

**Women & Child Development Department, Uttarakhand**  
**Helpline Management, Implementation & Technology**  
**Partnership for 181- Helpline for Women in Distress and to support**  
**For their Holistic Welfare**  
**Minutes of Pre-Bid Meeting**

**Date:** 27<sup>th</sup> May 2019

**Venue:** Directorate of Women Empowerment & Child Development, Near Nanda Ki Chowki, Suddhowala, Dehradun

**Chairmanship:** Director/Vice- Chairperson, Department of Women Empowerment & Child Development, Govt. of Uttarakhand.

The Pre-bid meeting regarding RFP published for Helpline Management, Implementation & Technology partnership for take up/adoption of Existing National Women Helpline 181 implemented under UWCDS, Women & Child Development Department, Uttarakhand was held on 27<sup>th</sup> May 2019 at Directorate of Women Empowerment & Child Development, Near Nanda Ki Chowki, Suddhowala, Dehradun, in which the following committee members were present –

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|--|----------|
| 1. Finance Controller, DWECD, Dehradun           | - Member |
| 2. State Project Officer, UWCDS, DWECD, Dehradun | - Member |
| 3. Chartered Accountant, UWCDS, Dehradun         | - Member |

A total of 05 Agencies (02 Agencies participated **in person** and 03 Agencies participated **via queries sent by email**) in the Pre-bid Meeting (attendance sheet attached). The most frequent common point discussed in person/queries sent via email between the Agencies and the Committee Members in the Pre-bid meeting were as follows –


S. No.	Queries	Compliance
1.	What will be the number of deployed agent	<ul style="list-style-type: none"> <li>Minimum number of deployed agent should be as per the guidelines (Universalization of Women Helpline Scheme) by Ministry of Women &amp; Child Development, Govt. of India. Rest of the staff can be deployed, as per demand/ recommendation of the committee.</li> </ul>
2.	In how many languages the call center will provide support?	<ul style="list-style-type: none"> <li>The Call centre will provide support in Hindi and English language only.</li> </ul>
3.	What will be the qualification of the agent?	<ul style="list-style-type: none"> <li>As per the guidelines (Universalization of Women Helpline Scheme) of Ministry of Women &amp; Child Development, Govt. of India.</li> </ul>
4.	Provision of Details of the existing Software/Hardware	<p>It would be provided by the department. The system consists of Server with advance Linux Operating System with advance telephony Vicidial.</p> <p>A. The details of existing Software is:-</p> <p>i. PRI Call Management: vicidial8web application</p> <p>ii. MIS: Complaint Management system web application (CRM)</p> <p>B. The detail of existing Hardware server is:-  <b>HP Server</b> Intel XEON Quad core 3.1 GHZ ,8 MB CACHE, 8GB X2 DDR3 ECC U DIM RAM, 1TB 6GBPS WITH RAID1 ONBOARD RAID CONTROLLER SINGLE POWER SUPPLY DUAL INTEGRATED ETHERNET 1GBPS NETWORK PRICARD E 1 /T1, 3YR SUPPORT FOR SERVER .</p>

5.	Who provides toll-free set up, pbx service, recording devices, media and software? Is vendor is to supply furniture, AC's and other equipment's as well as pay for electricity?	• As per the RFP, the existing set up would be taken up/ adopted by the existing implementing agency, under the directions of the department where all the system will be in operational mode.
6.	Is integration of software included in vendor's scope of work? Is there exists a software which supports recording and retrieval of calls with different stake holders?	• Yes, integration of software is included in vendor's scope of work and the software which is used currently supports recording and retrieval of calls with different stake holders.
7.	Why toll-free services needed at 13 sites? Can this be managed from 01 place?	• No, the toll –free services are not needed at 13 sites. The National Women Helpline 181 is located and operating only at 01 place i.e. State level at Directorate of WECD Department, Suddhowala, Dehradun. The helpline is accessible from any part of Uttarakhand through the toll –free number -181 which is mentioned in the RFP.
8.	If the existing equipment's available in the WHL needs to be insured or the new system which the new vendor has to implement is to be insured; or both.	• Insurance of the existing equipment's has been done. If the insurance will expire before taking up/adoption of the existing system, the same would be renewed by the old agency from their end.
9.	If training for the new staff will be conducted by the client. What would be the duration, module etc. for the same?	• Yes, the Orientation & Induction Training would be provided through Department only. No cost would be given by the department for same.

Apart from this, all the participating firms (in person/via email) have requested for extending the date of submission of the proposal. Henceforth, the committee has agreed upon extending the date of submission of the proposal by 01 week i.e. till 07<sup>th</sup> June 2019. Also any other queries in the above context can be given via email.

**NOTE: The location of the WHL 181 office would be either at Directorate of WECD, Suddhowala, Dehradun or Working Women Hostel's building, near Survey chowk, E.C.Road, Dehradun.**

The meeting was wrapped up with a thanking note.

  
(Jharna Kamthan)  
Vice-Chairperson/Director

Ref. No. 118 /2721/WECD/2019-20

Date: 29 May, 2019

**Cc. - For Kind information & necessary action –**

1. Finance Controller, Department of Women Empowerment & Child Development, Uttarakhand.
2. State Project Officer, UWCDS- Department of WECD, Dehradun.

  
Vice-Chairperson/Director