

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 and Committee Meeting

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 22nd June 2019 at Directorate of Women Empowerment & Child Development, Near Nanda Ki Chowki, Suddhowala, Dehradun. Total 03 agencies raised different queries in the Pre-bid Meeting (02 agencies participated **in person** and 01 agency **sent the queries by email** dated 20th June 2019) – (attendance sheet attached). Following committee members were present in the meeting –

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| 1. State Project Officer, Department of WECD, Dehradun | • Member |
| 2. Chartered Accountant, Goyal Parul & Co., Dehradun | • Member |

In the context of aforesaid meeting in which 02 committee members were present; hence again meeting of committee was held on 28th June 2019 at Directorate of Women Empowerment & Child Development, Near Nanda Ki Chowki, Suddhowala, Dehradun in order to take decision on the queries of the bidders/agencies. Following committee members were present in the meeting –

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| 1. State Project Officer, Department of WECD, Dehradun | • Member |
| 2. Representative of In –Charge, Police Women Cell, Police Department | • Member |
| 3. Representative of Mission Director, NHM, Health Department | • Member |
| 4. Chartered Accountant, Goyal Parul & Co., Dehradun | • Member |

The committee members discussed on the most frequent common points submitted by the 03 bidders/agency via email which were as follows –

| S. No. | Queries | Compliance of the Decision taken by the Committee |
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| 1. | Who would bear the cost of software upgradation and API Integration | <ul style="list-style-type: none"> • The bidder/agency will bear the cost of software up gradation and API integration under the administrative head in the budget or the proposal can also be sent to GoI for further approval. |
| 2. | Kindly correct us to the RFP 13.ii paragraph where mentioned that bidder must have experience of same type of women related project as we have experience of similar type of projects. | <ul style="list-style-type: none"> • As per the RFP advertisement under WHL 181; the agency should have experience of undertaking similar assignments with State/Central Government agencies. Further it is also to clarify that it is also mentioned in the RFP that the technical proposals will be evaluated/considered on the basis of relevant experience of working on the same issues/subject simultaneously in the field of Women Empowerment & Child Development sector. |
| 3. | Policy of Department regarding Promotional and marketing of WHL 181. | <ul style="list-style-type: none"> • The Department promotes/generate awareness about WHL 181 through IEC/Awareness Programs etc. held under other schemes of the WECD, Uttarakhand. • The bidder/agency has to conduct promotional activities to generate awareness about WHL 181 Helpline. The cost for same can be borne from |



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| | | the administrative head in the budget under the National Women Helpline 181 scheme. |
| 4. | Amendment in RFP.13.1- a. The bidder should have an average turnover of at least 5 crore. b. The bidder must have experience of running presently at least two govt. call centres projects with size of 20 seats and 40 manpower | <ul style="list-style-type: none"> • The overall budget (recurring) is Rs.68.16 lacs hence the average turnover of Rs.50 lacs has been put up for the bidder/agency participating in the tender process. • The conditions regarding the govt. experience already laid down in RFP will be followed. • As the overall budget for the Helpline is Rs.68.16 lacs hence the bidder/agency has to effectually manage and operate the functions of the helpline as per the guidelines of WHL 181 by GoI. |
| 5. | Amendment in RFP Point C- Allowing Consortium means getting only those entities who are approaching together only for economic benefits of their venture but not for project utility hence this clause should be removed. | <ul style="list-style-type: none"> • As per the RFP, the bidder/agency can apply as single entity or as consortium who have work experience of women related projects of similar nature. |
| 6. | Amendment in RFP Point D- The bidder must have same type of women related projects with Govt./Public/Private sector/donor agencies of at least 05 Years | <ul style="list-style-type: none"> • As per RFP, the technical proposals will be evaluated/ considered on the basis of relevant experience of working on the same issues/subject simultaneously in the field of Women Empowerment & Child Development sector. |
| 7. | Please clarify that who will bear the expenses for upgradation, which is outside the purview of existing system like installing the software at remaining OSC's (12 OSC's) and integrating with 181 Helpline | <ul style="list-style-type: none"> • The bidder/agency would bear the same which can be put in the administrative head of WHL 181 Budget or the proposal can be sent to GoI for further approval. • The cost of integration of OSC's with 181 Helpline has to be borne by the bidder/agency. A proposal for extra cost can be sent to GoI for further approval. |
| 8. | Who will be responsible for IEC? If the successful bidder is responsible then budgetary provision is to be clarified. | <ul style="list-style-type: none"> • The bidder/agency is responsible for IEC. The cost of same can be put in the administrative head in the Budget under the National Women Helpline 181 scheme. |

Apart from this, the committee also agreed upon extending the date of submission of the proposal by 6th July 2019.

The meeting was wrapped up with a thanking note.


(Jharna Kamthan)
Vice-Chairperson/Director

Ref. No. 209 /2721/WECD/2019-20

Date: 01/07/2019

Cc. - For Kind information & necessary action –

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


Vice-Chairperson/Director