

BIHAR PRASHASNIK SUDHAR MISSION SOCIETY

(General Administration Department)
Sinchai Barrack No. 1 , Hardinge Road , Patna

INVITES

Proposals for Selection of Agency for Training of Officers And Employees of The Government Of Bihar on The Right to Public Grievance Redressal Act, 2015 and Rules, 2016.

BPSMS invites proposals for selection of agency for training of around 12000-15000 employees and officers of the Government of Bihar on the Right to Public Grievance Redressal Act, 2015 , the broad scope of work for which is as follows :-

- Training on The Bihar Right to Public Grievance Redressal Act , 2015
- Training on The Bihar right to Public Grievance Redressal Rules, 2016
- Training on the MIS system created for implementation and monitoring of this Act/Rules
- Training on the work flow and processes required for implementation of this Act/Rules
- Training on soft skills for interacting with the people approaching this machinery
- Refresher and/or Repeat courses of the employees selected by BPSM as needing such assistance.
- An examination of all the trainees following the training to assess the effectiveness of training and issue of Individual certificates to each trainees in the format approved by BPSMS.
- Printing of course manual in Hindi for all the trainees.
- Reviews at each Public Grievance centre to assess and facilitate the handholding needs of all the employees and officers involved in implementation of this Act in term of training and technical support.
- The Selected agency shall have to prepare an MIS in consultation with BPSMS and submit daily the report of actual training accomplished through this MIS,.

Minimum Qualification of firms

- The bidder should be registered in India under the Companies Act , 1956 and should have been in operation in India in for a minimum of 5 years.
- The bidder should have a minimum annual revenue of rupees 10 crores from Training during each of the last 3 financial years.
- The bidder should have prior experience of executing training projects of Government employees/ officers in India in the last 5 years.
- The bidder should have a minimum of 5 Trainers for every zone applied for.

The detailed Request for Proposal can be downloaded from our website <http://www.bpsm.bih.nic.in> . All Proposals must be commensurate with the terms,conditions and qualifications laid down in this RFP and must be addressed as follows:

Mission Director

Bihar Prashasnik Sudhar Mission Society
Hardinge Road, Sinchai Barrak-1 (Adjacent to Haj Bhawan)
Patna - 800001

Phone: (0612) 2233333

Fax- 0612-2215908

Email- bpsms1@gmail.com

The important dates for the above are as follows:-

- Last date for seeking request for clarification – 14th March,2016
- Pre-Proposal Conference – 17th March, 2016 at 4.00 p.m.
- Last date for submission of proposal – 1st April , 2016 up to 5.00 p.m.
- Technical Bid opening – 4th April, 2016 at 11.30 a.m.

This advertisement does not constitute and will not be deemed to constitute, any commitment on the part of GoB/ BPSM. Furthermore, this advertisement confers neither any right nor expectation on any party to participate in the process. BPSM reserves the right to withdraw from the process or any part thereof, to accept or reject any or all offers at any stage of the process and/or modify the process or any part thereof or to vary terms at any time without assigning any reason whatsoever. No financial obligation will accrue to Government of Bihar or BPSMs in such an event. Further, GoB and BPSM shall not be responsible for non-receipt of any correspondence sent by post/courier/e-mail/fax.