

REQUEST FOR PROPOSAL
Selection of Implementing Agency (IA)
for
Universal Helpline for Women in Distress



WOMEN DEVELOPMENT CORPORATION, BIHAR
SOCIAL WELFARE DEPARTMENT, GOVERNMENT OF BIHAR

SEPTEMBER 2020

Contents

Fact Sheet	5
SECTION 1: INTRODUCTION	8
1.1. Background.....	8
1.2. Proposal Invitation	9
1.3. Context of this proposal	9
1.4. Objectives.....	9
1.5. Scope of Work	9
1.5.1. Target Group.....	11
1.5.2. Accessibility.....	11
1.5.3. Guidelines for work related to hardware, network equipment's and software	11
1.5.4. Documentation	11
1.5.5. Maintenance	11
1.5.6. Call Recording and Monitoring	12
1.5.7. Training of Users	12
1.5.8. Language Capabilities	12
1.5.9. Roles and Responsibilities of WDC	12
1.5.10. Roles and Responsibilities of IA.....	13
1.5.11. Personnel for call center.....	13
1.6. Enquiries & Clarifications	14
1.6.1. Responses to Pre-Bid Queries and Issue of Corrigendum.....	15
1.6. Instructions for Submission	15
SECTION 2: INSTRUCTION TO BIDDERS	18
2.1 General	18
2.2 Eligible Bidders	18
2.3 Bid Security/ Earnest Money Deposit (EMD).....	18
2.4 Bid Validity	19
2.5 Rejection Criteria	19
2.5.1 General rejection criteria	19
2.5.2 Technical rejection criteria.....	19
2.5.3 Commercial Rejection Criteria.....	19
2.6 Late Bids.....	20
2.7 Right to terminate the process.....	20
2.8 Acceptance/Rejection of bids.....	20
2.9 Correction of Errors	20
2.10 Confidentiality	21

2.11	Cost of Bidding	21
2.12	Site Visit	21
2.13	Joint Venture, Consortium or Association.....	21
2.14	Handwritten documents, Erasures or Alterations	21
2.15	Modification and Withdrawal of Proposals.....	21
2.16	Rights to the Content of the Proposal	21
2.17	Means of Submission of proposals	22
SECTION 3: SELECTION PROCESS FOR BIDDER		23
3.1	Opening of Bids	23
3.2	Evaluation Process.....	23
3.2.1	Criteria for Evaluation.....	23
3.2.2	Commercial evaluation	23
3.2.3	Method of Selection	24
3.3	Pre-Qualification criteria.....	24
	Pre-Qualification (PQ) Criteria.....	25
3.4	Technical Evaluation	27
SECTION 4: AWARD OF CONTRACT		29
4.1	Award Criteria	29
4.2	Notification of Award.....	29
4.3	Signing of Contract	29
4.4	Performance Bank Guarantee (PBG)	29
SECTION 5: PAYMENT TERMS		31
5.1	Payment Terms	31
5.2	Deliverables.....	32
5.3	Implementation Schedule	32
5.4	Penalty	33
SECTION 7: SPECIAL TERMS AND CONDITIONS		34
7.1	Contract Period	34
7.2	Change in Scope of Work	34
7.3	Force Majeure	34
7.4	Governing Law & Jurisdiction	35
7.5	Arbitration.....	35
7.6	Miscellaneous.....	35
SECTION 8: FORMAT FOR SUBMISSION OF PRE QUALIFICATION BID		36
8.1	Pre – Qualification Bid Covering Letter	36
8.2	Pre Qualification Checklist	38
8.3	Details of the Organization	40

8.4	Financial Strength Details.....	41
8.5	Profiles of Previous Project Experience	42
8.6	Declaration for Non-Blacklisted.....	43
8.7	Power of Attorney	44
8.8	Bank Guarantee Format- Earnest Money Deposit (EMD)	46
SECTION 9: FORMAT FOR SUBMISSION OF TECHNICAL BID		49
9.1	Technical Bid Covering Letter	49
9.2	Technical Checklist.....	51
9.3	CV Format	53
9.4	Manpower Requirement.....	55
9.5	Technical Specification- Hardware & Networking Component	56
SECTION 10: FORMAT FOR SUBMISSION OF THE FINANCIAL BID		58
10.1	Financial Proposal Covering Letter	58
10.2	Financial Proposal.....	60
10.3	Hardware & Networking Cost	61
10.4	MIS Software Development, Installation, Configuration & Maintenance charges	62
10.5	Manpower charges	63
SECTION 11: TEMPLATE FOR PBG, DELIVERY CERTIFICATE		64
11.1	Performance Bank Guarantee	64

Fact Sheet

Particulars	Description
Availability of RFP documents	To be available online from 22.09.20 3.00 PM onwards till 7.10.20, 01:00 PM at https://www.wdc.bih.nic.in
Date of RFP issuance	19.09.2020
RFP document fee (Non-refundable and Not exempted)	<p>The bidder has to pay RFP Document fee i.e. Rs 10,000/- (non-refundable) plus GST in the form of Demand Draft in favor of</p> <p>Managing Director Women Development Corporation, Bihar 2nd Floor, Indira Bhawan, RC Singh Path, Bailey Road, Patna 800 001 Bihar</p> <p>The fee transfer receipt should be submitted with the proposals. Proposal received without or with inadequate RFP Document fees shall be rejected.</p>
Bid security/ Earnest Money Deposit (EMD)	<p>Rs 5,00,000 (Rupees FiveLacs only)</p> <p>The EMD in the form of a Bank Guarantee / Demand draft issued by a Nationalized / Scheduled Bank, in favor of MD, WDC payable at Patna</p> <p>The bidder must submit the original Bank Guarantee / Demand draft for EMD within the stipulated bid submission due date & time to the under mention.</p> <p>Managing Director Women Development Corporation, Bihar 2nd Floor, Indira Bhawan, RC Singh Path, Bailey Road, Patna 800 001 Bihar</p>
Last date for submission of written queries for clarifications	<p>All the queries should be received by the 29.09.2020 on or before 12 Noon, through email only in the prescribed format with subject line as follows: "Pre-Bid queries -<Bidder's Name>".</p> <p>The Pre-Bid queries to be sent to the following Email Id: Email ID: aowdc.bihar@gmail.com.</p>
Response to pre-bid queries	The responses will be loaded on the website on 30.09.2020
Bid validity period	Proposal must remain valid up to 180 (One Hundred & Eighty) days from the last date of submission of the Bid.
Method of Selection	<p>Quality (80%)-cum-Cost (20%) Based Selection QCBS 80:20</p> <p>The technical quality of the proposal will be given weightage of 80%. The technical qualification evaluation method is indicated in the bid document. The price bids of only those consultants who qualify technically (i.e. who</p>

Particulars	Description
	<p>obtain at least 70% marks, the minimum required to qualify technically), will be opened. The proposal with the lowest cost may be given a financial score of 100. All other proposals will be given financial score that are inversely proportionate to their prices.</p> <p>The financial proposal shall be given weightage of 20%.</p> <p>For working out the combined score, the employer will use the following formula: Total Points = $T(w) \times T(s) + F(w) \times F(s)$, where, $F(s) = \{(LEC / EC) * 100\}$ <i>T(w) stands for weight of the technical score (0.80)</i> <i>T(s) stands for technical score obtained, out of 100.</i> <i>F(w) stands for weight of the financial proposal (0.20)</i> <i>EC stands for Evaluated Cost of the financial proposal</i> <i>LEC stands for Lowest Evaluated Cost of the financial proposal.</i> <i>F(s) stands for Financial score of the financial proposal</i> The proposals will be ranked in terms of total points scored. The proposal with the highest total points (H-1) will be considered for award of contract and may be called for negotiations, if required.</p>
Last date & time and address for submission of RFP proposal	12.10.2020 till 12 Noon
Time and Date of opening of Pre-qualification Proposal	12.10.20 at 4.00pm Conference Hall Women Development Corporation, Bihar 2nd Floor, Indira Bhavan, R C Singh Path, Bailey Road, Patna 800 001, Bihar
Place, Time and Date of opening of Technical proposals	To be notified
Place, Time and Date of Technical Presentations	To be notified
Place, Time and Date of opening of Financial proposals	To be notified
Language	Proposal should be submitted in English only.
Currency	INR only

**RFP - Selection of Implementing Agency (IA)
for Universal Helpline for Women in Distress**

Particulars	Description
Name and address for communication, seeking clarification and submission of proposal.	Administrative Officer Women Development Corporation, Bihar 2 nd Floor, Indira Bhawan, RC Singh Path, Bailey Road, Patna 800 001 Bihar

Note: WDC at its convenience may change any or all of the above-mentioned dates. Same shall be informed to the bidders. WDC shall not be responsible for any postal delay, or non-receipt / non-delivery of the documents.

SECTION 1: INTRODUCTION

1.1. Background

The Women Development Corporation, Bihar came into existence under the Society Registration Act –1860 on November 28, 1991 with the objective of implementing programmes for empowerment of women in the state and to formulate, promote and implement various schemes aimed at the development of women in Bihar. It works under the aegis of Dept. of Social Welfare; Govt. of Bihar. Its vision is to ensure overall survival, development, protection and participation of women and adolescent girls in the state.

The Women Development Corporation intends to establish a **Universal Helpline for Women in Distress** and integrate it with 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 **Universal Helpline for women** will be integrated with other help lines/web portals of various departments and agencies of government for time bound redressal of distress calls/complaints received. The Scheme of Universalization of Women Helpline is intended to provide 24 hours immediate and emergency response to women/ adolescent girls in distress or affected by violence through referral (linking with appropriate authority such as district administration/ police, One Stop Centre, hospital) and information about women related government schemes programs along with Grievance redressal. The call center shall handle incoming and/or outgoing telephone calls, answer queries/concerns of women and adolescent girls, conduct surveys and handle grievance redressal from/to the beneficiaries/applicants/prospective applicants for services provided by the Corporation, as well as on project, programs and schemes for advancement of women and adolescent girls. The **Universal Helpline for Women** shall provide information sought by the caller and shall also receive complaint, enter all information in Customer Relationship Management (CRM) software, and inform the concerned authorities to take necessary action and ensure the redressal of the complaint within the stipulated timeline. A periodic report of all complaints received and redressed along with their analysis shall be submitted to WDC and other concerned authorities on regular basis.

181-Women Helpline comprises of an Integrated Grievance Redressed 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 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/prepaid mobile or landline services through any public or private network i.e. GSM, CDMA, 3G, 4G etc. All the state/ district/ city level helplines whether private or public would be integrated with this women helpline.

This Helpline, 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 2:00 P.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 shall ensure 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 direct 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.

1.2. Proposal Invitation

Women's Development Corporation (hereinafter referred as "WDC") invites bidders to submit their technical and financial offers for **"Design, Development, Implementation of Integrated Universal Helpline for Women in Distress"**, in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.

1.3. Context of this proposal

The context of this Request for Proposal (RFP) is to seek the services of a reputed firm that would conduct design, develop, test, implement, operate and maintain for 2 years after go live "Universal Helpline for Women in Distress". This document provides information to enable the bidders to understand the broad requirements to submit their "Bids".

1.4. Objectives

- To provide toll-free 24-hours counseling and redressal telecom service to women in distress.
- To facilitate crisis and non-crisis intervention through referral to the appropriate agencies such as district administration/police/ Hospitals/ Ambulance services/ District Legal Service Authority (DLSA)/Child Marriage Prohibition Officers/ Protection Officer (PO)/ OSC and any other protection Cell for women safety.
- To provide information about the appropriate support services, government schemes and programmes available to the woman in distress, in her 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.
- 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 ensure the proper rehabilitation of the women affected by violence by doing regular follow- ups.
- To coordinate with OSC and other helplines of various government departments/agencies for timely and prompt redressal of cases.

1.5. Scope of Work

The Implementation Agency shall study the requirements of the project and existing systems. The selected bidder shall design, develop, test, supply and manage the establishment of Integrated Universal Helpline for Women in Distress for a period of 2 years from the date of the system going live and accepted by the department. The broad details for all the components of the Project are given below:

- ✓ Supply, Installation, Testing, Commissioning and 24 months maintenance of requisite hardware – Server, Computer (with Accessories and headphones), IP EPBX, Headset etc.
- ✓ Supply, Installation, Testing, Commissioning and 24 months maintenance of requisite software including IVRS, Customer Relationship Management (CRM) and Grievance Redressal
- ✓ Successful up gradation/adoption/ conversion and effective maintenance of the existing WHL 181 into IUWHL.
- ✓ To develop and establish an IUWHL to facilitate crisis and non-crisis intervention through referral to the appropriate agencies such as district administration/police/ Hospitals/ Ambulance services/ District Legal Service Authority (DLSA)/Child Marriage Prohibition Officers/ Protection Officer (PO)/ OSC and any other protection Cell for women safety.
- ✓ Complete setup of a 10-seater call center of appropriate design, size & procure equipment and deploy personnel and manage the call center solution in a web enabled environment as included in the scope.
- ✓ Provides counseling and advice to women in distress who approach and call WHL
- ✓ The implementing agency shall be responsible for customizing the Call center solution and integrate the IVRS as per the need.
- ✓ Establishment of a robust/ dynamic web enabled MIS system of the IUWHL.
- ✓ To analysis the data/cases and submit periodic reports to WDC for making the system more efficient.
- ✓ To develop a web enabled Management Information System(MIS)for IUWHL.
- ✓ To develop any other Monitoring mechanism desired/ as per amendments made by Golor by the WDC,Bihar.
- ✓ Providing Personnel (all Women) for 24X7 Call center.
- ✓ Preparation of Operations Manual and Training of Personnel
- ✓ Providing call records Quality Control, Feedback and Escalation management to department
- ✓ OEM coordination for any hardware fault.
- ✓ AMC for a period of 3 years after Go-Live.
- ✓ A daily/weekly/monthly report shall be submitted for monitoring of the Call Center system to find out the quality of performance of the system and the level of satisfaction of the users of the Helpline.
- ✓ Universal Women Helpline will comprise of an Integrated Grievance Redressed 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 will have a dedicated single state number that would be compatible with all the existing telecommunication channels whether providing post/prepaid mobile or landline services through any public or private network i.e. GSM, CDMA,3G, 4G etc.
- ✓ All the state/ district/ city level helplines whether private or public would be integrated with this women helpline.

- ✓ 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.
- ✓ To provide information about the appropriate support services, government schemes and programmes available to the woman affected by violence, in her situation within the local area in which she resides or is employed.

1.5.1. Target Group

Any woman or girl in distress or facing violence within public or private sphere of life or seeking information about women related programmes or schemes.

1.5.2. Accessibility

The Women Helpline will be accessible 24 hours a day 7 days a week to any woman or girl suffering violence or in distress in the following manner:

- a. Telephone - landlines, mobile phones through calls, SMS/text messaging, mobile apps and fax messages;
- b. Internet - emails, web-posts, web-interface, social networking sites i.e. web page, Facebook, Twitter, MyGov etc.

1.5.3. Guidelines for work related to hardware, network equipment's and software

The Implementation Agency should Procure, Supply, Install Commission, Configure, Test, Integrate, Manage and Support the Hardware and Networking Equipment's and off the shelf software as per the time frame stipulated by the WDC given in the subsequent section(s) that meets or exceeds the requirements/guidelines stipulated in this RFP.

1.5.4. Documentation

The Implementation Agency shall prepare all necessary documentation for the project, and provide them to WDC or its designated Consultant for review, approval, record, reference etc as mentioned in this RFP. Some of the documents (but not limited to) to be provided include –

- a. During installation and post installation, the Implementation Agency shall provide the Built/customized documentation to department. The documentation should consist of all the configuration details, diagrams, test plans, administration manuals, setup guides etc.
- b. Detailed manuals for each appropriate unit of the supplied equipment and services.
- c. The training manuals and administration manuals.
- d. Any other document(s) deemed necessary for implementation, operation and maintenance of the hardware and network equipment and the overall system.
- e. Software Licenses – The software licenses shall be transferred to WDC.

1.5.5. Maintenance

The Implementation Agency should define and indicate the preventive maintenance schedule and procedure. Any special tools/ instruments/ equipments required carrying out

the preventive and break down maintenance of the system offered should be clearly indicated and offered to department by the selected bidder at no extra cost.

1.5.6. Call Recording and Monitoring

All calls received by the WHL call center second by second will be recorded using the “state of the art technology”, enabling electronic transfer of the recorded calls (*.mp3 files) to the Department via email within 24 hours upon request. Such calls will also be used for training & coaching for which supervisor or WDC officers will listen to calls for improving the performance of call center operators. Calls will always be made available to the officers of WDC for any necessary due diligence.

1.5.7. Training of Users

- a. Prepare and organize training programs to facilitate the user departments in the efficient usage of the whole system.
- b. The Implementation Agency shall provide training to system users to efficiently use the system. The staff thus trained would subsequently train the other staff as required.
- c. The Implementation Agency shall provide IT training as per following proposed training plan. Based on the roles and responsibilities of the department staff, call center attendants and managers at various levels.
- d. A detailed training schedule, including the dates, areas to be covered, time and the training literature (to be supplied to department) at various stages of the cycle and feedback for effectiveness will be agreed to by both parties (department and the Implementation Agency) during the performance of the Contract.

1.5.8. Language Capabilities

- a. All the resources deployed should be proficient in English and Hindi and local languages of Bihar to enable access to a greater section of the populace.
- b. For contacts made via telephone, an IVRS prompt shall provide language options to the caller to facilitate language selection.
- c. The IA shall ensure that adequate number of agents trained in local language is available for providing services.
- d. Any online interface provided by the IA should also support multi-lingual (English & Hindi and local languages of Bihar) capabilities for both display and input. In case language of communication is not known, Hindi will be the default language

1.5.9. Roles and Responsibilities of WDC

- a. Make availability of required office space, electricity & electrical fittings, power supply and its cost involved (Fixed & Recurring) for smooth running of the 10 seater call center
- b. Make necessary arrangement for hosting of the software application at State Data center along with necessary servers for application and EPABX System

- c. Identification of functional representatives, users for discussions on project related issues
- d. Providing all necessary information regarding the project process, MIS infrastructure, operational procedures, categories of operational dimensions and any other information required for understanding the operations.

1.5.10. Roles and Responsibilities of IA

- a. Set up and Management of 181- Women Helpline as per the scope within the contract timeline.
- b. Complete setup of a 10-seater call center of appropriate design, size & procure equipment and deploy personnel and manage the call center solution in a web enabled environment as included in the scope.
- c. Providing Required Personnel to manage the Helpline for the contract timeline.
- d. Incur recurring cost towards operation and maintenance of equipment and facility.
- e. Setting up of Network architecture at proposed call center as per government guidelines & customer convenience.
- f. Timely submission of Progress report on monthly/ quarterly basis.
- g. Participation in status review meetings (on need basis)

1.5.11. Personnel for call center

- a. Post commissioning, the Helpline shall enter the operations and management phase which the IA shall have to run for one year from Call Center Operational and will be continued on the basis of satisfactory work and mutual consent.
- b. It will include System maintenance, Call management and Monitoring.
- c. Providing Call related reports to the department as and when required.

For the functioning of the Women Helpline activities the selected bidder will provide a team of highly competent professionals as per the requirement & qualification stated below:

Sr No.	Resource	Roles & Responsibilities	Number
1	Project Manager (Women only)	<ul style="list-style-type: none">• Overall smooth functioning of WHL• Responsible to monitor and intervene (if required) in any ongoing call• Supervision of each case, taking it to a logical conclusion and later following up with the aggrieved woman• Facilitate redressal of issues related to non-responsiveness of State agencies/institutions• Ensuring helpline is active 24hours a day seven days a week	1
2	Supervisor (Women only)	<ul style="list-style-type: none">• Overall responsibility will be to follow up the cases and talk with concerned authorities and departments as per the requirement of the case.• Provides counseling and advice to women in distress, also	2

		<p>provides guidance to her team members, makes daily report for the human rights consultant for further follow up</p> <ul style="list-style-type: none"> • Manages her team and schedule • Ensuring that all calls are being attended promptly 	
3	Call Centre Operators (Women only)	<ul style="list-style-type: none"> • She will attend the calls; do primary referrals, does data entry and forward serious cases to Supervisor and cases which need first point counseling to Supervisor. • She will provide information about the Government Schemes and programmes related to women empowerment. • She will provide all the assistance to women applying for any such above mentioned scheme or program and guide them through the process to be adopted for accessing the same. 	12
4	Multipurpose Worker	<ul style="list-style-type: none"> • She would be responsible for maintaining hygiene and sanitation at Helpline. • She will be responsible for the house keeping at WHL. 	2

Indicative responsibilities of each resource to be deployed at Helpline Center are mentioned above. However, the team of resources deployed under this RFP shall be responsible for carrying out the complete Scope of Work under the RFP and all team members shall be stationed at the Women Helpline Center set up by WDC.

The above resources are the minimum requirement. WDC reserves the right to increase/ decrease the number of deployed resources at any time during the contract period at the same discovered tender rate.

1.6. Enquiries & Clarifications

Bidders requiring specific points of clarification may communicate with WDC during the specified period using the format given below. The responses will be uploaded on the WDC website. However, it will be bidder's responsibility that they collect all responses. WDC shall not be responsible for ensuring that the bidders' queries have been received and / or addressed by them. Any requests for clarifications after the indicated date and time may not be entertained by the WDC. Further WDC reserves the right to issue clarifications.

WDC may hold a pre-bid meeting if required, with the prospective bidders via Video Conferencing as the case may be, depending on the situation; otherwise the clarifications if any would be uploaded on the WDC website. In case of Video Conferencing, only the bidders who have submitted pre-bid queries within the stipulated datelines will be shared the weblink to participate in the pre-bid.

- The queries should necessarily be submitted as per format given below and in editable excel.
 1. Name of the organization submitting request
 2. Name & position of person submitting request and would be attending the pre-bid conference, if held.
 3. Full formal address of the organization including phone, fax and email points of contact.

S. No.	RFP Document Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification
1				
2.				
3				
....				
.....				

1.6.1. Responses to Pre-Bid Queries and Issue of Corrigendum

- WDC will endeavor to provide timely response to all queries. However, WDC makes no representation or warranty as to the completeness or accuracy of any response; nor does WDC undertake to answer all the queries that have been posed by the bidders.
- At any time prior to the last date for receipt of bids, WDC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document through a corrigendum. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website <https://www.wdc.bih.nic.in>
- Any such corrigendum shall be deemed to be incorporated into this RFP. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, WDC may, at its discretion, may extend the last date for the receipt of Proposals.
- WDC reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

1.6. Instructions for Submission

- The bidder shall submit his response through Bid submission to the tender by hardcopy in sealed envelopes at the following address –

Managing Director
Women Development Corporation, Bihar
2nd Floor, Indira Bhavan, R C Singh Path, Bailey Road, Patna 800 001
- The bidder shall submit a signed and complete Proposal comprising the documents and forms.
- Applications submitted by fax, telex, telegram or e-mail shall not be entertained and shall be rejected.**
- An authorized signatory of the Bidder shall sign the original submission letters in the required format for General cum Technical qualification criteria and the Financial Proposals.
- The original and all the copies of the Pre-Qualification Proposal shall be placed inside of a sealed envelope clearly marked "**PRE QUALIFICATION PROPOSAL**", " Selection of

Implementing Agency (IA)for Universal Helpline for Women in Distress " name and address of the Agency, and with a warning "DO NOT OPEN"

1. The original and all the copies of the Technical Proposal shall be placed inside of a sealed envelope clearly marked "TECHNICAL PROPOSAL", " Selection of Implementing Agency (IA)for Universal Helpline for Women in Distress " name and address of the Agency, and with a warning "DO NOT OPEN"
2. The original Financial Proposal shall be placed inside of a sealed envelope clearly marked "FINANCIAL PROPOSAL" " Selection of Implementing Agency (IA)for Universal Helpline for Women in Distress ", name and address of the Agency, and with a warning "DO NOT OPEN"
3. The sealed envelopes containing both the proposals shall be placed into one outer envelope and sealed. This outer envelope shall bear the submission address,the nameoftheassignment – " Selection of Implementing Agency (IA)for Universal Helpline for Women in Distress ", Agency's name and the address, and shall be clearly marked "DO NOT OPEN BEFORE due date".
4. The bidder must submit the following along with the response –
 - a. Pre Qualification Proposal
 - b. Technical Proposal
 - c. Financial proposal
 - d. Bid Processing Fees
 - e. Earnest Money Deposit
5. There is no online option for submission of proposal. The bid must be submitted in hardcopies only in a sealed envelope.
6. The bid shall contain no alterations or additions, except those to comply with instructions issued by WDC or as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signingthe bid.

7. Marking and Sealing of the Bid

Envelope I:Pre Qualification Bid (containing the original and a copy of the Bid, in separate sealed envelope)

Envelope I: Technical Bid (containing the original and a copy of the Bid, in separate sealed envelope)

Envelope-II: Financial Bid (containing one original bid only)

The Pre Qualification, Technical Bid and Financial Bid shall be sealed in separate envelopes (Envelope-I, II &III) and the sealed Pre Qualification, Technical Bid and Financial Bid (Envelope-I, II& II) shall be put in a single OUTER ENVELOPE and sealed. The envelopes shall be respectively marked as follows.

OUTER ENVELOPE:

This outer envelope shall bear the submission address,the nameoftheassignment – "**Selection of Implementing Agency (IA) for Universal Helpline for Women in Distress "**,

Agency's name and the address, and shall be clearly marked "DO NOT OPEN BEFORE due date".

ENVELOPE-I

Envelope-I- PRE QUALIFICATION BID: and shall bear the submission address, the name of the assignment – **"PRE QUALIFICATION BID Selection of Implementing Agency (IA) for Universal Helpline for Women in Distress"** Agency's name and the address, and shall be clearly marked "DO NOT OPEN BEFORE due date".

ENVELOPE-II

Envelope-II: TECHNICAL BID: and shall bear the submission address, the name of the assignment – **"TECHNICAL BID Selection of Implementing Agency (IA) for Universal Helpline for Women in Distress"** Agency's name and the address, and shall be clearly marked "DO NOT OPEN BEFORE due date".

ENVELOPE-III

Envelope-III FINANCIAL BID: and shall bear the submission address, the name of the assignment – **"FINANCIAL BID for Selection of Implementing Agency (IA) for Universal Helpline for Women in Distress"** Agency's name and the address, and shall be clearly marked "DO NOT OPEN BEFORE due date".

SECTION 2: INSTRUCTION TO BIDDERS

2.1 General

- a) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the WDC on the basis of this RFP.
- b) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the WDC. Any notification of preferred bidder status by the WDC shall not give rise to any enforceable rights by the Bidder.
- c) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

2.2 Eligible Bidders

The bidder should have been in business of Call Centre/BPO/ Helpline/ Contact Center for the last 5 years & running the call centre offering Inbound/Outbound call services to a government department/ PSU/ Telecom Service Provider/ Scheduled Commercial Bank with minimum 25 callers at single location

- i. All the general cum technical criteria must be met by the bidder.
- ii. The bidder cannot be a part of any consortium for this RFP. Bids received from a consortium of bidders will be summarily rejected.
- iii. Sub-Contracting is not allowed in this bid
- iv. The bidder must submit only one proposal, in its own name.

2.3 Bid Security/ Earnest Money Deposit (EMD)

- a. Bidders shall submit, along with their Bids, EMD of Rs 5,00,000 (Rupees Five Lacs only), in the form of a Demand Draft OR Bank Guarantee (in the format specified in Annexure 8.8 issued by any Scheduled/nationalized bank in favor of the Managing Director, Women Development Corporation or through **NEFT/RTGS in Account No. 456110110000653, IFSC Code BKID0004561, Bank of India.**
- b. EMD of all unsuccessful bidders would be refunded by the WDC within sixty (30) days of issuance of LOI to the successful bidder. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Annexure 10.1
- c. The successful Bidder's Bid security shall be discharged upon the Bidder signing the Agreement.
- d. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- e. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected without providing opportunity for any further correspondence to the bidder concerned.
- f. The EMD may be forfeited:
 - i. If a bidder withdraws its bid during the period of bid validity.

- ii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
- iii. If the successful bidder fails to provide the Performance Bank Guarantee as required at the time of signing of the Agreement.

2.4 Bid Validity

All bids should remain valid for a period of 180 days from the bid due date and WDC reserves the right to reject a bid valid shorter than 180 days considering as non-responsive without any correspondence. In special circumstances, WDC may solicit extension of the period of validity from a bidder.

2.5 Rejection Criteria

Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

2.5.1 General rejection criteria

- i. Conditional Bids;
- ii. If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the Tendering Process;
- iii. Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions;
- iv. Bids without signature of person (s) duly authorized on required pages of the bid;
- v. Bids without power of attorney/ board resolution.

2.5.2 Technical rejection criteria

- i. Bidders not complying with the Eligibility Criteria given in this Tender
- ii. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive or clarification sought by WDC is not adequately addressed and complied by the bidder;
- iii. Technical Bid containing commercial details;
- iv. Revelation of Prices in any form or by any reason before opening the Commercial Bid;
- v. Bidders not quoting for the complete scope of Work as indicated in the Tender Documents, addendum (if any) and any subsequent information given to the Bidder;
- vi. Bidders not complying with the General and Technical terms and conditions as stated in the Tender Documents;

2.5.3 Commercial Rejection Criteria

- i. Incomplete Price Bid;
- ii. Price Bids that do not conform to the Tender's price bid format;
- iii. If there is an arithmetic discrepancy in the commercial Bid calculations the Technical Committee shall rectify the same. If the Bidder does not accept the correction of the errors, its bid may be rejected.

2.6 Late Bids

- a. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b. The bids submitted by fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c. WDC shall not be responsible for any postal delay or non-receipt/non-delivery of the documents. No further correspondence on the subject will be entertained.
- d. WDC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

2.7 Right to terminate the process

- a) WDC may terminate the RFP process at any time and without assigning any reason. WDC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by WDC. The bidder's participation in this process may result WDC selecting the bidder to engage towards execution of the contract.

2.8 Acceptance/Rejection of bids

WDC reserves the right to reject in full or part, any or all bids without assigning any reason thereof. WDC reserves the right to assess the bidder's capability and capacity. The decision of WDC shall be final and binding. Bid should be free of over writing. All erasures, correction or addition must be clearly written both in words and figures and attested. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection.

In the event of any assumptions, presumptions, key points of discussion, recommendation or any points of similar nature submitted along with the bid, WDC reserves the right to reject the bid and forfeit the EMD.

2.9 Correction of Errors

Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the proposals are submitted. Arithmetic errors in proposals will be corrected as follows:

If there is any discrepancy in the commercial bid it will be dealt as per the following:

- a) If, in the price structure quoted for the required goods/services/works, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity) the unit price shall prevail and the total price corrected accordingly.
- b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
- c) If there is a discrepancy between words and figures, the amount in words shall prevail.
- d) If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of WDC, the bid is liable to be rejected.

2.10 Confidentiality

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of WDC no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

All the material/information sent to the bidder shall be treated as confidential and should not be disclosed in any manner to any unauthorized person under any circumstances. The employees of the successful bidder who will be deployed on the project will have to furnish a Non-Disclosure Agreement (NDA).

2.11 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Bid and WDC shall in no event be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process

2.12 Site Visit

It is the responsibility of the bidder to visit the proposed sites at their own cost and assess the feasibility before submitting their technical solution and to get a clear idea about the work and preparation of requirement across the offices. WDC will facilitate bidders to get access to the sites upon prior intimation.

2.13 Joint Venture, Consortium or Association

Joint venture and consortium are not allowed. The bidder cannot be a part of any consortium for this RFP. Bids received from a consortium of bidders will be summarily rejected. Bidding in consortium is not allowed for this procurement. The definition of consortium and joint ventures does not include any tie-up with OEMs on company's own account.

2.14 Handwritten documents, Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the offer. Filling up of the information using terms such as "OK", "noted", "as given in brochure/manual" is not acceptable and may lead to the disqualification of the Bid.

2.15 Modification and Withdrawal of Proposals

No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form. Entire bid security may be forfeited if any of the bidders withdraw their bid during the validity period.

2.16 Rights to the Content of the Proposal

All proposals and accompanying documentation of the Technical proposal will become the property of WDC and will not be returned after opening of the technical proposals. The commercial proposals

that are not opened will be returned to the bidders. WDC is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. WDC shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

2.17 Means of Submission of proposals

The proposals shall be physically submitted to WDC by courier/post but must reach WDC before the last date of submission and the stipulated time.

SECTION 3: SELECTION PROCESS FOR BIDDER

3.1 Opening of Bids

The Proposals submitted by the due date will be opened on the date prescribed in the Fact Sheet of the RFP by **Tender cum Purchase 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 or a letter of authority from the tendering firms to identify their bona-fides for attending the opening of the proposal.

3.2 Evaluation Process

1. WDC will constitute a **Tender cum Purchase Committee** to evaluate the responses of the bidders.
2. The **Tender cum Purchase Committee** constituted by the WDC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

The steps for evaluation are as follows:

3.2.1 Criteria for Evaluation

Bidders shall be selected through **Quality cum Cost basis**, following the process below.

1. The bid process involves a three-stage evaluation namely Pre-qualification, followed by the evaluation of the Technical bid and Financial bid.
2. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations.
3. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will not be considered.
4. The technical score of all the bidders would be calculated as per the criteria mentioned in Section 3.4
5. All the bidders who will achieve 70 or more marks in the technical evaluation would be eligible for the next stage, i.e. Financial Bid opening.
6. In the above process, if there are only two eligible Bidders, WDC reserves the right to go ahead with Commercial Bid evaluation with those two Bidders only.

3.2.2 Commercial evaluation

1. Commercial bids of those bidders who qualify the general cum technical evaluation will be opened on the prescribed date in the presence of bidder representatives and WDC will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding documents.
2. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

3. Prices quoted in the Bid must be firm and final and shall not be subject to any modifications, on any account whatsoever except applicable tax rates. The Bid Prices shall be indicated in Indian Rupees (INR) only
4. Any figures (price) if left blank by the bidder will be taken '0' (zero) by WDC.

3.2.3 Method of Selection

Quality (80%)-cum-Cost (20%) Based Selection QCBS 80:20

The technical quality of the proposal will be given weightage of 80%. The technical qualification evaluation method is indicated in the bid document. The price bids of only those consultants who qualify technically (i.e. who obtain at least 70% marks, the minimum required to qualify technically), will be opened. The proposal with the lowest cost may be given a financial score of 100. All other proposals will be given financial score that are inversely proportionate to their prices.

The financial proposal shall be given weightage of 20%.

For working out the **combined score**, the employer will use the following formula:

- i. Total Points = $T(w) \times T(s) + F(w) \times F(s)$,
- ii. where, $F(s) = \{(LEC / EC) * 100\}$
- iii. $T(w)$ stands for weight of the technical score (0.80)
- iv. $T(s)$ stands for technical score obtained, out of 100.
- v. $F(w)$ stands for weight of the financial proposal (0.20)
- vi. EC stands for Evaluated Cost of the financial proposal
- vii. LEC stands for Lowest Evaluated Cost of the financial proposal.
- viii. $F(s)$ stands for Financial score of the financial proposal
- ix. The proposals will be ranked in terms of total points scored. The proposal with the highest total points (H-1) will be considered for award of contract and may be called for negotiations, if required.

If the Rank 1 bidder refuses or fails to accept the Work Order within Ten days, or wilfully violates the bid process, the next higher responsive bidder will be proposed to accept the WorkOrder at the rates offered by the Rank 1 bidder.

Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

3.3 Pre-Qualification criteria

The bidder's pre-qualification bid will be evaluated as per the following criteria:

Pre-Qualification (PQ) Criteria

#	Basic Requirement	Specific requirements	Documents required
1	Legal Entity	Should be an Indian Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008 or a Society Registered under Society Registration act-1860. The company should have the GST Registration. Bidder should be a single legal entity	<ul style="list-style-type: none"> • Certificate of Incorporation • Attested copies of PAN, Labour Registration, EPFO Registration, ESIC Registration, GST Registration.
2	Experience	The bidder should have been in business of Development of Call Centre/BPO/ Helpline/ Contact Center for the last 5 years & Running the call centre offering Inbound/Outbound call services to a government department/ PSU/ Telecom Service Provider/ Scheduled Commercial Bank with minimum 25 callers at single location	Work Order / Certificate / Self Certificate (Certified by the Statutory Auditor) depicting services provided
3	Turnover	Should have minimum average annual turnover of Rs. 15 Crore for the past 3 years	<ul style="list-style-type: none"> • Audited financial statements for the last three financial years. • Certificate from the Statutory Auditor/Chartered Accountant • IT return of last 3 years
4.	Profitability and Net worth	<ul style="list-style-type: none"> • Bidder should be profit making in preceding last three Financial Years and there should not be any negative net profit as on 31st March 2020 • The Bidder should have a positive net worth for the financial year preceding the bid due date <p>Net worth measured as Subscribed and Paid-up Equity + Reserves less Revaluation reserves + miscellaneous expenditure not written off + reserves not available for distribution to equity shareholders] in last financial year i.e. 2019-20</p> <p>For the purpose of this criterion, net-worth of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.</p>	<ul style="list-style-type: none"> • Audited financial statements for the last three financial years. • Certificate from the Statutory Auditor/Chartered Accountant • IT return of last 3 years
5.	Certification for Quality Management Service	ISO 9001 standard for Quality Management System	Certificate
6.	Non Blacklisting	The bidder should not have been blacklisted	A self certified letter by the

#	Basic Requirement	Specific requirements	Documents required
		by any central/ state government/ PSU or under a declaration of ineligibility for corrupt and fraudulent practices in the last 5 years preceding the Bid submission date and the blacklisting order is still in force. The blacklisting order should not be in force on the date of award of tender/signing of contract.	designated official of the responding bidder on letter head should be enclosed and another to be given at the later stage if successful.
7.	Power of attorney	Bidder must submit a Power of Attorney in the name of the Authorized Signatory for this tender	Valid copy of Power of attorney
8.	RFP document fee (Non-refundable and Not exempted)	The bidder has to pay RFP Document fee i.e. Rs 10,000/- (non-refundable) plus GST in the form of Demand Draft in favor of Managing Director Women Development Corporation, Bihar 2 nd Floor, Indira Bhawan, RC Singh Path, Bailey Road, Patna 800 001 Bihar The fee transfer receipt should be submitted with the proposals. Proposal received without or with inadequate RFP Document fees shall be rejected.	Proof to be submitted with the Bid.
9.	Bid security/ Earnest Money Deposit (EMD)	Rs 5,00,000 (Rupees Five Lacs only) The EMD in the form of a Bank Guarantee / Demand draft issued by a Nationalized / Scheduled Bank, in favor of WDC, payable at Patna The bidder must submit the original Bank Guarantee / Demand draft for EMD within the stipulated bid submission due date & time to the under mention. Managing Director Women Development Corporation, Bihar 2nd Floor, Indira Bhawan, RC Singh Path, Bailey Road, Patna 800 001 Bihar	Proof to be submitted with the Bid.

THE BID SUBMITTED BY ANY BIDDER NOT FULFILLING THE ELIGIBILITY CONDITIONS/CRITERIA STIPULATED ABOVE, WILL NOT BE CONSIDERED AND WILL BE REJECTED.

3.4 Technical Evaluation

#	Parameter	Evaluation Criteria	Documents Required	Maximum Score
1	Project Experience	<p>The bidder should have experience of Development of Call Centre/BPO/ Helpline/ Contact Centre and related software in the last 5 years and running the call centre offering Inbound/Outbound call services to a government department/ PSU/ Telecom Service Provider/ Scheduled Commercial Bank with minimum 25 callers at single location</p> <p>Cumulative Capacity – 25-seater – 5marks For every additional 15-seater – 3marks (maximum 15 marks)</p>	Copy of work order + Completion Certificates from the client;	20
2	Call Center Experience	<p>No. of similar Integrated call centre projects on women violence issues handled by the bidder in the last five years One Project – 10 marks Additional Two projects – 5 marks each</p>	Copy of work order + Completion Certificates from the client;	20
3.	Turnover	<p>Average Annual Turnover in the last 3 financial years: from Call Center business</p> <ul style="list-style-type: none"> • 1 cr – 2 cr – 2 marks • 2 cr - 3cr – 4 marks • cr - 4 cr-- 6 marks • 4cr - 5 cr -8 marks • >5 cr – 10 marks 	Certificate from the statutory auditor	10
4.	Project Understanding and Approach	<p>Adequacy of the proposed methodology in responding to the Scope of Work. Prospective bidder must give a presentation on the points below Understanding of the project 5 marks Work Plan: 10 marks, Methodology: 10 marks Solution proposed and human resource deployed: 10 marks</p>	Technical Document & Presentation	30
5.	Key Professional Staff :	<p>Qualification and Competence for the Assignment – All resources should be Women only. The evaluation will be done on the following sub criteria</p> <ul style="list-style-type: none"> • Project manager: 10 marks • Supervisor: 10 marks (5 marks for each) <p>The marks to be assigned to each of the above positions shall be determined considering the following three sub-criteria and relevant percentage weights:</p>	CV	20

**RFP - Selection of Implementing Agency (IA)
for Universal Helpline for Women in Distress**

#	Parameter	Evaluation Criteria	Documents Required	Maximum Score
		1) General qualifications (general education, training, and experience): [40%] 2) Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments): [40%] 3) Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.): [20%]		
	Total			100

Every bidder will be given a time slot of 15 minutes to give a presentation to demonstrate his technical solution, approach and methodology including the tools, components and resources proposed for the project. Company profile should be limited to 2 slides only;

Note: *The presentation is to be delivered by the bidder's nominated Project Manager. Bidder needs to commit 100 percent time availability of the key personnel proposed above in the technical qualification criteria from the day 1 of the project. In case the team is not committed to the project the bid may be rejected by WDC. The project sponsor from the bidder's organization should be present during the presentation.*

SECTION 4: AWARD OF CONTRACT

4.1 Award Criteria

WDC will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding documents. The technical quality of the proposal will be given weightage of 80%. The technical qualification evaluation method is indicated in section 3.4. The price bids of only those bidders who qualify technically (i.e. who obtain at least 70% marks, the minimum required to qualify technically), will be opened. The proposal with the lowest cost may be given a financial score of 100. All other proposals will be given financial score that are inversely proportionate to their prices. The financial proposal shall be given weightage of 30%. The bidder having the highest **Final Evaluation Score (80% of Technical score + 20% of Financial Score)**

4.2 Notification of Award

Prior to the expiration of the validity period, WDC will notify the successful bidder in writing or by email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, WDC, may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, WDC will notify each unsuccessful bidder and return their EMD.

4.3 Signing of Contract

After the notification of award, WDC will issue Letter of Intent (LOI). The bidder shall sign and return back to WDC duplicate copy of the LOI as an acceptance of the LOI within 7 working days from the date of issuance of PO/LOI.

At the same time as WDC notifies the successful bidder that its proposal has been accepted, WDC shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between WDC and the successful bidder. On receipt of the Performance Bank Guarantee, WDC shall enter into a contract. WDC shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful bidder.

4.4 Performance Bank Guarantee (PBG)

WDC will require the selected bidder to provide an unconditional and irrevocable Performance Bank Guarantee (PBG), within 15 days from the Notification of award, for a value equivalent to **10%** of the contract value, from a scheduled commercial bank, in the format prescribed in Annexure 10.1, payable on demand, for the due performance and fulfillment of the contract by the Bidder.

The Performance Guarantee should be valid for the contract period and shall be kept valid till completion of the project. The Performance Guarantee shall contain a claim period of six months from the last date of validity.

The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period.

PBG shall be invoked by WDC in the event the Agency:

- i. Fails to meet the overall liquidated damages condition as mentioned in RFP or any changes agreed between the parties,
- ii. Fails to perform the responsibilities and obligations as set out in the RFP to the complete satisfaction of WDC including failure to comply with exit management responsibilities.
- iii. Misrepresentations of facts/information submitted to WDC.

The PBG may be discharged/returned by WDC upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

In the event of the bidder being unable to service the contract for whatever reason, WDC would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of WDC under the contract in the matter, the proceeds of the PBG shall be payable to WDC as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract. WDC shall notify the bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the bidder is in default.

WDC shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

In case the project is delayed beyond the project schedule as mentioned in RFP, the performance bank guarantee shall be accordingly extended by the bidder till completion of scope of work as mentioned in RFP.

On satisfactory performance and completion of the order in all respects and duly certified to this effect by the Project Coordinator, Contract Completion Certificate will be issued and the PBG will be returned to the bidder.

In case the selected bidder fails to submit performance guarantee within the time stipulated, WDC at its discretion may cancel the order placed on the selected bidder without giving any notice.

In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period.

No interest shall be payable on the PBG amount. WDC may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

SECTION 5: PAYMENT TERMS

5.1 Payment Terms

PART-A: MIS Software Development, Installation, Configuration & Maintenance charges

Sr. No.	Payment Head	Payment Terms (Milestones)	Payment %	Frequency
1	Services as detailed above	Design Approval	30% of quoted cost	One time
		UAT Sign off	20% of quoted cost	One time
		Pan State Go-Live	30% of quoted cost	One time
		Balance 20% will be paid in (8) Eight equal installment quarterly.	20% of quoted cost	Eight equal installments quarterly.

PART-B: Hardware & Networking Cost

SI No	Payment Head	Payment Terms (Milestones)	Payment %	Frequency
1	Services as detailed above	<ul style="list-style-type: none"> On successful delivery, installation / commissioning at end user site and submission of delivery and installation report duly signed by the end user. 	80% of quoted Cost	One Time
		<ul style="list-style-type: none"> On successful verification by WDC or authorized third party. 	20% of quoted Cost	One Time

PART-C: Manpower Cost

Sl. No	Payment Head	Payment (Milestones)	Terms	Payment %age	Frequency
1	Services as detailed above	Submission of SLA and other routine operation monitoring Reports		Equal quarterly installments for the O&M Period	Quarterly during the O&M phase

5.2 Deliverables

The following would constitute the key deliverables of the assignment:

- Establishment of the fully functional Call Centre with IP EPBX
- A web enabled well developed MIS system with the below features Open Source Database
- Web application which can be deployed and accessed both locally and on the cloud
- Mobile Smart Phones compatibility
- User and Caller management system
- Response tracker, Call Logger and reporting capability
- IT Training and System Support
- Free On-Site Support within 48 hours for 2 years
- Regular reports on crisis intervention and cases solved
- Other monitoring mechanism desired by the Department

5.3 Implementation Schedule

#	Activity/Task/ Milestones	Time to Completion
1	Project Start	T
2	Installation of IT hardware, network and configuration	T + 1 week
3	Development and customization of MIS application	T+2 weeks
4	UAT and Commissioning of the Call Center	T+2 weeks
5	User Acceptance Test	T +3 weeks
6	Design document & manual handover to end customer Indicative list of manuals: (a) Systems Administration Manuals (b) User manuals (c) Installation Manuals (d) Operational Manuals (e) Training Manuals (f) MIS customization Manuals	Within T+4 weeks
7	Completion of Training	T1 = T+4 weeks
8	Operation Period – Go Live	T1 + 24 months

5.4 Penalty

- a. In case the Service Provider fails to provide required quality of service for the call center like delay in picking up calls (less than 5 rings), increasing grievances, reduction on calls etc penalty would be charged at the rate of Rs 1000 x difference in expected calls to actual calls.
- b. In case the infrastructure is not installed and ready for operations within 30(Thirty) days from the date mentioned in the work order, a penalty shall be imposed at the rate of Rs. 10,000/- per day.
- c. In the event of equipment/system failure, the Service Provider will be required to make alternate arrangements and ensure that the call Centre runs uninterruptedly and smoothly. During the period of failure, the service provider shall make suitable arrangements as agreed with the Department.
- d. If the call Centre goes down because of reasons other than those envisaged under the force majeure clause, one day's charges shall be deducted for every hour of downtime from the service provider's claim
- e. The service provider shall maintain full confidentiality of the data supplied while answering customer queries/complaints. Under no circumstances will the service provider divulge/reveal/share such data for the purpose other than for meeting the Department's requirement. Any violation of this confidentiality clause may result in instant termination of the contract and the service provider shall pay liquidated damage of Rs. 10,00,000/- (Rupees Ten Lacs) to the Department and the Department shall reserve the right to blacklist the service provider for any future contracts. The decision of the Department shall be final in this regard and binding on the service provider.
- f. IA needs to provide the necessary maintenance support for the Hardware installed for this solution. IA should keep the standby system to give un-interrupt services. IA must give update for the solution in both Hardware and Software. Deviation will be charge with 2.5% of monthlyfee.
- g. In case any change of resources (whether number or person) initiated by the IA in terms of manpower deployment plan (as per submitted proposal), IA needs to inform WDC maximum three (3) weeks from the date of request including one (1) week handover time. Deviation in deployment plan will be charged 2% of Monthly payment due only in the succeeding month. However WDC decision on the deployment plan will be final.
- h. Any deployment/replacement of the resources has to be approved by WDC. If replacement of any resource is sought by WDC or due to attrition in the deployed team, IA shall replace the resources with equivalent or better skills and experience within 30working days. Any deviation in the plan will charge 2% of Monthly payment due only in the succeeding month. However, the IA will ensure that there is no dislocation in 24X7 operation of the helpline by deploying existing human resource or making any alternative arrangement under knowledge ofthe department.
- i. WDC shall not be responsible for any employee related issues and it shall be theresponsibility of the IA to ensure compliance with relevant laws such as the Labour Act.

SECTION 7: SPECIAL TERMS AND CONDITIONS

7.1 Contract Period

The Contract period will be of 2 years from the date of signing of the contract, extendable up to 1 year based on satisfactory performance and satisfactory performance with unaltered terms & conditions. However, the Procuring Authority reserves the right to terminate the Contract by sending a notice to the Successful Bidder in the events of non-performance, security violations and non-compliance of this RFP.

7.2 Change in Scope of Work

The WDC may at any time, give written order to the selected Bidder to make changes for additional functionalities specifically required, but not falling within the general scope of this document. If any such change causes an increase in the cost of, or the time required for, the selected Bidder's performance of any provisions under the Contract, the selected Bidder should notify WDC in terms of the person month efforts required for executing the change requests, WDC will examine the efforts estimate & agreed efforts will be compensated in terms of person month charges quoted as a part of the commercial bid.

Any claims by the selected Bidder for adjustment under this clause must be asserted within 6 working days from the date of the selected Bidder's receipt of the WDC's change order.

7.3 Force Majeure

- a. The Successful Bidder shall not be liable for forfeiture of its Performance Bank Guarantee, Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b. For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Successful Bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Successful Bidder. Such events may include, but not be limited to, acts of the Government of Bihar in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c. If a Force Majeure situation arises, the Successful Bidder shall promptly notify the WDC in writing of such conditions and cause thereof within 3 days of occurrence of such event. Unless otherwise directed by WDC, the Successful Bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- d. If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 30 days, either party at its option may terminate the contract without any financial repercussion on either side.

In case a Force Majeure situation occurs with the Government of Bihar, WDC may take the case with the Successful Bidder on similar lines.

7.4 Governing Law & Jurisdiction

Each Party to this Agreement accepts that its individual conduct at all times comply with all laws, rules and regulations of government and other bodies having jurisdiction over the area in which the Services are undertaken provided that changes in such laws, rules and regulations which result in a change to the Services shall be dealt with in accordance of this Agreement. This Agreement shall be governed by the laws in India and courts in Patna only shall have exclusive jurisdiction over matters relating to or arising from this Agreement.

7.5 Arbitration

- i. Any and all disputes, controversies and conflict ("Disputes") arising out of this Agreement between the Parties or arising out of or relating to or in connection with this Agreement or the performance or non-performance of the rights and obligations set forth herein or the breach, termination, invalidity or interpretation thereof shall be referred for arbitration in terms of the Arbitration and Conciliation Act, 1996 or any amendments thereof. Prior to submitting the Disputes to arbitration, the Parties shall resolve to settle the Dispute/s through mutual negotiation and discussions. In the event that the said Dispute/s are not settled within thirty (30) days of the arising thereof, the same shall finally be settled and determined by arbitration in accordance with the Arbitration and Conciliation Act, 1996 or any amendment thereof. The place of arbitration shall be Patna only and the language used in the arbitral proceedings shall be English.
- ii. The arbitral award shall be in writing and shall be final and binding on each Party and shall be enforceable in any court of competent jurisdiction. None of the parties shall be entitled to commence or maintain any action in a court of law upon any Dispute arising out of or relating to or in connection with this Agreement (infringement of IPR excepted), except for the enforcement of arbitral award or as permitted under the Arbitration and Conciliation Act, 1996. All disputes shall be finally settled by a sole arbitrator as mutually appointed by both the parties.

7.6 Miscellaneous

- a. The Bidding Process shall be governed by and construed in accordance with the laws of India and the Courts at Patna shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process.
- b. WDC, in its sole discretion and without incurring any obligation or liability, reserve the right, at any time, to:
 - i. Suspend and/or cancel the Bidding Process and/or amend and/or supplement the Bidding Process or modify the dates or other terms and conditions relating thereto;
 - ii. Consult with any Bidder in order to receive clarification or further information;
 - iii. Qualify or not to qualify any Bidder and/or to consult with any Bidder in order to receive clarification or further information;
 - iv. Retain any information and/or evidence submitted to the Procuring Authority by, on behalf of, and/or in relation to any Bidder;

SECTION 8: FORMAT FOR SUBMISSION OF PRE QUALIFICATION BID

8.1 Pre-Qualification Bid Covering Letter

Tender Ref.

Date:

To
Managing Director
Women Development Corporation, Bihar
2nd Floor, Indira Bhawan, RC Singh Path,
Bailey Road, Patna 800 001
Bihar

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP.

We attach hereto the response as required by the RFP, which constitutes our proposal.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to WDC is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the WDC in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 (One Hundred & Eighty) days from the Bid due date.

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee in the form prescribed in the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :
Designation :
Date :
Seal :

8.2 Pre Qualification Checklist

#	Basic Requirement	Specific requirements	Documents required	Compliance
1	Legal Entity	Should be an Indian Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008 or a Society Registered under Society Registration act-1860. The company should have the GST Registration. Bidder should be a single legal entity	<ul style="list-style-type: none"> • Certificate of Incorporation • Attested copies of PAN, Labour Registration, EPFO Registration, ESIC Registration, GST Registration. 	YES/NO
2	Experience	The bidder should have been in business of Development of Call Centre/BPO/ Helpline/ Contact Center for the last 5 years & Running the call centre offering Inbound/Outbound call services to a government department/ PSU/ Telecom Service Provider/ Scheduled Commercial Bank with minimum 25 callers at single location	Work Order / Certificate / Self Certificate (Certified by the Statutory Auditor) depicting services provided	YES/NO
3	Turnover	Should have minimum average annual turnover of Rs. 15 Crore for the past 3 years	<ul style="list-style-type: none"> • Audited financial statements for the last three financial years. • Certificate from the Statutory Auditor/Chartered Accountant • IT return of last 3 years 	YES/NO
4.	Profitability and Net worth	<ul style="list-style-type: none"> • Bidder should be profit making in preceding last three Financial Years and there should not be any negative net profit as on 31st March 2020 • The Bidder should have a positive net worth for the financial year preceding the bid due date <p>Net worth measured as Subscribed and Paid-up Equity + Reserves less Revaluation reserves + miscellaneous expenditure not written off + reserves not available for distribution to equity shareholders] in last financial year i.e. 2019-20</p> <p>For the purpose of this criterion, net-worth of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.</p>	<ul style="list-style-type: none"> • Audited financial statements for the last three financial years. • Certificate from the Statutory Auditor/Chartered Accountant • IT return of last 3 years 	YES/NO
5.	Certification for Quality Management Service	ISO 9001 standard for Quality Management System	Certificate	YES/NO
6.	Non Blacklisting	The bidder should not have been blacklisted by any central/ state government/ PSU or under a declaration of ineligibility for corrupt and fraudulent practices in the last 5 years preceding the Bid submission date and the blacklisting order is still in force. The blacklisting order	A self certified letter by the designated official of the responding bidder on letter head should be enclosed and another to be given at the later stage if successful.	YES/NO

**RFP - Selection of Implementing Agency (IA)
for Universal Helpline for Women in Distress**

#	Basic Requirement	Specific requirements	Documents required	Compliance
		should not be in force on the date of award of tender/signing of contract.		
7.	Power of attorney	Bidder must submit a Power of Attorney in the name of the Authorized Signatory for this tender	Valid copy of Power of attorney	YES/NO
8.	RFP document fee (Non-refundable and Not exempted)	<p>The bidder has to pay RFP Document fee i.e. Rs 10,000/- (non-refundable) plus GST in the form of Demand Draft in favor of</p> <p>Managing Director Women Development Corporation, Bihar 2nd Floor, Indira Bhawan, RC Singh Path, Bailey Road, Patna 800 001 Bihar</p> <p>The fee transfer receipt should be submitted with the proposals. Proposal received without or with inadequate RFP Document fees shall be rejected.</p>	Proof to be submitted with the Bid.	YES/NO
9.	Bid security/ Earnest Money Deposit (EMD)	<p>Rs 5,00,000 (Rupees Five Lacs only)</p> <p>The EMD in the form of a Bank Guarantee / Demand draft issued by a Nationalized / Scheduled Bank, in favor of WDC, payable at Patna</p> <p>The bidder must submit the original Bank Guarantee / Demand draft for EMD within the stipulated bid submission due date & time to the under mention.</p> <p>Managing Director Women Development Corporation, Bihar 2nd Floor, Indira Bhawan, RC Singh Path, Bailey Road, Patna 800 001 Bihar</p>	Proof to be submitted with the Bid.	YES/NO

8.3 Details of the Organization

Details of the Bidder		
1	Name of the Bidder	
2	Address of the Bidder	
3	Status of the Company (Public Ltd/ Pvt. Ltd)	
4	Details of Incorporation of the Company	Date:
		Ref. No
5	Details of Commencement of Business	Date:
		Ref. No
6	Permanent Account Number (PAN)	
7	Valid GST registration No.	
8	Name & Designation of the contact person to whom all references shall be made regarding this tender	
9	Telephone No. (with STD Code)	
10	Fax No. (with STD Code)	
11	E-Mail of the contact person	
12	Website	
13	EMD Details	
15	Bid Processing Fee	Details of online payment

8.4 Financial Strength Details

To:

Managing Director

Women Development Corporation, Bihar

2nd Floor, Indira Bhawan, RC Singh Path,

Bailey Road, Patna 800 001

Bihar

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Financial Information			
Particulars	FY-2017-18	FY-2018-19	FY-2019-20
	(Rs in crs)	(Rs in crs)	(Rs in crs)
Turnover:			
Net Profit:			
Net-worth: <i>Note: Net-Worth shall mean (Subscribed and Paid- up Equity + Reserves) less (Revaluation reserves + miscellaneous expenditure not written off + reserves not available for distribution to equity shareholders)</i>			
<u>Mandatory Supporting Documents:</u>			
<ul style="list-style-type: none">Auditors Certified financial statement for the financial years. (FY 2017-18, 2018-19, 2019-20&)Auditors certificate on the net-worth as mentioned by the bidder.			

8.5 Profiles of Previous Project Experience

For each project, please provide a profile based on the following template. The profile for single project must not exceed one page.

#	Information Sought	Details
Customer Information		
1	Customer Name	
2	Name of the contact person from the client organization who can act as a reference with contact coordinates	
	Name	
	Designation	
	Address	
	Phone Number	
	Mobile Number	
	Email ID	
Project Details		
3	Project Title	
4	Start Date/ End Date	
5	Current Status (In Progress/ Completed)	
6	Number of responding firm's staff deployed on this project (peak time)	
Value of the Project		
7	Order value of the project (in rupees lakhs)	
8	Narrative description of project: (Highlight the components / services involved in the project that are of similar nature to the project for which this Tender is floated)	
9	Description of actual services provided by the responding firm within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated	
11	Order Copies and Performance Certificate received from Client is attached with this statement	

8.6 Declaration for Non-Blacklisted

Tender Ref.

Date:

To:

Managing Director

Women Development Corporation, Bihar

2nd Floor, Indira bhawan, RC Singh Path,

Bailey Road, Patna 800 001

Bihar

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self Declaration of not been blacklisted in response to the *RFP*

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice or for non-performance in the last 5 financial years preceding the Bid submission date and the blacklisting order is still in force. We also confirm that we will be submitting a declaration on non blacklisting on the date of award of tender/signing of contract, if we get selected.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Seal :

8.7 Power of Attorney

(On Stamp Paper of relevant value)

Tender Ref.

Date:

To:

Managing Director
Women Development Corporation, Bihar
2nd Floor, Indira Bhawan, RC Singh Path,
Bailey Road, Patna 800 001
Bihar

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Power of Attorney in response to the RFP –XX XXX

Dear Sir,

Know all men by these presents, we (name of the company and address of the registered office) do hereby appoint and authorize Mr. / Ms. (full name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid document for RFP Notification no <xxxx> dated <dd/mm/yy> in response to the tenders invited by WDC, including signing and submission of all documents and providing information / responses to WDC in all matters in connection with our bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 2020

For _____

(Signature)

(Name, Designation and Address) Accepted

(Signature) (Name, Title and Address of the Attorney)

Date:

Note:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure. Also, wherever required, the bidder should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the bidder.

In case the bid is signed by an authorized Director / Partner or Proprietor of the bidder, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

8.8 Bank Guarantee Format- Earnest Money Deposit (EMD)

(To be provided in original on stamp paper of value required under law duly signed by authorized representative of Bank)

Tender Ref.

Date:

To:

Managing Director

Women Development Corporation, Bihar

2nd Floor, Indira Bhawan, RC Singh Path,

Bailey Road, Patna 800 001

Bihar

This Deed of Guarantee executed at _____ by _____ (Name of the Bank) having its Head / Registered office at _____, and having one of its branches at _____ Patna (hereinafter referred to as —"the Guarantor") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

In favor of Managing Director, Women Development Corporation, Bihar, 2nd Floor, Indira Bhawan, RC Singh Path, Bailey Road, Patna 800 001, Bihar (hereinafter referred to as —"WDC") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

Whereas Name of the bidder _____ Ltd., a Company / partnership firm / proprietorship concern registered under the _____ (name of the relevant act/law under which incorporated) having its registered office at _____ (hereinafter called —"Bidder" which expression shall unless it be repugnant to the subject or context thereof include its executors, administrators, successors and assigns) has submitted its Proposal for award of —Ref: RFP Notification no <xxxx> dated <dd/mm/yy>" vide Invitation for Tender Document No _____ dated _____ issued by WDC, Government of Bihar (hereinafter referred to as —"the Project").

Whereas in terms of the Invitation for Tender Document No _____ dated _____ (hereinafter referred to as Tender Document) issued by WDC, the Bidder is required to furnish to WDC an unconditional and irrevocable Bank Guarantee for an amount of INR (INRonly) as Earnest Money Deposit and the Guarantor has at the request of the Bidder agreed to provide such Guarantee being these presents:

Now this Deed witnessed that in consideration of the premises, we, _____ Bank hereby agree, declare, undertake and guarantee as follows:

1. We as primary obligor hereby irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the tender by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to WDC an amount not exceeding INR (INRonly) without any demur, reservation, recourse, contest or protest and without reference to the Bidder, if the Bidder has failed to comply with and fulfil

all or any of the terms and conditions contained in the tender. A letter from WDC stating that the Bidder is in default in the due and faithful fulfilment and compliance with the terms and conditions contained in the tender shall be final, conclusive and binding on the Bank, in respect of the forfeiture of the Earnest Money Deposit and the amount due and payable under this Guarantee.

2. This Guarantee shall remain in full force and effect for a period of 240 (Two Hundred and Forty) days from the _____ (Proposal Due Date).
3. Subject to clause 1 above, any claim for payment under this Guarantee shall be in the form of a written declaration by WDC.
4. We.....Bank further agree that WDC shall be the sole judge as regards the determination as to whether the Bidder is in default of due and faithful fulfilment and compliance of the terms and conditions contained in the Tender and the decision of WDC in this regard shall be final and binding on us, notwithstanding any differences between WDC and the said Bidder and/or any dispute between WDC and the Bidder pending before any Court, Tribunal, Arbitrator or any other authority.
5. WDC shall have the full liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any other terms and conditions of the said Tender document or to extend the time frame for completion of bidding process or the period of fulfilment and compliance with the terms and conditions contained in the said Tender document by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Tender document or the securities available to WDC and the bank shall not be released from its liability under these presents by any exercise by WDC of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of WDC or any indulgence by WDC to the said Bidder or of any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
6. Any notice by way of request, demand or otherwise hereunder shall be sent by courier or by registered mail to the Bank, addressed as aforesaid.
7. We undertake to make the payment on receipt of your notice of claim on us addressed to _____ (name of Bank along with branch address) and delivered at our above branch that shall be deemed to have been duly authorized to receive the said notice of claim.
8. It shall not be necessary for WDC to proceed against the said Bidder before proceeding against the bank and the Guarantee herein contained shall be enforceable against the bank, notwithstanding any other security which WDC may have obtained or obtained from the said Bidder, shall at the time when proceedings are taken against the bank hereunder, be outstanding or unrealized.
9. We _____ Bank lastly undertake not to revoke this guarantee during its currency except with the previous express consent of WDC in writing and agree that any change in the constitution of the Bank or the said Bidder shall not discharge our liability hereunder.

10. The Bank declares that it has the power to issue this guarantee and the undersigned have full powers to do so on behalf of the Bank.

Date _____ day of _____ 2020

Signature of the Issuing / Authority with seal

CORPORATE SEAL

For _____ Bank

Note: A covering letter of confirmation is also to be given by the bank along with this bank guarantee.

SECTION 9: FORMAT FOR SUBMISSION OF TECHNICAL BID

9.1 Technical Bid Covering Letter

Tender Ref.

Date:

To
Managing Director
Women Development Corporation, Bihar
2nd Floor, Indira bhawan, RC Singh Path,
Bailey Road, Patna 800 001
Bihar

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP.

We attach hereto the response as required by the RFP, which constitutes our proposal.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to WDC is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the WDC in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 (One Hundred & Eighty) days from the Bid due date.

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee in the form prescribed in the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :
Designation :
Date :
Seal :

9.2 Technical Checklist

#	Parameter	Evaluation Criteria	Documents Required	Maximum Score	Compliance
1	Project Experience	<p>The bidder should have experience of Development of Call Centre/BPO/ Helpline/ Contact Centre and related software in the last 5 years and running the call centre offering Inbound/Outbound call services to a government department/ PSU/ Telecom Service Provider/ Scheduled Commercial Bank with minimum 25 callers at single location</p> <p>Cumulative Capacity – 25-seater – 5marks For every additional 15-seater – 3marks (maximum 15 marks)</p>	Copy of work order + Completion Certificates from the client;	20	YES/NO
2	Call Center Experience	<p>No. of similar Integrated call centre projects on women violence issues handled by the bidder in the last five years One Project – 10 marks Additional Two projects – 5 marks each</p>	Copy of work order + Completion Certificates from the client;	20	YES/NO
3.	Turnover	<p>Average Annual Turnover in the last 3 financial years: from Call Center business</p> <ul style="list-style-type: none"> 1 cr – 2 cr – 2 marks 2 cr - 3cr – 4 marks cr - 4 cr-- 6 marks 4cr - 5 cr -8 marks >5 cr – 10 marks 	Certificate from the statutory auditor	10	YES/NO
4.	Project Understanding and Approach	<p>Adequacy of the proposed methodology in responding to the Scope of Work. Prospective bidder must give a presentation on the points below Understanding of the project 5 marks Work Plan: 10 marks, Methodology: 10 marks Solution proposed and human resource deployed: 10 marks</p>	Technical Document & Presentation	30	YES/NO
5.	Key Professional Staff :	<p>Qualification and Competence for the Assignment – All resources should be Women only. The evaluation will be done on the following sub criteria</p> <ul style="list-style-type: none"> Project manager: 10 marks Supervisor: 10 marks (5 marks for each) <p>The marks to be assigned to each of the above positions shall be determined considering the following three sub-criteria and relevant percentage weights: 1) General qualifications (general education, training, and experience): [40%] 2) Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments): [40%]</p>	CV	20	YES/NO

**RFP - Selection of Implementing Agency (IA)
for Universal Helpline for Women in Distress**

#	Parameter	Evaluation Criteria	Documents Required	Maximum Score	Compliance
		3) Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.): [20%]			
	Total			100	

9.3 CV Format

1. Name of Firm:
2. Name of Staff:
3. Designation:
4. Areas of Expertise:
5. Years with the Firm:
6. Total Years of Experience:
7. Nationality:
8. Education:

S. No.	Degree Obtained	Institution	Dates

9. Key Qualifications:
10. Professional Certifications:
11. Other Training:
12. Countries of Work Experience:
13. Languages:

S. No.	Languages	Speak	Read	Write

14. Employment Record:

From/To	
Employer	
Position held	
Key Duties Assigned:	

15. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

Name of Assignment:

Year:

Location:

Client:

Main project features:

Position Held:

Activities Performed:

Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Place

Date

Sign –

9.4 Manpower Requirement

##	Name of Post	Qualification	Number	Compliance
1	Project Manager (Women only)	Post Graduate in Rural Development/ RuralManagement/Sociology/Social Work/Publicadministration/Psychology/Public Policy andany other relevant discipline from a reputeduniversity. Women with degree of law will begiven preference.	1	YES/NO
2	Supervisor (Women only)	Graduate in Rural Development/ RuralManagement/ Sociology/ Social Work/PublicAdministration/Psychology/PublicPolicy any other relevant discipline from areputed university. Women with degree oflaw will be given preference.	2	YES/NO
3	Call Centre Operators Women only) (Women)	Graduate in any discipline from recognized institutes / university.	12	YES/NO
4	Multipurpose Worker	The multi-purpose activities could beOutsourced to any literate person with atleast 3 years of experience of working as ahelper, peon etc.	2	YES/NO
5	TOTAL		15	

The above resources are the minimum requirement. WDC reserves the right to increase/ decrease the number of deployed resources at any time during the contract period at the same discovered tender rate.

9.5 Technical Specification- Hardware & Networking Component

#	Item	Minimum Technical Specifications	OEM Make/Version	No of Units	Compliance
1.	IP EPABX Server	Implementation & IP-PBX server, IVRS and CRM software with PRI card including 120 days call recording		1	YES/NO
2.	Digital Telephony Card			1	
3.	Web Application Server	CPU 8th Gen -Intel Xeon 2.4 GHZ 10 Core or higher; Memory Minimum 2X16GB DDR4; Hard Disk Drive 3X 500GB @ 10K RPM with RAID 5; USB Keyboard and mouse, 2X Network Gigabit Ethernet card, Redundant Hot swappable PSU. Operating System Windows Server 2016; Warranty Support 3 years onsite NBD support by OEM		1	
4.	PC	CPU 8th Gen -Intel Core i3 - 3.0G or higher" Chipset Intel; Memory Minimum 2X8GB DDR4; Hard Disk Drive 500GB @ 7200 rpm; Monitor 24" Full HD LED; USB Keyboard and mouse keyboard; Ports 4 USB Ports (with at least 2 USB 3.0), Network Gigabit Ethernet card with support for remote wake up. Operating System Windows 10; Antivirus and office 365 home edition with 3 years support to be provided with each desktop		15	
5.	Printer/Scanner	Laser Printer/Flatbed Scanner		2	
6.	Combo Communication equipment:			15	

**RFP - Selection of Implementing Agency (IA)
for Universal Helpline for Women in Distress**

	Headsets with Mics				
7.	UPS	600 VA; 30 minutes back up		1	
8.	Networking Switch	24 Port Layer 2 POE Switch with Minimum 4 PoE ports		1	
9.	Wifi Router			2	
10.	Cables, accessories + Installation			1	
11.	External hard drives for data backup	Storage – 2TB Hard Drive Interface – USB 2.0/3.0		2	

SECTION 10: FORMAT FOR SUBMISSION OF THE FINANCIAL BID

10.1 Financial Proposal Covering Letter

Tender Ref.

Date:

To:

Managing Director
Women Development Corporation, Bihar
2nd Floor, Indira Bhawan, RC Singh Path,
Bailey Road, Patna 800 001
Bihar

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Sir,

Having examined the RFP Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services, as required and outlined in the RFP. In order to meet such requirements and to provide services as set out in the RFP document, following is our quotation summarizing our Financial Proposal.

We attach hereto the Financial Proposal as required by the Bid document, which constitutes our proposal.

We undertake, if our proposal is accepted, to provide the services as put forward in the RFP or such modified requirements as may subsequently be agreed mutually by us and WDC or its appointed representatives.

We will obtain necessary bank guarantees in the formats given in the bid document issued by a bank in India, acceptable to WDC and furnish them within the time frames set out in the RFP.

We agree for unconditional acceptance of all the terms and conditions in the bid document and we also agree to abide by this bid response for a period of 180 (one hundred & eighty) days from the date fixed for financial bid opening and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between WDC and us.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to WDC is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead WDC as to any material fact.

We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any if the products/service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/agency/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :
Designation :
Date :
Seal :

10.2 Financial Proposal

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

#	Key Component	Total Cost (inclusive of all taxes)
1	Hardware & Networking Cost (As per Annexure 10.3)	
2	MIS Software Development, Installation, Configuration & Maintenance charges (As per Annexure 10.4)	
3	Manpower Cost (As per Annexure 10.5)	
Grand Total (1+2+3)		
Grand Total (in words)		
Yours sincerely, Authorized Signature [In full and initials]: Name and Title of Signatory: Name of Firm: Address: Seal/Stamp of bidder:		

10.3 Hardware & Networking Cost

#	Item	No of	Rate (per unit) (in Rs)	Taxes /unit (in Rs)	Total Cost (in Rs)
		(X)	(Y)	(Z)	(T = X*(Y+Z)
1.	IP EPABX Server	1			
2.	Digital Telephony Card	1			
3.	Web Application Server	1			
4.	PC	15			
5.	Printer/ Scanner	2			
6.	Combo Communication equipment: Headsets with Mics	15			
7.	UPS	1			
8.	Networking Switch	1			
9.	Wifi Router	2			
10.	Cables, accessories + Installation	1			
11.	External hard drives for data backup	2			
	TOTAL				
	Total in words				
	Yours sincerely, Authorized Signature [In full and initials]: Name and Title of Signatory: Name of Firm: Address: Seal/Stamp of bidder:				

10.4 MIS Software Development, Installation, Configuration & Maintenance charges

SI No	Items	Quantity	Amount (In INR)	Taxes (In INR)	Total Amount (In NR)
		(A)	(B)	(C)	(B+C)
1	System Study, Design, Analysis, Application Development, Testing, deployment, commissioning Support to 3rd party acceptance testing, audit and certification, Deployment and installation of the application & Maintenance charges	1			
	Total				
	Total in words				
	Yours sincerely, Authorized Signature [In full and initials]: Name and Title of Signatory: Name of Firm: Address: Seal/Stamp of bidder:				

10.5 Manpower charges

Year	Quantity	Avg Man month Rate (INR)	Total Cost for Year-1, 2	Taxes (In INR)	Grand Total (In INR)
	(A)	(B)	C= (A*B*24)	(D)	(E=C+D)
Project Manager	1				
Supervisor (Preferably Women)	2				
Call Centre Operators (Women)	12				
Multipurpose Worker	2				
Grand Total	15				
Grand Total					
Grand Total in words: Rupees.....					
Yours sincerely, Authorized Signature [In full and initials]: Name and Title of Signatory: Name of Firm: Address: Seal/Stamp of bidder:					

The above resources are the minimum requirement. WDC reserves the right to increase/ decrease the number of deployed resources at any time during the contract period at the same discovered tender rate.

SECTION 11: TEMPLATE FOR PBG, DELIVERY CERTIFICATE

11.1 Performance Bank Guarantee

To:

Managing Director
Women Development Corporation, Bihar
2nd Floor, Indira Bhawan, RC Singh Path,
Bailey Road, Patna 800 001
Bihar

1. Against contract vide Advance Acceptance of the Tender No. _____ Dated _____ covering RFP –XX XX XXX (hereinafter called the said 'contract') entered into between WDC, (hereinafter called the Purchaser) and M/s. _____, a Company incorporated under the Companies Act, 1956 and having its Registered Office at(hereinafter called the Bidder) this is to certify that at the request of the Bidder we (name of the Bank / Branch) a body corporate constituted under the Banking Companies [Acquisition and Transfer of Undertakings] Act, 1970 and having its, Registered Office at..... and a branch office at are holding in trust in favour of the Purchaser, an amount of Rs.....(Rupeesonly) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether by any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We (Name of the Bank /Branch)..... further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Bidder i.e..till _____ hereinafter called the said date and that if any claim accrues or arises against us _____(Name of the Bank /Branch) by virtue of this guarantee before the said date, the same shall be enforceable against us(Name of the Bank/Branch) notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us(Name of the Bank/Branch) by the Purchaser before the said date. Payment under this guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we..... (Name of the Bank /Branch) undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

5. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

6. We(Name of the Bank / Branch) further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we,(Name of the Bank / Branch) shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

Notwithstanding anything contained herein:

i) Our liability under this Bank Guarantee shall not exceed of Rs..... (Rupees in words only).

ii). The Bank Guarantee shall be valid up to; and;

iii) We..... (Name of the Bank / Branch) are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ##.....

Authorized Signatory of the Bank

Signature

Full name/designation/ Address of the official and date

WITNESS NO. 1

Signature

Full name/designation/ Address

WITNESS NO. 2

Signature

Full name/designation/ Address