

Request for Proposal

For

**Helpline Management, Implementation & Technology
Partnership for
181- Helpline for Women in Distress and to support for
their Holistic Welfare**

From

Women Empowerment & Child Development Department

RFP Issued by- The Director/Vice- Chairperson,
Uttarakhand Women & Child Development Society,
Department Of Women Empowerment & Child Development
Near Nanda ki Chowki, Suddhowala,
Premnagar, Dehradun
Uttarakhand.
Phone No. : 0135 -2775992/2775713
Email Id ó spmu.wecd.uk@gmail.com

1. Introduction

The Ministry of Women & Child Development, Govt. of India has launched a scheme for Women Helpline 181 for women in distress and One Stop Centre (OSC) which is intended to support women affected by violence, in private and public places, within the family, community and at the workplace.

The Scheme of Universalization of Women Helpline (181-Women Helpline) is intended to provide 24 hours immediate and emergency response to women affected by violence through referral (Linking with appropriate authority such as police, One Stop Centre, hospital and information about women related government schemes programmes across the State through a single uniform number.

This helpline is exclusively designed to support women in distress facing violence or threat of violence, both in private and public places, including in the family, community, workplace, etc. The Women's Helpline will provide a 24 hour emergency response. All existing emergency services and those that provide support to women would be integrated with this women helpline.

Women Helpline (WHL) will be integrated and proper coordination with One Stop Centres (OSC) established in the 13 Districts (04 existing and 09 new OSC centres) in the State to provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof. Women affected by violence and in need of redressal services will be referred to OSC through WHL. In addition to this, all other concerned helplines (State/ District/ City level) whether private or public would also be integrated with this women helpline.

181-Women Helpline comprises of an Integrated Grievance Redressal System providing a single platform for citizens to log, monitor and register their grievances. It will converge with various versatile mode of communication like Mobile, SMS, E-mail & Website to register, track, and resolve grievances.

Under the 181-WHL, the state has a dedicated single State number. It is envisaged that this number is compatible with all the existing telecommunication channels whether providing post/pre-paid mobile or landline services through any public or private network i.e. GSM, CDMA, 3G/4G etc. All the state /district /city level helpline whether private or public would be integrated with this women helpline.

This Helpline will operate from the premises of the Directorate, Women Empowerment Child Development, Near Nanda ki Chowki, Suddhowala, Premnagar, Dehradun, Uttarakhand and will operate 24X7 with preferably women deployed for receiving the calls on different issues and addressing the grievances. The built in intelligent system ensures that the grievance is recorded and disposed by the use of ICT which automatically tracks and pursues the status of call /grievance with the action taking authority.

2. RFP Instructions

All proposals received by the deadline will be reviewed for responsiveness to the specifications outlined in this RFP document. Technical and Financial Proposals should be prepared and submitted separately.

The policy of UWCDS, Department of WECD requires that the contracted agency should provide objective and impartial advice and at all times hold the Government's interests paramount, strictly avoid conflicts with other assignments or their own organizational/ corporate interests and act without any consideration for future work.

Contracted agency shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the UWCDS, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the agency or the termination of its Contract.

Recruiting former government employees of the Government to work for their former ministries, departments or agencies is acceptable provided no conflict of interest exists.

The UWCDS requires that agency participating must have adhere to the highest ethical standards, both during the selection process and throughout execution of the assignment.

3. Purpose of the RFP

The purpose of the RFP is to receive Technical & Financial proposal from agencies having experience in providing technical assistance to UWCDS or ICDS or Department of Women Empowerment & Child Development, Govt. of Uttarakhand or to other State/ Central Government agencies/ departments, more specifically mentioned ahead-

- To obtain details of services (take-up/adoption of existing system stage, methodology, helpline management software & hardware management, data management, research & reporting system, HR system & web maintenance etc.).
- The budgetary requirements along with heads of undertaking the various activities mentioned in the technical proposal.

4. Objectives of the assignment(RFP)

The 181-WHL setup intends to enable the women in distress to communicate their state of distress or complaint through 181 service for taking up their matter with respective Director/ service. The objectives of the helpline centre is to strengthen the measures for safety of women in Uttarakhand are as follows ó

- To provide **toll-free 24-hours telecom service** to women affected by violence seeking support and information.

- **To facilitate crisis and non-crisis intervention** through referral to the appropriate agencies such as police/Hospitals/Ambulance services/District Legal Service Authority (DLSA)/Protection Officer (PO)/OSC and other concerned departments/services.
- To provide **information** about the appropriate support services, government schemes and programmes available to the woman affected by violence, in her particular situation within the local area in which she resides or is employed.
- To provide integrated support and assistance to women affected by violence, both in private and public places under one roof through the concerned One Stop Centre in the State.
- To facilitate immediate, emergency and non- emergency access to a range of services including medical, legal, psychological and counseling support under one roof to fight against any forms of violence against women.
- To provide all the information regarding schemes and laws related to other departments.
- To ensure the proper rehabilitation of the women affected by violence by doing regular follow- ups.

Director WCD is seeking proposal to take-up/adoption of the existing software system to manage end to end facilities of 181-Women Helpline Centre. The requirement entails for handling calls through BSNL/MTNL, Head Phone, Interactive voice response system (IVRS) and Customer Relationship Management (CRM) Software with call recording facilities which will be integrated to a web application for the call/grievance received on land line. In addition to the aforesaid, integration with the One Stop Centres established in all 13 Districts in the State is also to be undertaken by the agency. In future, EPABX system can be incorporated as per requirement.

5. Location of the assignment-

The location of the project will be at the premises of Directorate of Women Empowerment & Child Development, Govt. of Uttarakhand. This helpline will be integrated with One Stop Centers (04 existing and 09 new) in the 13 Districts in the State and all the Helplines and schemes implemented by both the Central and State government like 1090, 1098, 100, 112, 104, 1905 and state initiative- Nirbhaya etc.

6. Duration of the assignment-

Initially the duration of the assignment will be till 31st March 2020 from the date of signing the agreement. The next year extension will be given on the basis of satisfactory performance in the first year and simultaneously approval from GoI.

7. Deliverables-

The following would constitute the key deliverables of the assignment-

- a. Successful taking up/adoption of the existing functional WHL 181 Helpline Centre.

- b. Successful taking up/adoption and effective maintenance of the existing web enabled MIS system of the WHL 181 Helpline Centre.
- c. Regular reports on crisis intervention and cases solved.
- d. Any other Monitoring mechanism desired/ as per amendments made by GoI or by the Director, WECD, Uttarakhand.

8. Performance Standards-

The Department of Women Empowerment & Child Development (WECD), Uttarakhand expects the selected agency to deliver high standards of services. The agency should submit a detailed work plan in their technical proposal to facilitate the delivery of best in class services.

The Department of WECD reserves the right to check/ monitor/ evaluate the work of the selected agency (Agencies/Trusts/Firms) periodically or at any point during or after the project duration or may assign this responsibility to any other agency or individual.

9. Language and Currency –

The proposal and all related correspondence and documents shall be written in the English language. Supporting documents and printed literature furnished by the Agency with the proposal may be in Hindi language provided that they are accompanied by an appropriate translation into English. Supporting materials that are not translated would not be considered. For the purpose of interpretation and evaluation of the Proposal, the English translation may prevail.

The currency for the purpose of the Proposal shall be the Indian Rupee (INR).

10. Project Inspection/Site Visit –

The agency may carry out Project inspection/Site Visit at any time at their own cost.

11.Pre- Proposal Meeting –

To clarify and discuss issues with respect to the Project and the RFP documents, UWCDS will hold Pre-Proposal meeting/s on date specified in the schedule of bidding process. This will be intimated separately through e-mail or other sources.

12. Insurance –

The equipment and services supplied under the Agreement by the Agency shall be fully insured by the Agency against loss, theft or damage incidental to the manufacture or acquisition,

transportation, storage, delivery, installation and operations. The period of insurance shall be for the entire Service Assignment Period.

13. i. Conditions for Eligibility Criteria to Bidders

I) Pre-qualification Criteria

At the time of submission of bid response, the Bidder should confirm to and/or be able to demonstrate the following: -

- a. The bidder (Agency/Trust/Firm) should not have been blacklisted by any Central / State Government and Public Sector) or under a declaration of ineligibility for corrupt or fraudulent practices. (Undertaking to be to be enclosed)
- b. The bidders (Agency/Trust/Firm) who are involved in any legal matter (court cases) with any Department and the judgement is still pending then the same Agency/Trust/Firm would not be shortlisted for further tender process. In case of judgement passed in favour, the concerned bidder would be short listed.
- c. The bidder (Agency/Trust/Firm) after recommendation of the Department of WECD would absorb the existing experienced staff employed with WHL 181 Helpline in State (they would constitute as 25% Staff under the WHL 181 Helpline)
- d. The bidder should have an average annual turnover or income/expenditure (receipt/payment) of at least **Rs. 50 lakhs** in of the last three financial years. (Copy of the audited Financial Statement of the last three financial years along with CA's certificate regarding last three years turn over to be attached)
- e. The bidder (Agency/Trust/Firm) should be registered in GST.

13. ii. Important Points –

- a. In absence of any one of the above criteria relevant to the bidder, the offer will be treated as non-responsive and summarily rejected. Relevant documents in support of the above criteria must be enclosed along with Pre-Qualification Bid documents failing which the bid will liable to be rejected.
- b. Only bidders Pre- qualifying in the Eligibility Criteria would be considered for the technical evaluation.
- c. If the bidder applies as Consortium or sublets for the project then it is allowed for the entire assignment.
- d. The bidder must have experience of the same type of women related projects in any Government/Public/Private sector/donor agencies in the last five years. The bidder who has experience in successful implementation/completion of a project (Network/Telecom Project) of integrated call centre management system, call centre planning, implementation, integration & operations on women issues has to submit satisfactory completion certificates or satisfactory continuing certificates from the project authority.

12. Evaluation Criteria-

A review panel or committee constituted by the Director/Vice Chairperson, WECD will evaluate the submitted proposals under the RFP and would forward to Final Authority for final decision.

The key issues to be considered while preparing and submitting the Technical & Financial proposals at Annexure-I and Annexure-II, respectively.

The review committee will use "QC/BS" criteria to determine the proposal most advantageous to the department. The award shall be made to the responsive and responsible agencies which is technically qualified and comes under QC/BS within the cost factor decided by GoI and offers the best value to the Department of WECD.

Two-stage procedure will be adopted in evaluating the proposals with the technical evaluation being completed prior to any financial proposals being opened.

Quality and competence of the consulting service shall be considered as the paramount requirement. The decision of the award of the contract would be as under:

- a. Technical proposals scoring not less than 70% of the total points will only be considered for financial evaluation. The client shall simultaneously notify the agencies who have secured the minimum qualifying marks indicating the date and time set for opening of financial proposals. The notification may be sent by electronic mail, fax or registered letter.
- b. The financial proposal shall be opened publicly in the presence of the representatives of short-listed agencies who choose to attend. The name of the consultants, the quality score, and the proposed prices shall be read aloud and recorded when the financial proposals are opened. The client shall prepare the minutes of the public opening.
- c. The evaluation committee will determine whether the financial proposals are complete i.e. whether they have done costing for all items of the corresponding technical proposals. The client will provide 75% weight age for technical proposals and 25% weight age for financial proposals. The client will select the agency scoring maximum combined score and invite them for negotiations.

The technical proposals will be evaluated using the following criteria ó

- Age of the Agencies/Trusts/firms (The firm should have been in existence for a minimum of 03 years).
- Relevant Experience of working on the same issues/ subject and simultaneously in the field of women empowerment & child development sector (Documentary proof to be enclosed).
- Methodology and Strategy to be proposed and submitted.
- Manpower proposed to be deployed (Detailed CVs to be enclosed).
- Minimum turnover of Rupees 50 Lakh for last three financial years (Balance sheet *and CA's Certificate*)

14. How the Proposals should be Marked, Packaged and submitted-

- a. Sealed proposals shall be submitted in one outer and two inner envelopes.

- b. The **first inner envelope shall be marked as 'Technical Proposal'**, mentioning the RFP Title on top and addressed as follows-
The Vice Chairperson/Director,
Uttarakhand Women & Child Development Society (Department of WECD)
Near Nanda ki Chowki, Suddhowala, Premnagar
Dehradun, Uttarakhand.
- c. The technical proposal should be accompanied with an Earnest Money Deposit of Rs. 1, 36,000/- (Rupees One Lakh and Thirty Six Thousand Only) and RFP fees of Rs.500 + 18% GST.
- d. The Earnest Money Deposit and RFP fees should be submitted only through a crossed Demand Draft in favour of the Director/Vice Chairperson, Uttarakhand Women & Child Development Society payable at Dehradun; failing which the Bid will be rejected.
- e. In case, any Technical Bid is found to be incomplete in any respect, the same shall be rejected summarily.
- f. The **second inner envelope shall be marked as 'Financial Proposal'**, mentioning the RFP Title on top and addressed in the same manner as First Envelop.
- g. In the **Financial Proposal (as in Annexure-II)**, the rates should be indicated clearly, both in figures and in words in Indian currency. The rates quoted should be inclusive of all Taxes. No additional amount will be paid for Taxes, over and above the quoted rates.
- h. The rates quoted should remain valid for a period of 12 months from the date of opening of the tender.
- i. Both inner envelopes, properly sealed, shall be kept in an outer envelope, mentioning the RFP Title on top and addressed in the same manner as the first inner envelope.
- j. All the three envelopes, i.e. two inner and one outer, shall indicate bidders name and address.
- k. Proposals received in any manner other than as outlined in clause a to j above will be invalidated.
- l. The proposals may be sent on or before 31st May, 2019 till 5:00 pm.

15. Key Terms and Conditions-

- a. The Technical proposals will be evaluated on the basis of their overall responsiveness towards the objective of the assignment and this RFP.
- b. The successful bidder shall enter into an agreement with the department. At the time of agreement, the bidder shall furnish a Performance Security of Rs. 50,000/- (Rupees Fifty thousand only) in form of a Demand Draft/ Fixed Deposit Receipt/ Bank Guarantee from a Nationalized Bank in favour of the Vice- Chairperson, UWCDS, Uttarakhand payable at Dehradun.
- c. If the agency fails to submit the Performance Security, the Earnest Money will be forfeited and tender may be refloated or reward to next L2 agency on the same price and terms & conditions.

- d. The duration of the assignment will be till 31st March 2020 months from the date of signing the agreement. In case of an extension, prior approval of the Vice- Chairperson, UWCDS, Uttarakhand shall be mandatory for extension of time limit.
- e. If the bidder agency fails to complete the assignment, on or before the due date of completion as mentioned in the work order, they will be charged with a penalty @ 1% (of the total cost of assignment) per week.
- f. In case, the performance of the agency is found to be unsatisfactory or violation of agreement in the mid-term review they shall be liable to pay the liquidated damages equal to 10% of the total cost of assignment.
- g. At the completion of the project (handover to the department), all the equipmentø handed to the department should be in running condition. In case, any equipment is found to be damaged then the cost for same will be adjusted from deposited performance security.
- h. The Director/Vice- Chairperson, WECD, Uttarakhand reserves the right to forfeit the security amount, in case of breach of any term or condition of the contract.
- i. The agency shall raise bill for payment in triplicate to the Director/Vice- Chairperson, WECD, Uttarakhand.
- j. Payment will be made as per the conditions of agreement.
- k. The security deposit shall become refundable to the Consultant/ Agency only on the expiry of liability period of 60 days after completion of the assignment.
- l. The Technical Proposal should be prepared in line with guidelines presented at **Annexure-I**.
- m. The Technical proposal should be accompanied with the copy of Registration Certificate of the organization (at least three years old), copy of PAN/ TAN/GST of the Organization; and copies of Audited Balance Sheets (last three Financial Years).
- n. The Government of Uttarakhand reserves the right to award the contract in full or in parts to one or more agencies.
- o. Any disputes arising between the agency and the UWCDS Directorate, Uttarakhand shall be referred to the Additional Chief Secretary/Principal Secretary/Secretary, Women Empowerment & Child Development, and Govt. of Uttarakhand, who in turn will appoint an arbitrator, whose decision will be final and binding on the consulting agency and UWCDS. The jurisdiction for any disputes will be limited to District Dehradun in the State.
- p. Any default or breach of contract shall lead to forfeiture of security deposit of the successful bidder besides such other action as may be considered appropriate by the Vice-Chairperson/Director, UWCDS/WECD, Uttarakhand, including black listing, de- listing the bidder for future.

Technical Proposal Covering Letter

To,

Date:

The Vice Chairperson,
Uttarakhand Women & Child Development Society,
(Dept. of Women & Empowerment & Child Development)
Near Nanda ki Chowki,
Suddhowala, Premnagar,
Dehradun, Uttarakhand.

Subject: Request for Proposal for Take up/ Adoption of the existing system of WHL 181 Helpline

Ma'am/Sir,

We, the undersigned, offer to provide or services, in accordance with your Request for Proposal dated *í í í í í í ...* We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed in an envelope.

We hereby declare that all the information and statements made in these Proposals are true and we accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.

We undertake that we understood all the terms and conditions given in this RFP document, and if our Proposal is accepted, to initiate the services related to the assignment, not later than the date indicated in contract award letter.

We understand you are not bound to accept any Proposal you receive and the decision of the evaluation committee formed under your chairmanship will be final.

Yours sincerely,

Authorized Signature (*In full and initials*):

Name and Title of Signatory:

Name of Agency:

Address:

Technical Proposal Submission Format

- ❖ Applicants are expected to review, understand, and comply with all aspects of this RFP. Failure to do will be at the applicant's risk.
- ❖ Each applicant shall furnish the information required by this RFP. The applicant shall sign the proposal and print or type its name on the Cover Page of the technical proposal. Erasures or other changes must be initialed by the person signing the proposals.
- ❖ Technical proposals should be specific, complete and presented concisely and should demonstrate the applicant's capabilities and expertise with respect to achieving the goals of this program.

Therefore, the agency should submit their technical proposal as follows-

- a. Brief description about the organization.
- b. Location of the Head Office and Sub Division/Branch office.
- c. Methodology & technical approach.
- d. Realistic work plan with timeframe.
- e. CV's of Key persons.
- f. Past Experience in similar nature of assignment (Demonstrated experience of having worked closely and/or in partnership with Govt. at both macro and micro level) - Documentary evidences to be attached in this regard.
- g. Copy of Registration Certificate of the Organization.
- h. Copy of PAN/TAN/GST registrations of the Organization.
- i. Copies of Audited Balance Sheets (last 03 Financial Years)

Financial Proposal Submission Format

Sl.	Particular	Cost (in Rs.)
Recurring		
1	Women Helpline Centre Management	
A.	Human Resources (24 Hours)	
	a.	
	b.	
	c.	
	d.	
	e.	
	f.	
2	Rent	
3	Administrative Cost including Hiring vehicle	
4	Telephone Bills	
5	Sub Total (Recurring)	

NOTE: The Non – Recurring Cost is Not Applicable

(Signature of Authorized Person)

Designation

*: The details/break-up of the aforesaid expenditure heads should be presented separately