनिक हितों, सेवाओं एवं संसाधन संबंधित आकांक्षाएं --- अन्य

| क्र | सम्बंधित मुद्दे  | हाँ | नहीं | अभियुक्ति |
|-----|--|-----|------|-----------|
| 1   | क्या गांव के 2 किलो मीटर के अन्दर पशुचिकित्सा केंद्र या विस्तार सेवा उपलब्ध है ? |     |      |           |
| 2   | क्या गांव के 2 किलो मीटर के अन्दर कृषि विस्तार सेवा उपलब्ध है ?                  |     |      |           |
| 2   | क्या गांव के 2 किलो मीटर के अन्दर बैंक या बैंक विस्तार सेवा केंद्र उपलब्ध है ?   |     |      |           |
| 3.  | क्या गांव के 2 किलो मीटर के अन्दर CSC केंद्र उपलब्ध है ?                         |     |      |           |
| 4   | क्या ग्राम संगठन कार्यालय से अग्नि शमन सेवा की दूरी क्या 3 km के अन्दर है ?      |     |      |           |
| 5   | क्या ग्राम संगठन कार्यालय से एम्बुलंस सेवा कितनी दूर पर है ?                     |     |      |           |
| 6   | क्या ग्राम संगठन कार्यालय से शीत गृह केंद्र 5 किलोमीटर के अन्दर है ?             |     |      |           |

सुझाव अगर कोई है तो

प्रपत्र : 4.14 सार्वजनिक हितों, सेवाओं एवं संसाधन संबंधित आकांक्षाएं ---- जन वितरण प्रणाली

| क्र | सम्बंधित मुद्दे   | हाँ | नहीं | अभियुक्ति |
|-----|---|-----|------|-----------|
| 1   | क्या सभी पात्र परिवारों को खाद्य सुरक्षा का लाभ मिल रहा है ?  |     |      |           |
| 2   | क्या ग्राम संगठन क्षेत्र में कार्यरत जन वितरण प्रणाली के विक्रेता के द्वारा प्रति माह राशन उपलब्ध कराया जाता है ? |     |      |           |
| 3   | क्या राशन उचित मूल्य पर उपलब्ध कराया जाता है?   |     |      |           |
| 4   | क्या राशन दुकान नियमित रूप से समय पर खुलता है ?   |     |      |           |

प्रपत्र -5 सामाजिक विकास से संबंधित आकांक्षाएं

| क्र | मुद्दे    | ड्राप डाउन   | हाँ | नहीं | प्राथमिकता |
|-----|-----------|--|-----|------|------------|
| 1   | नशामुक्ति | 1. आपके गाँव में नशाबंदी लागू है क्या आपको लगता है कि इसमें कुछ और करने की आवश्यकता है |     |      |            |
|     |           | 2. आपने नशामुक्ति के लिए क्या प्रयास किया  |     |      |            |
|     |           | 1. समुदाय के लोगों के साथ बैठक किया  |     |      |            |
|     |           | 2. पुलिस को खबर किया   |     |      |            |
|     |           | 3. उत्पाद विभाग को खबर किया  |     |      |            |
|     |           | 4. मुखिया / सरपंच को खबर किया  |     |      |            |
|     |           | 5. 18003456268 पर खबर किया   |     |      |            |
|     |           | 6. 18003456268 क्या यह संतोषप्रद रूप से कार्य कर रहा है                                |     |      |            |
|     |           | 3. नशामुक्ति के लिए आप क्या चाहते हैं  |     |      |            |
|     |           | 1. सामुदायिक जागरूकता  |     |      |            |
|     |           | 2. प्रसासनिक सक्रियता  |     |      |            |
|     |           | 3. दंडात्मक कार्रवाई   |     |      |            |
|     |           | 4. संरक्षण देने वालों के विरुद्ध कार्रवाई  |     |      |            |

|  |        |   |             |  |  |
|--|--------|---|-------------|--|--|
| 2  | कुपोषण | 1. क्या आप महसूस करते हैं कि बच्चे और महिला कुपोषित हैं |             |  |  |
|  |        | 2. आपने कुपोषण से बचने के लिए क्या प्रयास किया          |             |  |  |
|  |        | 1. समुदाय के लोगों के साथ बैठक किया                     |             |  |  |
|  |        | 2. सामुदायिक जागरूकता                                   |             |  |  |
|  |        | 3. आंगनबाड़ी में बच्चों को नामांकित कराया               |             |  |  |
|  |        | 4. जन वितरण प्रणाली की दुकान से रासन लिया               |             |  |  |
|  |        | 3. कुपोषण दूर करने के लिए आप क्या चाहते हैं             |             |  |  |
|  |        | 1. सामुदायिक जागरूकता                                   |             |  |  |
|  |        | 2. प्रसासनिक सक्रियता                                   |             |  |  |
|  |        | 3. पोषण वाटिका का प्रोत्साहन                            |             |  |  |
|  |        | 4. मुर्गी / बकरी पालन का प्रोत्साहन                     |             |  |  |
|  |        | 3   | घरेलु हिंसा | 1. क्या आप महसूस करते हैं कि आपके टॉले में अभी भी महिलाओं के उपर अभी भी घरेलु हिंसा या अन्य हिंसा होते हैं |  |
| 2. आपने घरेलु हिंसा / महिला के प्रति हिंसा से मुक्ति के लिए क्या प्रयास किया |        |   |             |  |  |
| 1. समुदाय के लोगों के साथ बैठक किया  |        |   |             |  |  |
| 2. पुलिस को खबर किया   |        |   |             |  |  |
| 3. हेल्प लाइन पर खबर किया  |        |   |             |  |  |
| 4. मुखिया / सरपंच को खबर किया  |        |   |             |  |  |
| 5. 181 पर संपर्क किया  |        |   |             |  |  |
| 3. घरेलु हिंसा/ महिला के प्रति हिंसा से मुक्ति के लिए आप क्या चाहते हैं      |        |   |             |  |  |
| 1. सामुदायिक जागरूकता  |        |   |             |  |  |
| 2. हेल्प लाइन की सक्रियता  |        |   |             |  |  |
| 3. पारिवारिक संस्था की सुदृढता   |        |   |             |  |  |
| 4. महिला सशक्तिकरण   |        |   |             |  |  |
| 5. समूह की दीदी की और सक्रियता   |        |   |             |  |  |

|                       |                         |  |  |  |  |
|-----------------------|-------------------------|--|--|--|--|
| 4                     | बाल विवाह               | 1. आप महसूस करते हैं कि अभी भी बाल विवाह हो रहा है   |  |  |  |
|                       |                         | 2. आपने बाल विवाह रोकने के लिए क्या प्रयास किया  |  |  |  |
|                       |                         | 3.   |  |  |  |
|                       |                         | 1. समुदाय के लोगों के साथ बैठक किया  |  |  |  |
|                       |                         | 2. पुलिस को खबर किया   |  |  |  |
|                       |                         | 3. सामुदायिक जागरूकता  |  |  |  |
|                       |                         | 4. मुखिया / सरपंच को खबर किया  |  |  |  |
|                       |                         | 4. बाल विवाह रोकने के लिए आप क्या चाहते हैं  |  |  |  |
|                       |                         | 1. सामुदायिक जागरूकता  |  |  |  |
|                       |                         | 2. प्रसासनिक सक्रियता  |  |  |  |
| 3. दंडात्मक कार्रवाई  |                         |  |  |  |  |
| 4. वित्तीय प्रोत्साहन |                         |  |  |  |  |
| 5                     | पढाई छोड़ना             | <p>1. क्या आपके गाँव के सभी लडकियां एवं लडके स्कुल जाते हैं ?</p> <p>2. अगर नहीं, तो क्या कारण है :</p> <p>a. पढने से कुछ नहीं होता है</p> <p>b. स्कुल में कुछ पढाई नहीं होता है</p> <p>c. स्कुल दूर है</p> <p>d. घर में बहुत काम है जिसे करने वाला कोई नहीं है</p>  |  |  |  |
| 6                     | व्यस्क शिक्षा           | <p>क्या आपके गाँव में सभी बुजुर्ग पढना लिखना जानते है ?</p> <p>a. अगर नहीं तो कितने लोग अब पढना चाहेंगे</p>  |  |  |  |
| 7                     | पर्यावरण संबंधित समस्या | <p>क्या आपको लगता है कि पर्यावरण सम्बंधित कार्यों पर और ध्यान दिए जाने की जरूरत है ? अगर हाँ तो क्या करना चाहेंगे :</p> <p>a. सभी दीदी एक पेड़ प्रतिवर्ष जरूर लगायेंगे और घेरा बनकर सुरक्षित रखेंगे</p> <p>b. नल जल से पानी न बारबाड करेंगे और न दुसरे को करने देंगे</p> <p>c. जानवर को खुले में चरने नहीं</p> |  |  |  |

|    |                     |   |  |  |
|----|---------------------|---|--|--|
|    |                     | छोड़ेंगे<br>d. खेत में पाराले नहीं जालायेंगे अनुर<br>ना जलने देंगे  |  |  |
| 8  | सामाजिक<br>बहिष्कार | a. ऐसे मामले पर सख्त कानूनी<br>कारवाई की जाय<br>b. समाज स्तर पर नियंत्रण हेतु विशेष<br>व्यवस्था बनाई जाय<br>c.  |  |  |
| 9  | दहेज                | क्या आपको लगता है कि दहेज एक बड़ी<br>समस्या है ? अगर हाँ तो हम कैसे रोक<br>सकते हैं   |  |  |
| 10 | भ्रष्टाचार          | क्या आपको लगता है कि हमारे समाज में<br>भ्रष्टाचार एक बड़ा समस्या है और इसे<br>रोके जाने की आवश्यकता है । इसे रोके<br>जाने हेतु क्या किये जा सकते हैं :<br>a. किये गए शिकायत पर तुरंत<br>कारवाई हो<br>b. एक राज्य स्तर पर काल सेंटर<br>बनाकर , निबंधित शिकायत पर<br>नियमित समीक्षा हो और सभी को<br>तत्काल सूचना मिले<br>c. शिकायत के उपरान्त हुए कार्य पर<br>शिकायत कर्ता के संतुष्टी को अवश्य<br>प्राप्त किया जाय<br>d. सभी व्यवस्था ऑनलाइन हो<br>e. अन्य |  |  |
| 11 | भ्रूण हत्या         | 1. सभी स्तर पर मासिक समीक्षा हो<br>2. अनधिकृत USG केंद्र पर तत्काल<br>रोक लगे और अधिकृत केंद्र पर<br>कड़ी निगरानी रखी जाय<br>3. एक या दो लड़की वाले परिवारों को<br>विशेष सुविधा मिले<br>4. संकुल संघ स्तर पर लड़के और<br>लड़कियों के जन्म का लगातार   |  |  |



|  |  |   |  |  |
|--|--|---|--|--|
|  |  | <p>समीक्षा हो और उच्च महिला<br/>लिंगानुपात वाले CLF/ VO को<br/>पुरस्कृत किया जाय</p> <p>5. अन्य</p> |  |  |
|--|--|---|--|--|