



RAIPUR MUNICIPAL CORPORATION

New Head Office Building, White House, Gandhi Chowk,
Raipur (C.G.) - 492001

Telefax: 0771 – 2227395. E-mail: dc_rmc@rediffmail.com

NIT NO: 18/Data Center/RMC/2023

Raipur, Date: 14/09/2023

Request for Proposal (RFP)

Raipur Municipal Corporation invites Request for Proposal (RFP) for selection of agency for **Request for Proposal (RFP) notice for “Selection of Firm/Agencies for Creating a Software Solution to Promote Social-Emotional Education and Mental Well-Being Among Students of Raipur Municipal Corporation Area”** from reputed Firms/Agencies/Companies to submit a proposal expressing their interest upto 29/09/2023 at 05.30 PM by speed post /Registered post only. The RFP document can also be viewed and downloaded at www.nagarnigamraipur.nic.in.

Executive Engineer
Municipal Corporation,
Raipur (C.G.)



Municipal Corporation Raipur, Raipur, C.G.

Request for Proposal

“Selection of Firm/Agencies for Creating a Software Solution to Promote Social-Emotional Education and Mental Well-Being Among Students of Raipur Municipal Corporation Area”

RFP/Tender No: 18

Invited by
Municipal Corporation Raipur
Head Office, Near Mahila Police Thana, Kalibadi, Raipur (Chhattisgarh)



Raipur Municipal Corporation (RMC)
Head Office Building, Municipal Corporation
Near Mahila Police Station, Gandhi Chowk,
Kalibadi, Raipur-492001, Chhattisgarh.



Request for Proposal (RFP) notice for “Selection of Firm/Agencies for Creating a Software Solution to Promote Social-Emotional Education and Mental Well-Being Among Students of Raipur Municipal Corporation Area”

[RFP No.: 18/RFP/RMC/2023,

Raipur Date: 14/09/2023]

- 1. Bid Fee (Non-refundable)** • Rs. 5,000 (Rupees Ten Thousand only) by Demand Draft.
- 2. EMD** • EMD of Rs. 10,000.00 (Rupees ten thousand Only) in the form of FDR from any nationalized / scheduled banks
- 3. Last date to submit the Pre Bid Queries** • Bidders shall have to post queries by email to dc_rmc@rediffmail.com before 25/09/2023.
- 4. Last date of Bid Submission** • 29/09/2023, 5.30pm
- 5. RFP Document Availability** • www.nagarnigamraipur.nic.in

The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.

Commissioner
Raipur Municipal Corporation

DISCLAIMER

This Request for Proposal (RFP) contains brief information about the Project, Qualification, Requirements and the Selection process for the successful applicant. The purpose of this RFP document is to provide applicants with information to assist the formulation of their Tender application (the 'application').

The information ('Information') contained in this RFP documents or subsequently provided to interested parties (the "applicant(s)), in writing by or on behalf of Raipur Municipal Corporation (RMC) is provided to Applicant(s) on the terms and conditions set out in this RFP documents and any other terms and conditions subject to which such information is provided. This RFP document does not purport to contain all their information each applicant may require. This RFP documents may not be appropriate for all persons, and it is not possible for RMC, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain applicants may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the Accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. RMC, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy: reliability or completeness of the RFP documents and information provided hereunder is only to the best of the knowledge of RMC.

Intimation of discrepancies in the RFP, if any, should be given to the office of the RMC immediately by the applicants. If RMC receives no written communication, it shall be deemed that the applicants are satisfied that the RFP document is complete in all respects.

This RFP document is not an agreement and is not an offer or invitation by RMC to any other party. The terms on which the project is to be developed and the right of the successful applicant shall be as set out in separate agreements contained herein. RMC reserves the right to accept or reject any or all applications without giving any reasons thereof and will not entertain any claim for expenses in relation to the preparation of RFP submissions.

1. Bid Data Sheet

| Particular | Details |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Address and Concerned person for Correspondence | The Commissioner, Raipur Municipal Corporation (RMC) , Head Office Building, Municipal Corporation Near Mahila Police Station, Gandhi Chowk, Kalibada Raipur-492001, Chhattisgarh |
| Bid Evaluation Criteria (Selection Method) | Quality and cost-based selection (QCBS) |
| Eligibility Criteria | As detailed in RFP |
| Bid Submission start Date | 14-09-2023 |
| Last Date of Bid Submission | 29-09-2023 up to 5.30 pm |
| Last date, time and email address to send the Pre-bid queries | Pre-bid queries should be submitted before 25.09.2023 till 12:00 pm (Any query submitted after this will not be considered) to email id dc_rmc@rediffmail.com |
| Cost of document | Rs. 5000.00 (non-refundable) to be paid in the form of Demand Draft Payable at Raipur in favour of Commissioner Municipal Corporation, Raipur. |
| EMD / Bid Security Amount | Rs. 10,000/- only in the form of FDR. |
| Date and time for opening of Technical Proposal | 02-10-2023, 11:30 am. |
| Date and time for opening of Financial Proposal | The date and time would be communicated to the qualified bidders |
| Method of submission of Proposal | The Bid shall comprise two Parts, namely the Technical Part and the Financial Part. These two Parts shall be submitted simultaneously in two separate sealed envelopes (two-envelope Bidding process). Bidder has to send Bid through Registered/Speed post only. By hand or Courier not be accepted. |
| Submission Hardcopy of Bid | Only at the request of RMC |
| Validity of Bids | 180 days from the due date of submission of proposal as mentioned in this TENDER or the subsequent corrigendum (if any) |
| Project Duration | 12 Month – Implementation Work |

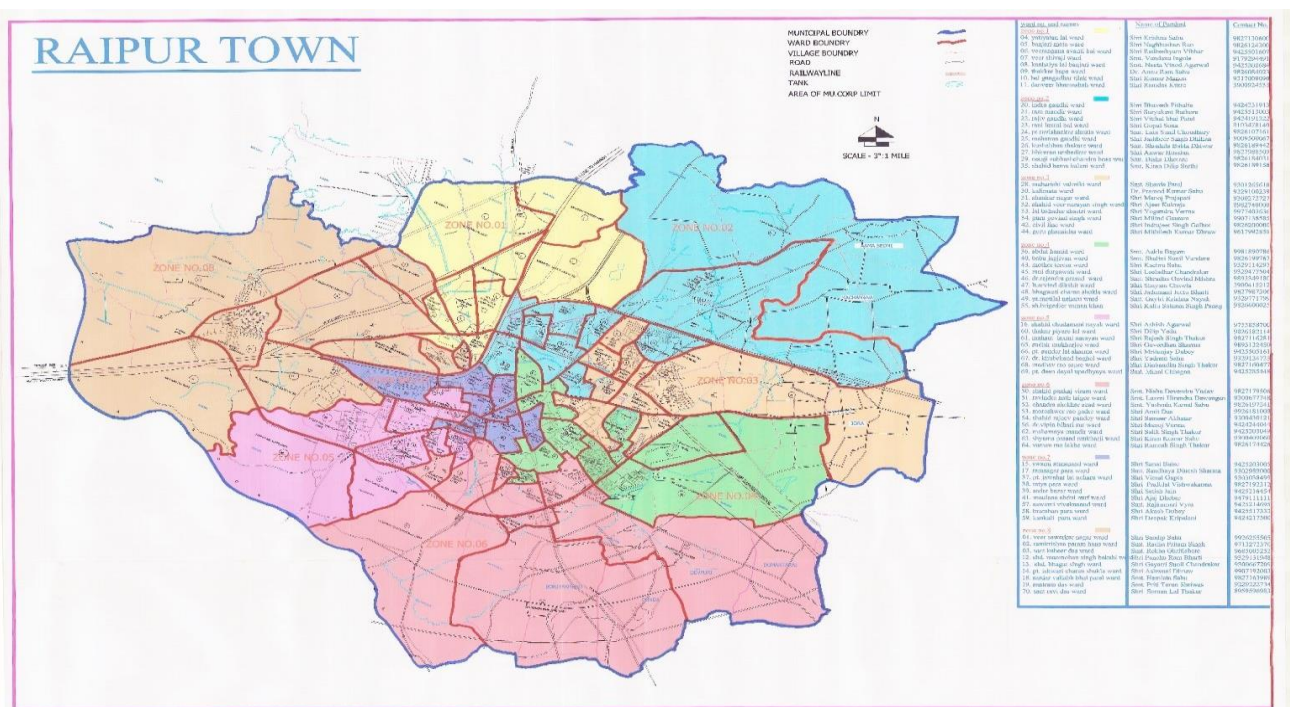
Note: These conditions will over-rule the conditions stated in the tender document(s), wherever relevant and applicable.

Commissioner Raipur
Municipal Corporation

1. Introduction About Raipur Municipal Corporation

Raipur Municipal Corporation - the body responsible for the administrative management of the city, was formed in the year of 1867, and on 26th August 1956, it was upgraded to a Municipal Corporation. RMC is governed by the Chhattisgarh Municipalities Act, 1956. The act specifies the governance framework, the spatial jurisdiction, and the functional domain of the local bodies. The governance structure of RMC consists of both elected members as well as administrative staff.

For administrative purpose, the Municipal limits is divided in 70 election wards and 08 revenue zones. It has 70 elected councillors representing each ward and is headed by a mayor, who is elected by the civic community as per the 74th CAA. The councillors elect a speaker (President) of the corporation among themselves. The mayor-In- Council is constituted by the mayor, who is an ex-officio chairperson of the Mayor-In- Council. The mayor nominates 10 members of this council from present elected councillors of the corporation. These members are made in-charge of different departments of the corporation. The present council was elected in 2015 and has five- year tenure. The next tier is that of zonal ward committees, headed by chairpersons who are elected by ward councillors of the respective zones. As per the 74th CAA, 8 ward committees (each ward committee comprising around 8-10 wards) have been constituted, and they are endowed with the functions of maintenance of sanitation, water supply and drainage, street lighting, roads, markets, parks and playgrounds, and school buildings. The committee also reviews the revenue collection, prepares the draft annual budget, and sends it to the council for incorporation in the annual budget of RMC. The Commissioner heads the executive wing of the corporation and is assisted by a team



of officials, namely the Deputy Commissioner, City Health Officers, Executive Engineers, Zone Commissioners, and other staff. The officers of the corporation are drawn from the municipal corporation cadre of the State.

Pic: Raipur Municipal Corporation Limits with Ward boundaries

As on record RMC have total property of 3.28 lacs household with area covering approx. 204 sq km. GIS base map is available for 24 layers which are listed below in this RFP. RMC as on publishing of this RFP is collecting approximately 206 Cr per year.

2. Objective of this RFP

The creation of a software solution with features that will play a key role in helping students of Raipur Municipal Corporation area to develop their Social-Emotional Learning (SEL) skills that will also improve their mental wellbeing.

The project should be able to achieve the following: -

- Students should have a better understanding of the hormonal, biological, and psychological changes taking place during puberty
- Students should be able to identify the signs of low self-esteem
- Students should learn about the concepts of stress, anxiety, academic pressure, peer pressure, and other psycho-social stressors and the ways to combat them
- Students should be able to understand the basic foundations of any relationship and learn how to differentiate between healthy and unhealthy relationships
- Students should be able to identify the signs of bullying and learn protective measures against it.
- Students should learn about problems-solving and improve decision-making skills
- Screening students on different psychological domains like self-esteem, anxiety, stress, resilience, empathy and quality of life.

3. Scope of Work

The developer will focus on the following for the first year and will expand its scope of activities in the next year: Onboarding of Teacher Representative/SEL Coordinator

- A teacher representative/school counsellor will be selected who will be the representative of the school. (Developer representative would also be appointed).
- Registering the school's name & branch name
- An onboarding mail will be sent to the teacher representative/SEL coordinator with their login credentials
- Onboarding of Students
- Acquiring the phone numbers of the students
- Adding students to our database according to their grades; it will be taken care of by the Team Developer
- Orientation session with the students
- The session would include orienting the students with the usage of the app as well as providing a demo for them to adequately utilize the different functions of the app.

Duration: 1 Hour

- Orientation session with the SEL coordinator/teacher representative
- The session would include orienting them with the usage of the app as well as providing a demo for them not only to adequately utilize the different functions of the app but also to guide the students in times of need.

Duration: 1 Hour

- Students will take the baseline assessments
- The assessments are easily accessible on the app, in simple and brief questionnaire forms. The assessments used are research-backed, standardized psychological assessments.
- The teacher representative/SEL coordinator would need to ensure and monitor that all the students have taken the assessments.
- Continuous contact with the Developer representative will be needed to ensure smooth functioning of the assessment process.

Duration: 3 to 5 Days

- Follow up by Developer executive after 3 days to ensure all have completed the baseline assessment Lesson Plan
- The teacher representative/SEL Coordinator will view the lesson plan given by the Developer (The school authority can also suggest if there's any particular topic of interest that would be beneficial for the students, and we can try to personalize the lesson plan accordingly.) and assign a lesson plan for each week.
- In the 30 minutes per week Mental Wellness class, the teacher representative/ SEL coordinator would interact with the students and engage them in the activities (the activities will be given in the app, and the teacher representative would need to follow them in order to conduct the activities. The concerned teacher representative/SEL Coordinator will be trained for the same.) as well as help them go through the content if required.
- The students will be given the assigned lesson plan along with the timeline by which they would need to complete a lesson and the content they are supposed to go through. They can do so at their own pace but have to finish it as per the provided timeline. The students would need to go through the assigned content as per the weekly lesson plan.

Delivery of Content (in terms of duration): 32 Weeks

Content consumption per week: 1 stream per week

Types of content:

- Quizzes
- Interactive Story
- Activities
- Videos

- a. Duration of content consumption each day: 10-15 minutes per day
- b. The students would also be able to log their mood each day, at least once.
- c. After every 3-month period, the students will be notified to re-take the assessment.
- d. The concerned school authority will be able to view the progress of the students (individual students as well as the average performance of the class) as they take the assessments and get access to the analytics on the teacher's dashboard.
- e. The analytics would include a time-based graph of the assessment results for each of the SEL-focused domains, areas of strength, areas to work on, and suggested content.
- f. Once in two months, the teachers would have a training session on the relevant topics.

- **Teachers' Training:** The program should use a holistic approach with regard to students' mental wellness and know the role that teachers play in upholding that. Our monthly teachers' training sessions on psychological first aid equip the teachers with the necessary skills to identify students who need help and understand their mental health challenges, such as self-harm tendencies, pervasive low mood, social aloofness, frequent anger outbursts, etc., followed by appropriate referrals.
- **Teachers' Dashboard:** Teachers should be able to see the results of the standardised psychological assessment tools used for screening and progress tracking. This will help them identify students with red flags related to various mental health issues and take appropriate measures. They can also get in touch with the program manager while our resources of local referrals can also be utilized during that time.
- **Self-Awareness & Education:** The teachers should be able to assign weekly lessons to the students on various SEL and emotional wellness topics (CASEL framework) based on their needs. The lessons should include well-researched content developed by psychologists. It should be able to educate students about mental wellness, help them find ways of utilizing them in their daily lives, and improve their coping skills.
- **Mental Health Screening:** Teachers should be able to assign the screeners to the students based on their required mental health concerns. The standardised psychological assessments and screening on topics like anxiety, stress, self-esteem, etc should help in identifying students who may be experiencing mental health issues. This should help in early recognition and appropriate referral. The screening and assessment process should be repeated every three months to ensure a routine screening as well as to continuously track the progress of the students to understand the impact of the intervention with regard to their mental wellness and SEL skills.

GAD-7:

Source: Robert L. Spitzer, MD; Kurt Kroenke, MD; Janet B. W. Williams, DSW; Bernd Löwe, MD, Ph.D. A brief measure for assessing generalized anxiety disorder. The GAD-7, Arch Intern Med. 2006;166:1092-1097.

Perceived Stress Scale:

Source: Cohen, S., Kamarck, T., & Mermelstein, R. (1983). A global measure of perceived stress. Journal of Health and Social Behavior, 24, 385-396.

Rosenberg Self-esteem Scale

Source: Rosenberg, M. (1979). Conceiving the Self. New York: Basic Books.

RS-14

Source: Wagnild, G. (2009b). The Resilience Scale User's Guide for the US English Version of the Resilience Scale and the 14-Item Resilience Scale (RS-14). Worden, MT: Resilience Center.

Multidimensional Emotional Empathy Scale:

Source: Caruso, David R. and Mayer, John D., "The Multidimensional Emotional Empathy Scale (MDEES)" (1998). UNH Personality Lab. 21.

WHO-5 Well-Being Index:

Source: Bech P. Measuring the dimensions of psychological general well-being by the WHO-5. QoL Newsletter 2004; 32: 15-16

- **Peer Support Programs:** There should be an online community of students that will help them interact with like-minded peers, and to support each other in their mental wellness journey. Under the peer support programs in schools, a handful of selected students should be trained to create a supportive atmosphere for their peers where they can talk about their mental health without worrying about any stigma.

4. Instructions to Tenderers

4.1 General

The purpose of this Tender Document is to engage Implementation Agency for Title: **“Selection of Firm/Agencies for Creating a Software Solution to Promote Social-Emotional ducation and Mental Well-Being Among Students of Raipur Municipal Corporation Area”**. This document provides information to enable the Tenderers to understand the broad requirements to submit their "Tenders".

4.2 Eligibility of Bidder:

Eligible Tenderers shall be entities which fulfil the criteria stated below:

- A tenderer may be a private entity registered in India. The term Tenderers used hereinafter would therefore apply to a single entity. The tenderer should submit a Power of Attorney as per the format enclosed in this RFP, authorizing the signatory of the Proposal to commit the tender.
- Any Tenderer found to have a conflict of interest shall be disqualified. A tenderer may be considered to have a conflict of interest with one or more parties in this Tendering, if:
 - ✓ They receive or have received any direct or indirect subsidy from any of them; or

- ✓ They have the same legal representative for purposes of this Tender;
- ✓ A tenderer participates in more than one tender in this Tendering process. Participation by a tenderer in more than one Tender will result in the disqualification of all Tenders in which the party is involved.
- The Successful Tenderer is prohibited to form a joint venture, with another tenderer that had participated in the Tender for the project. Such arrangement after the submission of Tender or after award of the contract shall result into disqualification of the Tender or contract as the case may be.
- If at any time before the acceptance of the tender, the Tender Inviting Authority receives information that a Tenderer who has submitted a tender has been banned by any procuring entity of any state or central government, then the Tender Inviting Authority shall not accept the tender of that Tenderer.
- Tenderer shall provide such evidence of their continued eligibility satisfactory to the Tender Inviting Authority, as the Tender Inviting Authority shall reasonably request.

4.3 Documents Comprising the Tender

The Tender shall comprise the following:

- I. DD/Banker's Cheque of Rs. 5000.00/- as Tender Fee
- II. EMD of Rs. 10,000.00 /- in Favor of Commissioner, Municipal Corporation, Raipur
- III. Bid Covering Letter
- IV. Eligibility Criteria Documents
- V. Evaluation Criteria Documents
- VI. Letter of Financial Tender
- VII. The Tenderer shall quote their rates for each item and its total amount both in words and figures as per Financial proposal
- VIII. Any other Document seems fit for RFP

The Tenderer shall quote their rates for each item and its total amount both in words and figures.

5. Opening of Tender

The Tender shall be opened in presence of the Tenderer's representatives.

5.1 Evaluation and Qualification Criteria

The evaluation of both technical and commercial proposals shall be done by a Tender Evaluation Committee. The Tender Evaluation Committee may choose to request for clarification from the bidder related to their products / services offering, approach, methodology or any other information as part of the technical evaluation.

The decision of the Evaluation Committee in the evaluation of the Technical and Commercial bids shall be final and binding on all the bidders. No correspondence will be entertained outside the process of negotiation/ discussion with the Tender Evaluation Committee. Any effort by a Tenderer to influence the Tender Evaluation Committee's processing of Bids or award decisions may result in the rejection of the Bid.

The bidders should fulfil following minimum requirements to be eligible for evaluation process

Pre-Qualification Criteria:

| Sr. No. | Criteria | Documents to be submitted |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| I. | <p>The applicant should be a firm or legal entity registered under Companies Act, Societies, Startup recognized by DPIIT or any other law and should have been in operations in India for year with the proof of incorporation/ commencement of business.</p> <p>Note: No Consortium/JV is allowed to participate in the bid.</p> | Registration Certificate and/or Startup Recognition Certificate |
| I. | The bidder should have PAN registration. | PAN registration Certificate |
| I. | <p>In-House Child Psychology Expertise: The company is required to have an internal expert specializing in child psychology, dedicated to the development and evaluation of child-centric content and features.</p> | Resume of the team |
| V. | <p>Directorial Experience Prerequisite: The directors of the company should collectively possess substantial experience in both the technology and psychology domains.</p> | Resume of the directors and the team |
| V. | <p>Child Protection Content Mandate: The content offered by the platform must encompass topics related to POCSO (Protection of Children from Sexual Offences) and adhere to child protection policies.</p> | Showcasing the content |
| I. | <p>Government Collaboration Experience: The company's director should demonstrate prior experience in collaborating with government entities on projects of a similar nature and scope.</p> | Previous experience letters |

Technical Evaluation Criteria / Marking Criteria

| Sr. No. | Criteria | Marks | Documents to be submitted |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|---------------------------|
| 1. | Multi-Platform Availability: The application must be accessible on both mobile and desktop platforms. | 20 | Android app and web app |
| 2. | High Uptime Standard: The application is expected to maintain a high level of uptime, with a target uptime percentage of no less than 99.99%. | 10 | Google report |
| 3. | Child-Friendly Interactivity: The application should feature interactive elements that are suitable for children and adhere to age-appropriate content and design standards. | 20 | Content presentation |
| 4. | Technical Assistance Mechanism: The application must include a provision allowing students to request technical assistance in the event of app-related issues. | 20 | |
| 5. | Timely Reporting Capability: The application should possess the ability to generate timely reports for teachers and administration when required. | 10 | Showcase the dashboard |
| 6. | Regular Updates: Regular updates for the application should be provided to ensure it remains current with the latest features, enhancements, and security updates. | 5 | |
| 7. | Content Relevance and Quality: The relevance and quality of educational content, including coverage of key well-being topics. User feedback on the helpfulness and accuracy of content. | 10 | |
| 8. | User Engagement and Adoption: The level of user engagement with the platform. The rate of adoption among students, educators, and counselors. | 5 | |

The bidder who will score minimum 70 marks in technical bid, will be qualified for opening of financial bid. Rest of the bidder will be summarily disqualified for further process.

*** Bidders has to give technical presentation before evaluation committee during evaluation of technical proposal. The mode & schedule of technical presentation will be intimated to the bidders.**

5.2 Qualification & Evaluation of Tender

- I. The Tender shall be evaluated as below:
- II. The Tenderers Technical qualifications and Proposal will be examined to ensure that the qualification criteria is met.
- III. Upon satisfying the qualification criteria, the Tenderer's Financial Proposal shall be opened and evaluated. The evaluation of the Tenderer's financial Proposal shall be carried out as per the methodology stated in Section III: Evaluation and Qualification Criteria.
- IV. Selection of bidder: The work will be allocated in the Quality and Cost Based Selection (QCBS) system
- V. The Tender Inviting Authority may seek for additional clarifications as may be required for the evaluation of the proposal which shall be readily provided by the Tenderer.

5.3 Evaluation of Financial Proposals

- Following the ranking of Technical Proposals, based on QCBS method, financial proposals shall be opened publicly and read out; and the highest ranked bidder based on cumulative technical and financial evaluation ranking will be invited for contract negotiations.

NOTE:

The weight-age for Technical and Financial Proposal has been given as 80% and 20% respectively.

The Financial Proposals shall be given scores as follows:

$$F1 = 100 \times Fm/F$$

Where:

F1 is Financial Score

Fm is the Lowest quoted Bid Rate

F is the price Rate quoted by the bidder

The Composite Score from Technical Proposal and Financial Proposal shall be computed as follows:

$$\text{Composite Score} = (F1 \times 0.2) + (Pt \times 0.8),$$

Where Pt = Technically Scored Marks

The Eligible Firm/Bidder getting highest marks would be declared Successful.

5.4 Tenderer's Financial Proposal

- I. A Tenderer's Financial Proposal shall be mentioned in INR
- II. The Financial Proposal shall be proposed using the standard forms and formats as included in the Tender Forms.
- III. All duties, taxes, and other levies payable by the Tenderer under the Contract Agreement shall be deemed to have been included in the Financial Proposal.

5.5 Period of Validity of Tender

- I. Tender shall remain valid for the period specified in the Tenderers Data Sheet after the Tender submission deadline date prescribed by the Tender Inviting Authority. A Tender valid for a shorter period shall be rejected by the Tender Inviting Authority as non-responsive.
- II. In exceptional circumstances, prior to the expiration of the Tender validity period, the Tender Inviting Authority may request Tenderer to extend the period of validity of their Tender. The request and the responses shall be made in writing. If the Tender validity period is extended the validity of the EMD shall also be extended for thirty (30) days beyond the deadline of the extended validity period. A Tenderer may refuse the request without forfeiting its EMD. A Tenderer granting the request shall not be required or permitted to modify its Tender, except as provided in INSTRUCTION TO TENDERER

5.6 Tender Inviting Authority's Right to Accept Any Tender, and to Reject Any or All Tender

The Tender Inviting Authority reserves the right to accept or reject any tender, and to annul the Tendering and reject all tender at any time prior to contract award, without thereby incurring any liability to Tenderer. In case of annulment, all Tender submitted and specifically, Tender securities, shall be promptly returned to the Tenderer.

6 Award of Contract Agreement

6.1 Selection Of Successful Tenderer

- I. The Tender Inviting Authority shall invite the Successful Tenderer for execution of the Contract Agreement.
- II. The work will be allocated in the Quality and Cost Based Selection (QCBS) system
- III. In the event that the Successful Tenderer fails to sign the Contract Agreement or fails to furnish the Performance Security, the Tender Inviting Authority shall take the final decision.

6.2 Signing of Contract

Within the number of days as specified in the NIT, of receipt of the performance security, the Successful Tenderer and the Project Implementing Agencies shall execute the Contract Agreement. In case the Successful Tenderer fails to sign the Contract Agreement within the number of days as specified in the TDS, its Letter of Award will be terminated and the EMD shall be forfeited.

Format for Financial Bid

| S. No. | Description | UoM | Total Cost (INR) | Total Cost In Words (INR) |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------------|---------------------------|
| 1 | Selection of Firm/Agencies for Creating a Software Solution to Promote Social-Emotional Education and Mental Well-Being Among Students of Raipur Municipal Corporation Area. | Lumsum | | |

We agree to pay the license fee as applicable as prescribed in the RFP.

Authorized Signatory
(With Stamp of the concessionaire)

AGREEMENT / MEMORANDUM OF UNDERSTANDING

This Agreement/MOU ("**Agreement/MOU**") executed on day of, 2023 at

BETWEEN

RAIPUR MUNICIPAL CORPORATION, a government organisation having its registered office at Head office Municipal Corporation, Raipur (C.G.), represented by its authorized signatory, _____ (hereinafter referred to as "**RMC**" which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its representatives for the time being) of the Part One.

AND

..... having its office at(hereinafter referred to as, which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the Other Part.

RMC and shall together, hereinafter be individually referred to as "**Party**" and collectively referred to as "**Parties**".

..... app is a digital platform working on building Social Emotional Learning Skills for adolescents. The Collaborative for Academic, Social, and Emotional Learning (CASEL) has defined social and emotional learning (SEL) as "..... the process through which children and adults understand and manage emotions, set and achieve positive goals, feel and show empathy for others, establish and maintain positive relationships, and make responsible decisions."

..... is an emotional wellness app for students which works towards building and strengthening the social-emotional learning skills of adolescents together with providing support for their mental health issues and improving their mental well-being.

The app provides the content to educate about these skills and ways of utilizing them in daily lives, evidence-based solutions, live workshops with experts as well as counseling support to the youth to help them up their game when it comes to these skills.

There is also a process of progress tracking using standardized psychological tools which will help gauge the student's progress in their SEL journey. SEL will not only help them master essential life skills but also contribute to developing them into well-adapted personalities with high grit and resilience.

There is provision for a teacher training program which includes a set of hands-on workshops for teachers. The main goal of these workshops is to empower teachers to understand the causes behind varying student behavior. It will facilitate teachers to encourage positive and adaptive behavior among students to help them develop into well-adapted personalities.

Apart from assisting teachers in identifying the students who need help, it will also give them a broader understanding of the common psychological and behavioral issues that students face.

1. Objective:

Short and long-term – 9-month plan and milestones. BL, ML, EL.

In 6 months

- Students will learn that changes in puberty are natural
- Students will be able to identify the signs of low self-esteem
- Students will be able to identify, differentiate and understand the different kinds of emotions
- Students will know the basics of stress and anxiety
- Students will learn about the importance of being considerate towards others
- Students will be able to understand the basic foundations of any relationship like friendships, etc.
- Students will know the difference between a safe and unsafe touch
- Student will be able to identify the signs of bullying
- Students will have a better understanding of the hormonal, biological, psychological changes taking place during puberty
- Students will understand about the biological and psycho-social changes that occur during puberty. Students will be willing to engage in a conversation about sexual health and consider the pubertal changes as part of normal adolescent development.
- Students will learn about their emotional health, including the importance of expressing emotions, dealing with the stigma associated with them, and regulating emotions. They will be able to express their emotions without fearing stigma as well as be able to regulate emotions as and when required. They will also be able to be considerate towards others and their emotions.
- Students will be able to deal better with different kinds of stresses that they face in their lives like academic pressure, peer pressure, and other psycho-social stressors leading to an effective way of combating these.
- Students will be able to understand the difference between healthy and unhealthy relationship pattern. They will be able to maintain open lines of communication which

will help them form healthy relationships and recognize the signs of unhealthy relationships thus preventing the violence before it starts. They will also be able to apply effective means of dealing with unhealthy relationships.

- Students will be able to solve their problems effectively by using techniques that improve their critical thinking and age-appropriate decision-making abilities

2. Requirements:

Identification of schools

- Assigning a teacher representative in each school and someone to monitor them for each district
- Weekly one session for 35 min
- Phone number of students
- WhatsApp group for students-can be a part of the current school WhatsApp groups

STAGE I

Identification of all the schools

- **Assignment of a Teacher Representative from the school andRepresentative**
- **Onboarding of the students**
 - Teacher Representative from each school needs to provide the names and phone numbers of the students for the onboarding process
- **Orientation Session**
 - With Students
 - Teacher representative need to coordinate the event
 - facilitator for the session
 - Duration: 1 Hour
 - With Teachers
 - Teacher representative need to coordinate the event
 - facilitator for the session
 - Duration: 1 Hour

STAGE II

Baseline Assessment

- Teacher Representative from the school needs to ensure that all the assessments have been completed
- Timely coordination with representative needed until assessments are completed
- Duration: 3 to 5 days
- Follow up by executive after 3 days to ensure all have completed the baseline assessment.

STAGE III

- **Teacher's Training Session**
 - Frequency: Once in every 2 months
 - Duration: 1 hour
- **SEL & Mental Wellness Class**
 - Teacher Representative will need to take a 30 mins class each week
 - Students would go through the app content at leisure as per the lesson plan for 10-15 mins per day

STAGE IV

- **Re-Assessment**
 - Reassessment after every 3 months would require the Teacher Representative's and Representative's supervision
 - Timely coordination with representative needed until assessments are completed
 - Duration: 3 to 5 days
 - Follow up by representative after 3 days to ensure all have completed the assessments.
- The concerned school authority will be able to view the progress of the students (individual students as well as the average performance of the class) as they take the assessments, and get access to the analytics including the assessment results.

3. Convincing Points, Study & Survey:

a. According to the authors of the Handbook of Social and Emotional Learning, other benefits include

- More positive attitudes toward oneself, others, and tasks, including enhanced self-efficacy, confidence, persistence, empathy, connection and commitment to school, and a sense of purpose
- Improved test scores, grades, and attendance
- More positive social behaviors and relationships with peers and adults
- Reduced behavioral problems and risk-taking behavior
- Decreased emotional distress

4. Awareness and End Beneficiaries Count:

..... interactive, engaging and user-friendly digital platform will not only help these students to learn and be aware of these 21st-century skills but also develop and build these skills.

1. Students will have a better understanding of the hormonal, biological, and psychological changes taking place during puberty
2. Students will understand the biological and psycho-social changes that occur during puberty. Students will be willing to engage in a conversation about sexual health and consider the pubertal changes as part of normal adolescent development.
3. Students will learn about their emotional health, including the importance of expressing emotions, dealing with the stigma associated with them, and regulating emotions. They will be able to express their emotions without fearing stigma as well as be able to regulate emotions as and when required. They will also be able to be considerate towards others and their emotions.
4. Students will be able to deal with different kinds of stresses that they face in their lives like academic pressure, peer pressure, and other psycho-social stressors leading to an effective way of combating these.
5. Students will be able to understand the difference between healthy and unhealthy relationship pattern. They will be able to maintain open lines of communication which will help them form healthy relationships and recognize the signs of unhealthy relationships thus preventing the violence before it starts. They will also be able to apply effective means of dealing with unhealthy relationships.
6. Students will be able to solve their problems effectively by using techniques that improve their critical thinking and age-appropriate decision-making abilities.

5. Outcomes of the Project:

- The data relating to the impact that we are able to garner through the pilot can be used by us to expand our reach and establish our learning outcomes. This would help us to reach out to other schools and organizations.
- The project would help us get adequate assessment data showing the impact of our intervention and that can be used by us to strengthen our evidence of the learning outcomes that we intend to address through our intervention.

THE PARTIES AGREE AS FOLLOWS:

1. SCOPE OF THE AGREEMENT: has offered its products and services to the RMC in accordance with the terms of the Agreement.

2. COMMERCIALS AND PAYMENT TERMS: The commercials and payment terms shall be as per the details mentioned under Schedule I of this Agreement.

3. OBLIGATIONS OF

3.1 shall provide the School with the following;

3.1.1 The mobile application created by

3.1.2 Six workshops over the period of one year for the students of the School. This shall include a mobile application orientation workshop.

3.1.3 Six workshops over the period of one year for the teachers of the School.

3.1.4 Counselling and therapy sessions as may be required/needed.

3.2 If any student/teacher has any concerns, complaints, or usage issues arising from or relating to the mobile application solely shall be responsible to resolve the concerns and queries solve the same.

4. OBLIGATIONS OF THE SCHOOL

4.1 The School shall promote and/ or publish the mobile application and workshops among its teachers and students.

4.2 The School shall compensate for its product and services as agreed and noted in Schedule I.

5. TERM & TERMINATION

5.1 This Agreement shall commence on the date of signing of this Agreement ("**Commencement Date**"). It shall continue to be in force for a period of three (1) year ("**Term**") and can be extended to a maximum of three years, on mutual written agreement from both parties.

5.2 Both the Parties herein reserve the right to terminate this Agreement by giving a thirty (30) days prior written notice to the other Party.

5.3 In the event of a breach of this Agreement by either Party ("**Breaching Party**"), the other Party ("**Non-Breaching Party**") shall be entitled to terminate this Agreement with written notice of fifteen (15) days provided that such material breach, if capable of being remedied by the Breaching Party within fifteen (15) days' Notice Period.

5.4 Either Party may terminate the Agreement immediately if the other Party is subject to a

proceeding of bankruptcy or insolvency.

5.5 Notwithstanding the above, the provisions of this Agreement regarding confidentiality, indemnification and all obligations of the Parties arising before the expiration or termination of this Agreement shall survive the expiration or termination of this Agreement for a period of one (1) year provided that the Indemnity may extend till the time claims are admitted/entertained by the courts, tribunal and/ or other such authorities.

6. REPRESENTATION: Parties herein represent and warrant as follows:

6.1 It has all the requisite corporate power and authority to execute, deliver and perform its obligations under this Agreement.

6.2 All acts, conditions and things required to be done, fulfilled and performed to ensure that the obligations assumed by it under this Agreement are legal, valid, binding and enforceable and will be done, fulfilled and performed in good faith.

6.3 This Agreement is valid and binding obligations, enforceable against it in accordance with its terms.

6.4 It will perform its obligations under this Agreement in compliance with all applicable laws necessary for the performance of its obligations hereunder. and

6.5 It will provide such corporation as reasonably necessary to give full effect to the provisions of this Agreement.

7. INTELLECTUAL PROPERTY RIGHTS

7.1 Each Party shall retain all rights, title and interest in its Intellectual Property Rights.

7.2 This Agreement grants no interest whatsoever in the other Party's Intellectual Property Rights. Use of any Intellectual Property Right permitted to one Party by the other Party shall be subject to the express written consent of such other Party and shall be strictly in terms of this Agreement, and any violation of the same shall be construed as a breach of this Agreement.

7.3 To the fullest extent permissible by applicable law or regulations, both Parties agree that they will not, nor will they allow others to, reverse engineer or disassemble any parts of the other party's Intellectual Property Products. Neither Party shall use the Intellectual Property of the other Party in any manner whatsoever without the other Party's prior written consent.

7.4 Both the Parties herein are complete owners of their respective brands, trademarks, logos and other marketing mediums, and any mention of the brand/ logo will be at the sole discretion of the respective owner.

8. COMPLIANCE WITH LAWS

8.1 Each Party agrees that it shall at all times and at its own expense (a) strictly comply with all applicable Indian laws, rules, regulations and governmental orders, now or hereafter in effect, relating to its performance of this Agreement. (b) pay all fees and other charges required by such laws, rules and regulations and orders; and (c) maintain in full force and effect all licenses, permits, authorization, registrations and qualifications from all Indian Governmental departments and agencies to the extent necessary to perform its obligations hereunder.

9. NON-DISCLOSURE

9.1 Each Party agrees that all information and details of the Agreement and other information about the other Party which it may know or learn during the process of transactions contemplated under this Agreement, is Confidential Information of such other Party, and the receiving Party shall take all necessary steps to secure and maintain the confidentiality of such Confidential Information which shall at any given point of time shall not be less than the manner as it stores its own Confidential Information. Neither Party shall disclose the Confidential Information to any third person without the prior written consent of the other Party provided that such Party may disclose such information (i) as per orders or directions of the court of law or statutory authorities, or (ii) to its employees/ agents strictly on a need-to-know basis whom all the terms of this Agreement will bind.

9.2 The Parties or their authorized persons shall not reverse engineer, disassemble, or decompile any prototypes, software, or other tangible objects that embody confidential information.

9.3 Each Party retains the sole and exclusive ownership, as well as all the intellectual property rights in the Confidential Information and no license or any other interest, is granted unless expressly agreed to by the other Party in writing before such disclosure. All derivatives of such Confidential Information shall qualify as Confidential Information, and this obligation on the other Party to maintain confidentiality will continue beyond the termination of this Agreement as per the terms and conditions of this Agreement.

10. SEVERABILITY

If any of the provisions of this Agreement become invalid, illegal or unenforceable in any respect under any law, the validity, legality and enforceability of the remaining provisions of the Agreement shall not in any way be affected or impaired.

11. INDEMNITY

Each Party shall defend, hold harmless and indemnify and keep indemnified the other Party and its employees, officers, directors and representatives at all times from and against any and all claims (including third party claims), liabilities, fines, penalties, loss, compensation, damage, cost (including legal cost and disbursements) suffered or incurred by such other Party arising from and/ or in connection with or due to (i) any act or omission by the staff/ employee/ personnel/ representative of a Party in breach of this Agreement. (ii) any act of omission or commission in respect of non-observance of any statutory or regulatory requirement with respect to the Agreement.

12. NOTICES: All notices or other communications required under this Agreement shall be given to the Parties in writing to the applicable addresses set forth below or to such other addresses as the Parties may substitute by written notice given in the manner prescribed in this Clause as follows: (a) by first class, registered or certified mail, return receipt requested and postage prepaid, (b) overnight express courier or (c) by hand delivery to such addresses.

To Raipur Municipal Corporation

Address:

E-mail ID:

To: As per the details as mentioned above.

13. LAW AND JURISDICTION

13.1 Any disputes arising out of this Agreement shall be governed by and construed under the laws of India.

13.2 Any dispute arising out of this Agreement may in the first instance be resolved through conciliation or mediation. If the dispute(s) are not resolved within thirty (30) days from commencement of conciliation/mediation or such more extended period as the Parties may agree in writing, either Party may refer the dispute(s) to a sole arbitrator to be appointed with the mutual written consent of the Parties. Arbitral proceedings shall be conducted as per Arbitration and Conciliation Act, 1996 or its subsequent amendment[s]. The venue of arbitration shall be Pune, and the arbitral proceedings shall be conducted in English.

13.3 Subject to clause 13.2, the Parties hereby submit to the exclusive jurisdiction of the courts in India of competent jurisdiction insofar as it relates to obtaining any injunctive or equitable relief.

14. GENERAL PROVISIONS

15.1 Neither Party shall assign or transfer all or any of its rights, benefits or obligations under the Agreement without obtaining the other Party's prior written approval.

15.2 Notwithstanding anything contained in this Agreement, neither Party shall be held liable for any default or delay in performance of any obligation under the Agreement on account of any reason beyond its reasonable control, including but not limited to fire, flood, out-break of pandemic, casualty, lockout, strike, labor disputes, industrial action of any kind, unavoidable accident, national calamity or riot, Act of God, the enactment of any Act of Parliament or the act of any other legally constituted authority, changes to the rules, or default of third party or any cause or event arising out of or attributable to war, other than financial incapability of the concerned Party.

15.3 During the Term of this Agreement, a Party shall not, either directly or indirectly, on its behalf or in the service or on behalf of others, solicit or attempt to solicit, divert or hire away any of the employees of the other Party or its Affiliates/any person employed by the other Party or its Affiliates. The restriction herein shall not restrict a person from hiring a person responding to a publicly notified hiring process. Both Parties shall not, at any time during the term of this Agreement and after that, make statements or representations, or otherwise communicate, directly or indirectly, in writing, orally, or otherwise, or take any action which may, directly or indirectly, disparage the other Party, its Affiliates, its partners or the staff of the other Party or any of its subsidiaries or Affiliates or their respective officers, directors, employees, advisors, businesses or reputations. This provision shall not be applicable for a party while making a truthful statement before a court of law, regulatory bodies, attorneys, auditors etc.

15.4 Both Parties shall be free to enter into similar agreements or arrangements with any other person or entity, unless expressly prohibited by this Agreement.

15.5 This Agreement constitutes the entire agreement between the Parties including all the Annexures with respect to the subject matter hereof and supersedes all prior written agreements, Letter of Intent, understandings and negotiations, both written and oral, between the Parties with respect to the subject matter of this Agreement. No representation, inducement, promise, understanding, condition or warranty not set forth herein has been made or relied upon by any Party. Neither this Agreement nor any provision hereof is intended to confer upon any person other than the Parties to this Agreement any rights or remedies hereunder.

15.7 Any provision of the Agreement may be amended or waived only if such amendment or waiver is in writing.

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| IN WITNESS HEREOF THE PARTIES: HAVE EXECUTED THIS AGREEMENT, THE DAY, THE MONTH, AND THE YEAR HEREINABOVE WRITTEN. For and on behalf of. | For and on behalf of. Raipur Municipal Corporation Name: Designation: |
|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|

Executive Engineer
Municipal Corporation Raipur