

Selection of Implementing Agency for Set-Up, Operationalization & Management of 181 & OSC Women Helpline for Women and Child Development, Himachal Pradesh

Tender reference	Women Help Line
Date	14-11-2016
Reference Number	14-7/2013-ICDS-SRCW-IV
Title	Selection of Implementing Agency for Set-up, Operationalization & Management & Maintenance of 181-Women Helpline & OSC for DIRECTOR WCD, Govt of Himachal Pradesh.
Issuing Department	Women and Child Development, Govt of Himachal Pradesh.
Contact Person Details	Joint Director Phone No: 0177-2622003 Email wcd-hp@nic.in
Brief Description of Tender	Department intends to select an Implementing Agency for Set-up, Operationalization, Management & Maintenance of 181-Women Helpline & OSC for DEPARTMENT OF WCD, Govt of Himachal Pradesh. For a minimum period of 2 years.

Tender Schedule		
Event	Date & Time	Location/Venue- Brent Wood Estate Cedar home,NearHimland Hotel Shimla-1
Date of Publication	22-10-2016	www.wcdhp.nic.in and in selected newspapers Email: wcd-hp@nic.in
Last date of Submission of pre-bid queries	as per discussion	5 days after publication the tender
Pre-bid meeting		Next day after pre-bid queries
last date for receipt of bid documents by speed post/registered post		After 21 days of Publication
Opening of General Bid		21 days
Opening of Technical Bid & Presentation		Same day of opening of bid
Opening of financial Bids of technically qualified bidders		Same day of opening of bid
Tender Cost		Rs 500.00
Type	Amount	Mode of Payment
Tenders Fees (non Refundable)	Rs. 500.00	Bank Draft (Only) in favour of Director Women and Child Development H.P, Brent Wood Estate Near Himland Hotel Shimla 171001
Earnest Money Deposit (Interest Free & Refundable)	Rs. 250000.00	-do-

The prospective bidders should send their pre-bid queries to the Email-ID: also wcd-hp@nic.in citing the details of RFP clause. Pre-bid queries received after stipulated timeline shall not considered.

1. Introduction

1.1 Background of 181-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.

181-Women Helpline (WHL) will be linked with One Stop Centre (OSC) 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 redressed services will be referred to OSC through WHL.

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, Email & Website to register, track, and resolve grievances.

Under the 181-WHL, the state will have a dedicated single state number. It is envisaged that this number would be 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 bidder, and will work round the clock in three shifts i.e. 1st shift from 6:00 A.M to 2:00 P.M; 2nd shift from 2:00P.M to 10.00 P.M and 3rd shift from 10:00 P.M to 6:00 AM 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. To dispose a particular complaint, only the concerned official can update the database either through return SMS, email or from the web portal. If no action is initiated by the concerned official, the ICT tool should automatically directs the complaint to the higher action taking authorities. It should have built in MIS

for administrators to identify the performance of their offices and officers there in for taking preventive actions.

2. Objective

Director WCD through this 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 objective of the helpline center is to strengthen the measures for safety of women in Himachal Pradesh. Director WCD has the following objectives for the 181-WHL.

- a) To provide toll-free 24-hours telecom service to women affected by violence seeking support and information.
- b) 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)/One Stop Centre (OSC)/ District Child Protection Unit (DCPU).
- c) To provide information about appropriate support services, government schemes and programmes available to the women affected by violence, in her particular situation within the local area in which she resides or is employed.

Director WCD is seeking proposal to set-up and manage end to end facilities of 181-Women Helpline Center. The requirement entails for handling calls through EPABX system, 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 land line.

3. Services

Type of Service	Description
Violence Against Women (VAW) Redressed	As soon as an aggrieved women or somebody on her behalf will contact WHL, her information would be attended by the call responder appointed there. Based on the urgency and the requirements explained by the caller, the responder will refer her to the relevant support services like medical aid, police assistance or connect her to OSC for professional counseling, shelter, legal aid etc. if the women needs to be rescued from a violent situation or is in urgent need of medical assistance then the

	PCR Van from the nearest police station or ambulance from nearest hospital/108 service would be intimated.
Information of Women Empowerment Schemes and Programmes	WHL will provide information about the laws, existing schemes and government programs related to women empowerment and protection. Any women in need of such information or someone on her behalf may call WHL which will provide this information or refer the women to the relevant Director to access the same. WHL will also provide guidance to women about processes to be adopted for accessing benefits of these schemes programs.

3. Instructions to Bidders/ Eligibility Criteria

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

Criterion	Supporting Documents must be submitted for consideration to Director WCD
a)The bidder should have made a Proof of payment of Rs. 500.00 in the shape of the Bank Draft in favour of Director, women and Child Development Himachal Pradesh,Brent Wood Estate Near Himland Hotel Shimla 171001 as tender fee payable at Shimla.	In case of downloaded Tender Document. From any of the nationalized bank must be furnished.
(b) Should have submitted an Earnest Money Deposit of Rs. 2,50,000/-	The original bank draft/bank guarantee must be furnished in favour of Director, Women and Child Development Himachal Pradesh, Brent Wood Estate Near Himland Hotel Shimla 171001 as tender fee payable at Shimla.
(c) The bidder may be a company Registered under the Indian	(a) Copy of Certificate of Incorporation from Registrar of

<p>Companies Act,1956 or a Society registered under The Registration of Societies Act, 1860 or a Trust under the Indian Trust Act 1882 and registered under the IGR of the state and also registered with</p> <p>(a) Service Tax Authority (b) Employees’ Provident (EPF) Authority. (c) Sales Tax Authority (d) VAT Registration (e) Income Tax Authority</p> <p>In case of non-applicability of any of these (a-e), requisite exemption certificate from competent authority is to be furnished.</p>	<p>Companies/Registrar of Society/Trust (b) Copy of the Service Tax registration certificate along with up to date tax return. (c) Copy of the EPF Registration Certificate along with up to date PF Deposit Challans.(on line copy) (d) Copy of the Sale Tax registration certificate along with up to date VAT clearance certificate. (e) Copy of the registration with Income Tax Authority</p> <p>In case of non-applicability of any of these, requisite exemption certificate from competent authority is to be furnished.</p>
<p>(d) The bidder should not have been blacklisted by any Central/State Government (Central/State Government and Public Sector) or under a declaration of ineligibility for corrupt or fraudulent practices.</p>	<p>A self-certified letter by the designated official of the responding bidder on letter head.</p>
<p>(e)Income/expenditure (receipt/payment) of at least Rs. 30 Lakhs in each of the last three financial years ending on 31.03.2016. and should have a positive net worth in each of the last three financial years ending 31.03.2016</p>	<p>Copy of the audited profit and loss account/balance sheet/annual report of the last three financial years.</p>
<p>(f) The bidder must have a proven Track record of successfully continuing implementing/ completed at least one project (Network/Telecom Project) or integrated call center Management system/solution meaning call center planning, implementation, integration & operations, for any Government/private sector in the last three years ending on 31.03.2016</p>	<p>Attach work orders & completion certificates/ certificate from the project authority (Please Fill Annexure –II)</p>

Important Point

- I. In absence of any one of the above criteria relevant to the bidder, the offer will be treated as non-responsive and summarily rejected.
- II. 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.
- III. Only bidders qualifying in Eligibility Criteria would be considered for the technical evaluation.
- IV. Consortium or sublets is not allowed in any case for the entire assignment.
- V. Proposal not accompanied by EMD shall be rejected as non-responsive.
- VI. No interest shall be paid for EMD.
- VII. EMD of unsuccessful bidders would be returned within one month of signing of the contract.
- VIII. The bidders who have qualified the EOI process will receive communication on the RFP via email and also there is a provision for downloading the RFP document from the website www.wcdhp.nic.in
- IX. While every effort has been made to provide comprehensive and accurate background information and requirements, the bidders must conduct their own assessment to meet the requirement of the Director WCD while submitting the bids.
- X. All information submitted by the bidders may be treated as contractually binding on the bidders, on successful award of the assignment by Director WCD on the basis of this RFP.
- XI. Director WCD reserves the right to modify and amend any of the stipulated condition/criterion depending upon project priorities vis-a-vis urgent commitments.
- XII. Director WCD may terminate the RFP process at any time and without assigning any reason. Director WCD makes no commitments, express or implied, that this process will result in a business transaction with any bidder.
- XIII. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written agreement has been executed by Director WCD .Director may cancel this contract at any time without assigning

- any reason prior to a formal written agreement being executed by the Director WCD.
- XIV. This RFP supersedes and replaces any previous public documentation & communications, and bidders should place no reliance on such communication if any.
- XV. This RFP does not constitute an offer by Director WCD. However, the bidder's participation in this process may result in Director WCD selecting the bidder to engage towards execution of the agreement.

5.Location of Project

The location of the project will be at Solan, District Solan. This helpline will be integrated with all the Helplines and schemes implemented by both the Central and state government like one Stop Centre (OSC), 181, 1090, 1098,100. The One Stop Centre (OSC) will be established at Solan District Solan. One Stop Crisis Centre is to be hired by the contracted agency at Solan District Solan preferably within two Kilometers of Solan which will be paid by H.P. Government as per Government of India norms as per the scheme.

- **Duration of assignment**

Will be of 02 years 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 subsequently.

- Deliverables :

The following would constitute the key deliverables of the assignment-

- Establishment of the fully functions Centre.
- A web enabled well developed MIS system in the Centre.
- Regular reports on crisis intervention and cases solved.
- Or any other monitoring mechanism desired by Director WCD.\

Performance Standards The Director WCD 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 Director, WCD reserves the rights to check/monitor/evaluate the work of the selected agency periodically or any point during or after the

project duration or may assign this responsibility to any agency or individual.

Language and CurrencyThe 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 any other language provided that they are accompanied by an appropriate translation into English. Supporting materials that are not translated into English may not be considered. For currency for the purpose of the proposal shall be the India Rupee (INR)

6. VISION

“Empowered women living with dignity and contributing as equal partners in development in an environment free from violence and discrimination and, well-nurtured children with full opportunities for growth and development in a safe and protective environment”.

7. Mission

“Prompting safety, social and economic empowerment of women and protection, Care and Development of children through cross cutting policies, programmes and schemes.”

Compliant Proposals Completeness of Response

- a) The bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP document carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this RFP may render the bid non-compliant and the bid may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP;
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - iii. Comply with all requirements as set out within this RFP.

8. Pre-bid Meeting & Clarifications

Pre-bid Meeting

- a. Director WCD may hold a pre-bid meeting with the prospective bidders. Refer Fact Sheet for details.
- b. The bidders will have to ensure that their queries for Per-Bid meeting should reach the designated officer on or before the date mentioned in the Fact Sheet, Pre-Bid queries can be sent online to the following address:
Director of www.wcdhp.nic.in
- c. The queries should necessarily be submitted in the following format:

- d. Director WCD shall not be responsible for non-receipt of the bidders' queries. Any requests for clarifications received after the due date will not be entertained by the Department.

e. 9. Responses to Pre-Bid Queries and Issue of Corrigendum

- a. Director WCD will endeavor to provide timely response to all queries. However, it make no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does it undertake to answer all the queries that have been posed by the bidders.
- b. At any time Director WCD may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a corrigendum.

- c. The corrigendum (if any) & clarifications to the queries from all bidders will be sent by e-mail and also published on the website: www.wcd-hp.nic.in
- d. Any such corrigendum shall be deemed to be incorporated into this RFP.

10. Key Requirements of the Bid

1. Brief Introduction of the Firm.(ON Two Pages only)
 2. Attested copy of PAN No.
 3. Annual Turnover statement of last three years
 4. Attested copy of firm registration certificate
 5. Attested copy of Service Tax Registration.
 6. Certificate of experience of the work or similar work
 7. Certificate of Non Black List of the firm
 8. Proof of Office registration in Himachal Pradesh if any
 9. Earnest Money Deposit (EMD)
- a. The bidders shall submit along with their Bids, EMD of Rs. 2.50 lakh.
- b. The EMD of all unsuccessful bidders would be refunded by Director WCD within 30 days after the award of the contract to the successful bidder.
- c. The bid submitted without EMD will be summarily rejected.
- d. The EMD may be forfeited and the bid will be rejected:-
- If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to accept the terms and conditions mentioned in this RFP.
 - If any Consortium will be found in this bidding process.
 - Sub-contracting/outsourcing shall not be allowed for the Scope of Work mentioned in this RFP.
10. The financial bid may only be submitted on annexure-IV

11. Submission of Bids

The submission of bids shall be in accordance with the instructions given in the table below:

Submission of bids	Directorate of women and Child Development Himachal Pradesh, Brent wood Estate Cedar Home, Near Himland Shimla.
Envelope 1: EMD/Cover letter Power of Attorney Technical Bid Compliance Sheet	The envelope shall be sealed and subscribed “Technical/Bid-Selection of <i>Implementing Agency for Set-Up, Operationalization & Management of 181 & OSC Women Helpline</i> ” This envelope should not contain any/Financials, either in explicit or implicit form, in which case the bid will be rejected.
	This envelope should contain the EMD.
	This envelope should also contain the Cover letter and Compliance Sheet as specified in the Annexure
	A board resolution/authority letter authorizing the bidder to sign/execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP should be included in this envelope.
	The Technical Bid should also be included in this envelope which shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed.
	The Technical bid should be submitted with One printed copy of the entire proposal and a soft copy on non-rewriteable compact disc (CDS) with all the contents of the Technical bid. The words “Technical Bid-Selection of <i>Implementing Agency for Set-Up, Operationalization & Management of 181 & OSC Women Helpline</i> ” shall be written in indelible ink on the CD. The Hard Copy shall be signed by the authorized signatory of the bidder on all the pages.
	In case of discrepancies between the information in the printed version and the contents on the CD, the printed version of the Technical bid shall prevail and will be considered as the bid for the purpose of evaluation.

Envelope 2: Financial Bid	The Financial bid should be submitted in the format specified and the bidder is expected to submit only one copy of the Financial bid as per the form, refer to Annexure -IV
	All parts in the Financial bid should be submitted with a seal and signature of the authorized signatory of the bidder.
	The envelope shall be signed, sealed and subscribed “Financial Bid”
	(The Financial bid will be opened only after the evaluation of the Technical Bid)
Envelope 3:	All the above 2 envelopes should be put in envelope 3 which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project “Response to the RFP for Selection at the top right hand corner and addressed to Director WCD at the address specified in the fact sheet The outer and inner envelopes mentioned above shall indicate the name and address of the bidding agency.
	Note:- Failure to mention the address on the outside of the envelope could cause a bid to be misdirected or to be received at the required destination after the deadline.
	All the outer and inner envelopes should be properly sealed.

Note:-

- a. Please note that prices should not be indicated in the Technical bid but should only be indicated in the Financial bid.
- b. All the pages of the bid must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the bid.
- c. The bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or person) who sign (S) the bids.
- d. All pages of the bid documents should be initialed and stamped by the person or persons who sign the bid.

Deviations

The bidder may not provide any deviation/non-compliance to the contents of this RFP document. Any deviation/non-compliance may lead to rejection.

12. Evaluation Process

- a. The bids will be evaluated by the Bid Evaluation Committee as per the criteria and requirements specified in this RFP and failure to submit requisite supporting documents/documentary evidence, may lead to rejection of the bid.
- b. The decision of the Director WCD/Bid Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.
- c. The Director WCD/ Bid Evaluation Committee may ask for meetings with the bidders to seek clarifications on their bids.
- d. The Director WCD/Bid Evaluation Committee reserves the right to reject any or all bids on the basis of any deviation.

12.1 Tender Opening

The submitted bids will be opened by the Bid Evaluation Committee in the presence of such of those bidders or their representatives who may be present at the time of opening.

The representatives of the bidders are advised to carry the identity card and letter of authority from the bidding firms to identify there bonafides for attending the opening of the bids.

12.2 Bid Validity

The bids submitted by the bidders should be valid for 180 days. Director WCD holds the right to reject a bid that is valid for a period shorter than the specified period as non-responsive, without any correspondence.

Director WCD may extend the validity period without assigning any reason. The bidder shall provide extension of validity period which shall be unconditional and irrevocable. The EMD provided should also be suitably extended by the bidder. In any case, the EMD of the bidders shall be returned after completion of the process.

12.3 Tender Evaluation

The Evaluation Committee will examine and evaluate the Bids. Following bids will be treated as non-responsive:

- Bids are not submitted in as specified in the RFP document
 - Bidders found with concealing of facts
 - Bids with incomplete information, conditional offers and partial offers submitted
 - Bids submitted without the documents requested in the checklist
 - Bids with non-compliance of any of the clauses stipulated in the RFP
 - Bids with lesser validity period
- a. All eligible bids will be considered for further evaluation of Financial Bid by the Evaluation Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final.

12.4. Compliance Sheet for Technical Bid

The Technical bid should comprise of the documents mentioned in the compliance sheet along with the relevant forms given in the Annexure I. These documents and Forms need to be grouped together into one file as 'Technical Bid'. The bidders to ensure that the soft copy of these documents should be legible and of good quality.

13. Criteria for Evaluation

13.1 Technical Qualification Criteria The bidders who meet the eligibility criteria given below and score minimum technical marks would be considered as qualified to move to the next stage of Financial evaluation.

Sr. No.	Requirement	Eligibility specific Requirements	Documents Required
1	Organization Bidder's	Annual Turnover of the last three financial years (as per the last published/audited Balance sheets), should be at least INR 30 Lakh.	Extracts from the published/audited Balance sheet and Profit & Loss; Or Certificate from the statutory auditor
2	Net Worth	Positive net worth during each of the last three Certificate from financial years (as per the last published/audited the statutory Balance sheets) auditor.	From the balance sheets
3	Legal Entity	Should be Company registered under Companies Act, 1956 Registered with the Indian Service Tax Authorities and local Sales tax/Value added tax Authorities- Should have been operating for the last 5(Five) years providing services related to women & child Development, Women Empowerment/ Related field	-Certificates of incorporation - Copy of Service Tax and sales (as applicable) -Tax/ Value Added tax -PAN Number -Acknowledged Income Tax Returns(last 3 financial Years)
4	Blacklisting	The bidder should not be blacklisted or banned by any Government/Government Director/ Government Agency/PSU/Banks for corrupt or fraudulent practices or non-delivery or non-performance in the last 3 years Work the agency should have the experience .	A Declaration on Letter Head
5	Experience	Experience executing at-least 3 projects on development communication for social sector using	Work Order/Work completion certificate (All details of Project

		IT in the last FIVE years. Out of which, at least 2 projects should have been executed for Central/State Govt. PSU/Autonomous bodies under Central or State Govt. The Agency should have at least 5 years of experience in the field related to Women Empowerment .	citation Format (Annexure -II)
7	In house	The agency should have the resources to implement quality, coordination and value addition functions Facilities to produce a comprehensive, seamless and effective communication package	Undertaking by the bidder

13.2 Technical Scoring Model

	Technical Evaluation	Criteria	Maximum score
(a)	Bidder profile:Age of the Firm (the firm should have been in existence for a minimum of 3 years)	>5 years : 20 marks 3-5 years: 10marks 2-3 years : 5 marks	20
(b)	Annual turnover/expenditure of the bidder in last 3 year ending 28.09.2016 (turnover in Rs. 30 Lakh)	>30 Lakhs (10 marks) >20Lakhs<30Lakhs (8) <20 lakhs (5)	20
(c)	Full time professional staff in organization payroll as per the last PF register. PF deposit challan shall be submitted along with PF register of that particular month. CV' of all Key personnel	>50 staff (10 marks) >25 and <50 staff (5) <25 staff(3)	10
(i)	Full-fledged Regd. Office in the state of Himachal Pradesh (Copy of the lease agreement of the preemies must be submitted.	Regd. Office in the state of Himachal Pradesh (5 marks)	5
(b)	Experience of the Bidder in the last 3 financial year ending with 31-3-2016.in the sector and relevant experience, especially in similar sector	>2 projects : 15 marks < 2 projects: 10 marks	15

	Bidder should have completed successfully-more than 2 projects implementing integrated call center management project system/solution (call center, planning, implementation, integration and operations) valued Rs. 30 Lakh or more (per project) in any State/UT/Centre. Copy of work order along with completion /continuity certificate from the client must be submitted for perusal.		
d	Bidder possessing ISO9001 Certificate before the date of RFP.	Possessing ISO9001 (5 marks) No certificate – (0 Marks)	5
e	The Bidder have to provide the Implementation Strategy, Methodology proposed ,technical Approach ,Project Plan and Contingency Plan ,scope of work&Realistic Work Plan with timeframe ,Detailed Strategy of Helpline establishment and Management for this project.	The bidder to provide details of in-house facilities and build capabilities The bidder to provide concepts on how to incorporate existing applications, websites, micro sites in the overall project. The bidder to provide details of what platforms and software that they use and recommend for this Project .The bidder to provide their monitoring process (i.e. proprietary tools used, methodology, etc.)	25

The Bidders, whose bids are responsive, who score at least 60, marks in the defined technical scoring mechanism would be considered technically qualified.

Financial Bids of such technically qualified bidders alone shall further be opened.

The technical bid shall not include any financial information. A technical bid containing financial information may be declared as non-responsive.

Financial bid should not include any conditions attached it and any such conditional financial bids shall be declared as non-responsive.

14. Financial Bid Evaluation and Evaluation Method

a. The Financial bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.

b. The Financial bids will be evaluated on Quality cum Cost based Selection (QCBS)

Model. The technical and Financial bids shall be evaluated in the ratio of 70:30 (70 for technical score and 30 for Financial score).

c. A composite score shall be calculated for those bidders whose bids are found to be in order.

The weight age for the composite evaluation is as described below:

a. Technical -70%

b. Financial -30%

For Quality and Cost based Evaluation (QCBS), the following formula will be used for evaluation of the bids.

$$B_n = 0.7 \times T_n + 0.3 \left(\frac{C_{min}}{C_b} \times 100 \right)$$

Where

B_n = Overall score of bidder under consideration

T_n = Technical score for the bidder under consideration

C_n = Financial Bid of the bidder under consideration

C_{min} = Lowest Financial Bid among the financial proposals under consideration

d. The bidder achieving the highest overall score will be invited for negotiations for awarding the work order. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first for negotiations for awarding the work order.

- e. The bid price will exclude all taxes and levies and shall be in Indian Rupees and mentioned separately.
- f. Any conditional bid would be rejected.
- g. Errors & Rectification: Arithmetical errors will be rectified on the following basis, if there is a discrepancy between words and figures, the amount in works will prevail”.

15.Appointment of Agency

Award Criteria	Director WCD will award the work order to the successful bidder whose bid has been determined to be substantially responsive and determined as the most responsive bids as per the process outlined above.
Right to Accept Any Bid and To Reject Any or All Bids	Director WCD reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of work order without assigning any reasons and, thereby, incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders on the grounds for the Director WCD action.
Notification of Award	<p>Prior to the expiration of the validity period, Director WCD will notify the successful bidder in writing or by fax or email that its bid has been accepted. In case the tendering process has not been completed with the stipulated period, the Director WCD may like to request the bidders to extend the validity period of the bid including EMD.</p> <p>The notification of award after acceptance of Terms & Conditions mentioned in the RFP by the successful bidder will constitute the formation of an agreement. Upon the successful bidder’s furnishing of Performance Bank Guarantee, Director WCD will return EMD of the unsuccessful bidder.</p>

Director WCD shall reserve the right to negotiate with the bidder (s) whose bid has been ranked best value bid on the basis of Technical and Financial evaluation

to the proposed project as per the guidance provided by Central Vigilance commission

General

Terms and Conditions (Part-I)

The following will be the Terms and Conditions applicable during the agreement period of 2 years. For interpretation of any clause in the RFP the interpretation of the DIRECTOR WCD shall be final and binding on the bidders.

1. CONFLICT OF INTEREST

- A. The employer requires that agency should provide professional, objectives and impartial advice and at all times hold the **Director WCD** interest paramount, strictly avoid conflicts with other assignments/jobs of their own corporate interest and act without any consideration for future work.
- B. Without limitation on the generality of the foregoing, agencies, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:
- **Conflicting Activities:** An agency or any of its affiliates, selected to provide services for this project shall be disqualified from subsequent downstream supply of goods for services resulting from or directly related to this project.
 - **Conflicting Assignment/Job :** An agency (including its affiliates) shall not be hired for any assignment/job that, by nature, may be in conflict with another assignment/job of the agency to be executed for the same or for another employer.
 - **Conflicting relationship:** An agency that has a business or family relationship with a member of the Director WCD staff who is

directly or indirectly involved in any part of the project shall not be awarded the work order, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Director WCD throughout the selection process and the execution of the agreement.

- C. Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their employer, or that may reasonably be perceived as having this effect. Any such disclosure shall be made as per the formats of technical bids proposal provided in REP. If the agency fails to disclose said situations and if Director WCD comes to know about any such situation at any time, it may lead to the disqualification of the agency during bidding process or the termination of its work order during execution of the assignment.
- D. Bidder shall not have a conflict of interest that may affect the Selection process or the delivery (the “Conflict of Interest”. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, Director WCD shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated the agency. No consequential damages shall be payable to the agencies in the event of compensation and damages payable to the Director, inter-alia, time, cost and effort of the “Director including consideration of such Bidder’s Proposal, without prejudice to any other right or remedy that may be available to the Director here under or otherwise.

2. **TERMINATION**

Under this agreement, Director WCD may, by written notice terminate the Agencies in the following ways:-

- a. Termination by Default for failing to perform obligations under the agreement or if the quality is not up to the specification or in the event of non-adherence to time schedule.
- b. Termination for convenience in whole or in part thereof, at any time.
- c. Termination for Insolvency if the Agency becomes bankrupt or otherwise insolvent.

In all the three cases termination shall be executed by giving written notice to the Agency. No consequential damages shall be payable to the Agencies in the event of such termination.

3. **EFFECTS OF TERMINATION:**

- a) In the event of pre-mature termination of the contract/agreement by tendering authority, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables by a competent individual or body or institution or a committee of experts appointed by WCD (Tendering Authority).
- b) Parties may mutually agree upon a transition plan and comply with such a plan. The bidder agrees to extent full cooperation in supporting the transition process.
- c) In the event the bidder is withdrawing/terminating the contract, they have to pay compensation for any loss resulting from the bidder's failure to perform/comply with its obligation under the contract and WCD may invoke PBG as per the clause 2.6/

4. RESOLUTION OF DISPUTES

In the case dispute arising between Director WCD and the Agency, which has not been settled amicably, such dispute shall be referred to a panel of arbitrators, to be appointed jointly by both the parties. The arbitrators with the consent of parties may modify the timeframe for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or re-enactment.

Arbitration proceedings will be held in India at Shimla H.P. and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by the Director & Agency.

5. TAXES AND DUTIES

The agencies shall fully familiarize themselves about the applicable Domestic Tax (such as VAT, Sales Tax, Service Tax, Income Tax, duties, fees, levies etc.) on amount payable by Director WCD under the agreement. The Agencies, and personnel shall pay such domestic tax, duties, fees and other impositions (wherever applicable) levied under the applicable law.

6. LEGAL JURISDICTION

All legal disputes between the parties shall be subject to the jurisdiction of the High Court situated in the Region i.e. Shimla H.P, India only.

The scope of work for implementing agency under this RFP is broadly defined below. The IA is required to deliver the following services:-

4.1.EPABX-cum-Call Center Solution

- a) The Bidder will provide the entire setup for EPABX Based Helpline with PRI system. The Setup will have Agents over Soft Phone/ Analog Phone with various skill sets for attending calls.
- b) Complete setup of call center of appropriate design, size & procure equipment and deploy personnel and manage the call center solution in a web enabled environment areas included in the scope.
- c) The Call Center solution should have facility of Automatic Call Distribution, Computer Telephony Integration, call waiting facility, voice message notification, Call Logging, Conference Call, and Recording Solution. (Minimum 6 month).
- d) The Call Center solution should have the portal to show the Caller history, easy reporting facilities, Graphical User Interface(GUI) based configuration integration interface, scalable license pattern as well as generation of business-oriented comprehensive report at Agent, Campaign, System and Resource Levels, Real-Time and Historical Data Analysis and Automatic Maintenance and Backup Management. The system solution should not be non responsive and should be tamper proof. There should not be any loss of data or misuse of data.
- e) The Proposed solution should be able to give Queues/Agents statistics and real time status, Inbounded/Outbound Graphs, CSV and PDF Data Export and Windows, Mac, and Linux Desktop application support.

The implementing agency shall be responsible for customizing the Call Center solution and integrate the IVRS as per the need. The system should have following features after the integration.

f) The Bidder has to provide a helpdesk application for handling queries by the citizen. The software should have following functionalities:

- The software will allow the call center agents to login into the application as per their authorization. The software should provide the facility to register the calls received by the agents.
- The software will provide a predefined set of FAQs and their relevant responses to the call center agents. This will help them in handling the queries raised by the citizen. The software should have a well-written knowledge base which will help in fast resolution of grievance and queries raised by citizen calling to the call enter.
- The software should enable the call center agents to get notifications when another call center agent has not responded to a call or when a call is taking too long to get resolved, or one of several other possible cases. The software should also provide facility to redirect a call from one desk to the other either manually or automatically.

7. TECHNICAL SPECIFICATION

MIS Repots- Various kinds of report will be generated through this application such as

- Detail Call Report
- Caller Information
- Other required report related to Call received.

8. HUMAN RESOURCE DEPLOYMENT

a) Deployment of qualified resources for managing and handling the calls on 24x7 basis at the premises of the agency.

- b) Understand the current business processes and functions pertaining to the business and framing the support activities as per the implementing guidelines by Government of H.P and Govt. of India.
- c) The responsible staff must engage with Grievances & Resolution, Information Services, Enquiry Services and Request Services Activities.

9. IT INFRASTRUCTURE DEPLOYMENT

- a) New purchase, facility management & maintenance of all type of computer hardware required to run the Helpline. The proposed site should have adequate power back up to two hours battery backup. IA shall submit the entire proposed blueprint (including floor plans, training room plan, seating, civil/electrical work needed etc.) to WCD for making the arrangement.
- b) Network architecture at proposed call center should be devised and implemented considering government guidelines & customer convenience.
- c) The Implementing Agency needs to provide PCs/Laptops, Internal LAN, Head Phones with advance features for the Call Responders.
- d)** Maintenance liability including repair and replacement will be that of IA within the bid cost.

10 MANAGED SERVICE

- a) Post commissioning, the Helpline shall enter the operations and management phase which the IA shall have to run for two years from Call Center Operational.
- b) It will include System maintenance, Call management and Monitoring.
- c) Providing Call related reports to the Director as and when required.

11. INTEGRATION WITH OTHER SOLUTIONS:

The system should have the flexibility for integrating the call center solution with other software application as and when required by WCD.

12. TECHNICAL SPECIFICATIONS

Items	Specification	Unit
Center	The Gateway should have the facility of accepting PRI connection, more than 32 extension. Solution should have the features described in the Scope. Specification details as per Annexure II As per the solution.	Floor Supervisor
Designed dialers/Intercom/Extension Instrument/Headphones/Earphone by bidder & Dialer (Analog Phone) Audio Port/Head set with dialer.	Core I3 Processor or higher, GB RAM, 500 GB HDD with other standard configuration, Head Phones, Operating System: Windows 8/Linux as per Annexure III Printers/Scanners	4 Computer
Storage Hardware 4TB NAS drive		
Online UPS	5KVA 2 Hours back up	

13. Resource Constituents of 181-Women Helpline Center

For the functioning of the Women Helpline activities such as management, call responding IT, multi-purpose and security etc. the selected bidder will provide a team of highly competent professionals as per the requirement & qualification stated below:

SI	Skills	Unit	Qualification & Experience	Remuneration per Man-Month in Rs.
	Helpline Manager		<p>Law Degree/Masters in Social work with at last 5 years experience of working on violence against women issues in an administrative set up with a Government or Non-Government project/programme and preferably with at least 1 year experience of counseling either within or outside the same set up. She should possess efficient communication skills and good command over English and the regional languages and dialects spoken in Himachal Pradesh .</p> <p>Master in Social Work/Law Degree with at last 3 year experience of working on violence against women issues in an administrative setup with a Government/Autonomous /private agency or otherwise.</p>	

(Part –B)

1. STANDARD OPERATING PROCEDURES

The helpline staff shall at all times be extremely polite and give a patient hearing to the caller.

The helpline staff should reassure the caller that help is on its way.

The helpline staff shall not insist on the caller disclosing his/her identity, unless the caller so agrees and should assure the caller that the confidentiality of his/her/identity and contact information shall be maintained.

A confidential record including identity and contact details of the caller (if provided), alongwith aggrieved women's personal and case details and name of the officer to whom information was passed on with date and time will be fed in to a system as per the prescribed format Unique ID number would be generated.

As soon as the complaint is registered a Call/text message (SMS) would be sent to the SHO/DM/SP/DYSP/CMO/PO/DO of the district/area as required.

2. CASE SPECIFIC STEPS

As soon as a call is received on the Helpline, the call responder shall listen to the caller patiently by keeping in mind physical /mental condition of the caller and shall take all possible information about the grievance of the caller (i.e. type of problem/grievance, his/her present location, type of help/assistance he/she required etc.) including the details of the caller (whatever he/she discloses at that point of time without insisting too much on this aspect).

The same shall be immediately passed to the local police, nearest PCR Van/Ambulance etc. as well as other concerned authorities/agencies as per the requirement.

The call responder will also assure the caller of quick action and shall encourage the caller to keep patience and not to lose his/her control/temper/composure.

After passing the information to all concerned authorities, a brief note about the caller, mentioning the maximum details available i.e. name, age, sex, present location, type of grievances/complaint, as well as the name of the officer to whom the call has been forwarded/entrusted for further action shall be fed into the software.

Similarly, in case the information is received through text message, email or mobile app the concerned officials would be contacted to provide emergency support to the concerned women.

In case of requirement of police or medical assistance, the nearest PCR van or ambulance shall reach the caller at the earliest and shall provide all possible assistance to the caller without waiting for local police or hospitals and shall confirm their position at the spot.

The PCR Van shall suo-moto respond immediately to any incident which unfolds before them or reported to them or brought to their notice. Under no circumstances shall the PCR Van remain as mere spectator to the incident.

The officer from the local police or other authorities to whom the information has been forwarded must reach the caller at the earliest without

fail. Any delay on the part of the officer to whom the call has been marked will be viewed seriously.

The concerned officer should reach the caller with all the required/necessary equipment i.e. first aid kit etc. Keeping the mental and physical condition of the caller in mind, maximum possible aid should be provided immediately.

3. TECHNICAL SPECIFICATION FOR EPABX-CUM-ALL CENTER

Features of EPABX Gateway

The Gateway should have the facility of accepting PRI connection, more than 32 extension as per the below mentioned features.

4. ACD (Auto call distribution)

The ACD Key Features includes ANI/DNIS based routing, managing multiple Queues, Welcome greeting message, Hold-on Music (User Defined), Office Hours Configuration, complaint with standard PBX, Media Gateways & Phones, Different user defined reports, Web access facilitating remote agent login, skill-based call routing, wait time notification and integration with calendar & voice logger. Also have the ACD Queues facilities.

IVR (Level -3 Voice Messaging)

Level-3 IVR should have self-help service with Text to speech and automatic speech recognition, IVR Node Flow Designer with scripting Capabilities, Multi-language support, e-mail//SMS/Fax integration, customizable IVR prompts and agents greetings facility,

5. Call Center Communicator

The CCC should be GUI based. It includes VoIP Soft Phone, Instant Messaging Client, Operator Panel, Conference Administration, pop-up agent workbench screen, Unified Customer Interface for call handling, call disposition, Conferencing, N-way Call Transfer and Missed Call Alerts.

Real Time Agent Monitoring

The Solution should be provided with facility of Barging, Listening and monitoring the calls.

6. Voice Logger

There should be provision of Pre-integrated Active Voice Logging, 100% Blind Recording, multi-format voice recording, Automatic Compression and Archiving and Web-based Remote Access to Voice Logs. Facility for quick and easy retrieval of voice file according to the calls made.

7. Reporting application

It should have the provision of Generation of business-oriented comprehensive reports at Agents, campaign, system and Resource levels, real time and historical Data Analysis and Automatic Maintenance and Backup Management.

8. Supervisor Application

There must be the facility of Supervision architecture on telephony, agent, dialer and lead performance, Independent supervisor interfaces for Inbound & Outbound campaigns and Complete MIS managements for device, voice log, services and system

9. Vice Recording & Storage

There should be the facility of taking backup of system, agent, queue, and Instant automatically with time interval. Graphical interface to maintain the storage location. The implementing agency will maintain the voice recording library. Incoming call recording facility to be implemented for further evaluation of complaints.

10.CRM Module

CRM integration with IVR & ACD should be facilitated to enable customer profiling, Integration with any third-party data base, CRM or tool for smooth and seamless functioning and having Web-Agent facility.

11.Head Phones for CEEs

The solution provider needs to facilitate the Head phones with advance features for the CEEs. It should have the facility of Own Dial Pad, Volume Control, Flash Button, Tone/Pulse dialing switch, Last Number Redial Button, Mute Button, Over-The –head Noise-Canceling Headset, Clear Sound Quality, Extension jack.

12.Call Center Statistic

The Proposed Solution will be able to give Queues/Agents statistics and real time status, Inbound/outbound Graphs, CSV and PDF Data Export and Windows, Mac, and Linux Desktop application support.

13. Service Finalization (Report Generation)

Suitable reporting software should be available, as part of the above mentioned applications, to generate standard report formats to measure/verify various SLAs, for monitoring the performance of agents , IVRS, ACD etc. SI has to provide a portal for sharing reports so that the designated officers of purchaser are able to generate reports at purchaser's end. The key characteristics of the reports shall include:

- (a) The reports should be in flexible report formats, in xls, txt or any other user-friendly structure including graphics depending on the request of the purchaser from time to time.
- (b) Reports should also be available in web-enabled format & should be configurable to be mailed to a fined mailing list at defined interval/period.

COMPLIANCE SHEET**Annexure-I**

	Basic Requirement	Required	Provided	Reference &Page Number
1	Bidder profile	Age of the Firm (the firm should have been in existence for a minimum of 3 years)	Yes/No	
2.	Power of Attorney	Power of Attorney in the name of the Authorized signatory	Yes/No	
3.	Particulars of the Bidder Earnest Money	Form 1	Yes/No	
4.	Deposit Related work	EMD-original submitted to the WCD	Yes/No	
5.	Turnover details	Extracts from the published/audited balance sheet and profit & loss Or Certificate from the statutory auditor Certificate from the statutory auditor	Yes/No	
6.	Net Worth	Self-attested copy of completion certificates from the client	Yes/No	
7.	Past Experience	Work order + Self certificate of Completion; Or Work order + Phase Completion Certificate from the client Self-attested copy of -Certificate of incorporation -Income Tax returns for last 3 years.	Yes/No	
8.	Legal Entity	-PAN number Undertaking from the bidder	Yes/No	
9.	Certificate number of year of experience working in field	Undertaking on the Letter Head	Yes/No	
10.	Black listing undertaking on	Undertaking on the Letter Head	Yes/No	

	Letter Head			
11.	Full-fledged Regd. Office in the state of Himachal Pradesh	Copy of the lease agreement of the premises must be submitted.	Yes/No	
12	Bidder possessing ISO9001	Certificate before the date of RPF	Yes/No	
13	Full time professional staff in organization	payroll as per the last PF register. PF deposit challan shall be submitted along with PF register of that particular month. CV' of all Key personnel	Yes/No	
14	Experience of the Bidder in the last 3 financial year ending with 31.03.2016. in the proposed sector and required experience, especially in similar sector	Copy of work order along with completion /continuity certificate from the client must be submitted for perusal.(Project Citation Format available in annexures)	Yes/No	
15	The Bidder have to provide the Implementation Strategy,	Methodology proposed ,technical Approach ,Project Plan and Contingency Plan ,scope of work&Realistic Work Plan with timeframe , Detailed Strategy of Helpline establishment and Management for this project.	Yes/No	
16	In housefacilities	The agency should have the resources to implement quality, coordination and value addition functions Facilities to produce a comprehensive, seamless and effective communication package (Undertaking by the bidder)	Yes/No	

Annexure-II

<u>Project Citation Format</u>	
General Information	
Name of the Project	
Client for which the project was executed	
Name and contact detail of the client	
Project Details	
Description of the project	
Scope of services	
Defined Service levels as per contract	
Technologies used	
Outcomes of the project	
Start date and End date & year	
Other details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start , date, completion date, current status).	
Other Relevant information	
Letter from the client to indicate the successful completion of the projects.	
Copy of purchase/work order.	

PARTICULARS OF THE BIDDER**Annexure-III**

Sr. No	Information sought	
1.	Name and address of the bidding organization	
2.	Incorporation status of the firm (public limited/private limited/society/Trust etc.)	
3.	Year of Establishment	
4.	Date of Registration	
5.	ROC Reference No.	
6.	Details of organization registration	
7.	Details of registration with appropriate authorities for service tax/employees' provident fund (EPF)/Sales Tax/VAT Registration/income Tax.	
8.	Contact Person: Name Address E-mail Phone Nos Mobile Number	
9.	All Bank Details	Name of the Bank : Account No: IFSCCODE:

Authorized Signatory:-

Seal:

Date _____

Place: _____

Non-Recurring Component**Annexure-IV**

Sr. No.	Items Description	Qty	Unit Cost	Total cost
1	2	3	4	5
A	EPABX cum Call Center Solution (Includes all necessary EPABX, Help desk solution and storage)	1		
B	Diales/Intercom/Extension instrument/Headphones/Earphone & Dialer (Analog Phone) Audio Port/Head set with dialer etc.			
C	Computer	6		
D	Printers/Schemes	1		
E	Online UPS			
			Total	
			Tax (Mention Type & Rate)	
			Net Total	

Part C= Part A+B+Part B

Sr. N.	Description	Cost (in INR)
1.	Women helpline Center Management (Part A)	
2.	Cost of hardware & maintenance component (Part B)	
3.	Total Cost (Part C= Part A+Part B) in figures	
		(in words)
Note	<p>The quantity mentioned may change as per the decision of the Director WCD .</p> <p>The above price is inclusive of Taxes. Any changes of taxes during the contract period will be as per actual during the billing at the prevailing rates</p>	

Important Note: - (All Given Annexure I to IV should be filled in by the bidder. The Annexure should be filled in as these are given no extra cost/column will be accepted)