

**F.No.17/20/2018-PMMVY**  
**Government of India**  
**Ministry of Women & Child Development**  
**PMMVY Section**

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6<sup>th</sup> Floor, Shastri Bhawan New Delhi  
Dated the 7<sup>th</sup> January, 2019

**Notice inviting tender for Request for Proposal**

Request for Proposal (RFP) for engagement of Programme Support Unit (PSU) and Technical Support Unit (TSU) in Ministry of Women & Child Development for implementation of Pradhan Mantri Matru Vandana Yojana (PMMVY) is floated for inviting bids. The documents are also uploaded on Central Public Procurement (CPP) Portal (<http://www.eprocure.gov.in>).

2. Eligible firms may submit their bids as per prescribed proforma in the documents.



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**RFP - Reference No. 17/20/2018-PMMVY**

**REQUEST FOR PROPOSAL (RFP)  
For**

*Programme Management and Technology Support  
for implementation of  
Pradhan Mantri Matru Vandana Yojana (PMMVY)*

Government of India  
Ministry of Women and Child Development  
Shastri Bhavan  
Dr. Rajendra Prasad Road  
New Delhi-110001

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## 1 Important Dates

#	Event	Deadline
1.	Publication of RFP document	07.01.2019
2.	Bid download start	07.01.2019
3.	Last date and time for bid Submission	21.01.2019; 13:00 Hours
4.	Date and time of opening of bids	21.01.2019; 15:00 Hours
5.	Date of time of opening of Commercial Bids	To be announced

## 2 Fact Sheet

Clause Reference	Topic
Section 20	All the queries should be received through email to <a href="mailto:vc.choudhary@nic.in">vc.choudhary@nic.in</a>
Section 21	No bid document fee payable by any bidder
Section 22	EMD of Rupees five lakh only in the form of Demand Draft OR Bankers Cheque OR Bank Guarantee.
Section 16	Bidders must submit one sealed envelope containing two separate sealed envelopes as under: <ul style="list-style-type: none"> <li>• Original and one duplicate hard copy and one non-editable CD of Technical Bid</li> <li>• One original Financial Bid</li> </ul>
Section 25	Bid should be submitted in English language only
Section 26	The Proposal should be submitted to the addressee: The Under Secretary Ministry of Women & Child Development, Room Number 621, 'A' wing, Shastri Bhavan, Dr. Rajendra Prasad Road, New Delhi-110001 Tele: 011-011-23388513 Email: <a href="mailto:vc.choudhary@nic.in">vc.choudhary@nic.in</a>
Section 26	Proposal must be submitted not later than the date and time mentioned in "Important Dates" table
Section 27	Proposal must remain valid for 90 days from the closing date of submission of bid
Section 31	Consortium is permissible

### 3 Letter of invitation

- (a) The Ministry of Women & Child Development (hereinafter referred to as MoWCD or Ministry) invites responses (“Proposals”) to this Request for Proposals (“RFP”) from reputed Consulting Agencies (“Bidders”) for providing Program Management and Technology Support services to the Ministry of Women and Child Development, Government of India, New Delhi as per Scope of Work described in Section-5 of this RFP. The Ministry of Women & Child Development is the Nodal Agency for this public procurement.
- (b) Any contract that may result from this competitive public procurement process will be issued for a term **up to 31.03.2020** (“the Term”).
- (c) The Ministry may extend the term of this engagement for further period (or periods) on the mutual agreement of terms and conditions with the selected bidder.
- (d) Proposals must be received in the office of the addressee of MoWCD on or before the bid submission closing date and time mentioned in the Fact Sheet. Proposals that are received after the deadline SHALL NOT be considered in this procurement process.



## 4 Project Background and Key Information

Government of India has started Direct Benefit Transfer (DBT) with the aim of reforming Government delivery process of benefits to the needy, by re-engineering the existing process in welfare schemes for simpler and faster flow of information and funds, accurate beneficiary targeting, de-duplication and removal of ghost/fake beneficiaries. It is a massive exercise of establishing a transparent and efficient mechanism for providing social, economic, and financial benefits to the needy. DBT will also enable the excluded an opportunity to enter the formal financial sector and become an integral part of India's growth story. To enable DBT, under PMJDY, 27.39 crore accounts have been opened till 1<sup>st</sup> February 2017 with more than INR 66,000 crore in account balance. The use of Aadhaar as primary identifier of beneficiaries for delivery of services and benefits further simplifies the Government delivery process, bring in transparency and efficiency and enables beneficiaries to get their entitlements directly in the bank/postal account in a convenient and hassle-free manner, obviating the need for producing multiple documents to prove one's identity.

Using JAM (Jan-Dhan, Aadhaar and Mobile), Government of India has transferred INR 2,02,224.1 crore in FY 17-18 through various DBT schemes. 437 schemes from 57 Ministries and departments are delivered through DBT (as reported <https://dbtbharat.gov.in/> on 24<sup>th</sup> April 2018). However, Ministries are finding it a challenge to quickly roll-out their schemes and to provide aggregate view of DBTs for informed policy and decision making, primarily due to the absence of an established technology platform.

Ministry of Women and Child Development, as the nodal Ministry for holistic development of women and children, is administering a number of women and child centric schemes and programs in the country. These schemes and programs cover welfare and support services, training for employment and income generation, awareness generation and gender sensitization and also involve DBT.

One of the schemes which MoWCD is implementing in DBT mode is the Pradhan Mantri Matru Vandana Yojana (PMMVY). PMMVY is a Centrally Sponsored Scheme under which the grant-in-aid is being released to States/UTs in cost sharing ratio between the Centre and the States & UTs with Legislation 60:40, for North-Eastern States & Himalayan States, it is 90:10 and 100% for Union Territories without Legislation. The aim of scheme is to provide partial compensation for the wage loss in terms of cash incentive (₹ 5,000/-) so that the woman can take adequate rest before and after delivery of the first child. All eligible Pregnant Women for first living child of the family are entitled for benefits under the scheme. The Budget allocation for the financial year 2017-18 under PMMVY was ₹ 2700.00 Crore and ₹ 2400.00 Crore for 2018-19. Annually, this would cover about 51 lakh beneficiaries under this scheme.

In order to quickly roll out the PMMVY, MoWCD had requested the Bill & Melinda Gates Foundation (BMGF), which was already engaged with MoWCD for automation of the Anganwadis through their project called ICDS – CAS (ICDS Common Application Software), to support them with the deployment of a suitable technology platform to support PMMVY.

PMMVY-CAS has been successfully rolled out in the entire country and the complete process of the beneficiary registration, verification, approval at various stages and final payment is managed through PMMVY-CAS, a centralized web based software that has designed and developed for this specific purpose.

The PMMVY-CAS solution addresses end to end DBT processing for the PMMVY Scheme, inclusive of interfaces to PFMS (Public Funds Management System) for fund transfer and Aadhaar repository for demographic authentication of the beneficiary. The central web-based software solution is compliant with the requirements of the scheme and is the first application in the country to comprehensively implement the LGD (Local Government Directory) for reporting and MIS.

The PMMVY-CAS solution features are highlighted below-

- Comprehensive end-to-end DBT solution
- Flexibility to be implemented by the Department opted in the State/UT level (WCD/ Social Welfare or Health)
- Integrated with Aadhaar Authentication Agency for demographic Aadhaar authentication and PFMS for Bank/Post Office account validation and Aadhaar seeding confirmation from NPCI
- Facility to export data to DBT Bharat Portal
- Aligned with LGD (Local Government Directory) codes
- All scheme conditionality verified by software application
- Permits migration of beneficiaries anywhere in India
- Permits beneficiary to avail benefits over multiple pregnancies
- Comprehensive reports, dashboards and Migration

The scheme implementation is being monitored by the highest authority and in order to ensure its success, the scheme activities are being carried out in a mission mode throughout the country. This shall require dedicated handholding and constant process improvements at the States/UTs level. Additionally, there are modifications/updates required on the software based on the feedback and actual ground experience. All this requires a dedicated team to be put in place which shall not only assist MoWCD in the scale up of PMMVY scheme adoption but shall also assist in the aligning/converging with some of the state specific maternity benefit schemes. Hence, MoWCD requires to bring onboard a Program Management and Technology Support Unit for assisting Ministry in achieving desired objectives.

### a) Current Status

As of September 2018, all the States/UTs have been successfully on-boarded onto the system and have States/UTs enrolling beneficiaries using PMMVY-CAS. However, some of the states have been permitted to operate their state-specific maternity benefit schemes jointly with the PMMVY. In view of this, some of the States have requested for integration of PMMVY – CAS with their State level maternity benefit software. Currently, the PMMVY-CAS has been integrated with the State IT applications of Tamil Nadu and Telangana while discussions are ongoing with Odisha. The integration with other State's IT application may be facilitated in future, if required.

There is substantial number of backlog of application envisaged, as the eligibility date for scheme is effective on 1-Jan-2017.

In addition to maintaining the current functionality covered under the scope, there are numerous new/additional features that are required to be developed in PMMVY-CAS. All this needs to be achieved in a time bound and efficient manner on the one hand, while the target coverage of beneficiaries are serviced.

Enhancing the support levels both from technology platform and operational targets necessitates the engagement of a dedicated program management team. But the scaling up of PMMVY-CAS and meeting of the planned targets under this scheme have not been envisaged. Hence, MoWCD requires to onboard a Program Management and Technology support Unit for assisting Ministry in achieving desired objectives. This team would have function on the following lines:

- Co-ordinate with the states for implementation of the scheme at program/process level. This team would also do hand-holding of the state/Union Territory officers and prepare status reports as required.

- Maintain and support the PMMVY-CAS application ensuring timely bug-fixing, user and master data update, verifying and generating reports, provide training on new changes or entire system as per the requirement.
- Design the IT roadmap and plan for the improvement/enhancements required in the functional features for the PMMVY-CAS and consolidate the requirements thereon
- Develop the software as per the requirement and IT Roadmap and implement the same without impacting the day to day operations
- IT Operations for handling routine technical support services like, database management, system administration, batch processing, backup, patch/ release management, technical exceptions/incidents, etc among others

In short, the selected agency is required to take over from the existing team on a turnkey basis and enhance the support levels addressing, Program Management, Software Development/Maintenance, provide field support and back-office IT Operations to ensure uninterrupted operations of the PMMVY.

PMMVY-CAS currently is deployed in NIC data center on a cloud model after necessary security certification. Going forward, Ministry is planning to procure its own infrastructure that would be deployed on NIC Data Center and Disaster Recovery Center. The migration of the PMMVY-CAS application on this new infrastructure, including installation of all layered and associated software necessary for the operation of PMMVY-CAs, will be the responsibility of the selected bidder. The whole exercise will be done under the supervision and guidance of NIC.

As on 12<sup>th</sup> September 2018, more than ₹1,158 Crores have been disbursed across India to over 46 lakhs beneficiaries. Some of the statistics of the PMMVY scheme is in the below tables:

<b>Particulars</b>	<b>Count</b>
Districts On Boarded	717
Field Functionaries	10,68,583
Beneficiaries Enrolled	50.85 Lakhs
Beneficiaries Paid	48.19 Lakhs
Applications Received	125.98 Lakhs
Applications Paid	103.26 Lakhs
Payments Made	₹ 16,01,87,69,000

## **5 Terms of Reference / Scope of Work**

PMMVY-CAS implementation requires a Consultant to manage and coordinate the implementation of the project across the country.

The project requires a diverse range of skill sets at the national level due to the wide spectrum of activities and hence the requisite skills are identified to effectively carry out each set of activities. It is envisaged that MoWCD would be augmenting the Programme Management Unit (PMU) and Technical Support Unit (TSU) with the required capacity and skill sets. The proposed PMU and TSU are structured such that each of the diverse set of activities will be handled by the team in a cohesive manner to meet with the program targets as well as system operations.

Program Management Unit (PMU) will be responsible for the management aspects of the scheme. The PMU will manage the nationwide scheme implementation, report to MoWCD and coordinate with various departments/ agencies/ stakeholders for ensuring smooth scheme implementation and meet the planned scheme targets and ensure its outreach. This Unit would also be responsible for the technology platform and associated operational support necessary to support the scheme. The Regional Coordinators are required to visit the States/UTs at least 4 times allocated during a financial year for capacity building exercises and assessment of progress of the scheme.

The TSU will manage the PMMVY-CAS software, associated hardware, IT operations at the data/disaster recovery centers, interfaces and IT governance including coordinating with PFMS and Aadhaar-AUA for seamless functioning of software.

Maintenance and Development of PMMVY-CAS is a critical requirement of this engagement. In order to successfully run PMMVY-CAS (or CAS) and the associated infrastructure such as networking, infrastructure management, database design, security management and enhancements/ changes to CAS, MoWCD will need to be augmented with specialized technical skills. A team of software developers and first level testers responsible for making changes in software, testing them and releasing to PMU. This team would also be managing the IT Operations (database administration, application administration and system administration).

## 6 Program Management Unit (PMU)

### 6.1.1 Program Management Unit (PMU)

Considering the complexity and the time sensitiveness of the scheme MoWCD needs to be equipped with managerial and operational bandwidth to undertake the implementation of the PMMVY-CAS project in a time bound manner and hence it is augmented with the PMU. The following activities are envisaged for PMU:

#### 6.1.1.1 Program Management

- (a) Project Plan Monitoring:** Uninterrupted operations of the PMMVY-CAS is critical to entire program and the maintenance/upgrade of the technology platform is of utmost importance. To facilitate this, it is imperative that the project plan is defined realistically and adhered to, making course corrections where appropriate and necessary. PMU will be required to actively facilitate the following under Program Management Unit:
- i. Review / Preparation of the monitoring templates for project progress
  - ii. Maintaining a log of all sub-project plans and generation of summary plans showing project status and progress
  - iii. Prepare and circulate periodic program status reports
  - iv. Facilitate in articulation of field issues, including process related, and support resolution of the same
  - v. Escalate issues to MoWCD on any delay in achievement of milestones
- (b) Fund Monitoring:** The initial fund allocation for all States / UTs for implementation of PMMVY has been done at the Centre. These funds have been released to States / UTs based on estimated targets to be achieved by the States/UTs. Utilization of funds is a key indicator of the implementation progress in the States/UTs. It is imperative to proactively monitor the disbursement of funds from the Center and track the disbursed funds against the actual utilization at the States. The scope for Fund Monitoring includes:
- i. Projecting total fund requirements every year for preparation of Budget Estimates
  - ii. Monitoring the disbursement of funds
  - iii. Tracking utilization of funds under the project by assessing utilization certificates and utilization reports from States
  - iv. Maintaining and updating the fund tracker on a regular basis
- (c) Program Monitoring:** Monitoring and reporting the implementation of PMMVY project across 36 States / UTs so as to meet program targets in a timely manner.

- (d)** Review & Modification of Guidelines to States (including best practices): In order to ensure consistency and support to the States / UTs in project implementation and improve processes from time to time, guidelines for implementation activities that have been prepared and shared with all States / UTs will require constant review and modification, if any. PMU will ensure that in order to keep the project on track, the relevant best practices and revised guidelines are made available to States at appropriate stages of the project. The PMU will:
- i. Identify areas where guidelines and standard procedures are required or need to be modified
  - ii. Suggest improvement in guidelines and standard procedures for the States to MoWCD for their review and acceptance
  - iii. Revise and re-issue of such guidelines /procedures based on feedback from States and MoWCD
  - iv. Create and manage a project library containing the project documentation templates and the documentation of current and future projects

#### 6.1.1.2 Capacity Building

- (a)** Help publish guidelines, notifications, model, RFPs etc. in official gazette.
- (b)** Liaison and help organize National/Regional level workshops and training sessions.
- (c)** Co-ordinate for update of the software training manual and other software training materials
- (d)** Assist the ministry in keeping the training material updated on the ministry's website
- (e)** Assist the state implementation team in conducting the training sessions on the implementation guidelines and the PMMVY-CAS in the training environment
- (f)** Design of capacity building programs for the field level functionaries- Capacity Building of the officials – ASHA, ANM , AWW
- (g)** Capture and disseminate learning from implementation to be disseminated to all States / UTs
- (h)** Create and manage a knowledge repository of best practices and guidelines which the States could utilize.
- (i)** Workshops: In order to achieve the objectives of the scheme and to ensure consistency in its implementation across States, Central and Regional Workshops would be conducted by the Centre for sharing of Procedures, Guidelines and Project Learning from other States / UTs / Projects. PMU would assist MoWCD in conducting workshops by:
  - i. Identifying areas and topics where workshops are required

- ii. Suggesting the profile of participants and duration of workshops
- iii. Preparation of agenda items, presentations and minutes of the meeting
- iv. Conducting the Workshop including Presentation, Discussion and FAQs
- v. Documentation on the workshop Learning to be shared across the States

#### 6.1.1.3 Assist in IEC Activities

- (a)** Develop a Communication toolkit
- (b)** Develop model RFP for states to empanel agencies for IEC activities, where required
- (c)** Assist states in empanelment process

#### 6.1.1.4 Reporting and analytics

- (a)** Undertake analytics on the existing scheme data to identify improvement opportunities in process/operations from the data extracted from PMMVY-CAS.
- (b)** Assist in evaluations and surveys

#### 6.1.1.5 Application Requirements mapping and Solution design

- (a)** Project Management
  - i. Monthly report to MoWCD on the technology plan.
  - ii. Formal requirements management and matters related to changes to the solution scope
  - iii. Ensuring timely availability of all relevant information, documents, records, personnel, etc. for software development
  - iv. Continuous involvement and early identification and timely resolution of issues
- (b)** Roadmap for the PMMVY-CAS application
  - i. Compile the user feedback from the field level
  - ii. Interface with various states/ departments to identify requirement for PMMVY system integration with external systems (e.g., state maternity benefits applications, ICDS-CAS, etc.)
  - iii. Requirements based on changes to scheme implementation guidelines
  - iv. Maintain requirement traceability matrix of existing FRS and new requirements in the system



- v. Keep a track of IT guidelines released by Government or its agency with impact on the PMMVY solution

**(c)** Solution Design

- i. Support MoWCD in validating that the requirements are well documented in an elaborate manner linking the requirements from the highest level down to the lowest, standard solution's detailed transaction level.
- ii. System Requirement Study: All the requirements mentioned in the requirements document shall be translated into System Requirements.
- iii. Any additional requirements as communicated by MoWCD will have to be studied and incorporated in the system.
- iv. Prepare/update SRS, FRS and such other technical documents required as part of the software development process
- v. Prepare report of changes requested by the States and take these up for implementation upon approval by the competent authority.
- vi. Create design document for implementation in software for any major change
- vii. Study the impact assessment arising from changes that are required

**(d)** Testing and Certification

- i. Ensure third party or independent certification of Data Migration Utility/Application.
- ii. Review, Recommend and Assist in approval of Deployment Scripts.
- iii. Support in conducting user acceptance testing and quality audits and other associated activities. Tests would result in suggestions for suitable modifications to application.
- iv. Coordinate with states in bringing together representatives of different user categories for taking part in the User Acceptance testing, where necessary
- v. Complete Support in coordinating with Quality Certifying Agency for testing and audit task.
- vi. Design the ToR for selection of a Third-Party Agency for conducting the Quality Testing and Security Certification
- vii. Assist MoWCD in selection of the Quality Testing and Security Certification Agency. The cost of quality testing and security certification will be borne by Ministry
- viii. Assist in the case of any mandatory system assessments and audits as may be required by MoWCD
- ix. Support in coordinating with Quality Certifying Agency for testing and audit task(s).

6.1.1.6 Infrastructure monitoring

- (a) Manage sizing and capacity management including its utilization
- (b) Inspection of infrastructure monitoring report to check controlled use of memory, storage etc. and taking corrective action if any anomaly is identified
- (c) Recommendation and assistance to Ministry for enhancement of hardware/ network etc. required at the time of scale up
- (d) Responsible for managing the BOM
- (e) Design the ToR for selection of an Agency to design and setup the dedicated Data Center and DR Centre/ hardware or any other service
- (f) Monitor the activities conducted by the Agency

**Note:** The Ministry is in the process of procurement of hardware. The migration from existing NIC cloud to the new IT infrastructure and other software products/tools in the environment to enable successful operation of the PMMV-CAS application (under the guidance of NIC) will be the responsibility of the selected vendor under this RFP.

#### 6.1.1.7 Co-ordination and Support to States/UTs

The PMU shall be responsible for providing the support to the State/UT. The Co-ordination and Support to States/UTs will be a continuous activity throughout the Implementation of PMMVY including but not limited to following:

MoWCD issues guidelines and standard procedures to the States/UTs at various stages of the scheme. The PMU would be responsible for responding to any queries raised by the States on these guidelines or any other communication sent by the MoWCD to the states. Some of the activities expected to be undertaken include:

- i. Receiving, Collating and Providing clarifications to the States on the documents issued by the MoWCD
- ii. Preparing a report of pertinent clarifications sought by the States and including recommendations on improvement to guidelines and share with all States

## 7 State level technical support

- (a)** Application Management Services for CAS at MoWCD and implementation support to States/UTs
  - i. Review, Recommend and assist in CAS Implementation in States/UTs
  - ii. Coordinate with States to seek feedback on the deployment of CAS
  - iii. Interface between State/UT and stakeholders for resolution of scheme related issues.  
For example: interfacing with PFMS to resolve payment related issues
  - iv. Investigate the issues raised from the field and provide feedback to PMU Team/ State officials.
  - v. Ensuring timely availability of all relevant information, documents, records, personnel, etc.
  - vi. Continuous involvement and early identification and timely resolution of issues
  - vii. Prepare and discuss change control requests received from end users
  - viii. Work with MoWCD to ensure smooth transition to Operations and Maintenance Phase
- (b)** Master and user data validation
  - i. Collection and review of master data of field functionaries
  - ii. Facilitating login creations for State/UT users of the application (Data Entry Operators, Sanctioning Officers, District Officers and State Nodal Officer etc.)
  - iii. Coordinate with States/UTs for master data
  - iv. Keep the Master Data files up to date in the Database.
- (c)** System Integration Services for CAS
  - i. Review, Recommend and assist in approval of Infrastructural setup at the Central Data Centre
  - ii. Propose Integration Plans and undertake changes in interfaces of CAS with State's Existing Systems.
- (d)** Train the trainers
  - i. Conduct trainings on train the trainer model of the software and scheme
  - ii. Ensuring training environment readiness, training data availability and other material required for training.
  - iii. Preparation and updating of user manual, e-learning module and other technical documentation enabling users to work on the system

#### 7.1.1.1 PFMS and Aadhaar interface management

- (a) Interface with PFMS for all payment and registration requirements of beneficiary, including reconciliation
- (b) Handhold State/ UT stakeholders for onboarding on PFMS and any issues that might arise thereon
- (c) Identify any changes/ updates done on PFMS and Keep PMMVY-CAS in tune with the evolving requirements of PFMS
- (d) Track Aadhaar authentication batches and monitor the health of interface functioning.
- (e) Provide updates to DBT Bharat Portal
- (f) Address any tasks as regards the external interfaces and other DBT Mission prescribed guidelines, both current and what may come up in future, as may be applicable to the context of the PMMVY-CAS system.
- (g) Any other task assigned by MoWCD.

#### 7.1.2 Software Maintenance and Operations (SMO)

The source code for the PMMVY-CAS application along with a Knowledge Transfer (KT) for a period of 4 weeks shall be provided by the SDA. This application is currently hosted in NIC DC / DR on cloud model. Ministry is planning to procure its own IT Infrastructure and same shall be deployed on NIC DC / DR on a co-hosting model. The scope of work for the selected vendor is, but not limited to, the following activities:

- Maintain PMMVY CAS (current application support including bug fixes)
- Provide IT Operations support for PMMVY CAS
- Enhance PMMVY CAS functionality in the system
- Trouble shoot and fix any data errors that could be caused due to software or operational issues

##### 7.1.2.1 Maintain Current PMMVY CAS

- (a) Day to Day maintenance of PMMVY CAS
- (b) Bug fixes as and when reported keeping in view the prioritization requirements for critical defects
- (c) Master data and end user data maintenance (addition, updating, disabling among others)
- (d) Conduct testing of various components of the software (e.g. including conference room pilots, unit tests, System integration tests, Stress tests, Load tests, and Security Testing).
- (e) Build test cases for conducting UAT of the system when releases to software is made
- (f) Support Security testing agency with required information prior to major releases and fix reported inconsistencies

- (g)** Support in training by preparing training environment and training data etc. Support in preparing eLearning module.
- (h)** Configuration of product as per any new scheme requirements.
- (i)** Developing interfaces between various system/ stakeholders

#### 7.1.2.2 IT Operations for current PMMVY CAS

- (a)** Providing IT Operations resources – Database Administrator (DBA), System Administrator and Application Administrator.
- (b)** Their role would include (but not limited to):
  - i. Assistance in preparing and updating, IT Ops manuals and SOP's for Application Ops, DBA and System Administrator (Infra) and Backup and recovery procedures
  - ii. Compliance to IT SOP guidelines
  - iii. General back-up covering stack, DB & Files
  - iv. Categorization of issues and Assignment to respective team
  - v. IT Ops to be available from 8 AM - 8 PM for 6 days a week.
  - vi. Support on Security, Audit & Compliance
  - vii. Root Cause Analysis on the reported issues
- (c)** Database Administration role:
  - i. Administration of databases deployed for PMMVY-CAS solution, including activities like Start-up and shutdown of databases, backup/ recovery of databases, Documentation upkeep and records maintenance, User account management.
  - ii. Executing database backup and recovery procedures
  - iii. Database tuning - monitoring Input/ Output
  - iv. Execution of data fix scripts
  - v. Any other database activity that will come up during issue RCA or resolution
- (d)** System Administration role:
  - i. Assistance in Installing/commissioning the upgrades / new versions/ new releases of software and system software like database licenses among others
  - ii. Assistance in Performance Monitoring and reporting – CPU/ Memory/ Input / Output performance.
  - iii. Responsible for setting up environment (Production, testing, training and DR among others) and get the environment ready for go-live.
  - iv. IT operations team shall be responsible for executing general backup and recovery procedures.

v. Disaster recovery

**(e)** Application Administration role:

- i. Assistance for system administration services, like Client account maintenance - Creating users, groups, creating user accounts, deleting user accounts, modifying user accounts, etc., File/ system/ application access management.
- ii. Assistance in all Ad-Hoc queries/ bug/ issues and change request related to software.
- iii. Assistance for system administration services, like Client account maintenance - Creating users, groups, creating user accounts, deleting user accounts, modifying user accounts, etc., File/ system/ application access management.
- iv. Responsible for understanding and managing error queue in the software that are generated from PFMS rejection or other such scenarios that software shall encounter as the system evolve
- v. Identification of data fix arising out of the issues reported
- vi. Operating batch operations to external systems (PFMS, UIDAI and DBT Portal) including batch control, its exceptions and reconciliation.

### 7.1.2.3 Enhancements Envisaged to current PMMVY CAS

The following are the features currently under development and there may be further enhancements requested as per the requirements –

- (a)** Bulk Master Data upload module: The system currently has a feature of updating or adding new entities into the system by editing them one at a time. A bulk master data module needs to be built in order to allow multiple entities to be created and entered or updated into the system at one go.
- (b)** Bulk User creation module: The system should have a feature of updating or adding new users into the system in a bulk mode at one go.
- (c)** Dashboard Enhancements: A more holistic dashboard needs to be developed to include detailed reports and graphical representation of data essential for scheme implementation.
- (d)** Implementation of Aadhaar circular (Virtual ID): UIDAI released guidelines for all systems storing Aadhaar data in July 2017 in order to ensure secured usage of Aadhaar numbers.
- (e)** Database Clustering: To improve performance of the software, clustering of database needs to be carried out.
- (f)** Development of APIs to integrate with external systems of other similar state schemes: The system needs to be integrated with other existing state-specific maternity benefit systems

like KCR-KITS, PICME of Tamil Nadu, RCH etc. which maintain a similar database of beneficiaries targeted under the scheme.

- (g) Development of API to take LGD dump from MoPR: All the schemes have been mandated to use LGD data for reporting purposes. The LGD data is updated on an ongoing basis and hence the two systems need to be integrated in order to keep the masters of PMMVY-CAS up to date.
- (h) Fund Management module: A module to track the fund utilization of each State/UT against the funds granted to them by MoWCD needs to be built for reporting and tracking purposes.
- (i) Mobile Application: PMMVY-CAS mobile application to be developed for the Anganwadis/ Supervisor to input beneficiary data and other user functionality as well.
- (j) SMS Integration: It is proposed a SMS facility will be integrated in the system which will be configured to send messages to targeted users/ beneficiaries at certain trigger points and once payment has been made.
- (k) Super Admin User Creation: A new user type, Super Admin User, is proposed to be developed. This user type will be able to view reports at Central, State and District level, as well as make certain changes to Master Data structure from the front end.
- (l) Any other task assigned by MoWCD.

**Note: Kindly refer to Annexure I for detailed information on PMMVY-CAS. The existing IT platform will be used for enhancement and operations. There is no requirement for changing the platform. The user manual of the existing software is available at <http://www.wcd.nic.in/schemes/pradhan-mantri-matru-vandana-yojana>**

## 8 Resource Deployment

Bidder shall deploy following resources on the project –

### A. Programme Management Unit

#	Role	Job Description	Profile	No. of resources
A1	Programme Manager	<ul style="list-style-type: none"> <li>Overall responsibility to ensure effective and efficient team working.</li> <li>Set Weekly and monthly targets in keeping in view the long term and short term goals of MINISTRY</li> <li>Prepare the monthly and weekly progress reports</li> </ul>	<ul style="list-style-type: none"> <li>MBA from reputed Management Institute.</li> <li>More than 15 years of work experience with at least 10 years of work experience in Government Consulting</li> <li>At least 5 years of experience in working in Programme Management Units in Centre/State/Public Sector Units</li> <li>Have led at least three Projects in the capacity of a Project Manager</li> <li>Experience in DBT/PFMS/Digital Payments and familiarity with payment ecosystem thereon</li> <li>Demonstrable past experience in requirements management, BPR and change management</li> <li>Experience in working in Women/Child Care/Health Sector</li> <li>Preference will be given to person having Experience in Government Consulting on International Projects</li> </ul>	1
A2	State/UT Coordinators	<ul style="list-style-type: none"> <li>One per region – North, East, West &amp; South</li> <li>Responsible for all state related activities but not limited to –</li> <li>Monitor progress and manage expectations on performance</li> <li>Define &amp; Execute State specific strategy</li> <li>Handhold all States</li> </ul>	<ul style="list-style-type: none"> <li>B.Tech. /MBA/ equivalent degree in Social Sciences from a reputed institute</li> <li>More than 2 years of work experience with at least 1 year of experience in Government Consulting</li> <li>Experience in Project Coordination in Centre/State/Public Sector Units</li> </ul>	4



#	Role	Job Description	Profile	No. of resources
		<p>specially laggard states to increase beneficiary count by ensuring On-boarding of all villages and field functionaries in PMMVY CAS</p> <ul style="list-style-type: none"> <li>Handle any grievances related to scheme</li> </ul>	<ul style="list-style-type: none"> <li>Experience in working Women/Child Care/Health Sector</li> <li>Experience in working with State Governments/ UT Administrations</li> </ul>	
<b>A3</b>	NE States Coordinator	<ul style="list-style-type: none"> <li>Special focus on North Eastern States</li> <li>Responsible for all state related activities but not limited to –</li> <li>Monitor progress and manage expectations on performance</li> <li>Define &amp; Execute State specific strategy</li> <li>Handhold all States specially laggard states to increase beneficiary count by ensuring On-boarding of all villages and field functionaries in PMMVY CAS</li> <li>Handle any grievances related to scheme</li> </ul>	<ul style="list-style-type: none"> <li>B.Tech. /MBA/ equivalent degree in Social Sciences from a reputed institute</li> <li>More than 2 years of work experience with at least 1 year of experience in Government Consulting</li> <li>Experience in Project Coordination in Centre/State/Public Sector Units</li> <li>Experience in working Women/Child Care/Health Sector</li> <li>Experience in working with State Governments/ UT Administrations</li> </ul>	1
<b>A4</b>	Capacity Building Experts	<ul style="list-style-type: none"> <li>Ensure Capacity building on the ground &amp; Intensify the IEC activities – plan and conduct trainings for block and field level on process &amp; technology</li> </ul>	<ul style="list-style-type: none"> <li>Master in Social Work / Arts / MBA / PGDM from a reputed institute</li> <li>More than 10 years of work experience with at least 5 years of work experience in Capacity Building activities</li> <li>Should have successfully executed at least 2 Projects as described in capacity building activities</li> <li>Experience in IEC activities, training need analysis, capacity building</li> <li>Experience in organizing workshops besides coordinating training / capacity building activities</li> <li>Experience in creating content/training materials like</li> </ul>	2

#	Role	Job Description	Profile	No. of resources
			<p>SOPs, Manuals, FAQs, Presentation, Flyers, etc.</p> <ul style="list-style-type: none"> <li>Preference will be given to person having work experience on projects with international development organizations including UNICEF / UNDP /UN Women / World Bank, etc.</li> </ul>	
<b>A5</b>	Reporting	<ul style="list-style-type: none"> <li>Ensure State/UT level reporting and data analytics to effectively track and monitor performance and take corrective actions</li> </ul>	<ul style="list-style-type: none"> <li>B.Tech. /MBA/ equivalent degree in Statistics from a reputed institute</li> <li>More than 3 years of relevant work experience</li> <li>Experience in executing at least two projects involving large datasets spanning multiple application systems</li> <li>Experience in quickly understanding data models and proactively evolving requirements for data analysis</li> <li>Experience in using established Data Analytics tools such as Qlik Sense, Tableau, etc.</li> <li>Experience in analyzing data related to financial systems/DBT and correlation refinement of data using various dimensions</li> </ul>	1

## B. Technology Support Unit – Technology Management Unit

B.	Role	Job Description	Profile	No. of resources
<b>B1</b>	Technical Lead	<ul style="list-style-type: none"> <li>Responsible for complete technical landscape, application, infrastructure, architecture, support and governance</li> <li>Work closely with multiple teams to meet objectives</li> <li>Coordinate the teams daily/weekly activity</li> </ul>	<ul style="list-style-type: none"> <li>B.Tech/M.Tech/ MCA from a reputed institute</li> <li>Software team lead should be an engineer with minimum 12 years' experience in managing large projects</li> <li>Software team lead should have exposure to PFMS system by way of developing</li> </ul>	1

B.	Role	Job Description	Profile	No. of resources
		<ul style="list-style-type: none"> <li>• Collaborate with other leads, Development Manager, and Architects to provide product feedback and ideas</li> <li>• Train and mentor various team members</li> </ul>	<p>interfaces from any scheme system to PFMS</p> <ul style="list-style-type: none"> <li>• Software team lead should have led team of minimum 10 software engineers</li> <li>• Software team lead should have hands on experience of developing any one government DBT Scheme. It is preferred to have Software developers having experience of working for a DBT project.</li> </ul>	
<b>B2</b>	Functional Software Management Resource	<ul style="list-style-type: none"> <li>• LGD mapping, Software requirement gathering and analysis for new requirements. Critical changes to the core application (integration of external MBP systems, Virtual ID implementation etc.) have to be implemented in the coming months. Extra resources are required to manage these requirements</li> <li>• Design algorithms and flowcharts</li> <li>• Produce clean, efficient code based on specifications</li> <li>• Integrate software components and third-party programs</li> <li>• Troubleshoot, debug and upgrade existing software</li> <li>• Gather and evaluate user feedback and document the same as FRS etc.</li> <li>• Recommend and execute improvements</li> <li>• Create technical documentation for reference and reporting</li> </ul>	<ul style="list-style-type: none"> <li>• B.Tech/ M.Tech/ MCA or related field, or equivalent work experience</li> <li>• Quick prototyping and iterative skills with building REST services and UI-Frontends for proof of concepts.</li> <li>• Experience with development in C# and .Net.</li> <li>• Experience with Relational databases.</li> <li>• Experience with SQL queries.</li> <li>• Experience writing effective unit tests and debugging skills.</li> <li>• Good troubleshooting production issues.</li> <li>• Customer focused and experience working on agile methodology.</li> <li>• Proficient understanding of code versioning tools, such as Git, SVN.</li> </ul>	<b>2</b>
<b>B3</b>	Software Quality Assurance	<ul style="list-style-type: none"> <li>• Application Testing, Process Flow Mapping especially with major change envisaged in functionality and release authorization to</li> </ul>	<ul style="list-style-type: none"> <li>• B.E./B.Tech./M.Tech. /MCA/MBA or equivalent from a reputed institute</li> <li>• Minimum 5 years of work experience with at least 3 years of experience in IT</li> </ul>	<b>2</b>

B.	Role	Job Description	Profile	No. of resources
		<p>production</p> <ul style="list-style-type: none"> <li>• Working with database software to find effective ways to store, organize , manage data</li> <li>• Ensuring that the database is up to date and responsible for taking timely backup's and recovery plans</li> <li>• Liaising with programmers, applications/ operational staff, IT project managers and other technical staff</li> <li>• Responsible for preparation of IT Ops manual and SOP's (Backup and recovery procedures shall be created as part of IT ops manual)</li> <li>• Administration of databases deployed for FRG solution, including activities like Start-up and shutdown of databases, backup/ recovery of databases, Documentation upkeep and records maintenance, User account management</li> <li>• Perform tests and evaluations regularly to ensure data security, privacy and integrity</li> <li>• Database tuning - monitoring Input/ Output through tools like Nagios</li> <li>• -Monitor database performance, implement changes and apply new patches and versions when required.</li> </ul>	<p>Consulting/Implementation involving software development and maintenance</p> <ul style="list-style-type: none"> <li>• Experience in working in financial/payment sector and DBT projects</li> <li>• Knowledge of reporting, data management and analysis</li> <li>• Experience in testing and release management is a must</li> </ul>	
<b>B4</b>	External Interface Expert	<ul style="list-style-type: none"> <li>• IT Ops, PFMS integration and state on-boarding on PFMS. PFMS reconciliation</li> <li>• Provide for system</li> </ul>	<ul style="list-style-type: none"> <li>• B. Tech. /MCA/MBA or equivalent from a reputed institute</li> <li>• Minimum 7 years of work experience with at least 5</li> </ul>	<b>1</b>

B.	Role	Job Description	Profile	No. of resources
		<p>administration services, like Client account maintenance -Creating users, groups, creating user accounts, deleting user accounts, modifying user accounts, etc., File/system/ application access management</p> <ul style="list-style-type: none"> <li>• Assistance in all Ad-Hoc queries and change request related to software and troubleshoot problems reported by users</li> <li>• Responsible for preparation of IT Ops manual and SOP's (Backup and recovery procedures shall be created as part of IT ops manual)</li> <li>• Monitor network servers such as file servers, VPN gateways, intrusion detection systems</li> <li>• Administer servers, routers, switches, firewalls, software deployment, security updates and patches</li> </ul>	<p>years of experience in IT Consulting/Implementation</p> <ul style="list-style-type: none"> <li>• Experience in integration with PFMS and IT Operations</li> <li>• Experience with handling APIs and integration between systems</li> <li>• Experience in DBT implementation projects</li> <li>• Experience in preparing FRS, SRS and IT SOP documents</li> </ul>	

### C. Technology Support Unit – Software Maintenance and Operations

C.	Role	Job Description	Profile	No. of resources
C1	Software Development Team lead	<ul style="list-style-type: none"> <li>• Work closely with multiple teams to meet objectives</li> <li>• Coordinate the teams daily/weekly activity</li> <li>• Collaborate with other leads, Development Manager, and Architects to provide product feedback and ideas</li> <li>• Train and mentor various team members</li> </ul>	<ul style="list-style-type: none"> <li>• B.Tech/M.Tech/ MCA from a reputed institute</li> <li>• Software team lead should be an engineer with minimum 15 years' experience in managing large projects</li> <li>• Software team lead should have exposure to PFMS system by way of developing interfaces from any scheme system to PFMS</li> <li>• Software team lead should</li> </ul>	1

C.	Role	Job Description	Profile	No. of resources
			<p>have led team of minimum 10 software engineers</p> <ul style="list-style-type: none"> <li>Software team lead should have hands on experience of developing any one government DBT Scheme. It is preferred to have Software developers having experience of working for a DBT project</li> </ul>	
<b>C2</b>	Software Developer	<ul style="list-style-type: none"> <li>Design algorithms and flowcharts</li> <li>Produce clean, efficient code based on specifications</li> <li>Integrate software components and third-party programs</li> <li>Troubleshoot, debug and upgrade existing software</li> <li>Gather and evaluate user feedback and document the same as FRS etc.</li> <li>Recommend and execute improvements</li> <li>Create technical documentation for reference and reporting</li> </ul>	<ul style="list-style-type: none"> <li>B.Tech/ M.Tech/ MCA or related field, or equivalent work experience</li> <li>Experience with front-end technology stack including HTML 5, CSS3, JavaScript and UI Frameworks such as React and/or Angular 1.x</li> <li>Quick prototyping and iterative skills with building REST services and UI-Frontends for proof of concepts.</li> <li>Experience with development in C# and .Net.</li> <li>Experience with Relational databases.</li> <li>Experience with SQL queries.</li> <li>Experience writing effective unit tests and debugging skills.</li> <li>Good troubleshooting production issues.</li> <li>Customer focused and experience working on agile methodology.</li> <li>Proficient understanding of code versioning tools, such as Git, SVN.</li> </ul>	3
<b>C3</b>	Database Administrator	<ul style="list-style-type: none"> <li>Working with database software to find effective ways to store, organize , manage data</li> <li>Ensuring that the database is up to date and responsible for taking timely backup's and recovery plans</li> <li>Liaising with programmers, applications/operational staff, IT project managers</li> </ul>	<ul style="list-style-type: none"> <li>Bachelor's degree in computer information systems, computer science, or related field.</li> <li>Proven working experience as a Database administrator</li> <li>Hands-on experience with database standards and end user applications</li> <li>Excellent knowledge of data backup, recovery, security, integrity and SQL</li> <li>Familiarity with database design, documentation and</li> </ul>	1

C.	Role	Job Description	Profile	No. of resources
		<p>and other technical staff</p> <ul style="list-style-type: none"> <li>• Responsible for preparation of IT Ops manual and SOP's (Backup and recovery procedures shall be created as part of IT ops manual)</li> <li>• Administration of databases deployed for FRG solution, including activities like Start-up and shutdown of databases, backup/ recovery of databases, Documentation upkeep and records maintenance, User account management</li> <li>• Perform tests and evaluations regularly to ensure data security, privacy and integrity</li> <li>• Database tuning - monitoring Input/ Output through tools like Nagios</li> <li>• -Monitor database performance, implement changes and apply new patches and versions when required.</li> </ul>	<p>coding</p> <ul style="list-style-type: none"> <li>• Previous experience with DBA case tools (frontend/backend) and third party tools</li> <li>• Familiarity with programming languages API</li> </ul>	
<b>C4</b>	<u>System Administrator</u>	<ul style="list-style-type: none"> <li>• Provide for system administration services, like Client account maintenance -Creating users, groups, creating user accounts, deleting user accounts, modifying user accounts, etc., File/ system/ application access management</li> <li>• Assistance in all Ad-Hoc queries and change request related to software and troubleshoot problems reported by users</li> <li>• Responsible for preparation of IT Ops manual and SOP's</li> </ul>	<ul style="list-style-type: none"> <li>• Bachelor's degree in computer information systems, computer science, or related field.</li> <li>• Experience in software application administration or development.</li> <li>• Experience in supporting packaged applications.</li> <li>• Proficient in SQL and familiarity with RDBMS – SQL Server and MySQL.</li> <li>• Proficient in at least one programming language such as C#.</li> <li>• Working knowledge of JavaScript.</li> </ul>	<b>1</b>

C.	Role	Job Description	Profile	No. of resources
		<p>(Backup and recovery procedures shall be created as part of IT ops manual)</p> <ul style="list-style-type: none"> <li>• Monitor network servers such as file servers, VPN gateways, intrusion detection systems</li> <li>• Administer servers, routers, switches, firewalls, software deployment, security updates and patches</li> </ul>		
<b>C5</b>	Software Developers for Change Request Team	<ul style="list-style-type: none"> <li>• Understand enhancement requirements</li> <li>• Develop development plan for the enhancements identified</li> <li>• Integrate new enhancements with existing software components and third-party programs</li> <li>• Troubleshoot, debug and upgrade enhancements along with main software code base</li> <li>• Create technical documentation on enhancements for reference and reporting</li> </ul>	<ul style="list-style-type: none"> <li>• B.Tech/ M.Tech/ MCA or related field, or equivalent work experience</li> <li>• Experience with front-end technology stack including HTML 5, CSS3, JavaScript and UI Frameworks such as React and/or Angular 1.x</li> <li>• Quick prototyping and iterative skills with building REST services and UI-Frontends for proof of concepts.</li> <li>• Experience with development in C# and .Net.</li> <li>• Experience with Relational databases.</li> <li>• Experience with SQL queries.</li> <li>• Experience writing effective unit tests and debugging skills.</li> <li>• Customer focused and experience working on agile methodology.</li> <li>• Proficient understanding of code versioning tools, such as Git, SVN.</li> </ul>	<b>4</b>

**Note:** Based on the requirement, the Ministry can request for an increase or decrease of resources upto 20% of the initial requirement specified in this RFP document.



## 9 Deliverables

The deliverable shall include the following –

#	Stream	Deliverable	Frequency
1	Program Management Unit	Complete project status (including PMU and TMU activities)	Quarterly
2	Program Management Unit	Capacity building plan for next quarter and activities undertaken in previous quarter	Quarterly
3	Program Management Unit	Training report	After each training session
4	Program Management Unit	Action plan for reaching the targets set for scheme	Quarterly
5	Program Management Unit	Analytics report on PMMVY scheme data creating inference for future work	Quarterly
6	TMU – Technology Management Unit	Roadmap for PMMVY-CAS with release plan	Quarterly
7	TMU – Technology Management Unit	Updated FRS and FSD	Quarterly
8	TMU – Technology Management Unit	Requirement traceability matrix and UAT report for each release	With each release
9	TMU – Technology Management Unit	Enhancement report (already gone live and in pipeline)	Quarterly
10	TMU – Technology Management Unit	Updated training material	With each release
11	TMU – Technology Management Unit	BOM validations and upgrade recommendations if required	Quarterly
12	TSU – Software Maintenance and Operations (SMO)	Design document for enhancements	With each release
13	TSU – Software Maintenance and Operations (SMO)	Test cases for each release	With each release
14	TSU – Software Maintenance and Operations (SMO)	Updated IT Operations SOPs	Quarterly
15	TSU – Software Maintenance and Operations (SMO)	Performance monitoring reports with analysis	Quarterly
16	TSU – Software Maintenance and Operations (SMO)	Issue log including RCA and resolution for identified problems	Quarterly
17	Software development	Go live of the software with enhancements	T + 6 months

**Note:** The vendor shall retain ownership of the copyright and all other intellectual property rights in the product of the services, whether oral or tangible, and ownership of the vendor's working papers. The client shall acquire ownership of any product of the services in its tangible form for usage.

The IPR for the software PMMVY-CAS shall remain with MWCD. If the selected bidder fails to deliver the agreed functionality, the work in progress code shall be made available to MoWCD at the request of the Ministry.

## **10 Project Location & Travel (to be located in MoWCD)**

The services from the selected agency shall have to be delivered through an onsite model. All the resource personnel of Program Management Unit (PMU) as well as Technical Support Unit (TSU) would be based in the Ministry at their premises at New Delhi or at any place as decided by the Ministry. However, the software maintenance and operation team may be allowed to operate from vendor premises after Ministry's approval. The software maintenance and operations team will access the software through secure connections in such case.

Given the nature of the engagement, it may also become necessary for the team members to travel outside Delhi or their base locations. In such event, the bidder team would be required to travel as per the requirements of the project with prior approval of MoWCD. TA/DA will be applicable to team members as per the Government policies in force as may be applicable to their level.

## **11 Term of Engagement**

The team is to be engaged for a period as mentioned in the fact sheet. Any extension beyond this period will be considered by the MoWCD based on the project requirements at that stage and the performance of the selected bidder. The decision to extend, the duration of such extension(s) and the scope of the activities (which could also be redefined) shall be at the sole discretion of MoWCD and shall be final and binding on the selected agency.

## **12 Expectations from Ministry**

- (a)** Timely availability of Ministry official time for meetings, executive work sessions, etc.
- (b)** Active stakeholder involvement from the beginning of the project
- (c)** Timely availability and easy access to all relevant information, policy documents, process manuals, notes, internal circulars, and audit reports, etc. as per the requirement.
- (d)** Availability of exclusive core team members who would work with us for discussing on various aspects of scheme/ change required as well as co-coordinating availability of desired information as stated above
- (e)** Timely response from management at decision points and on deliverables

- (f) Project room in premises of Ministry for the project team with telephone, internet access and printer.
- (g) Access to application code for software maintenance team
- (h) Access to DC and DR (physical or remote) whenever required shall be provided to software and IT operations team
- (i) All documents with respect to Scheme and IT application like FRS, FSD, Bill of Material, training material etc. shall be provided to the team members as per the requirement.

### 13 Payment

Bidder shall be paid as per the payment schedule and terms and conditions mentioned in this section.

### 14 Payment Schedule

Payments for both Programme Management and Technical Management Unit shall be done on quarterly basis based on actual deployment of resources on the project. There will not be any separate payments for any resource units.

#	Milestone / Deliverables	Payment Milestone
1.	Signed off Quarterly report of deployment of resources	80% of due Quarterly installments over the Annual period of contract (Calculated based on actual deployment of resources)
2.	Signed off Quarterly Monitoring and Review Reports as mentioned in Deliverable section of each Stream	20% of due Quarterly installments over the Annual period of contract (Calculated based on actual deployment of resources)
3.	Miscellaneous	Miscellaneous expenses will be paid on actuals on reimbursement basis as per the government rules, as and when they occur.
4	Software development of enhancement	Go-live of the Software enhancements (to be done within 6 (six) months from the start of the engagement)

## 15 Payment Terms and Conditions

- i. Applicable service tax/ GST/ any other tax would be paid as per the prevalent rates on the date of invoicing.
- ii. The payment would be done at the end of every quarter in arrears basis the actual number of resources deployed during the period.
- iii. The original bill/invoice for the services rendered must be furnished by bidder, as per the terms and conditions contained in this document
- iv. Ministry shall consider and approve the invoices and the related deliverables/ milestone based on its approval process prior to release of payment
- v. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by Ministry. Any deviation from the proposed payment terms would not be accepted. Ministry shall have the right to withhold any disputed payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of disputed payment shall not amount to a default on the part of Ministry. The bill of material is divided in different areas and the payment would be linked to delivery and acceptance of each area.
- vi. Any objection / dispute to the amounts invoiced in the bill shall be raised by Ministry within reasonable time from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), Ministry will make payment within sixty (60) Working Days or a reasonable time as considered by the Ministry, of the settlement of such disputes.

## 16 Instructions to the Bidders

### **Bid Preparation & Submission**

In this section, details of the contents of bid and the particulars of sealing and submitting it are mentioned.

(a) The Bid is to be submitted in two separate envelopes. The details are as follows –

Envelope #	Marked As	Content of Envelope
One	<b>Technical Proposal for providing Programme Management &amp; Technology Support for PMMVY, Ministry of Women and Child Development</b> RFP No. 17/20/2018-PMMVY Dated.-----	One Original and One Duplicate Hard Copy & One Soft Copy of the following:  a) Technical Bid prepared as per Section 8.2.1 “Contents of Bid” b) Bid Security/ Earnest Money Deposit (EMD)
Two	<b>Commercial Proposal for providing Programme Management &amp; Technology Support for PMMVY, Ministry of Women and Child Development</b> RFP No. 17/20/2018-PMMVY Dated ----	One Hard Copy of the Commercial Bid/ Proposal prepared as per Section 8.2 “Contents of Bid”

(b) Both sealed envelopes as mentioned above will be placed in a single sealed envelope super-scribing name of the project and other details, as follows

**“RFP for Programme Management and Technology Support for PMMVY, Ministry of Women and Child Development”**

**RFP Reference No. < >**

**<Bidder's name and address>**

**<Name and contact details of bidder's representative>**

- (c) This envelope has to be delivered to the address mentioned in the Fact Sheet.
- (d) The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached

- (e) All pages of the bid shall be initialed and stamped by the person or persons who sign the bid.
- (f) Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
- (g) Bids are liable to be rejected if only one (i.e. Technical Bid or Commercial Bid) is received
- (h) Failure to submit bid on time shall be summarily rejected.
- (i) All the pages of the bid must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- (j) The bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- (k) Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the hard copy bid document. In case of any discrepancy observed by Ministry in the contents of the CDs and hard copy bid documents, the information furnished on hard copy bid document will prevail over the soft copy.
- (l) Ministry will not accept delivery of bid by fax or e-mail.
- (m) If deemed necessary the Ministry may seek clarifications on any aspect from the Bidder. However that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted. **The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.**

### 16.1.1 Contents of Bid

Bidder shall submit their bids in the format mentioned in the following sub-sections. Bids not in the prescribed formats will be liable for rejection.

#### 16.1.1.1 Technical Bid Format

Section No.	Section Heading	Details
Section 1	Form 1: Technical Bid Covering Letter	As per format provided in Section 33.1
Section 2	Form 2: Pre-Qualification Checklist	As per format provided in Section 33.2
Section 3	Form 3: About Bidder	<ul style="list-style-type: none"> <li>— Details about bidder (whether solo or consortium)</li> <li>— Bidder's General Information as per format provided in Section 33.3</li> </ul>

Section No.	Section Heading	Details
		<ul style="list-style-type: none"> <li>— Consortium Member details, if applicable as per format provided in Section 33.3</li> </ul>
<b>Section 4</b>	Form 4: Compliance Sheet for Technical Evaluation	As per format provided in Section 33.4
<b>Section 5</b>	Form 5: Proposed Approach & Methodology	<ul style="list-style-type: none"> <li>— Understanding of PMMVY and Scope of Work</li> <li>— Approach and Methodology adopted for all Work Streams</li> <li>— Project Plan</li> <li>— Risks Envisaged and mitigation plan</li> </ul> <p style="text-align: center;"><i>(Bidder can include more sub-sections as seems relevant/ fit)</i></p>
<b>Section 6</b>	Form 6: Bidder's Experience	<ul style="list-style-type: none"> <li>— Citations as per format provided in Section 33.6</li> <li>— Documentary Evidence of Citations</li> </ul>
<b>Section 7</b>	Form 7: Project Governance	<ul style="list-style-type: none"> <li>— Governance structure</li> <li>— Team Composition as per format provided in Section 33.7</li> <li>— CVs as per format provided in Section 33.7</li> </ul>
<b>Annexure I</b>	Documentary Evidence of Pre-Qualification Checklist	<ul style="list-style-type: none"> <li>— Certificate from Statutory Auditor</li> <li>— Balance Sheet &amp; Profit/ Loss Statement for last 3 years</li> <li>— Citations as per format provided in Section 33.6</li> <li>— Declarations as per format provided in Section 33.7</li> </ul>
<b>Annexure II</b>	Power of Attorney	Power of attorney for authorized signatory

## 16.1.1.2 Commercial Bid Format

<b>Section No.</b>	<b>Section Heading</b>	<b>Details</b>
Section 1	Form 10A: Commercial Bid Covering Letter	As per format provided in Section 33.7
Section 2	Form 10B: Summary of Costs	As per format provided in Section 33.7
Section 3	Form 10C: Man-month rate	As per format provided in Section 33.7
Section 4	Form 10D: Miscellaneous Cost	As per format provided in Section 33.7



## **17 Knowledge Transfer**

For this purpose, the vendor will be provided with the source code for the PMMVY CAS application along with a Knowledge Transfer (KT) for a period of 4 weeks. Knowledge transfer shall be a mutually planned process where the selected vendor would interface their team members with that of the SDA.

It is to be noted that PMMVY-CAS is currently in active operation. As of April 2018, the system has handled a peak load of 95k transactions per day and has disbursed about Rs 500 cr benefits to about 20 lakh beneficiaries. The software and operations would be handed over to the selected bidder in an AS-IS WHERE-IS condition and it will be the responsibility of the selected bidder to take over the operations and provide uninterrupted support for day to day operations.

The approach suggested for KT will be as follows:- During the initial three weeks the Software Development Agency (SDA) will orient the bidder in all aspects of the system development/maintenance and its operations. Thereafter for the remaining one week period, the personnel from the selected bidder would carry out the operations under the supervision of the SDA personnel.

The following documents will be provided to the successful bidder as a part of Knowledge Transfer:

1. IT Standard Operating Procedure Document
2. User Manual of the software
3. Database Dump

## 18 Disclaimer

- (a)** While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, bidders must form their own conclusions about the Programme Management support required. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- (b)** All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Ministry on the basis of this RFP.
- (c)** No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Ministry of Women & Child Development. Any notification of preferred bidder status by the Ministry shall not give rise to any enforceable rights by the Bidder. The Ministry may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Ministry.
- (d)** This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

## **19 Complaint Proposals / Completeness of Response**

- (a)** Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / Proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- (b)** Failure to comply with the requirements specified in the bid document may render the Proposal non-complaint and the Proposal may be rejected. Bidders must:

  - i. Comply with all requirements as set out within this RFP.
  - ii. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP
  - iii. Include all supporting documentations specified in this RFP
  - iv. Comply with the Important Dates mentioned at page 5 of the bid document.

## **20 Bidders Queries & Clarifications**

### **20.1.1.1 Bidders Queries**

The Bidders may submit their queries, if any, through email on the email id: vc.choudhary@nic.in.

### **20.1.1.2 Responses to Queries**

- (a)** The Nodal Officer notified by the Ministry will endeavor to provide timely response to the queries raised by the bidder. However, the Ministry makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does the Ministry undertake to answer all the queries that have been posed by bidders.
- (b)** At any time prior to the last date for receipt of bids, the Ministry may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- (c)** The Corrigendum(s) & clarifications to the queries from all bidders will be published in the MoWCD website and CPP Portal.
- (d)** Any such corrigendum(s) shall be deemed to be incorporated into this RFP.
- (e)** In order to provide prospective Bidders reasonable time for taking the corrigendum(s) into account, the Ministry may, at its discretion, extend the last date for the receipt of Proposals.

## **21 RFP Document Fees**

The RFP documents have been made available to the bidders without any fee.

## **22 Earnest Money Deposit (EMD)**

- (a)** Bidders shall submit, along with their Pre-Qualification Proposals, an EMD of Rs. 5.00 lakh (Rupees Five Lakhs only) in the form of an account payee Demand Draft OR Banker's Cheque OR Bank Guarantee. The payment transfer related information is as follows:
  - i. BG for EMD in the format specified in Appendix I: Form 3 issued by a financial bank in favour of Pay and Accounts Officer, Ministry of Women and Child Development.
  - ii. Demand Draft/Banker's Cheque: in favour of Pay and Accounts Officer, Ministry of Women and Child Development payable at New Delhi.
  - iii. The EMD instrument should remain valid for a period of 60 days beyond the bid validity period of 90 days.

- (b) EMD of all unsuccessful bidders will be refunded by the Ministry within 30 days of finalization of contract with the successful bidder. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Appendix III.
- (c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- (d) The bid / proposal submitted without EMD, mentioned above, shall be summarily rejected.
- (e) The EMD may be forfeited:
  - i. If a bidder withdraws its bid during the period of bid validity.
  - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

## **23 Authentication of Bids**

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal. The power-of-attorney should be submitted as part of the Proposal.

## **24 Proposal Preparation Costs**

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by the Ministry to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. The Ministry will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## **25 Language**

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, true and verbatim translation of the same in English language is to be duly attested and submitted by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

## **26 Venue & Deadline for Submission of proposals**

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to the Ministry at the address specified below:

Addressed to	The Under Secretary (PMMVY)
Name of the Ministry	Ministry of Women & Child Development
Address	Room No. 621, 'A' Wing, Shastri Bhawan, Dr. Rajendra Prasad Road New Delhi-110001
Telephone	011-23388513
Email ID	<a href="mailto:vc.choudhary@nic.in">vc.choudhary@nic.in</a>
Last Date & Time of submission	As mentioned in Important Dates

## 27 Bid Validity

The financial offer submitted by the Bidders should be valid for minimum period of 90 days from the closing date of submission of the bid.

## 28 Late Bids

- (a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- (b) The bids submitted by fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- (c) The Ministry shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- (d) The Ministry reserves the right to modify and amend any of the above stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitment.

## 29 Deviations

The bidder shall not provide any deviation to the contents of the RFP document. It may be noted that if any deviation is provided, MoWCD shall reserve the right to summarily reject the bid without assigning any reason.

### **30 Tender Opening**

The last date and time for submission of proposal and date and time for opening of bids is mentioned in the Important dates section of this document. The Proposals will be opened by the Designated Officer or any other officer(s) authorized by the Ministry, in the presence of such of those Bidders or their representatives who may be present at the time of opening. The representatives of the bidders should carry the identity card or a letter of authority from the bidding firms to identify their bonafide for attending the opening of the proposal.

## 31 Bidder's evaluation procedure

### **■ Evaluation Committee**

- (a) The Ministry will constitute a Consultancy Evaluation Committee to evaluate the responses of the bidders.
- (b) The Consultancy Evaluation Committee constituted by the Ministry shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- (c) The decision of the Consultancy Evaluation Committee in the evaluation of the responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- (d) The Consultancy Evaluation Committee may ask for meetings and presentations with the Bidders and/or seek clarifications on their proposals.
- (e) The Consultancy Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- (f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

### **■ Evaluation process**

Bid evaluation will be held in two stages. Initial Bid scrutiny will be held after opening the Pre-Qualification Proposals and also after opening of Technical Proposals. Following defects of bids detected during initial scrutiny will be treated as non-responsive, if proposals;

- are not submitted as specified in the RFP document
- are received without the Letter of Authorization (Power of Attorney)
- are with incomplete information, subjective, conditional offers and partial offers
- are submitted without the documents requested in the checklist
- have non-compliance of any of the clauses stipulated in the RFP
- are with lesser validity period
- are without required EMD

All responsive Bids will be considered for further processing as below. The Ministry will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the RFP. All eligible bids will be considered for further evaluation by the Committee according to the Evaluation process defined as below. The decision of the Consultancy Evaluation Committee shall be final in this regard.



- (a) All responsive bids will be opened in the presence of Bidders (who choose to be present)
- (b) Bidders who qualify the Bidders Eligibility Criteria as mentioned in the Section <> of this RFP will be informed through an Email
- (c) In the next stage, ministry will do the Technical evaluation of only Eligible bidders
- (d) The Bidders will be informed through an Email about the status of their Technical evaluation qualification
- (e) Bidders who score more than 70% marks in Technical evaluation as mentioned in Section <> of this RFP will be considered for next stage of evaluation
- (f) The Commercial bids of technically qualified bidders will be opened in the presence of Bidders (who choose to present)
- (g) The successful bidder will be selected based on the criteria mentioned in the Section <> of this RFP

## **Bidder's Eligibility Criteria**

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

#	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	<ul style="list-style-type: none"> <li>• Prime bidder should be a Company registered under Companies Act, 1956/2013 or a partnership firm registered under Limited Liability Partnership Act, 2008</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Prime bidder should be a partnership registered under the India Partnership Act 1932 or Limited Liability Partnership Firm registered under the Limited Liability Partnership Act 2008 with their registered office in India</li> <li>• Prime bidder should be registered with the Service Tax Authorities (GST)</li> <li>• Prime bidder should have been operating in IT consulting for the last five years in India</li> </ul>	<p>Copy of Certificate of Incorporation/Partnership;</p> <p>and</p> <p>Copy of Service Tax (GST) Registration Certificate</p>

#	Basic Requirement	Specific Requirements	Documents Required
2.	Consortiums	Consortiums are allowed, but only for providing software maintenance and Operations stream	Consortium partner details Self-Certification
3.	Certifications	Prime bidder should have ISO 9000/9001 Certification or equivalent in IT or Government Consulting	Copy of the Certification
4.	Sales Turnover in Consulting Services	Average Annual Sales Turnover <b>generated from consultancy services</b> of Prime bidder during the last three financial years (as per the last published Balance sheets), should be at least Rs. 50 Crores ( <b>Rupees Fifty Crores</b> ). Turnover in FY 2017-18 should be more than 50 Crores.	Extracts from the audited Balance sheet and Profit & Loss;  OR  Certificate from the statutory auditor
5.	Program Management Experience	Prime bidder in last 5 (Five) Financial Years, must have experience of working on at least the following numbers of Programme Management engagement with Centre/State Government of value specified herein:  <i>Five project of not less than Rs.3 Crore (Rupees Three Crore).</i>  OR  <i>Eight projects of not less than Rs.2 Crore (Rupees Two crores) each.</i>	Completion Certificate from the client;  OR  Work Order + Self-Certificate of Completion (by Authorized Signatory);  OR  Work Order + Phase Completion Certificate from the client
6.	Technology Consulting and implementation Experience	Bidder, in last 5 (Five) Years, must have experience of working on at least 1 end to end project including consulting, technology implementation and PMC for a DBT/ financial inclusion project in Government/ public sector	Completion Certificate from the client;  OR  Work Order + Self-Certificate of Completion (By Authorized Signatory);  OR  Work Order +

#	Basic Requirement	Specific Requirements	Documents Required
			Phase Completion Certificate from the client
7.	Debarment	Prime Bidder and Consortium partner (if applicable) should not be Debarred by any of the following organization – 1. Centre or State Government	A self-certified letter that the bidder (or any of its successors) is not in the active debarment list 1. Centre or State Government
8.	Manpower Strength	The prime bidder must have on its rolls, consulting staff of at least 50 technically qualified personnel in the area of e-Governance Program / Project Management, IT infrastructure, IT security and IT procurement and who possess relevant degrees/credentials with prior experience in providing the above consultancy services.	Self-Certification by the authorized signatory
9.	Geographical Presence of the Consulting organization	The prime bidder should have at least one office in NCR of Delhi.	A self-certification from authorized signatory along with details including office address, contact person name, phone number, email-id, City & State

**‘Similar nature’ projects means consultancy services in IT Projects and/or MIS performance monitoring and evaluation services and shall include but not limited to providing consultancy services in India on technical, legal, administrative, financial, methodology, evaluation, monitoring and conflict management aspects of IT projects of Departments of Central/State Government, Public Sector Undertakings, Nationalized Banks, Universities, Statutory Bodies/ Autonomous Bodies under Central/State Government, involving a third party for MIS development.**

Bidders who meet the pre-qualifications criteria requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations. Date, time and venue of opening of Technical bid will be communicated to the successful Bidder.

## Bidders Technical & Functional Evaluation

Criteria for technical bid evaluation are as follows:

#	Evaluation Criteria	Parameters	Supporting Documents	Max. Marks
<b>EXPERIENCE OF BIDDER</b>				<b>30</b>
A1.	The bidder should have experience in executing large PMU projects as Consultants in India with order value more than Rs.3 crore from Consultancy	Number of projects:- <ul style="list-style-type: none"> <li>• &lt; 5 Projects: 3 Marks</li> <li>• ≥ 5 and ≤ 10 Projects: 5 Marks</li> <li>• &gt; 10 Projects: 10 Marks</li> </ul> Atleast 1 project should be related to DBT/ financial inclusion	Completion Certificates from the client;  <b>OR</b> Work Order + Self Certificate of Completion (by Authorized Signatory)  <b>OR</b> Work Order + Phase Completion Certificate (for ongoing projects) from client	10
A2	The bidder should have experience in IT Consulting and implementation in public centric projects	Number of Projects:- <ul style="list-style-type: none"> <li>• ≥ 5 projects: 10 marks</li> <li>• 4 projects: 7 Marks</li> <li>• 3 projects: 5 Marks</li> <li>• 2 projects: 3 Marks</li> <li>• 1 project: 1 Marks</li> <li>• 0 projects: 0 Marks</li> </ul>	Completion Certificates from the client;  <b>OR</b> Work Order + Self Certificate of Completion (by Authorized Signatory)  <b>OR</b> Work Order + Phase Completion Certificate (for ongoing projects) from client	10
A3	The bidder should have implemented IT solution with IT operations support	Number of project required : 1	Completion Certificates from the client;  <b>OR</b> Work Order + Self Certificate of Completion (by Authorized Signatory)  <b>OR</b> Work Order + Phase Completion Certificate (for ongoing projects)	10

#	Evaluation Criteria	Parameters	Supporting Documents	Max. Marks
			from client	
<b>RESOURCE PROFILE</b>				<b>35</b>
B	Resume of core consultants proposed for the assignment	Refer to section 8.8.3.1 CV Evaluation framework	CVs of persons proposed for the assignment	35
<b>TECHNICAL APPROACH AND METHODOLOGY ( including PRESENTATION)</b>				<b>35</b>
C1	Understanding of the Scheme, progress till date and targets.			10
C2	Understanding of Issues and Challenges in implementation of PMMVY Scheme			10
C3	Proposed Approach and Methodology (5 marks) Demonstration/illustration of feasible and novel solutions to address the key challenges and improve the processes (10 marks)			15

Bidders whose bids are responsive and who score at least 70 marks in the technical evaluation would be considered technically qualified.

### **CV Evaluation**

The CVs of the following personnel (core) will be evaluated –

<b>A. Programme Management Team</b>		<b>17 Marks</b>
<b>(A = A1 + A2 + A3 + A4 + A5)</b>		
<b>A1.</b>	Programme Manager (1 Resource)	<b>4</b>
<b>A2.</b>	State/UT Coordinators (4 Resources)	<b>6</b>
<b>A3.</b>	NE States Coordinator (1 Resource)	<b>1.5</b>
<b>A4.</b>	Capacity Building Experts (2 Resources)	<b>4</b>
<b>A5.</b>	Reporting (1 Resource)	<b>1.5</b>

<b>B. Technology Management Unit – Technology Support Unit (B</b>		<b>10 Marks</b>
<b>= B1 + B2 + B3 + B4)</b>		
<b>B1.</b>	Technical Lead (1 Resource)	3
<b>B2.</b>	Functional Software Management Resource (2 Resources)	3
<b>B3.</b>	Software Quality Assurance (2 Resources)	2

<b>B.</b>	<b>Technology Management Unit – Technology Support Unit (B = B1 + B2 + B3 + B4)</b>	<b>10 Marks</b>
<b>B4.</b>	External Interface Expert (1 Resource)	2

<b>C.</b>	<b>Technology Management Unit – Software Maintenance and Operations</b> <b>(C = C1 + C2 + C3 + C4 +C5)</b>	<b>8 Marks</b>
<b>C1.</b>	Software Development Team lead (1 Resource)	2
<b>C2.</b>	Software Developer (3 Resources)	3
<b>C3.</b>	Database Administrator (1 Resources)	0.5
<b>C4.</b>	System Administrator (1 Resource)	0.5
<b>C5.</b>	Software Developers for Change Request Team (4 Resources)	2

## Financial Bid Evaluation

- (a) The Financial Bids of technically qualified bidders will be opened in the presence of bidder's representatives. The date, time and venue of opening of financial bid will be communicated to the technically qualified bidders separately and/or posted in the Ministry's website [www.wcd.nic.in](http://www.wcd.nic.in) .
- (b) If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- (c) The bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the bidders which did not get disqualified on the basis of point (b) above). Financial Scores for other than L1 bidders will be evaluated using the following formula:

$$\text{Financial Score of a Bidder (Fn)} = \left\{ \frac{\text{Financial Bid of L1}}{\text{Financial Bid of the Bidder}} \times 100 \right\}$$

(Rounded off to two decimal places)

- (d) Only fixed price financial bids indicating total price for all the deliverables, if any, and services specified in this bid document will be considered.
- (e) The bid price will include all taxes and levies and shall be in Indian Rupees.
- (f) Any conditional bid would be rejected.
- (g) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

## Combined and Final Evaluation

- (a) The technical and financial scores secured by each bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score.
- (b) The bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:

$$B_n = 0.70 * T_n + 0.30 * F_n$$

Where,

B<sub>n</sub> = Overall score of bidder

T<sub>n</sub> = Technical score of the bidder (out of maximum of 100 marks)

F<sub>n</sub> = Normalized financial score of the bidder

- (c) In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

## Award Criteria

The Ministry will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid, i.e., has secured highest overall score as per the process outlined above.

## 32 Terms & Conditions

### Right to Accept Any Proposal and To Reject Any or All Proposal (s)

The Ministry reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Ministry's action.

### Notification of Award

- (a) Prior to the expiration of the bid validity period, the Ministry will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case, due to some unforeseeable circumstances, the tendering process is not completed within the bid validity period, the Ministry may like to request the bidders to extend the validity period of the bid.
- (b) The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, the Ministry will notify each unsuccessful bidder and return their EMD.

### Resource

The Bidder is to maintain the same team during the contract period as proposed in this RFP. In the case of any change in the resources for reasons other than resignation and health and that initiated by Ministry Bidder has to take prior permission from Ministry to change any resource. Ministry may decide to evaluate the new resources and the resource should be changed only after approval is received from Ministry in this aspect. It should be noted that all the resource personnel hired through this RFP need to be based at PMMVY Cell, MWCD, New Delhi during the contract period. However, the software maintenance and operation team may be allowed to operate from vendor premises after Ministry's approval. The software maintenance and operations team will access the software through secure connections in such case

### Consortium

- (a) The RFP allows the bidder to create a Consortium with the other bidders to provide the scope of services and in such a case one of the bidder has to be identified as a the lead bidder called the "Prime Bidder" and other bidder in the consortium will be called "Partner". The "Prime Bidder" will be the single point of contact for the Client.



- (b) The prime bidder must give a brief write up relating to its capability, past experience as well as those of other bidder at the time of submitting the RFP.
- (c) Consortium (Prime Bidder with / without Consortium Partner) need to comply with all the Eligibility criteria mentioned in the Section 8.3 of this RFP and accordingly provide the required documentation. Consortium (Prime Bidder with / without Partner) need to comply with all the Technical Evaluation criteria mentioned in the Section 8.4 of this RFP and accordingly provide the required documentation.
- (d) Each of the Consortium members is responsible to deliver their part of the work however Prime bidder is responsible for overall delivery. Client would enter into a tri-partite agreement with the Consortium i.e. the Prime Bidder and the partner. In the contract each of the partner is responsible for their part of the work and hence the liability will be proportional to the fees of that bidder under the contract. Roles and responsibilities of each of the bidder have to be clearly defined at the time of proposal submission and changes in that will be accepted after an agreement between the Client and Prime Bidder on the specific request of Prime Bidder.
- (e) Any organization is permitted to participate only in one Single Bid either as a Single Bidder or as part of a Consortium. Violation of this will lead to rejection of all proposals where the organization has participated.

## **Performance Guarantee**

The Ministry will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of the assignment. The Performance Guarantee should be valid for a period of **24 months** initially. The Performance Guarantee shall be renewed as and when required and kept valid for a period of three months beyond the completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the Ministry at its discretion may cancel the order placed on the selected bidder without giving any notice.

The Ministry shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or the Ministry incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

### **Limitation of Liability**

The selected bidder's maximum aggregate liability to Client under or in connection with an Order under this RFP or any collateral contract, whether arising from negligence, breach of contract, tort, breach of statutory duty, indemnity or otherwise shall not in the aggregate exceed the charges paid to selected bidder for the Services in respect of the Order question and in respect of this Agreement shall be limited to the total amount of the charges paid to selected bidder for Services. Nothing in this or Agreement arising out of this tender shall exclude or in any way limit either party's liability to the other for:

fraud or fraudulent misrepresentation (to the extent such an exclusion is not permitted death or personal injury caused by negligence or that of its employees, directors, partners, agents or subcontractors any liability to the extent that the same may not be excluded or limited as a matter of law.

### **Signing of Contract**

Post submission of Performance Bank Guarantee by the successful bidder, the Ministry shall enter into a contract with the successful bidder incorporating necessary details of scope of work, deliverables, timeline, payment schedule, clarifications, resource deployment, financial proposal of the bidder and other clauses as necessary.

### **Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the proposed Contract Terms and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the Ministry may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the Ministry shall invoke the PBG of the most responsive bidder.

### **Force Majeure**

- (a) Definition of Force Majeure : - In this Clause "Event of Force Majeure" means an event beyond the control of the Ministry and the Consulting Agency, which prevents either Party from complying with any of its obligations under the Contract, including but not limited to:

- i. Acts of God (such as, but not limited to, fires, explosions, earthquakes, drought, tidal waves and floods);
- ii. war, hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition, or embargo;
- iii. rebellion, revolution, insurrection, or military or usurped power, or civil war;
- iv. riot, commotion, strikes, go slows, lock outs or disorder, unless solely restricted to employees of the Consulting Agency; or v. acts or threats of terrorism.

**(b) Consequences of Force Majeure Event**

- i. Neither the Ministry nor the Consulting Agency shall be considered in breach of the Contract to the extent that performance of their respective obligations (excluding payment obligations) is prevented by an Event of Force Majeure that arises after the date of signing of contract.
- ii. The affected Party prevented from carrying out its obligations under the contract shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the affected Party.
- iii. If and to the extent that the Consulting Agency is prevented from executing the Services by the Event of Force Majeure, the Consulting Agency shall be relieved of its obligations to provide the Services but shall endeavour to continue to perform its obligations under the Contract so far as reasonably practicable and in accordance with Good Operating Practices, [PROVIDED that if and to the extent that the Consulting Agency incurs additional Cost in doing so, the Consulting Agency shall be entitled to the amount of such Cost [COST BEING DEFINED AS HAVING NO PROFIT COMPONENT] (the Consulting Agency having taken reasonable steps to mitigate the Cost)].
- iv. If and to the extent that the Consulting Agency suffers a delay in execution of the contractual services beyond the timeline fixed for each phase as a result of an Event of Force Majeure then it shall be entitled to an extension of the time for completion as may be mutually decided by both the parties.
- v. The Consulting Agency shall be entitled to payment as per payment schedule mentioned in Section 10 after grant of extension of timeline for phase completion prescribed in Section 9 read with 5.7.2.iv due to the period of interruption caused by the Event of Force Majeure.
- vi. The Contract Period shall be extended by a period of time equal to the period of interruption caused by an Event of Force Majeure.

## **Right to Terminate the Process**

- (a) The Ministry may terminate the RFP process at any time and without assigning any reason. The Ministry makes no commitment, expressed or implied, that this process will result in a business transaction with anyone.
- (b) This RFP does not constitute an offer by the Ministry. The bidder's participation in this process may result the Ministry selecting the bidder to engage towards execution of the contract.

## **Optional Termination, Payment and Release**

Irrespective of any extension of time, if an Event of Force Majeure occurs and its effect continues for a period of 365 days, either the Ministry or the Consulting Agency may give to the other a notice of termination of contract, provided that if the Ministry is paying fee during Force Majeure, then Consulting Agency will not have a termination right, which shall take effect 30 days after the giving of the notice. If, at the end of the 30-days period, the effect of the Force Majeure continues, the Contract shall terminate. After termination of contract under this Sub-Clause, the Consulting Agency shall comply with such termination provisions as may be prescribed in the contract and the Ministry shall pay the Consulting Agency an amount calculated and certified in accordance with relevant clauses of termination of contract.

## **Confidentiality of data**

During the course of discharge of its duties as Consultancy Agency, the agency and its employees assigned for the project will have access to sensitive personal information of the beneficiaries of DBT schemes of the Ministry, including their name, date of birth, Aadhaar number, mobile number, bank account number, etc. unauthorized disclosure and misuse of which may cause irreparable damage to the life and property of the beneficiaries. The Consulting Agency shall be required to sensitize the employees about the need of maintaining absolute data secrecy and take every possible step to ensure that the beneficiary data including demographic details, either in paper form or in digitized form, are not misused, not published online, not put in public domain and not transmitted in such digital form which can be intercepted or searched through internet search engines. In other words, the Consulting Agency shall be wholly and irrevocably responsible for maintaining absolute data secrecy in accordance with provisions of the Aadhaar Act, 2016 and the Information Technology Act, 2000 and any violation shall be dealt with strictly as per law.

## **■ Litigation**

Any dispute arising out of this RFP or the contract signed by the Ministry with the successful bidder or any other bidder participating in this procurement process shall be subject to the jurisdiction of Delhi High Court.

## **■ Fraud and Corrupt Practices**

- (a) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Ministry shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, the Ministry shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Ministry for, inter alia, time, cost and effort of the Ministry, in regard to the RFP, including consideration and evaluation of such Bidder’s Proposal.
- (b) Without prejudice to the rights of the Ministry under Clause above and the rights and remedies which the Ministry may have under the Letter of Intent (LOI) or the Contract, if a Bidder or Consulting Agency, as the case may be, is found by the Ministry to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Contract, such Bidder or Consulting Agency shall not be eligible to participate in any tender or RFP issued by the Ministry during a period of five years from the date such Bidder or Consulting Agency, as the case may be, is found by the Ministry to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- (c) For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
- i. “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Ministry who is or has been associated in any manner, directly or indirectly with the Selection

Process or the LOI or has dealt with matters concerning the Contract or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Ministry, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Award (LOA) or after the execution of the Contract, as the case may be, any person in respect of any matter relating to the Project or the Award or the Contract, who at any time has been or is a legal, financial or technical consultant/ adviser of the Ministry in relation to any matter concerning the Project;

- ii. “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- iii. “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;
- iv. “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by Ministry with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- v. “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

### 33 Appendix I

#### Form 1: Technical Bid Covering Letter

<Location, Date>

To,  
The Under Secretary (PMMVY)  
Ministry of Women & Child Development  
Room No.621, 'A' Wing  
Shastri Bhavan  
Dr. Rajendra Prasad Road New Delhi-110001.  
Tele: 011-23388513  
Email: [vc.choudhary@nic.in](mailto:vc.choudhary@nic.in)

**Subject:** Submission of Technical bid

**Reference:** RFP for Programme Management and Technical Support for PMMVY, Ministry of Women and Child Development (RFP Ref no: XXX)

Dear Sir,

We, the undersigned, offer to provide Consultancy Services for Programme Management and Technical Support for PMMVY, Ministry of Women & Child Development in response to your Request for Proposal dated <insert date>. We are hereby submitting our Proposal, which includes this Technical bid and the financial bid, which is sealed in a separate envelope.

We, hereby, declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our bid is accepted, to initiate the consulting services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document.

We understand you are not bound to accept any Bid(s) that you receive.

Yours sincerely,

Authorized Signature (In full and initials):

Name and Title of Signatory:

Name of Firm:

Address:

Date:

## Form 2: Compliance Sheet for Pre-qualification Proposal

#	Basic Requirement	Specific Requirements	Documents Required	Provided (Yes/No)	Reference Section No.
1	Legal Entity	<ul style="list-style-type: none"> <li>Should be a Company registered under Companies Act, 1956 or a partnership firm registered under Limited Liability Partnership Act, 2008</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>A partnership registered under the India Partnership Act 1932 or Limited Liability Partnership Firm registered under the Limited Liability Partnership Act 2008 with their registered office in India</li> <li>Registered with the Service Tax Authorities (GST)</li> <li>Should have been operating for the last five financial years.</li> </ul>	<p>Copy of Certificate of Incorporation;</p> <p>and</p> <p>Copy of Service Tax (GST) Registration Certificate</p>		
2	Consortiums	Consortiums are allowed only for providing software development and IT Operations	<p>Consortium partner details</p> <p>Self-Certification</p>		
3	Certifications	ISO 9000/9001 Certification or equivalent in IT or Government Consulting	Copy of the Certification		
4	Sales Turnover in Consulting Services	<p>Average Annual Sales Turnover <b>generated from consultancy services</b> of Prime bidder during the last three financial years (as per the last published Balance sheets), should be at least Rs. 50 Crores (<b>Rupees Fifty Crores</b>).</p> <p>Turnover in FY 2017-18</p>	<p>Extracts from the audited Balance sheet and Profit &amp; Loss;</p> <p>OR</p> <p>Certificate from the statutory auditor</p>		



#	Basic Requirement	Specific Requirements	Documents Required	Provided (Yes/ No)	Reference Section No.
		should be more than 50 Crores.			
5	Program Management Experience	<p>Prime bidder in last 5 (Five) Financial Years, must have experience of working on at least the following numbers of Programme Management engagement with Centre/State Government of value specified herein:</p> <p><i>Five project of not less than Rs.3 Crore (Rupees Three Crore).</i></p> <p>OR</p> <p><i>Eight projects of not less than Rs.2 Crore (Rupees Two crores) each.</i></p>	<p>Completion Certificate from the client;</p> <p>OR</p> <p>Work Order +</p> <p>Self-Certificate of Completion (by Authorized Signatory);</p> <p>OR</p> <p>Work Order +</p> <p>Phase Completion Certificate from the client</p>		
6	Technology Consulting and implementation Experience	<p>Bidder, in last 5 (Five) Years, must have experience of working on at least 1 end to end project including consulting, technology implementation and PMC for a DBT/ financial inclusion project in Government/ public sector</p>	<p>Completion Certificate from the client;</p> <p>OR</p> <p>Work Order +</p> <p>Self-Certificate of Completion (By Authorized Signatory);</p> <p>OR</p> <p>Work Order +</p> <p>Phase Completion Certificate from the</p>		

#	Basic Requirement	Specific Requirements	Documents Required	Provided (Yes/No)	Reference Section No.
			client		
7	Debarment	Bidder should not be Debarred by any of the following organization – 1. Centre or State Government	A self-certified letter that the bidder (or any of its successors) is not in the active debarment list - 1 Centre or State Government		
8	Manpower Strength	The bidding company must have on its rolls, consulting staff of at least 50 technically qualified personnel in the area of e-Governance Program / Project Management, IT infrastructure, IT security and IT procurement and who possess relevant degrees/credentials with prior experience in providing the above consultancy services.	Self-Certification by the authorized signatory		
9	Geographical Presence of the Consulting organization	The Consulting Organization should have at least one office in NCR of Delhi	A self-certification from authorized signatory along office details including office address, contact person name, phone number, email-id, City & State		

### Form 3: Details of the Prime Bidder

#	Information Sought	Details to be Furnished
1.	Name and address of the bidding Company	
2.	Incorporation status of the firm (public limited/private limited, etc.)	
3.	Year of Establishment	
4.	Date of Registration	
5.	Details of company registration	
6.	Details of registration with appropriate authorities for service tax (GST)	
7.	Name, Address, E-mail and Mobile Number of Contact person	
8.	Scope of Work for Prime Bidder	

#### a) Form 3A: Details of the Consortium Partner

#	Information Sought	Details to be Furnished
1.	Name and address of the Consortium Partner	
2.	Incorporation status of the firm (public limited/private limited, etc.)	
3.	Year of Establishment	
4.	Date of Registration	
5.	Details of company registration	
6.	Details of registration with appropriate authorities for service tax (GST)	
7.	Name, Address, E-mail and Mobile Number of Contact person	
8.	Scope of Work for Consortium Partner	

## Form 4: Compliance Sheet for Technical Proposal

#	Evaluation Criteria	Supporting Documents	Provided (Yes/ No)	Reference Section No.
A1	The bidder should have experience in executing large PMU projects as Consultants in India with order value more than Rs. 5 crore from Consultancy	Completion Certificates from the client;  <b>OR</b> Work Order + Self Certificate of Completion (by Authorized Signatory)  <b>OR</b> Work Order + Phase Completion Certificate (for ongoing projects) from client		
A2	The bidder should have experience in IT Consulting and implementation in customer/public centric projects	Completion Certificates from the client;  <b>OR</b> Work Order + Self Certificate of Completion (by Authorized Signatory)  <b>OR</b> Work Order + Phase Completion Certificate (for ongoing projects) from client		
A3	The bidder should have implemented IT solution with IT operations support	Completion Certificates from the client;  <b>OR</b> Work Order + Self Certificate of Completion (by Authorized Signatory)  <b>OR</b> Work Order + Phase Completion Certificate (for ongoing projects) from client		
B	Resume of all consultants proposed for the assignment	CVs of persons proposed for the assignment		
C1	Understanding of the Scheme, progress till date and targets.			

#	Evaluation Criteria	Supporting Documents	Provided (Yes/ No)	Reference Section No.
C2	Understanding of Issues and Challenges in implementation of PMMVY Scheme			
C3	Proposed Approach and Methodology			

## **Form 5: Proposed Approach & Methodology & Work Plan**

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

- i. Understanding of the Scheme
- ii. Understanding of and compliance to Scope of Work
- iii. Approach and Methodology
- iv. Identified risks and mitigation steps
- v. Work Plan

## Form 6: Citations Table

Assignment name:	Approx. value of the contract:
Country: Location within country:	Duration of assignment months:
Name of Client:	Total No of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract:
Start date month/year: Completion date month/year:	No of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed indicate most significant profiles such as Project Director/Coordinator, Team Leader:
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

## Form 7: Team Composition and their Availability

Organization and Staffing. In this section, bidder should propose the structure and composition of your team. List the main profile requirement of the assignment, proposed technical staff with detailed CVs.

### a) Form 7A: Team composition and Key Tasks

#	Position	Name of Staff	Educational Qualification	Total Experience (in years)	Area of Expertise	Time Committed for the Engagement (person month)
	<Add more rows as per requirement>					



**b) Form 7B: Curriculum Vitae (CV) of Key Personnel**

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**1. Proposed Position** [*only one candidate shall be nominated for each position*]: \_\_\_\_\_

**2. Name of Firm** [*Insert name of firm proposing the staff*]: \_\_\_\_\_

**3. Full Name of Staff:** \_\_\_\_\_

**4. Date of Birth:** \_\_\_\_\_ **Nationality:** \_\_\_\_\_

**5. Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: \_\_\_\_\_

**6. Total No. of years of experience:** \_\_\_\_\_

**7. Total No. of years with the firm:** \_\_\_\_\_

**8. Areas of expertise and no. of years of experience in this area (as required for the Profile - mandatory):** \_\_\_\_\_

**9. Certifications and Trainings attended:** \_\_\_\_\_

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**10. Details of Involvement in Projects (only if involved in the same):** \_\_\_\_\_

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**11. Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]:

**12. Membership of Professional Associations:**

**13. Employment Record** [*Starting with present position and last 2 firms, list in reverse order, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

From (Year):

To (Year):

Employer/Purchaser:

Positions held: \_\_\_\_\_

<p><b>14. Detailed Task Assigned</b></p> <p><i>[List of all tasks to be performed under this assignment]</i></p>	<p><b>15. Relevant Work Undertaken that Best illustrates the experience as required for the Role (provide maximum of 6 citations of 10 lines each)</b></p> <p><i>(Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 14 and as required for the role as listed in 'List of the key professional positions whose CV and experience would be evaluated')</i></p> <p>Name _____ of _____ Assignment _____ or Project: _____</p> <p>Year: _____</p> <p>Location: _____</p> <p>Purchaser: _____</p> <p>Main _____ Project features: _____</p> <p>Positions held: _____</p> <p>Value of Project (approximate value or range value): _____</p> <p>Activities performed: _____</p>
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16. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, from the assignment if engaged.

\_\_\_\_\_ Date: \_\_\_\_\_  
*(Signature of staff member or authorized representative of the staff)*  
*(Day/Month/Year)*

Full name of Authorized Representative: \_\_\_\_\_

**c) Declaration letters for Pre-Qualification**

**i. Form 8A: Letter for Non-Debarment**

<Location, Date>

To,  
The Under Secretary (PMMVY)  
Ministry of Women & Child Development  
Room No.621, 'A' Wing  
Shastri Bhavan  
Dr. Rajendra Prasad Road New Delhi-110001.  
Tele: 011-23388513  
Email: [vc.choudhary@nic.in](mailto:vc.choudhary@nic.in)

**Subject: Declaration for non-debarment**

**Reference:** RFP for Programme Management and Technical Support for PMMVY, Ministry of Women and Child Development (RFP Ref no: XXX)

Dear Sir,

We, the undersigned, confirm that <name of bidding entity> is not debarred by Centre or State Government, NICS or NIC as on the date of submission of this bid.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

**ii. Form 8B: Letter for Manpower Strength**

<Location, Date>

To,  
The Under Secretary (PMMVY)  
Ministry of Women & Child Development  
Room No.621, 'A' Wing  
Shastri Bhavan  
Dr. Rajendra Prasad Road New Delhi-110001.  
Tele: 011-23388513  
Email: [vc.choudhary@nic.in](mailto:vc.choudhary@nic.in)

**Subject: Declaration for manpower strength**

**Reference:** RFP for Programme Management and Technical Support for PMMVY, Ministry of Women and Child Development (RFP Ref no: XXX)

Dear Sir,

We, the undersigned, confirm that <name of bidding entity> has consulting staff of at least 200 technically qualified personnel on its rolls in the area of e-Governance Program / Project Management, IT infrastructure, IT security and IT procurement, who possess relevant degrees/credentials with prior experience in providing the above consultancy services.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

**iii. Form 8C: Letter for Geographical Presence**

<Location, Date>

To,  
The Under Secretary (PMMVY)  
Ministry of Women & Child Development  
Room No.621, 'A' Wing  
Shastri Bhavan  
Dr. Rajendra Prasad Road New Delhi-110001.  
Tele: 011-23388513  
Email: [vc.choudhary@nic.in](mailto:vc.choudhary@nic.in)

**Subject: Letter for Geographical Presence**

**Reference:** RFP for Programme Management and Technical Support for PMMVY, Ministry of Women and Child Development (RFP Ref no: XXX)

Dear Sir,

We, the undersigned, confirm that <name of bidding entity> has one or more offices in NCR of Delhi

List of offices

1. <Office Address in Delhi NCR
- 2.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

**d) Form 9: Bank Guarantee for Earnest Money Deposit (EMD)**

<Location, Date>

The Under Secretary (PMMVY)  
Ministry of Women & Child Development  
Room No.621, 'A' Wing  
Shastri Bhavan  
Dr. Rajendra Prasad Road New Delhi-110001.  
Tele: 011-23388513  
Email: [vc.choudhary@nic.in](mailto:vc.choudhary@nic.in)

Whereas **<company name and relevant details>** having its registered office address at **<address>**(hereinafter called the Bidder, which expression shall include its successors and permitted assigns) has submitted the bid for Submission of RFP Reference No.**<insert number>** for Consultancy Services in PMMVY, Ministry of Women and Child Development (hereinafter called the Bid) to the Ministry of Women & Child Development.

Know all Men by these presents that we **<insert bank details>**. (hereinafter referred to as "the Bank" which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) are bound unto the Ministry of Women & Child Development (hereinafter called the Purchaser, which expression shall include its successors and permitted assigns) in the sum of Rs. 5,00,000/- (Rupees Five Lakh only) for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and permitted assigns by these presents. Sealed with the Stamp of the said Bank this **< Insert Date of issuance>**.

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
  - (a) Withdraws his participation from the bid during the period of validity of bid document; or
  - (b) Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount within five working days from the date of receipt of its written demand, provided that in its demand the Purchaser will note that the amount so claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. Provided however, the written demand must be accompanied by a copy of the notice sent to the Bidder by the Purchaser to cure /rectify the default at least 30 (Thirty) days prior to presentation of any demand of its intention to have recourse to the Guarantee, setting out the act or omission of the Bidder, which it asserts

constitutes the breach of terms and conditions of the said contract or loss/damage suffered giving rise to the demand.

This guarantee will remain in force up to and including **<insert expiry date>** (“Expiry date”) and any demand in respect thereof should reach the Bank not later than the above date.

This guarantee shall be governed by and construed in accordance with the Laws of India and shall be subject to the exclusive jurisdiction of Indian Courts.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i. Our liability under this Bank Guarantee shall not exceed Rs. 500000/- (Rupees Five Lakh only)
- ii. This Bank Guarantee shall be valid upto **<insert expiry date>** (“Expiry date”)
- iii. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written demand made in the manner prescribed in this Guarantee for payment under this Bank Guarantee in original at **<insert bank details>**, and by email to email Id **<insert email address>** on or before **<insert expiry date>** (“Expiry date”) failing which our liability under the guarantee will automatically cease irrespective of whether the original has been returned to us or not.

Seal:

Date **< Insert Date of issuance>**.

(Authorized Signatory of the Bank)

**e) Form 10: Financial Bid Template**

The bidders are expected to respond to the RFP using the forms given in this section for Financial Bid. The Ministry reserves the right to ignore financial bid submitted in different forms.



**i. Form 10A: Covering Letter**

<Location, Date>

To,  
The Under Secretary (PMMVY)  
Ministry of Women & Child Development  
Room No.621, 'A' Wing  
Shastri Bhavan  
Dr. Rajendra Prasad Road New Delhi-110001.  
Tele: 011-23388513  
Email: [vc.choudhary@nic.in](mailto:vc.choudhary@nic.in)

**Subject:** Submission of Financial bid

**Reference:** RFP for Programme Management and Technical Support for PMMVY, Ministry of Women and Child Development (RFP Ref no: XXX)

Dear Sir,

We, the undersigned, offer to provide the consulting services for Programme Management and Technical Support for PMMVY, Ministry of Women & Child Development in response to your Request for Proposal dated [*Date*]. Our attached Financial Proposal is for the sum of <<*Amount in words and figures*>>. This amount is inclusive of OPEs, Miscellaneous expenses & Service taxes/ GST.

We understand that the payment would be made on the basis of actual Service tax rate/GST prevalent at the time of payment.

Our Financial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal as mentioned in this RFP.

We understand you are not bound to accept any Bid that you receive.

Yours sincerely,

Authorized Signature:  
Name and Title of Signatory:  
Name of Firm:  
Address:

**ii. Form 10B: Summary of Costs**

#.	Costs	Currency	Amount(s)
A	Breakdown of Person month rate (A) (Should be equal to "D" in Form 10C)	INR	
B	Miscellaneous Expenses (B) (Should be equal to "B" in Form 10D)	INR	
C	Lump-sum cost for software development of the enhancements as per RFP (C)	INR	
D	GST (Applicable rate * (A+B+C))	INR	
<b>Total (A+B+C+D)</b>		INR	
<b>Total in figures -</b>			

iii. **Form 10C: Breakdown of Person month rate**

In this table, include personnel that shall be deployed on the project

#	Names	Position	Number of People (a)	Per Month rate (b)	Person-Month (c)	Total Amount (D=a*b*c)
1		Programme Manager / Team Lead	1			
2		Consultant – Capacity Building	2			
3		State/UT Coordinators	4			
4		NE States Coordinator	1			
5		Reporting	1			
6		Technical Lead	1			
7		Functional Software Management Resource	2			
8		Software Quality Assurance	2			
9		External Interface Expert	1			
10		Software Development Team lead	1			
11		Software Developer	3			
12		Database Administrator	1			
13		System Administrator	1			
14		Software Developers for Change Request Team	4			
<b>Total</b>						

**Note: - As and when Ministry initiate the Change request, Bidder has to submit the plan for implementing the Change requests considering the available resources. The plan has to be develop for each of the Change request and it must include Calendar month required to complete that change request, total effort required to complete that and dependency if any and the plan has to be approved by the Ministry. Total effort plan for the changes during the period is 56 Person-Month annual effort and any increase in total effort beyond this will be paid on actuals as per the rates defined above for Change request.**

For the purpose of evaluation the person month may be taken with deployment from Feb 2019. However, the contract value will as per deployment date.

**iv. Form 10D: Miscellaneous Expenses**

#	Description	Unit	Quantity	Unit Price	Amount (in INR) (B)
1	Software/project management tool				
2	< Any others, please specify>				
3					
<b>Total</b>					

**f) Form 11: Performance Bank Guarantee**

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the bidder/supplier”) has undertaken, in pursuance of contract no. <<insert contract no.>> dated. <<Insert date>> to provide consulting services for <<name of the assignment>> to the Ministry of Women & Child Development (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder/supplier shall furnish you with a bank guarantee by a Scheduled Commercial Bank regulated under the Banking Regulation Act, 1949 for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<**Name of the Bank**>>, a Scheduled Commercial Bank regulated under the Banking Regulation Act, 1949 having its head/registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the supplier such a bank guarantee.

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

We hereby waive the necessity of your demanding the said debt from the bidder/supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the bidder/supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>.

Notwithstanding anything contained herein:

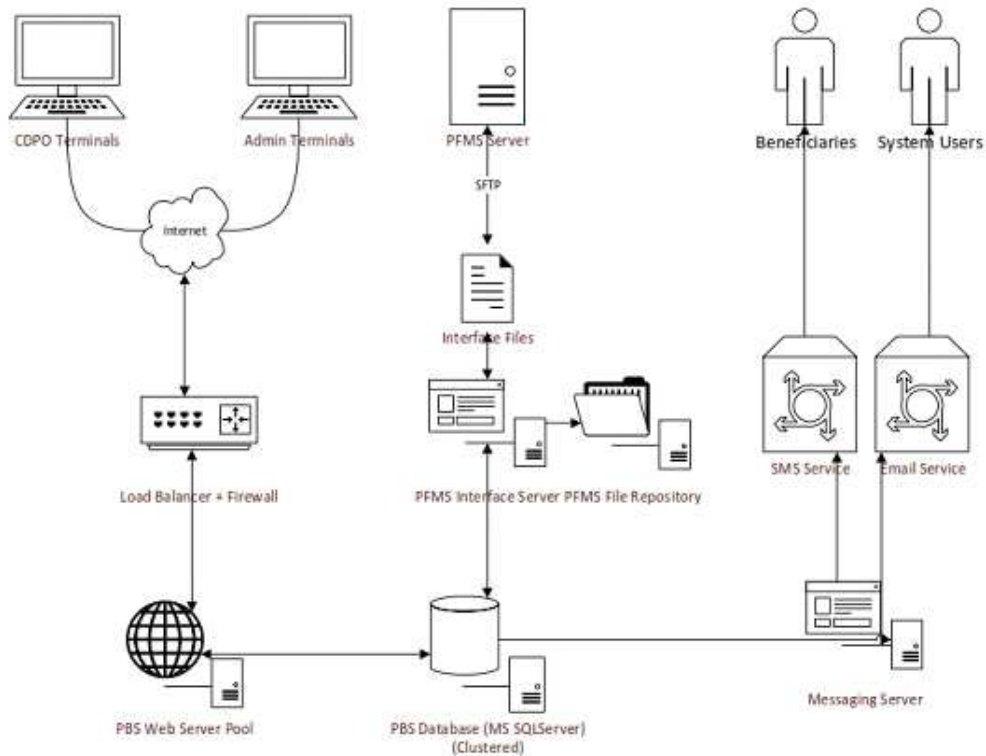
- i. Our liability under this bank guarantee shall not exceed **Rs. <<in figures>> (Rupees <<in words>> only)**.
- ii. This bank guarantee shall be valid up to <<insert expiry date>>.

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<*insert expiry date*>> failing which our liability under the guarantee will automatically cease.

### g) Annexure 1: Over view of PMMVY-CAS

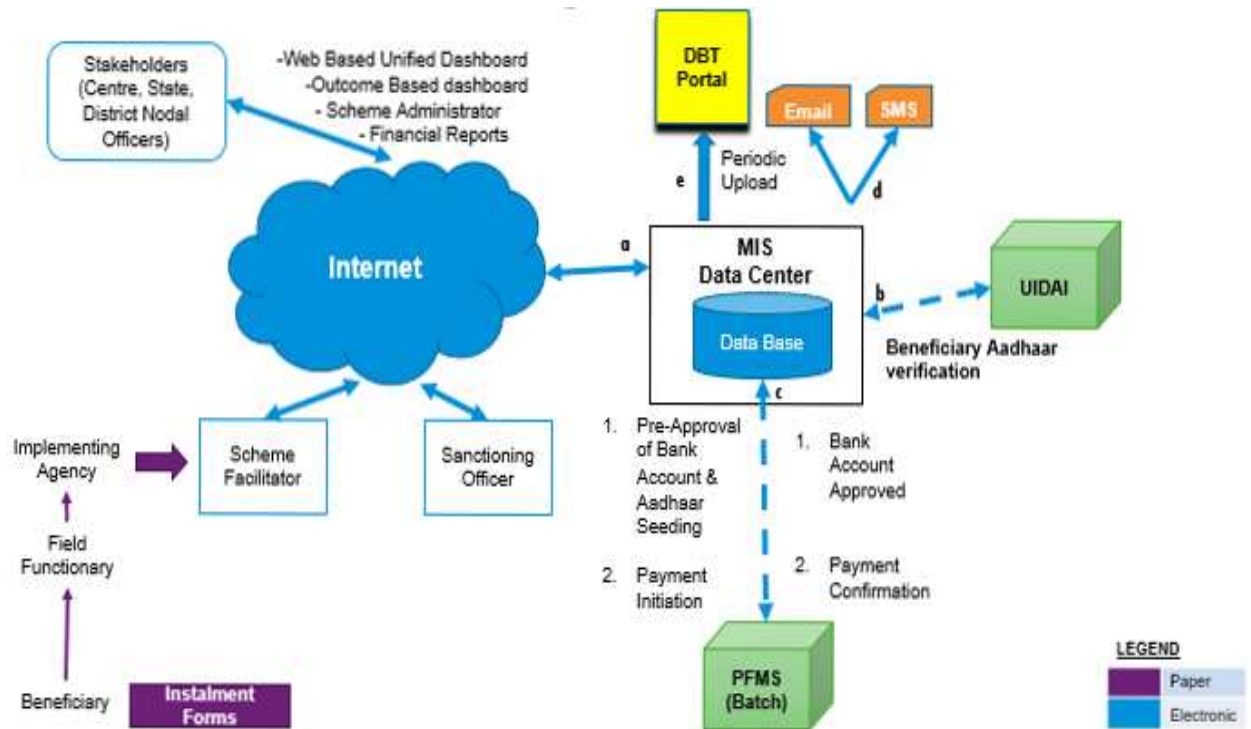
PMMVY–CAS has been developed by this Ministry in corporation with Bill and Melinda Gates Foundation (BMGF) with whom a Memorandum of Cooperation (MoC) has been entered into.. All the States/UTs have been successfully on-boarded onto the system and apart from Tamil Nadu all States/UTs have started enrolling beneficiaries using PMMVY-CAS.

### h) Application Architecture



### i) Automation Boundary

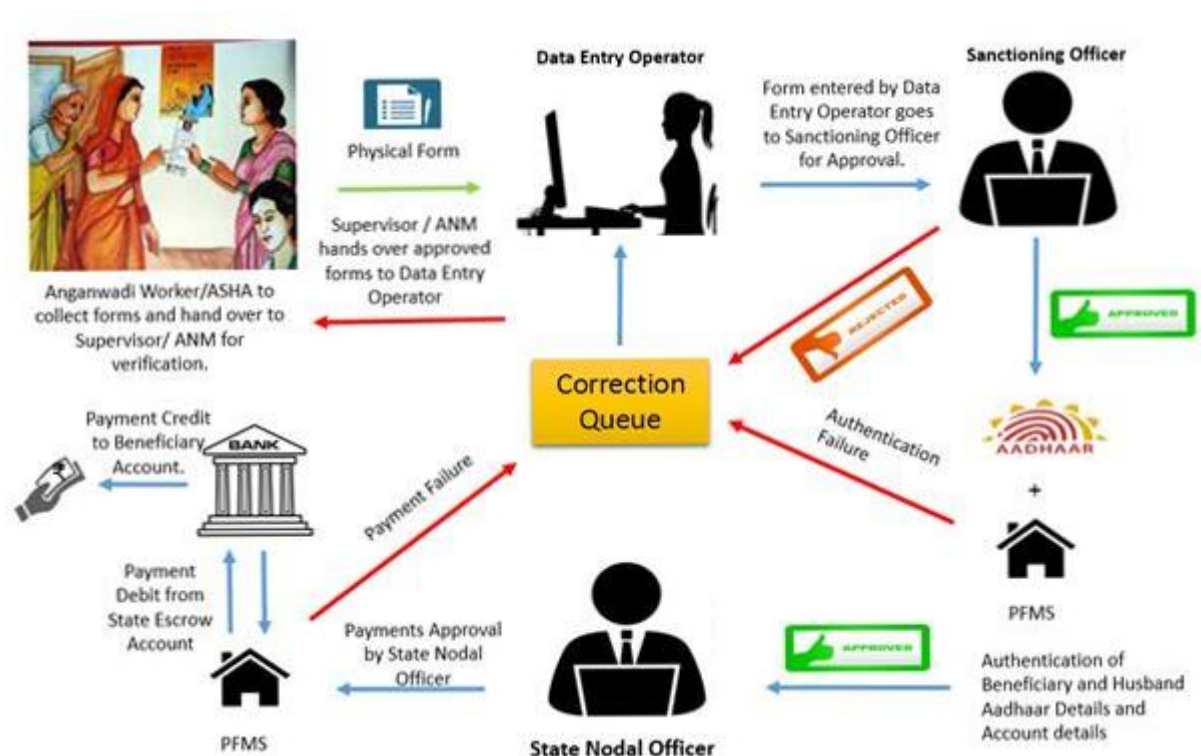
The scope of the web application is limited to digitization of the physical forms received through data entry to registration of the beneficiary, sending the beneficiary ID and Account details for verification, applying Scheme validations, sending payment requests to PFMS and consuming responses from PFMS regarding successful/ unsuccessful payments. The application allows users to create new users and as well as make certain changes to master data.



## j) Operational Model

The application provides an end to end DBT mechanism. The application is successfully integrated with UIDAI and PFMS platforms. The application incorporates mapping of functional location with the LGD. There are different levels in the system defined to increase the level of oversight and transparency.





### k) Application Status

The PMMVY Scheme is currently rolled out using an online web application PMMVY-CAS. The application was rolled out in September 2017 and it is currently fully integrated with UIDAI and PFMS systems for Beneficiary verification and Payments. There are already over 30 lakh beneficiaries enrolled under the system and over ₹ 500 crore payment have been made.

The following are the key modules of the application:

- 1) **Data entry module:** The application is designed to allow entering beneficiary details which are captured as a part of the scheme through physical forms. All the eligibility and date validation checks that have been mentioned in the scheme guidelines have been incorporated in the system that scheme conditions are met.
- 2) **Approval module:** As per the structure of the scheme, two levels of approvals have been built into the system for registration and payments before the final set of records are sent to PFMS for payment processing.
- 3) **Backend Processing module:** All the approved records are sent for demographic verification of the Aadhaar numbers provided by the beneficiaries to ensure to eliminate cases of fraud and ensure timely payments through ABPS. Also, PMMVY-CAS sends the

beneficiary data to PFMS for beneficiary registration and account and/or Aadhaar validation for payments: PMMVY-CAS is integrated with Public Fund Management System to make payments to the bank accounts of the beneficiaries. The details are further explained in this section.

**4) Master Data management:**

- a) The system allows the designated user to make changes to the master location data which ensures accuracy of the data and appropriate reporting.
- b) LGD and IFSC data is regularly received from Ministry of Panchayati Raj and PFMS at regular intervals which are analyzed and updated regularly in the system to ensure uninterrupted functioning of system and payments to beneficiaries.

5) **Dashboard and reporting module:** The application has an MIS structure which showcases vital project statistics to concerned users for targeted monitoring and implementation of the scheme.

6) **User creation and management module:** The system has a separate user creation and maintenance modules so that existing users can create, activate or deactivate other users in the system from the front end.

**l) Application Interfaces**

**UIDAI Integration**

The Maternity Benefit Scheme identifies the Aadhaar number of the beneficiary and her husband as mandatory documents for beneficiary to enroll in the scheme. This pre-requisite makes it imperative to ensure that the Aadhaar numbers provided by the beneficiary are valid.

There are two steps to this validation:

- 1. Verhoeff algorithm: It is a publicly available algorithm which will be used to check if the Aadhaar number is valid or not. This is used for Aadhaar number validation.
- 2. Demographic authentication: In order to ensure that the valid Aadhaar number belongs to the beneficiary, the system uses Aadhaar Authentication services of NIC to send the beneficiary and her husband's Aadhaar to UIDAI for Aadhaar authentication in a batch processing mode. The following request is sent from the system for this authentication:
  - a. Name of beneficiary as in Aadhaar
  - b. Aadhaar number
  - c. Gender

**PFMS Integration**

All the government scheme involving Direct Benefit Transfer are on-boarded on PFMS in order to route all financial transactions through PFMS. PMMVY-CAS after successful Aadhaar

authentication sends the beneficiaries' data in a batch mode to PFMS for Account validation and Aadhaar mapping confirmation from NPCI. Typically (around 90%) this cycle takes around 24-48 hours (days should be working) to come back with response. But PFMS sends out responses on regular interval of all the records whose status update is available. The responses from PFMS are received and updated in PMMVY-CAS again in a batch mode. Rejected records have to be resent and the process again starts from beginning.

Once the PFMS validation is successful, the beneficiary's payment processing is initiated after State Nodal Officer approval. The payment requests are also sent to PFMS in batch mode. Again, the response on credit is available in 24-48 hours (days should be working and time begins after file is approved in PFMS). But PFMS sends response on credits only twice a day. However, there are cases where the response may take time beyond a month also to have the actual status (more prevalent if it is cooperative bank account or non-Aadhaar seeded). The responses from PFMS are received and updated in PMMVY-CAS again in a batch mode.

Apart from this there is a reconciliation process with PFMS for web services (partial) have been developed so as to have a real time status of files and records being processed by PFMS which have been sent by PMMVY-CAS and vice versa

### **Integration with DBT Portal**

The records of all the government schemes which transfer benefit directly into the beneficiary bank account must be maintained by the DBT Mission. The system will have to transfer the beneficiary data of the PMMVY scheme to the DBT portal in a pre-defined format while adhering to the DBT guidelines. This component has not yet been developed under PMMVY-CAS.

### **Current Features**

<b>User Type</b>	<b>#</b>	<b>Features</b>
<b>Data Entry Operator</b>	1	Registering the new beneficiary
	2	Searching the existing beneficiary
	3	Updating the beneficiary details
	4	Reregistration of Beneficiary
	5	Scanning Aadhaar using QR code reader
	6	Correction Queue - Correcting and resending the forms for approval.

User Type	#	Features
	7	Report - Payment Report
	8	Withdrawal Queue view and update
<b>Sanctioning Officer</b>	1	Approving the Beneficiary registration forms and claim forms. The approval queue is categorized into five categories, i.e., a) Beneficiary Approval b) Instalment Approval c) Reregistration Approval d) Migration Approval e) IGMSY Approval
	2	User Creation - Sanctioning Officer can create the user like "Data Entry Operator Users".
	3	Bulk User creation
	4	Different queues to track the status of the beneficiaries like Withdrawal Queue, Second Instalment Due and Third Instalment Due
	5	Report - Payment Report
	6	To view list of pending Second claims
	7	To view list of pending Third claims
	8	Withdrawal queue list
<b>District Nodal Officer</b>	1	Field Functionary mapping to LGD Block & V/T/C
	2	Field Functionary mapping to Block
	3	User Creation - District Nodal Officer can create the users like "Sanctioning Officer User" and "Data Entry Operator User"
	4	Bulk user creation
	5	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	6	Reports - Delayed Approval Report, Pending SO Approval and Payment Report
<b>District Report ID</b>	1	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	2	Reports - Delayed Approval Report, Pending SO Approval and Payment Report

User Type	#	Features
<b>State Nodal Officer</b>	1	PFMS Batch Approval
	2	User Creation - State Nodal Officer can create the users like "District Nodal Officer", "District Report ID", "Sanctioning Officer User" and "Data Entry Operator User"
	3	Bulk User creation
	4	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Distribution, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	5	Reports - Pending SO Approval, Payment Report and Payment Batch History.
<b>State Report ID</b>	1	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Distribution, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	2	Reports - Pending SO Approval, Payment Report and Payment Batch History.
<b>Central Nodal Officer</b>	1	User creation - Central Nodal Officer can create the users like "State Nodal Officer", State Report ID", "District Nodal Officer", "District Report ID", "Sanctioning Officer User" and "Data Entry Operator User"
	2	Bulk user creation
	3	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Distribution, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	4	Report - Pending SNO Approval
<b>Interfaces</b>	1	Interface to PFMS System with escrow account in each state
	2	Interface to UID
	3	interface to DBT Portal of DBT mission