



Request for Proposal (RFP)
for
Impact Assessment of
Unified Mobile App for New Age Governance (UMANG)



RFP No.: N-21/31/2020-NeGD

28 December 2020

National e-Governance Division
Electronics Niketan, 4th Floor, 6 CGO Complex
New Delhi 110003

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1 Purpose of the document

The purpose of this RFP (Request for Proposal) floated by the National e-Governance Division (NeGD), Ministry of Electronics & Information Technology (MeitY), Government of India is to select a Partner Agency who will do the Impact Assessment of the project UMANG (Unified Mobile Application for New-age Governance) from the citizens point of view as well as from the point of view of the participating departments of Central/State Government, i.e. to find out its

- a. Impact on different segments of society and also reasons why some citizens have not downloaded UMANG app.
- b. Impact on the participating departments like service reachability, efficiency, financial impact etc.

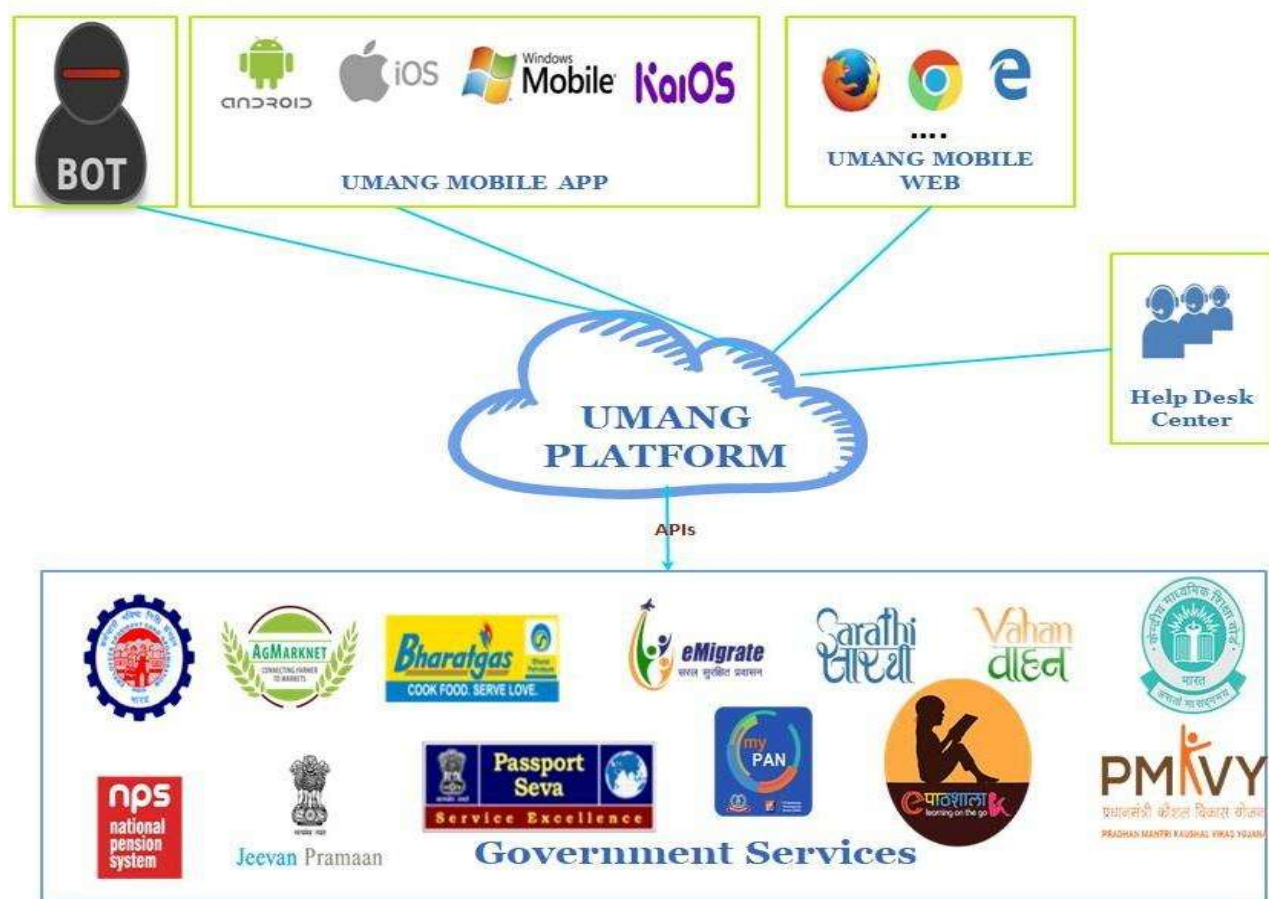
2 Introduction and Background

NeGD is an autonomous business division of Digital India Corporation, under MeitY, for supporting and assisting MeitY in supporting Digital India (DI) Programme. To achieve the envisaged goals of “Digital India Programme” and other factors, it was proposed to build a common and unified mobile platform and application through which citizens can access pan India e-Gov services of the central Government, State Governments, local bodies and their agencies. NeGD developed UMANG (Unified Mobile Application for New- Age Governance), a unified platform with a single mobile app (on Android, iOS, KaiOS and Windows) and web (www.umang.gov.in) at the front-end. It aims to provide a single point access through mobile to major government services from the Central Government, State/UT Governments, and local bodies as well as from their agencies.

UMANG provides a unified approach where citizens can install one application to avail multiple government services. In addition, it facilitates convergence of various efforts, carried out separately, to reach out to citizens through their mobile phones. UMANG is revolutionizing the way an Indian citizen avails government services and leverages the current accelerated internet and smartphone penetration in our country.

It was envisaged to integrate with major government services from Central, State Governments and Municipalities. Currently 2000+ services (including many services from Service Plus) are live on UMANG and a Help Desk Centre (Toll Free Number is 1800-11-5246) is established to manage user queries/grievances with regards to UMANG.

Figure -1 – UMANG Concept Diagram



3 Current Statistics

- a) As on 30th November 2020: UMANG has on-boarded ~194 Departments / 2000+ services/ 27 States.
- b) Total Downloads of UMANG is ~ 39 million (More than 35 mn on Android, ~1.1 mn on iOS, ~ 50 K on Windows and ~ 3 mn on KaiOS)
- c) UMANG has ~ 25 million (mn) registered users.
- d) On average 6.6 million active users (Distinct active users count for last 90 days).
- e) UMANG is also available on Reliance Jio phone, launched on 12th August 2019. Currently having 125+ services with a total install count of ~3mn.
- f) UMANG is available in 13 languages (Hindi, English and 11 regional).
- g) UMANG has a consistent rating of 4.3 out of 5 on Google play store, rated by more than 138 K users.
- h) UMANG users demographic and geographic details are as follows (as on 30th Nov 2020)

Table 1

OVERALL Gender-wise Split	
Gender	Count
Female	621841
Male	6984796
Transgender/Other	2660
<i>Not Filled</i>	17179143

Table 3

OVERALL Qualification-wise Split	
Qualification	Count
Graduate	2127445
Post Graduate	929638
Secondary	588108
Diploma	514826
Middle School	323726
Professional(CA/CS/ICWA Etc)	83523
Primary	77821
<i>Not Filled</i>	20143353

Table 4

OVERALL Age-wise Split	
Age Range	Count
Below 25	1186845
Between 25 And 40	5061200
Between 40 And 65	1071031
Above 65	49857
<i>Not Filled</i>	15961729

Table 2

OVERALL State-wise Split	
State	Count
Maharashtra	976333
Uttar Pradesh	827925
Tamil Nadu	492647
Karnataka	481885
Gujarat	448627
Delhi	329488
Bihar	335214
Rajasthan	318946
West Bengal	308253
Andhra Pradesh	303020
Madhya Pradesh	287076
Telangana	283468
Haryana	264308
Odisha	203785
Punjab	165503
Chhattisgarh	140569
Kerala	133524
Jharkhand	120966
Uttarakhand	111605
Assam	79361
Himachal Pradesh	72546
Chandigarh	28867
Jammu & Kashmir	23577

Goa	15738
PUDUCHERRY	10343
Tripura	10180
Manipur	7024
Dadra & Nagar Haveli	5480
Andaman & Nicobar Islands	3251
Meghalaya	3190
Arunachal Pradesh	3133
Sikkim	2958
Daman & Diu	2740
Nagaland	2450
Mizoram	1371
Lakshadweep	130
<i>Not Filled</i>	17973067

4 Instructions to the Bidders

- 4.1 **Completeness of Response-** Bidders are required to study all instructions, forms, requirements and other information in the RFP document carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.
- 4.2 **RFP Preparation Costs & related issues-** The bidder is responsible for all costs incurred in connection with participation in this 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 NeGD to facilitate the evaluation process. NeGD will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This RFP does not commit NeGD to award the work order or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP. All materials submitted by the bidder will become the property of NeGD and may be returned completely at its sole discretion.
- 4.3 **Pre-Bid Meeting-** NeGD shall hold a pre-bid meeting through video conference with the prospective bidders on the date and time specified in Table 6 in factsheet. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach Mr. Rajesh Loona at rajesh.loona@digitalindia.gov.in through email only in the format given below, latest by the date and time specified in Table 6 in factsheet.

Table 5

Sl. No.	Section No.	Page No.	Query	Remark, if any
1				
2				
3				
4				
5				

- 4.4 **Responses to Pre-Bid Queries and Issue of Corrigendum-**The NeGD will endeavor to provide timely response to all queries. However, NeGD makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does NeGD undertake to answer all the queries that have been posed by the bidders. At any time prior to the last date for receipt of bids, NeGD 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. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted at www.negd.gov.in and <http://www.meity.gov.in> and emailed to all participants of the pre-bid

meeting. Any such corrigendum shall be deemed to be incorporated into this RFP. In order to provide prospective bidders reasonable time for taking the corrigendum into account, NeGD may, at its discretion, extend the last date for the receipt of RFP Proposals.

4.5 Right to Terminate the Process- NeGD may terminate the RFP process at any time and without assigning any reason. NeGD makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by NeGD. The bidder's participation in this process may or may not result in short listing the bidders.

4.6 Submission of Responses/ Bids- Bids shall be submitted online only at Central Public Procurement (CPP) Portal Website: <http://eprocure.gov.in/> in two parts, i.e. 'Technical bid' (documents in .pdf format) and 'Financial bid' (in .xlsx format). Bids must be submitted latest by 15.00 hrs on the bid submission date as indicated in the factsheet in **Table 6**. Manual bids or the bids submitted by telex/ telegram/ fax/ e-mail etc. will not be accepted under any circumstances. No correspondence will be entertained on this matter.

- i. Bidders are advised to follow the 'Instructions for Bids Submission' given below for e-submission of the bids online through CPP Portal before proceeding.
- ii. All documents as per tender requirement shall be uploaded online through CPP Portal and further no documents will be accepted offline.
- iii. Bidders not submitting any of the required documents online will be summarily rejected.
- iv. Both technical and financial bids are to be submitted concurrently duly digitally signed on the CPP Portal.
- v. The bidders shall have a valid digital signature certificate for participation in the online tender. The cost of digital signatures, if any, will be borne by respective bidders.
- vi. Bidders are also advised to go through instructions provided at CPP Portal.
- vii. The bidders must submit their financial bid in the prescribed format (BOQ.XXXX File) – specified at Annexure-V of this RFP document and no other format is acceptable.

NeGD reserves the right to modify and amend any of the above- stipulated conditions/criterion depending upon project priorities vis-à-vis urgent commitments. Bids shall consist of supporting proofs and documents as defined in the Pre-qualification section. Bidder shall submit all the required documents online as mentioned in the Annexure-I including various templates. It should be ensured that various formats mentioned in this RFP should be adhered to and no changes in the format should be done. RFP documents submitted by the bidder should be concise and contain only relevant information as required. Bidders may contact Mr. Rajesh Loona at NeGD, 4th Floor, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi-110003 or at 011-24303713, 24303703 or through email at rajesh.loona@digitalindia.gov.in for any clarification on the RFP before the time as per important dates schedule at Table 6.

4.7 **Instructions for online Bids Submission** – Bidders should refer to the CPP Portal (<https://eprocure.gov.in/eprocure/app?page=HelpForContractors&service=page>) for instructions for registering on the CPP Portal, preparing their bids in accordance with the requirements and submitting their bids online on the CPP Portal. For bidders manual kit, bidders may also refer to <https://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>

4.8 **Short listing Criteria-** All agencies fulfilling the pre-qualification criteria defined under section 6 will be shortlisted and invited to make a presentation to the Evaluation Committee. The notice to short-listed agencies for presentation will be sent individually and will also be uploaded on the website www.negd.gov.in . Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of its RFP Proposal.

4.9 **General-**

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders may form their own conclusions about the requirements and may clarify for any doubt.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award by the NeGD on the basis of this RFP.
- c) Any notification of selected bidder status by the NeGD shall not give rise to any enforceable rights by the agency until a Work Order is issued by NeGD and accepted by the bidder.

4.10 **Earnest Money Deposit (EMD)-** Bidders shall submit, along with their Bids, EMD of Rs. 50,000/- (Rupees Fifty Thousand only) through NEFT/ RTGS in the following account and submit the proof:

A/c Name: DIGITAL INDIA CORPORATION – NEGD
A/c No.: 604810110001865
Bank: Bank of India, CGO Complex, New Delhi
IFSC Code: BKID0006048

Online transfer through NEFT/ RTGS must be completed on or before the closing date and time of the bids. EMD of all unsuccessful bidders would be refunded by NeGD without any interest within **1 month** of the final selection. The EMD, for the amount mentioned above, of successful bidder would be retained till the submission of Performance Bank Guarantee as mentioned in clause (15.3) of section 15 and section 16.

- a) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- b) The EMD may be forfeited in the following conditions:
 - i) If a bidder withdraws its bid during the period of bid validity or declines to accept the work order of NeGD.
 - ii) If the selected bidder fails to sign the contract in accordance with terms and conditions or fails to furnish performance Bank Guarantee

- iii) Any information given is found wrong, leading to cancellation of his/her bid.
- c) EMD for MSME Enterprises will be exempted, as per Rule 170 of GFR 2017, on submission of documentary proof.

4.11 Evaluation Committee:-

- 1) NeGD will constitute an Evaluation Committee to evaluate the responses of the bidders
- 2) The Evaluation Committee constituted by NeGD 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.
- 3) The decision of NeGD in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- 4) The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
- 5) NeGD reserves the right to reject any or all proposals on the basis of any deviations.
- 6) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.12 Bid Opening- Proposals submitted up to the bid submission date as indicated in Fact sheet **Table 6** till 15.00 hrs will be opened online through CPP Portal at 1600 hrs on the same day.

4.13 Bid Validity and Evaluation- The offer submitted by the Bidders should be valid for a minimum period of 90 days from the date of submission of bid proposal. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals;

- a) Are not submitted in as specified in the RFP document
- b) Received without the Letter of Authorization
- c) Are found with suppression of details
- d) With incomplete information, subjective, conditional offers and partial offers submitted
- e) Submitted without the documents requested in the checklist at Annexure-I
- f) Have non-compliance of any of the clauses stipulated in the RFP
- g) With lesser validity period

All eligible bids will be considered for further evaluation by the Evaluation Committee according to the evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

5 Fact Sheet:

Table 6

Sl.No.	Information	Details
1	RFP No.	N-21/31/2020-NeGD
2	Date of Uploading on CPP Portal	28.12.2020
3	Date of pre-bid vendor's conference	08.01.2021, 15:00 Hrs
4	Pre-bid vendor conference link	Interested bidders may approach Mr. Rajesh Loona for the VC link.
5	Last date for submission of queries from agencies for clarifications. <u>Written queries are to be submitted by e-mail only. No phone call will be entertained.</u>	13.01.2021, 15:00 hrs e-Mail ID: umang@digitalindia.gov.in
6	Release of response to queries at www.negd.gov.in	20.01.2021
7	Last date for submission of bid Proposal (online)	10.02.2021, 15:00 Hrs
8	Date of Technical bid Opening (online)	11 February 2021, 16:00 hrs
9	Presentation by the bidder(s), through video conference	Shortlisted bidders/s will be intimated by email
10	Financial Bid Opening	Will be intimated later by e mail

6 Pre-Qualification Criteria

Table 7

Sl.No.	Eligibility Criteria	Supporting Proof/ Documents required
1	<p>i. The bidder shall be a Registered Legal Entity in India and operating for the last 3 years on the last date of the submission of the bid to NeGD. <i>(As per Rule 173 (i) of GFR 2017, start-up companies registered with Gol/ any State Government are exempted from this clause of operating for a minimum period of 3 years)</i></p> <p>ii. The entity should be a Management/ Strategic consulting / market research</p>	<p>i. Copy of registration certificate indicating date and incorporation status & address</p> <p>ii. MoA (Memorandum of Association) / AoA (Article of Association) or the relevant document stating the desired</p>

	agency, policy research institution or academic institutions of national repute.	domain in its objectives.
2	The entity should be registered with GSTN and should have a valid PAN number	<ul style="list-style-type: none"> • Copy of GST Registration Certificate • Copy of PAN
3	Bidder must have completed minimum 2 assignments of impact assessments of Government Projects/ Programme evaluation having element of Online/ Telephonic survey in the last 3 years (From 2017-18 to 2019-20 or in 2020-21).	i. Engagement details (as per the Annexure-VI) ii. Copy of Work Order + self certificate of completion (Certified by the Statutory Auditor) indicating scope of work, deliverables and cost <u>OR</u> Completion Certificate from Client indicating scope of work, deliverables and cost
4	Bidder shall have overall turnover of at least 2 Crore, combined for the last three financial years (2017-18, 2018-19, 2019-20 or including 2020-21 till 31st Jan 2021). <i>(Start-up companies registered with Govt/ any State Government are exempted from this clause)</i>	Copy of annual report/ balance- sheet/ Profit & Loss Statement / financial statement <u>OR</u> A certificate from the statutory auditor on turnover, in original.
5	The entity should not be blacklisted/ debarred/ suspended/ banned by MeitY or any other Government organization.	Declaration by the authorized signatory on letterhead (as per the Annexure-IV)

7 Scope of Work

To analyze the overall impact assessment of UMANG Project with details on realized benefits

- for individuals and
- for providers (Departments/ Ministries)

in terms of outputs and outcomes, gap assessment, challenges, improvements and way forward.

8 Activities for the Bidder

- Selection process/ methodology of sample beneficiaries (citizens).
- Conduct primary and secondary surveys from the selected sample of beneficiaries. Primary survey will be completely online and the secondary survey will be through “Outbound dialing calls (OBD calls)” based on demographic and geographic diversifications samples taken.
- Conduct Departments’ survey using “In-Person Interviews/through VC / Questionnaires”.

- 8.4. Beneficiaries data preparation (data will be provided by NeGD as per the request of the shortlisted bidder)
- 8.5. Design the questionnaire for conducting survey in 2 languages, i.e. English and Hindi.
- 8.6. Prepare the survey form with language selection and URL links to be sent through SMS/Email to the beneficiaries for survey (URL links will be pointing to the survey form on the bidder's system).
- 8.7. Sending the SMS/ Email with URL link to citizens for survey (Agency will share the URL links with NeGD and **NeGD will send SMS/ Email to citizens**).
- 8.8. Survey data compilation.
- 8.9. Study & analyze the data and prepare a report showing impact on users
 - of various categories viz. Students, Farmers, Employees, Patients/ Health communities etc.
 - of different languages, i.e. English and Hindi
 - using services of different departments
 - from different states etc. etc.

9 Approach & Methodology

- 9.1. Develop/ refine approach and impact assessment plan considering various stakeholders involved in the UMANG along with strategy to reach them, deliverables and milestones of stakeholders. Obtain NeGD sign off over the plan.
- 9.2. Develop/ refine assessment methodology, survey tools, data collection plan, analysis and documentation plan etc. and obtain NeGD buy-in over the same.
- 9.3. Connect to the intended audience and conduct the survey/ assessment. This includes, but not limited to, conducting primary survey, secondary study, data collection, virtual meetings with the intended stakeholders and target audiences.
- 9.4. No travel or stay to the selected states/ UTs (as per the sampling coverage) or for field survey is required. All meetings to interview with the key stakeholders across the states/ UTs and central departments to be done virtually. NeGD may facilitate such meetings, if required.
- 9.5. Periodic reporting of the progress of the assessment to NeGD as per agreed frequency.
- 9.6. Prepare the draft report and conduct a workshop to discuss the observations and findings and take up observations/ inputs, if any. Though most of the meetings with NeGD will also be online however few meetings may require physical presence.
- 9.7. Submit the final report (print ready copy) to NeGD. The raw data and responses would be the property of NeGD and shall be submitted to NeGD.
- 9.8. Sampling Coverage: The bidder is expected to come up with its own sampling strategy, however some of the points that are expected to be considered during sampling are as follows:
 - a) Primary and secondary surveys should be done on citizens using UMANG App. Primary survey will be completely online. The secondary survey will be through "Outbound dialing calls (OBD calls)" based on demographic and geographic diversifications samples taken. The

bidder will provide the recording of all OBD calls to NeGD for quality check. If found incorrect during quality check, the work order may be cancelled and the PBG may be forfeited. The required sample size will be as below:

Citizens Survey	Since UMANG has around 2.5 crore registered users, sample size of at least 666 users each (having confidence level of 99% and margin of error 5%) for Primary survey (online) and for OBD calls should be considered. For online survey, number of users for sending questionnaire through SMS/ Email may be decided according to the response rate.
Departments Survey	10 Departments and 5 States to be included in the survey. List of these Departments and States will be provided by NeGD.

10 Deliverables and Timelines

The Proposer is expected to perform the assessment and further furnish the following deliverables:

- a) Submission of Inception report including Approach Document, Assessment Plan and Questionnaires
- b) Submission of Assessment Strategy and tools.
- c) Submission of Pilot report (pilot of survey tools including translated version of tools)
- d) Submission of Raw and validated data sets, preliminary findings presentation/ report
- e) Submission of Draft Assessment report (as per report structure at Annexure-VIII)
- f) Discussion workshop to discuss the draft report, if required
- g) Submission of Final Assessment report (print ready copy) (As per report structure at Annexure-VIII)

The timelines:

- **Draft Assessment Report to be submitted within 30 days from the date of work order.**
- **Final Report (print ready copy) to be submitted within 45 days from the date of work order.**

For delay in deliverables beyond the timelines specified above (except any delay because of NeGD or any Department), a penalty may be imposed as per clause 18 of this RFP.

11 Evaluation of bids

- 11.1 Any attempt by any bidder to influence the RFP process may result in the rejection of its Proposal.
- 11.2 An Evaluation Committee constituted by NeGD will open the bids and evaluate the fulfillment of eligibility criteria, technical proposals and presentation.
- 11.3 The NeGD can seek additional information from the bidders, if needed.

- 11.4 The agencies fulfilling the eligibility criteria will be considered for technical proposal evaluation and will be called for technical presentation.
- 11.5 The technically qualified agencies scoring 70 or above marks shall only be considered for opening of financial bids.
- 11.6 The decision of the NeGD in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the evaluation process.
- 11.7 The NeGD reserves the right to reject any or all proposals.

12 Technical Evaluation Criteria

Table 8

<u>S. No.</u>	<u>Eligibility/Evaluation Criterion</u>	<u>Max. Marks</u>	<u>Supporting Documents</u>
<u>TURNOVER</u>			
<u>1</u>	Overall turnover of the organization combined for the last three years <i>(10 marks for initial 2 crore turnover and 1 mark for every increment of 1 crore on turnover of more than 2 crores, subject to maximum of 15 marks)</i>	15	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor
<u>RELEVANT PAST EXPERIENCE</u>			
<u>2</u>	Total no. of projects completed/ implemented in e-Governance consulting in the last 3 years (2017-18 or 2020-21, 2018-19 and 2019-20) having a value of more than Rs. 50 Lakh each ≥ 8 projects : 25 marks > 6 but ≤ 8 projects : 20 marks > 4 but ≤ 6 projects : 15 marks > 2 but ≤ 4 projects : 10 marks (provide details as per Annexure-VI)	25	For each mentioned project: Completion Certificate from Client indicating scope of work, deliverables and cost OR Work Order + self certificate of completion (Certified by the Statutory Auditor) indicating scope of work, deliverables and cost
<u>3</u>	Total no of Impact Assessments of Government Projects/ Programme of similar nature (other than above mentioned projects and having element of Online/ Telephonic survey) completed in the last 3 years (2017-18 or 2020-21, 2018-19 and 2019-20) having a value of more than Rs. 25 Lakh each ≥ 8 projects : 25 marks > 6 but ≤ 8 projects : 20 marks	25	For each mentioned project: Completion Certificate from Client indicating scope of work, deliverables and cost OR Work Order + self certificate of completion (Certified by the Statutory Auditor) indicating

	> 4 but ≤ 6 projects : 15 marks > 2 but ≤ 4 projects : 10 marks (provide details as per Annexure-VI)		scope of work, deliverables and cost
<u>APPROACH & METHODOLOGY</u>			
<u>4</u>	Technical presentation covering the following: a. Demonstration of understanding of the objectives, scope and requirements of the project b. Proposed Methodology and complete impact assessment plan to perform the task within given timeline c. Project work breakdown structure d. Summary of previous projects of similar nature done <i>[Marks will be assigned based on Qualitative Assessment and</i> <i>i. Relevance to the envisaged project</i> <i>ii. Comprehensiveness]</i>	35	Presentation

Note:- Bidders will be given technical scores as per the entire criterion mentioned above. Only the bidders obtaining a total 70 marks or above in the technical evaluation will qualify for further selection and will be considered for opening their Financial Bids.

13 Financial Bid Evaluation

- 13.1 The Financial Bids have to be submitted as per the format given at Annexure-V.
- 13.2 The Financial Bids of the above shortlisted bidders will be opened on the prescribed date as per table 6.
- 13.3 The bidder with the lowest financial bid (L1) will be awarded the financial score of 100 and Financial Scores for others will be evaluated using the following formula:
- 13.4 Financial Score of a Bidder (S_F) = $\{(Financial\ Bid\ L1 / Financial\ Bid\ of\ the\ Bidder) \times 100\}$ (Adjusted to two decimal places)
- 13.5 Only fixed price financial bids will be considered
- 13.6 Any conditional bid may be rejected.
- 13.7 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".

14 Selection Criteria

- 14.1 The basis of selection will be Quality & Cost Based Selection (QCBS). Technical Score (S_T) will be given a weightage of 70% and Financial Score (S_F) calculated as mentioned above will be given a weightage of 30%. The Bid, that obtains the highest Overall Score (S_O) value, will be rated as the Best Value Bid.
- 14.2 The technical and financial scores secured by each bidder will be added using weightage of <70%> and <30%> respectively to compute the Overall Score of the bidder.
- 14.3 The bidder securing the highest Overall Score will be adjudicated as the most responsive Bidder for award of work order. The Overall Score will be calculated as follows:-

$$S_O = 0.70 * S_T + 0.30 * S_F$$

[Where

S_O =Overall Score of the bidder

S_T = Technical score of the bidder (out of maximum of 100 marks)

S_F = Financial score of the bidder]

- 14.4 In the event the Least Costs offered by more than one bidder are same, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of work order.
- 14.5 In case of special circumstances where the L-1 bidder is not taking the order, NeGD may offer the same to the next L-2 bidder at the cost offered by L-1 and so on.

15 Award of Contract

- 15.1 NeGD 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 Work Order, 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 NeGD action.
- 15.2 NeGD will award the Work Order to the successful bidder (hereafter referred as "Agency") whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.
- 15.3 Prior to the expiration of the validity period, NeGD will notify the agency in writing or by fax or email that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, NeGD, may like to request the bidders to extend the validity period of the bid. The agency shall acknowledge in writing to NeGD the acceptance of the LOI and shall submit the Performance Bank Guarantee (PBG) and sign the agreement with NeGD within fifteen (15) days of receipt of the work order. Failing to respond as stipulated above, NeGD at its discretion reserves the right to increase the timeline or decide to cancel the order without giving any reason and forfeit the EMD submitted by the agency. Upon the agency's furnishing of PBG and the Acceptance Letter, NeGD will notify each unsuccessful bidder and return their EMD.

15.4 All incidental expenses of execution of the agreement shall be borne by the agency.

15.5 The agreement between NeGD and the agency shall refer to the RFP conditions.

16 Performance Bank Guarantee (PBG)

16.1 The agency shall submit an unconditional, irrevocable PBG of amount equivalent to 3% of the Contract Value from the any Nationalized/ Scheduled Bank in the name of Digital India Corporation - NeGD.

16.2 The PBG shall be valid till 6 months from the date of signing of the contract. The PBG shall be returned to the agency only on completion of all work satisfactorily by contract end date. In case the agency fails to perform the obligation as per the agreement, the PBG will be evoked by NeGD. The PBG shall be returned to the agency within ninety (90) days from the date of the successful discharge of the contractual obligations.

16.3 NeGD shall also be entitled to make recoveries from the agency's bills, PBG, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatements.

16.4 In the event of the agency being unable to service the contract for whatever reason, NeGD can evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever NeGD under the contract in the matter, the proceeds of the PBG shall be payable to NeGD as compensation for any loss resulting from the agency's failure to complete its obligations under the Contract. NeGD shall notify the agency in writing of the exercise of its right to receive such compensation within thirty (30) days, indicating the contractual obligation(s) for which the agency is in default.

17 Payment Terms

100% of the contract value will be paid after successful completion of the Impact Assessment of UMANG, subject to submission of proof of required number of OBD calls made and number of questionnaire responses received.

18 Penalties

For every week of delay in deliverables beyond either of the timelines, NeGD may impose penalty equal to 0.5% of total contract value, subject to maximum upto 10% of total contract value.

19 Miscellaneous Terms & Conditions

19.1 The Bidders must individually submit their proposals. Consortium is not allowed. A bidder may submit only one proposal, if a bidder submits more than one proposal, all such proposals shall be disqualified.

19.2 The end product of the work assignment carried out by the selected agency, in any form, will be the sole property of NeGD.

19.3 The selected agency shall not outsource the work to any other Associate / Franchisee / Third party under any circumstances without the prior written approval of NeGD.

19.4 The selected agency shall perform the services and carry out its obligations with due diligence

and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional training/ consulting standards recognized by National/ International Professional Bodies and shall observe sound management practice. It shall deploy appropriate advanced technology and safe and effective methods.

- 19.5 The selected agency shall agree with NeGD for honoring all aspects of Fair Trade Practices in executing the work orders placed by NeGD.
- 19.6 The selected agency shall take all the necessary permissions required from various Government bodies, and other entities wherever required to carry out the work.
- 19.7 In the event the selected Proposer or the concerned division of the company is taken over/ bought over by another company, all the obligations under the agreement with NeGD, should be passed on for compliance to the new company/ new division in the negotiations for their transfer.

19.8 Fraud and Corrupt Practices-

NeGD requires that Agencies selected through this RFP Document must observe the highest standards of ethics during the procurement process. In pursuance of this policy, NeGD:

- a) Defines, for the purposes of this provision, the terms set forth as follows:
 - i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of NeGD or any personnel of Agencies in contract executions.
 - ii. "Fraudulent practice" means erroneous presentation of facts, in order to influence a procurement process or the execution of a contract, to NeGD, and includes collusive practice among Respondents (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive NeGD of the benefits of free and open competition;
 - iii. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- b) Will reject a proposal for award, if it determines that the Respondent recommended for award, has been determined by NeGD to having been engaged in corrupt, fraudulent or coercive practices.
- c) Will declare a firm or any of its partner organizations ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt or fraudulent practice in competing for the tender.

19.9 Confidentiality

Information relating to evaluation of application and recommendations concerning awards shall not be disclosed to the applicants who submitted the applications or to other persons not officially concerned with the process. The undue use by any Proposer of confidential information related to the process may result in the rejection of their application.

Moreover, in the performance of the Agreement or in contemplation thereof, proposer and its employees and agents may have access to confidential information owned or controlled by the other party relating to content, project, programs, software, plans and other data (hereinafter 'Information'), All Information supplied by NeGD or any other government department, which is not in public domain. The receiving proposer shall use a reasonable degree of care, which the receiving proposer uses to protect its own proprietary and confidential information, to keep, and have its employees and agents keep, confidential any and all Proprietary Information. In keeping therewith, the recipient shall not copy or publish or disclose the Proprietary Information to others, or authorize its employees, or agents or anyone else to copy, publish or disclose it to others, without the disclosing party's written approval, nor shall the receiving party make use of the Proprietary Information except for the purposes of executing its obligations as per agreement/scope of work, and shall return the Proprietary Information to the disclosing party at its request. These nondisclosure obligations will not apply to Proprietary Information which: (a) becomes generally known to the public by publication or by any means other than a breach of duty on the part of the recipient hereunder; (b) is information previously known to the recipient; (c) is information independently developed by or for the recipient; or (d) is information released by the owning party without restriction or released pursuant to a judicial or governmental decree.

19.10 Indemnity

Proposer has to indemnify NeGD against any claims, losses, causes, damages, expenses, action suits and other proceedings, resulting from any proceedings initiated against NeGD for any deficiency in services related to the project provided by the Proposer and/or infringement of any IPR during the period of contract.

19.11 Arbitration

- a) If a dispute arises out of or in connection with the work order, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the Arbitration and Conciliation act 1996 as amended from time to time.
- b) The Authority to appoint the arbitrator(s) shall be the President & CEO of National e-Governance Division.

19.12 Applicable Law

The agency shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/ processing.

19.13 Jurisdiction of Courts

All legal disputes arising out of or in connection with the RFP or the work order shall be subject to the jurisdiction of the Courts situated in New Delhi only.

19.14 Force Majeure

Force Majeure shall not include any events caused due to acts/omissions of such party or result

from a breach/contravention of any of the Terms of the Contract, Bid and/or the Tender. It shall also not include any default on the part of a party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the contract. The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a force majeure event only where such failure or delay could not have reasonably been foreseen or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing/ e-mail at the earliest. NeGD will make the payments due for services rendered till the occurrence of force majeure. However, any failure or lapse on the part of the Proposer in performing any obligation as is necessary and proper to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the above mentioned events or the failure to provide adequate disaster management/ recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.

In case of a force majeure all parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of force majeure.

Force majeure clause shall mean and be limited to the following in the execution of the conditions of empanelment placed by NeGD:-

- War / hostilities
- Riot or Civil commotion
- Earthquake, flood, tsunami, tempest, lightning or other natural physical disaster
- Restriction imposed by the Government or other Statutory Body, which is beyond the control of the selected Proposer, which prevents or delays the executive of the order by the selected Proposer.

The selected agency shall inform NeGD in writing, the beginning and the end of the above causes of delay, within seven (7) days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one (1) month, if arising out of clauses of force majeure, NeGD reserves the right to cancel this agreement without any obligation to compensate the selected Proposer in any manner for whatsoever reason, subject to the provision of clause mentioned above.

Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but not limited to fire, flood, tsunami, explosion, acts of God or public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the Proposer shall promptly notify NeGD in writing of such condition and the cause thereof. Unless otherwise

directed by NeGD, the successful agency shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The successful agency shall, at the discretion of NeGD, be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

Annexure-I – Checklist for Submission of Response to RFP

Description	Detail	Format	Y/N
Documents	A covering letter on the letterhead (Annexure-II)	.pdf	
	EMD of Rs. 50,000/- (Rs. Fifty Thousand) - (Proof of NEFT/ RTGS)	.pdf	
	Duly signed Annexure-III (Operations and Business details)	.pdf	
	A self declaration stating that agency has not been blacklisted/ debarred/ suspended by MeitY or any other Central or State Government organization. (Annexure-IV)	.pdf	
	Certificate of Registration/ Incorporation/ Article of Association/ Partnership Deed	.pdf	
	PAN Card	.pdf	
	GST Registration Certificate	.pdf	
	Certified Annual Turnover for FY 2017-18, 2018-19, 2019-20 or 2020-21 till 31.01.2021	.pdf	
	Documents in support of similar projects undertaken (Annexure-VI)	.pdf	

Note: All documents including annexures must be properly marked, page numbered and e-signed by the bidder.

Date:

Place:

Authorized Signatory

Name & Designation

COMPANY SEAL

Annexure-II: Covering letter for submitting proposal (On the LetterHead)

To
The Director (PA & F)
National e-Governance Division, 6 CGO Complex,
Electronics Niketan (4th Floor) New Delhi - 110003

Ref: RFP for Impact Assessment of UMANG, dated _____

Subject: Submission of technical proposal in response to RFP for Impact Assessment of UMANG

Dear Sir/Madam,

1. I, _____ (Name & Designation) have examined the RFP document and solemnly affirm on behalf of my company/ firm that the facts stated about my company/ firm are correct and nothing has been concealed. If any information submitted is found to be false or fabricated, my company/ firm may be disqualified.
2. I permit NeGD to inspect our records or cross check from any other source to ascertain the facts given in the proposal.
3. I/We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
4. The EMD as given in section 4.9 is attached with this proposal. (Give the details of instrument No ----- amount ----- drawn on or we are exempted from the EMD and the supporting documents are attached with this letter).
5. I or my authorized representative, if required by NeGD, would make a presentation before the duly constituted Committee at my own cost
6. I have read & understood the RFP and agree to all the terms & conditions stated therein.
7. I will abide by the decision of NeGD regarding bid process.

I hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Date:

Place:

Authorized Signatory

Name & Designation

COMPANY SEAL

Annexure-III: Details of the Bidder's Operations and Business

Sl.No .	Information Sought	Details to be Furnished
A	Name and address of the bidding Agency	
B	Incorporation status of the bidder (as mentioned in pre-qualification criteria)	
C	Year of Establishment	
D	Details of registration with appropriate authorities for service tax	
E	Details of Contact Person: Name, Address, e-Mail, Phone nos. Fax nos. Mobile Number	

Date:

Place:

Authorized Signatory

Name & Designation

COMPANY SEAL

Annexure-IV: Declaration for not being blacklisting

(Self-declaration to be submitted on the Letterhead)

Date:

To

The Director (PA & F)

National e-Governance Division, 6 CGO Complex

Electronics Niketan (4th Floor) New Delhi - 110003

Ref: RFP for Impact Assessment of UMANG, Dated _____

Subject: Submission of technical proposal in response to RFP for Impact Assessment of UMANG

Dear Sir,

In response to the above mentioned RFP I/We _____,
as _____ <Designation> of _____ <Company name>, hereby declare
that our organization _____ <Company name> is having unblemished past record and
is not declared blacklisted/ debarred/ suspended or ineligible to participate for bidding by MeitY
or any other Central or State Government organization.

Yours Sincerely,

Signature of Authorized Signatory

Designation

COMPANY'S SEAL

Annexure-V: Financial Proposal

Request for proposal for Impact Assessment of UMANG, **dated _**

1. *The financial bid has been submitted in BoQ file only by uploading the same on e-Procurement portal as per the process.*
2. *By submitting the financial bid on e-Procurement portal, bidder agrees and will abide by all the terms and conditions specified in this Annexure as well as this RFP.*

Name of the Bidder: _____

Address for Correspondence: _____

Sr. No.	Item	Total Price (In INR, exclusive of GST) (Rounded off to 100 Rs)
1	Total cost for Citizens' Survey (A)	
2	Total cost for Departments'' Survey (B)	
	Total bidding cost (In figures) (A+B)	
	Total bidding cost (In words)	

Note:

1. Price quoted in any currency other than INR will not be considered.
2. No condition will be entertained and conditional bid will be liable to be rejected.
3. The GST would be payable extra as applicable, subject to certification of deposition of the same with the tax authorities.
4. All other applicable taxes, if any, should be included in the financial proposal.

Date:

Place:

Authorized Signatory

Name:

Designation:

COMPANY SEAL

Annexure-VI: Details of the Projects undertaken

Assignment Name:		Country:
Location within Country:		Duration of Assignment:
Name of Client:		Approximate value of the contract:
Address:		Approx. value of the services provided by your firm under the contract:
Start Date :	Completion Date :	No. of person-months of the assignment:
Name of joint venture partner or sub consultants, if any:		No. of months of Professional Staff Involved under the contract:
Name of Senior Staff (Project Director/ Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Company Staff:		

Separate sheet to be attached giving the details of each project undertaken

Annexure-VII: UMANG Department Applications Details

This contains the list of major Applications/Services available on UMANG, for information purpose.

Education

- a) CBSE - The service allows CBSE students to locate their respective exam centers of board as well as competitive exams. Students can also view their 10th, 12th and JEE exam results using the service on UMANG.
- b) e-Pathshala (NCERT) - e-Pathshala allows students and teachers to download and access e-Books as well as educational audios and videos for students from primary to 12th standard.
- c) All India Council for Technical Education (AICTE) - Using AICTE service on UMANG, students can view the list of AICTE affiliated Educational Institutes/Colleges. The service also allows students to view various courses available on AICTE as well as the faculty details.
- d) National Scholarship Portal (NSP) - The NSP service on UMANG lets a student view the list of available scholarships. Students can check their eligibility for such scholarships and can track their application status on UMANG app.
- e) Madhya Pradesh Board Results - Students from Madhya Pradesh Board can view their 10th and 12th results on UMANG app.

Agriculture

- a) Soil Health Card(SHC) – Soil Health Card carries crop-wise recommendations of nutrients and fertilizers required for a soil. Farmers can access their SHC from the UMANG app itself.
- b) Buyer/Seller (mKisan) – Farmers can buy/sell their produces online via UMANG app using the mKisan service.
- c) AgMarknet (DMI) – UMANG app can also be used to check the market price of various commodities in nearby Mandi.
- d) Kisan Suvidha (agro-advisories, weather forecast, dealers' information) – Kisan Suvidha service enables farmers to check weather condition and agriculture advice for their area. Farmers can also check updated list of pesticides, seeds, fertilizers and farm machinery dealers using the service on UMANG app.
- e) Crop Insurance - Using the Crop Insurance service on UMANG, farmers can calculate the premium of their insurances.
- f) Extension Reforms – UMANG also lets user to locate a farmer friend (Krishi Mitra) in & around their respective geographic area.

Health

- a) On Line Registration (ORS) – ORS on UMANG app allows users to book/view/cancel appointment in Government hospitals as well as view medical reports.

- b) Pharma SahiDaam from NPPA - Pharma SahiDaam on UMANG app allows users to check medicine prices instantly on the go and helps in searching medicine substitutes which are equivalent but cheaper.
- c) e-Raktkosh - e-Raktkosh on UMANG lets user to find blood banks near an area as well as check blood availability of a blood group in such blood banks. This can be of great use in an emergency. In addition, the service on UMANG also enables user to volunteer for participating and donating blood in various blood donation camps.

Employment/Youth

- a) Application of National Skill Development Corporation/Agency (NSDC/NSDA) - Pradhan Mantri Kaushal Vikas Yojna (PMKVY) - UMANG app allows users to register for several skilling courses, locate training centers for such courses in any geographical area as well as search for certified professionals of an area.
- b) EPFO – Employees can check provident fund passbook balance at any time, raise claim, check claim status, search establishment, get EPFO office address and apply for Jeevan Pramaan certificate using the EPFO service on UMANG app. No need to visit EPFO office.
- c) Employee State Industrial Corporation (ESIC) –Using this service a user can view the list of social security services like his participations (contributions made towards ESIC), welfare privileges (his entitlement for various benefits provided by ESIC), Claims (Status of claims raised with ESIC), Opinion (Feedback Service) Service. In addition, a user can find the ESIC hospitals details based upon his entered State and District parameters. A list will be displayed to user which will provide information regarding Hospitals names and addresses. Users can also lodge and track the Grievances. It is also possible for a user to search his Employer name to self-verify his enrolment status with both employer and ESIC.

Pensioners

- a) Pensioners Services – UMANG allows pensioners to create personalized pension roadmap, lodge a pension grievance, track status of the grievance, send reminders in case of no revert from the respective authorities & share feedback accordingly etc. UMANG also allows users to calculate their Pension and Gratuity.
- b) Jeevan Pramaan - Generating and viewing Life Certificate is also made easy via Jeevan Pramaan by just connecting an UIDAI approved biometric device to the mobile having UMANG app. No need to visit a bank or any other office, just give life certificate through UMANG by sitting at home through supported biometric devices.

Other important services

- a) My PAN – Users can apply for new PAN card and apply for correction on existing PAN cards via UMANG app. The app also allows users to track application status as well as find a nearby PAN card office.

- b) Passport Seva – Using the Passport Seva service via UMANG app one can locate a passport center, track passport application status, find out the applicable fee as well as the required list of documents for passport application.
- c) Bharat BillPay - UMANG comes integrated with Bharat BillPay service which can be used for paying bills for about 100 service providers for gas, electricity, water, DTH, telecom etc.
- d) MADAD - MADAD service on UMANG app enables users to find an Indian Mission/Post abroad. The service also enables online logging and tracking of grievances. This may be useful if a citizen is stuck up in a far-flung country and needs to get contact details of Indian mission.
- e) eMigrate – Using this, users who want to travel abroad can do registration for travelling to ECNR countries and can also track their application status. UMANG also enables travellers to check for their emigration clearance status via eMigrate service.
- f) Gas Booking (BPCL, HP, IOCL) – Refilling and booking a cylinder for all 3 gas agencies is possible with just a click. In addition, viewing history, locating distributor, requesting for mechanic service and bank account seeding etc. for BPCL, HP and IOCL can be done through UMANG app.
- g) Vahan - Paying Road Tax (for commercial vehicles) for States is easy on UMANG app. This service is available for many States and will soon be made available for remaining States. For latest status please check list on UMANG whether this service is available for your State.
- h) New Delhi Municipal Corporation (NDMC) – Users can book Barat Ghar, book appointment for Yellow Fever vaccination and download birth and death certificates using the NDMC service on UMANG app.
- i) Income tax - Taxpayers can pay taxes like Advance Tax, Self-Assessment Tax and other taxes, using challan 280 service as well as track their challan status Via UMANG app.
- j) National Pension System (NPS) – NPS subscribers can access the latest account details using PRAN and password using the UMANG app. Subscribers can also browse through the account information, change scheme preference, change address etc. on UMANG app itself.
- k) CISF – The CISF service on UMANG enables users to lodge complaints against the misplaced baggage at the airport/metro stations and other places covered by CISF. The service can also be used to track the unattended items found at any airport.
- l) CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM (CPGRAMS)–This service enables submission of grievances of the aggrieved citizens to Ministries/Departments/Organizations who scrutinize and act for speedy and favourable redress of these grievances. Tracking grievances is also facilitated on this through the registration number.

- m) Telecom Regulatory Authority of India (TRAI) –Using this, user registered in DND 2.0- ‘Do not Disturb’ can complain about unsolicited SMS/call to TRAI by linking such SMS/call from within the UMANG app. The user will also get updates on action taken on complaints within the app. In addition, it will also provide facility to measure the data speed and call quality. MyCall service of TRAI will allow all telecom subscribers in India to submit their opinion on low voice call quality through feedback rating process.
- n) Employee State Industrial Corporation (ESIC) –Using this service a user can view the list of social security services like his participations (contributions made towards ESIC), welfare privileges (his entitlement for various benefits provided by ESIC), Claims (Status of claims raised with ESIC), Opinion (Feedback Service) Service. In addition, a user can find the ESIC hospitals details based upon his entered State and District parameters. A list will be displayed to user which will provide information regarding Hospitals names and addresses. Users can also lodge and track the Grievances. It is also possible for a user to search his Employer name to self-verify his enrolment status with both employer and ESIC.
- o) Consumer Complaint –This service from Ministry of consumer affairs allows consumers to make complaint through UMANG about any consumer related issue.

Annexure-VIII: Suggested format of the Report

1. EXECUTIVE SUMMARY

2. OVERVIEW OF THE UMANG PROJECT

2.1. Background

- a) Brief write up on UMANG including Objectives, Implementation Mechanism, Scheme architecture / design:
- b) Name of components
- c) Year of commencement
- d) Present status with coverage

2.2. Budgetary allocation and expenditure pattern of the scheme

YEAR		INR
YEAR 1	BE	
	RE	
	Actual	
YEAR 2	BE	
	RE	
	Actual	
YEAR 3	BE	
	RE	
	Actual	

2.3. Summary of past evaluation since inception of project:

Year of Evaluation	Agency hired for evaluation	Recommendations made and accepted	Recommendations made but not accepted

3. METHODOLOGY

3.1 Approach (Methodology adopted), Division of country into 6 Geographical Regions / Zones (North, South, East, West, North East and Central) as classified by NSSO.

3.2 Sample size and sample selection process, tools used: questionnaire, primary and secondary data.

- a) Telephonic Interviews of Beneficiaries
- b) Interviews of Beneficiary Departments

4. OBJECTIVE OF THE STUDY

Performance of the project based on the Output / Outcome indicators

4.1 Additional parameters

a) Coverage of beneficiaries

	URBAN		RURAL	
	Male	Female	Male	Female
State 1				
State 2				
.....				
Department 1				
Department 2				
.....				
Category (Students)				
Category (Farmers)				
.....				
Language (English)				
Language (Hindi)				

b) Implementation Mechanism

c) Awareness Level (IEC Activities, workshops, social media etc.)

d) Asset / Service creation and its maintenance plan

e) Benefits to individual and community

f) Benefits to Departments/ Ministries

4.2 Gap Assessment

4.3 Challenges/ bottlenecks

5. OBSERVATIONS AND RECOMMENDATIONS

6. CONCLUSION

6.1 Issues and Challenges

6.2 Vision for the future

6.3 Recommendations for project with reasons

7. REFERENCES

Appendices