

**Request for Proposal  
(RFP) for  
Selection of Implementing Agency (IA)**

**For  
181- Helpline for Women in Distress**

**For  
Bihar**

Women Development Corporation  
Department of Social Welfare, Govt. of Bihar  
2nd Floor Indira Bhavan,  
R C Singh Path, Bailey Road, Patna

This RFP Document is being issued for the implementation of the project under

“Establishment of 181- Helpline for Women in Distress”

Bidder agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

#### Critical Information

S. No	Information	Details
1.	RFP reference No and Date	No:-WDC/181Helpline dated: 7/7/2020 <a href="https://wdcbihar.org.in">https://wdcbihar.org.in</a>
2.	Last Date of pre-bid queries	24/7/20 at 12:00 Hrs
3.	Pre-Bid Meeting	25/7/20 at 14:00 Hrs, Conference Hall, WDC
4.	Bid submission start date	17/7/20 after 16:00 Hrs
5.	Bid submission end date	10/8/20 upto 12:00 Hrs
6.	Opening of Technical Proposals	12/8/20 at 11:00 Hrs, Conference Hall, WDC
6.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	17/8/2020 at 12:00 Hrs Conference Hall, WDC
7.	Contact Person for queries	SPM (convergence) WDC Email- <a href="mailto:support@wdcbihar.org.in">support@wdcbihar.org.in</a>
8.	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Managing Director, Women Development Corporation Department of Social Welfare, Govt. of Bihar 2nd Floor Indira Bhavan, R C Singh Path, Bailey Road, Patna-80001 e-mail: <a href="mailto:support@wdcbihar.org.in">support@wdcbihar.org.in</a>

### Other Important Information related to Bid

S. No.	Item	Description
1.	Non Refundable Tender Fees in the form of a Demand Draft/RTGS - Rs 10,000/-	For RTGS- A/c No. 916010023234454 IFSC code – UTIB0001896 Bank – Axis Bank
2	Earnest Money Deposit (EMD) in the form of a Demand Draft/RTGS - Rs 500,000/-	For RTGS- A/c No. 916010023234454 IFSC code – UTIB0001896 Bank – Axis Bank
3	Bid Validity Period	180 days from the last date (deadline) for submission of proposals
4	Deadline / last date for furnishing performance security	Within seven (7) working days of the date of notice of award of the contract
5	Performance security value (Performance Bank Guarantee)	10% of contract value
6	Performance security validity period	1 Month beyond expiration of contract period

## 2 Instructions to Bidders

### Introduction & Issuer

Women's Development Corporation (hereinafter referred as “WDC”) invites the pre- qualified bidders to submit their technical and financial offers for Design, Development, Implementation for “Establishment of 181- Helpline for Women in Distress”, in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.

### Purpose

The purpose of this Request for Proposal (RFP) is to seek the services of a reputed IT firm that would conduct design, develop, test, implement, operate and maintain for 2 years after go live “181- Helpline for Women in Distress”. This document provides information to enable the bidders to understand the broad requirements to submit their "Bids". The detailed scope of work is provided in section 3 of this RFP document.

### Cost of RFP

The Tender document can be downloaded from the website [www.wdcbihar.org.in](http://www.wdcbihar.org.in). The tender fee will be submitted through a non-refundable bank demand draft of Rs 10,000/ drawn in favour of MD, WDC or can be deposited online in account no. 916010023234454, IFSC code – UTIB0001896 Bank – Axis Bank.

### **Bidder inquiries and Nodal Agency's responses**

All enquiries / clarifications from the bidders, related to this RFP, must be directed in writing exclusively to the contact person notified in this RFP document. Bidders must necessarily use format provided in the Annexure for seeking any clarifications.

The preferred mode of delivering written questions to the aforementioned contact person would be through mail or fax or email. Telephone calls will not be accepted. In no event will the Nodal Agency be responsible for ensuring that bidders' inquiries have been received by Nodal Agency.

After distribution of the RFP, the contact person notified by Nodal Agency will begin accepting written questions from the bidders. Nodal Agency will endeavour to provide a full, complete, accurate, and timely response to all questions. However, Nodal Agency makes no representation or warranty as to the completeness or accuracy of any neither response, nor does Nodal Agency undertake to answer all the queries that have been posed by the bidders.

No request for clarification from any bidder shall be entertained after the pre-bid meeting .

### **Amendment of RFP Document**

At any time prior to the last date for receipt of bids, Nodal Agency, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment or during pre-bid meeting.

The amendment will be to all prospective Bidders who have been issued this RFP Document and will be binding on them by publishing the corrigendum through the WDC Portal.

In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, Nodal Agency may, at its discretion, extend the last date for the receipt of Bids.

### **Supplemental information to the RFP**

If Nodal Agency deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

### **Nodal Agency's right to terminate the process**

Nodal Agency may terminate the RFP process at any time and without assigning any reason. Nodal Agency makes no commitments, express or implied, that this process will result in a business transaction with anyone.

### **Earnest Money Deposit and its amount (EMD)**

Bidders shall submit, along with their Bids, **EMD of Rupees 500,000** only in the form of a Demand Draft in

favor of MD, WDC payable at Patna, valid for three months or RTGS in A/c No. 916010023234454

IFSC code – UTIB0001896, Bank – Axis Bank **EMD in any other form shall not be entertained.**

The EMD shall be denominated in Indian Rupees only. No interest will be payable to the Bidder on the amount of the EMD.

Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days after the award of the contract to the Implementation Agency.

### **The EMD may be forfeited:**

In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.

The EMD shall be submitted with the technical bid in a separately sealed envelope as mentioned in this section. Bids submitted without adequate EMD will be liable for rejection.

**Submission of Bids**

The bidders should submit their offers in two parts namely, “Technical bid” and “Financial bid” and in the format given in this document.

**Documents Comprising the Bid**

The bids prepared by the Bidder shall comprise of the following:

Proposal Covering letter

A power of attorney by the CEO or competent authority authorizing the Bidder to sign/ execute the proposal as a binding document and also execute all relevant agreements forming part of RFP

Non Refundable Tender Fees

Earnest Money Deposit (EMD) amount

Technical Proposal Cover Letter

Technical proposal

Financial proposal Coverletter

Financial proposal

**Award Criteria**

Nodal Agency will award the Contract to the bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Value Bid (a proposal which qualifies in all the two evaluation stages and proves to be the lowest Financial quote), provided further that the bidder has demonstrated that it is qualified to perform services required for the project satisfactorily.

**Nodal Agency Rights to Accept / Reject any or all Proposals**

Nodal Agency reserves the right to accept or reject any proposal, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for Nodal Agency's action.

**Pre- Qualification Criteria**

Sl.no	Basic Requirement	Basic Requirement	Documents required
1	Legal Entity	<p>Should be a Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008 or a Society Registered under Society Registration Act – 1860 or a Trust under the Indian Trust Act, 1882 and registered under the IGR of the state and also registered with:</p> <ul style="list-style-type: none"><li>a. Service Tax Authority</li><li>b. EPF authority</li><li>c. GST authority</li><li>d. VAT registration</li><li>e. Income Tax authority</li></ul> <p>In case of non applicability of any of these (a-e) requisite exemption certificate from competent authority is to be furnished</p>	<ul style="list-style-type: none"><li>a. Certificate of incorporation</li><li>b. Copy of Service Tax registration certificate with up to date tax return</li><li>c. Copy EPF registration along with upto date PF deposit challans (on line copy)</li><li>d. Copy of the GST registration certificates along with up to date clearance certificate</li><li>e. Copy of the registration with Income Tax authority</li></ul> <p>In case of non applicability of any of these requisite exemption certificate from competent authority is to be furnished</p>

2	Experience	The bidder must have a proven track record of successfully continuing implementing / completed at least one project (Network / Telecom project) or integrated call centre management system / solution meaning call centre planning, implementation, integration and operations, for any Govt. / Private sector in the last 3 years ending on 31.03.2019	Attach Work Order and completion Certificate / Certificate from the project authority
3	Turnover	Income / Expenditure (Receipt / Payment) of at least Rs.1 Crore in each of the last 3 financial years ending 31.03.2019. and should have a positive net worth in each of the last 3 financial years ending 31.03.2019	Copy of the audited Profit and Loss account / Balance sheet / Annual report of the last 3 financial years
4	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	A self certified letter by the designated official of the responding bidder on letter head
5	Quality of Service	ISO Certification (ISO9001:2015)	Valid ISO9001:2015 Certificate
6	Tender fees – Rs.10,000/-	To be submitted by form of a Demand Draft / RTGS	Proof of payment to be submitted
7	EMD – Rs.5,00,000/-	To be submitted by form of a Demand Draft / RTGS	Proof of payment to be submitted

### **Evaluation Process**

#### **Tender Evaluation Committee**

The Tender Evaluation Committee constituted by the Nodal Agency shall evaluate the tenders. The decision of the Tender Evaluation Committee in the evaluation of the Technical and Financial bids shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

### **Overall Evaluation**

Tender Evaluation Committee will evaluate and compare the bids determined to be substantially responsive. Tender Evaluation Committee's intent to select the proposal that is most responsive to the project needs and each proposal will be evaluated using the criteria and process outlined in this section.

The technical evaluation of Bids will be carried out using a points system. Bidders with score of 75 and above in the technical bid shall be considered as technically qualified.

The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

### **Evaluation of Bids**

Tender Evaluation Committee will carry out a detailed evaluation of the Technical Bids received by it in order to determine whether they are substantially responsive to the requirements set forth in the Request for Proposal. In order to reach such a determination, Tender Evaluation Committee will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.

**Proposal Presentations:** The committee may invite each bidder to make a presentation. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the evaluation committee and the key points in their proposals.

Based on the technical evaluation, the Financial Bids of only the technically qualified bidders shall be opened by Tender Evaluation Committee. The Financial evaluation will take into account the information supplied by the Bidders in the Financial Proposal, and shall evaluate the same as per the evaluation criteria specified in this RFP.

### **Technical Bid Evaluation**

The technical bids shall be evaluated by the Tender Evaluation Committee based on a weighted point system, assessing each bidder's ability to satisfy the requirements set forth in the RFP Document. The Evaluation Committee will evaluate the technical proposals by taking into account factors mentioned below. The information furnished by the bidders in the technical bid shall be the basis for this evaluation.

Each of the technical bids shall be evaluated on a score of 100 points

Each Proposal will be evaluated according to the following criteria, but not limited to:

Project objective, scope of work and understanding along with past experience in projects of similar nature. Bidders must demonstrate their experience in the format provided in the format provided in Form 12.

Feasibility and Technical Viability of the Proposed Technical Solution – The Bidder's Design, Development and Implementation Plan, its deployment of sound project management strategy etc. for the project. Also the quality, responsiveness, responsibility, ease of use, reliability and comprehensiveness of the proposed technologies, adherence to IT Architecture Plans, standard Information Systems Security Policies etc. would be evaluated from the perspective of the proposed solution.

An Evaluation Score (ES) shall be assigned to each prospective Implementation Agency on the basis of the technical bid submitted. The technical evaluation score shall be based on the number of points that shall be awarded as per the following Evaluation Criteria:

<b>Sl. No.</b>	<b>Technical Evaluation Criteria</b>	<b>Maximum Points</b>
1.	Project objective and scope of work.	10
2.	Experience in implementing project of setting up call center systems (With Documentary proof)	10
3.	Adequacy, Feasibility and Viability of the Proposed Technical Solution	
	<input type="checkbox"/> Approach and Methodology for project Implementation including software development, Hardware & Network procurement and management etc.	20
	<input type="checkbox"/> Quality Systems and detailed strategy of helpline establishment and management	10
	<input type="checkbox"/> Approach to Project Implementation plan and time schedule	10

	<input type="checkbox"/> Approach to Project transition, Change Control and handover	10
4.	Training of users – Approach & Methodology, to imparting effective user training and training plan	10
5.	Helpdesk services & Roles and Responsibilities of entire team	10
6.	Support and maintenance plan	10
Total		<b>100</b>

Total Bid Evaluation: The minimum qualification marks for Technical Bid will be 75.

Financial bids of only those bidders will be opened who score more than the minimum cutoff points in the technical bid.

The responsive Bidders will be ranked in ascending order according to the financial offer and the Bidder whose financial bid is L1-the minimum will be awarded the Contract.

#### **Notification of Award**

Prior to the expiration of the period of proposal validity, the Implementation Agency will be notified in writing or by fax or email that its proposal has been accepted.

The notification of award will constitute the formation of the Contract. Upon the Implementation Agency's executing the contract with department, department will promptly notify each unsuccessful bidder will be promptly notified.

Bidders should not have conflict of interest.

#### **Signing of Contract**

At the same time as Department notifies the Implementation Agency that its Bid has been accepted, Department shall enter into a separate contract, incorporating all agreements (to be discussed and agreed upon separately) between Department and the Implementation Agency.

#### **Performance Bank Guarantee**

The Implementation Agency shall at his own expense, within seven (7) working days of the date of notice of award of the contract or prior to signing of the contract, whichever is earlier, deposit an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled Bank acceptable to department, payable on demand, for the due performance and fulfillment of the contract by the bidder.

This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.

The performance bank guarantee shall be valid till the end of one month after the expiration of contract period and should be in the format prescribed in this RFP.

The Performance Bank Guarantee may be discharged/ returned by department 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, department would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of department under the Contract in the matter, the proceeds of the PBG shall be payable to department as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. Department shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.

Department shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him



due to inadvertence, error, collusion, misconstruction or misstatement.

### **Warranty & Maintenance**

The Implementation Agency warrants to department that:

The Implementation Agency shall provide a comprehensive warranty for a period of 2 years, commencing from the date when the system goes “live” and accepted by the Department.

The warranty should include that the department web based software designed and developed by the Implementation Agency under this Contract shall have no defect arising from design or workmanship or from any act or omission of the Implementation Agency that may develop under normal use of the supplied Software. The Bidder shall specify normal operating environmental conditions in the Contract.

### **Failure to agree with the Terms & Conditions of the RFP/Contract**

Failure of the Implementation Agency to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

### **Financial Proposal**

Financial proposal should comprise of:

- a) Financial Proposal Cover Letter
- b) Financial proposal as per “Annexure-2” and “Details of Financial Proposal”

Bidders shall furnish the required information on their technical and financial proposals in the enclosed formats only. Any deviations in format may make the tender liable for rejection. Do not, otherwise, edit the formats and proposal cover letters.

## **3 Project Profile**

### **Background**

The Women Development Corporation under Department of Social Welfare, Government of Bihar intends to establish 181 toll free “Single Contact Number” (Help line) for women in distress and One Stop Centre (OSC) which is intended to support women affected by violence, in private and public places, within the family, community and at the workplace. The Scheme of Universalization of Women Helpline is intended to provide 24 hours immediate and emergency response to women affected by violence through referral (linking with appropriate authority such as police, One Stop Centre, hospital) and information about women related government schemes programs along with Grievance redressal. The call center shall handle incoming and/or outgoing telephone calls, from/to the beneficiaries/applicants/prospective applicants for services provided by the Corporation, as well as answer queries/concerns of women and adolescent girls on project, programs and schemes for advancement of women and adolescent girls. The helpline 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. A report of all complaints received shall be sent to the concerned authorities on regular basis.

Women Helpline (WHL) will be integrated with One Stop Centre Scheme (OSC) to provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof. Women affected by violence and in need of redressal services will be referred to OSC through WHL.

**The objectives of the scheme are –**

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

To facilitate crisis and non-crisis intervention through referral to the appropriate agencies such as police/ Hospitals/ Ambulance services/ District Legal Service Authority (DLSA)/ Protection Officer (PO)/ OSC and any other protection Cell for women safety.

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

To provide integrated support and assistance to women affected by violence, both in private and public places under one roof.

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.

**Location**

The location of the project will be given by Women Development Corporation.

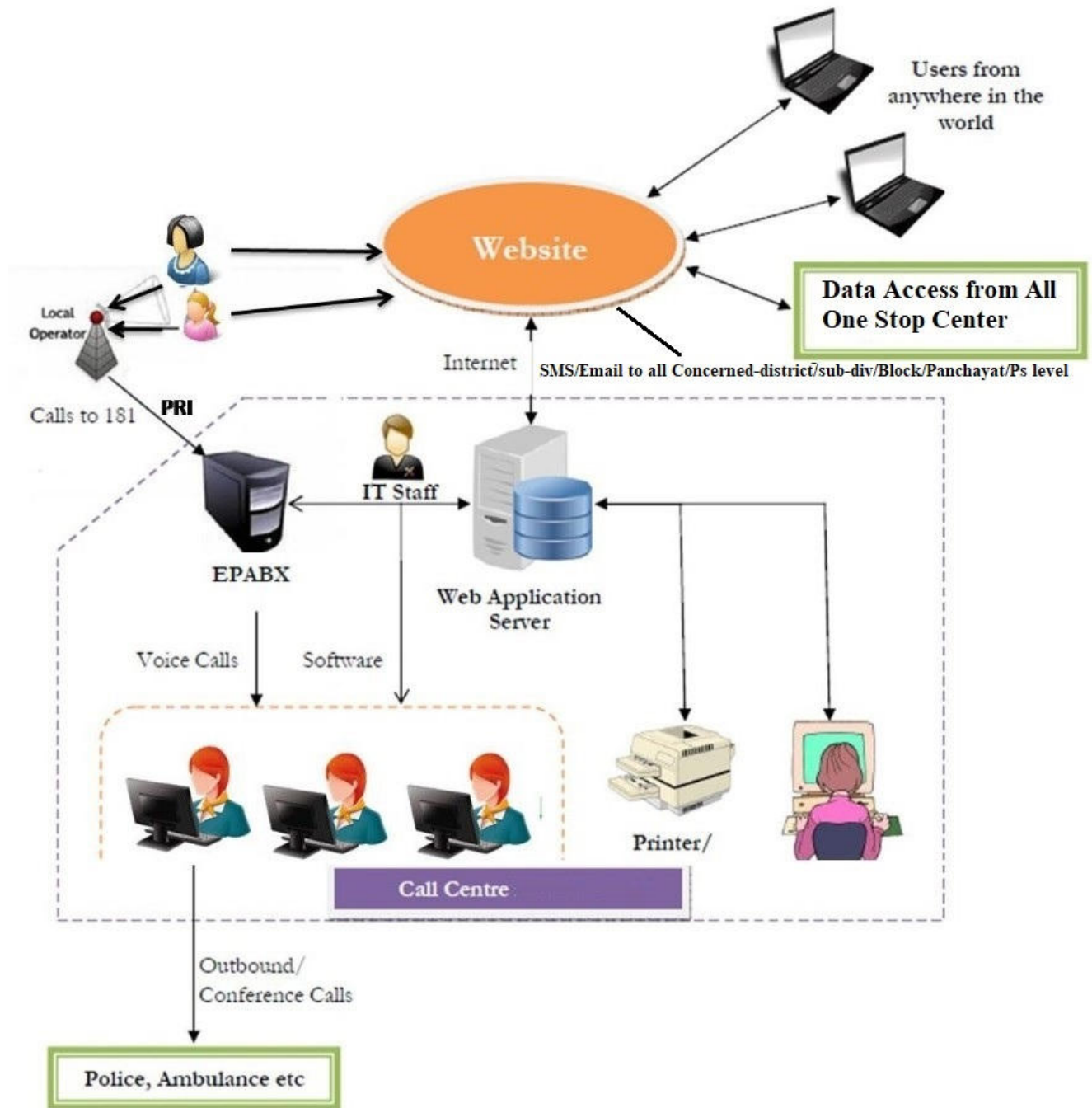
**Duration**

The duration of the assignment will be 2(two) year of support and maintenance after implementation from the date of go live. The project extension will be given on the basis of satisfactory performance in the first 2 years.

**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



### 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 181-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:

- To provide toll-free 24-hours telecom service to women affected by violence seeking support and information.
- To facilitate crisis and non-crisis intervention through referral to the appropriate agencies such as police/Hospitals/Ambulance services/District Legal Service Authority (DLSA)/Protection Officer (PO)/OSC.

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

**Target Group**

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

**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:

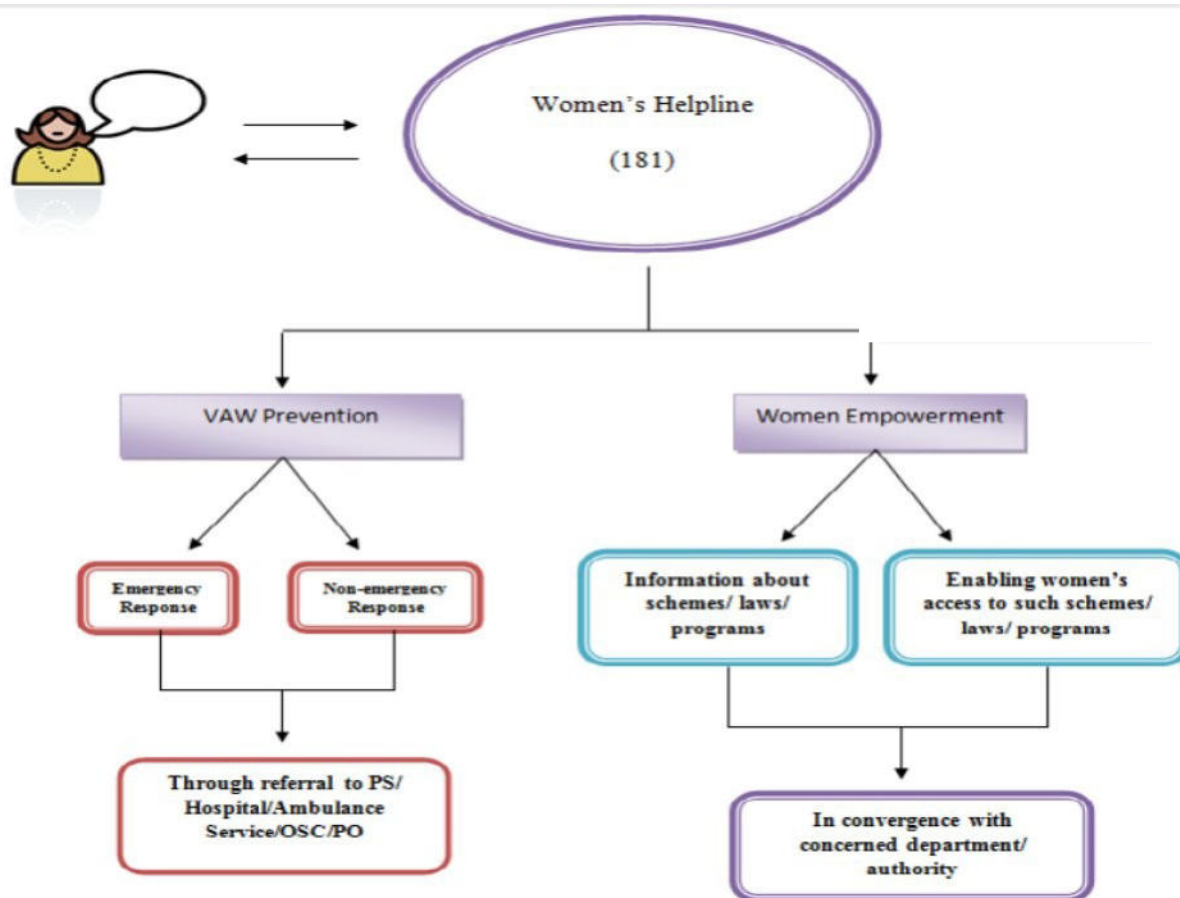
- a. Telephone-landlines, mobile phones through calls, SMS/text messaging, mobile apps and fax messages;
- b. Internet - emails, web-posts, web-interface, social networking sites i.e. web page, facebook, twitter, mygovetc;

**MIS**

A web enabled Management Information System (MIS) would be developed to provide a user friendly and easily accessible one single portal giving due regard to the confidentiality of women affected by violence. When an aggrieved woman approaches the WHL her personal and case details will be fed into this system as per the prescribed format and a Unique ID Number would be generated through which the case would be followed by the authorities from district to state level.

This system would also be used to access accurate information about the network of institutions and resources available and able to provide medical, legal, shelter support to women.

Furthermore, this software will be utilized to provide information about all the schemes and programmes run by Central/State Government Administration for the empowerment of women and girls. In case, a woman places a call to inquire about the same, she will be provided with requisite information and guided through the process required for accessing these schemes and programmes.



### Change in Scope of Work

- a) 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.
- b) 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.

### Guidelines for work related to hardware, network equipment's and off the shelf software

The Implementation Agency should Procure, Supply, Install Commission, Configure, Test, Integrate, Manage and Support the Hardware and Networking Equipments 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.

**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 equipments and the overall system.

**Software Licenses**

The software licenses shall be transferred to WDC.

**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.

**Training of Users**

Prepare and organize training programs to facilitate the user departments in the efficient usage of the whole system.

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.

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.

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.

### **Suggested List of Deliverables**

The suggested list of deliverables (but not limited to) from the successful bidder include:

- a) Hardware Equipment
  - i. Call centre solution
  - ii. Servers
  - iii. Desktop Computers
  - iv. Any other equipment required
- b) Training Manuals and literature
- c) MIS Software with the source code and manual for customization
- d) Systems Administration Manuals
- e) User manuals
- f) Installation Manuals
- g) Operational Manuals
- h) Maintenance Manuals
- i) Periodic Status and Review Reports
- j) Internal Review and testing documents of the Implementation Agency.

#### **K) Manpower for call centre**

Sr No.	Resource	Nos
1	Supervisor ( Women )	2
2	Call Centre Operators (Women)	8
3	Multipurpose Worker	1

## Indicative Project Plan

The implementation schedule for the project is as following:

Stage No.	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
8	UAT and Commissioning of the Call Center	T+2 weeks
9	User Acceptance Test	T +3 weeks
10	Design document & manuals handover to end customer Indicative list of manuals: (a) Systems Administration Manuals (b) User manuals (c) Installation Manuals (d) Operational Manuals (e) Maintenance Manuals (f) Training Manuals (g) MIS customization Manuals	Within T+4 weeks
11	Completion of Training	T+4 weeks
12	Operation and Maintenance	T + 5 weeks

The Implementation Agency needs to submit a detailed project plan on the commencement of the project. WDC may also prioritize the deliverables and can ask the Implementation Agency to incrementally implement the high priority items initially during the Development Phase.

The period of development of MIS software may be used to incrementally implement some of the selected solution, so as to inject the IT culture within the organization and promote continuous learning and carry out training programs. It is assumed that installation of hardware and network equipments would be in place by then (through appropriate phased installation).

Department and/or its designated organization (e.g. Project Management Consultant, committees etc) would conduct periodic reviews and audits of the work done by the Implementation Agency.

## Post acceptance support

From the day when the system goes “live”, the Bidder must provide expert personnel at state level << if required, states may decide for other details like specific locations or departments >> for a period of one (1) year on a full time basis for providing post Acceptance support to the implemented system.

At the end of 1 year, department will have the option of extending the Post Acceptance support for any further periods, if the need arises so.



### **System Hand-Over on completion of contract period**

The Implementation Agency shall transfer all the assets including all its components of software, hardware etc. to the State at the end of contract period at no additional cost to the State as per the exit plan.

### **Service Level Requirements**

The purpose of this Service Level Requirements (hereinafter referred to as SLR) is to clearly define the levels of service which shall be provided by the Implementing Agency to the Nodal Agency for the duration of this contract.

The SLR has been logically segregated in the following categories:

- a) Deployment SLR - If the agency fails to complete the assignment, on or before the due date of completion as mentioned in the work order, they will be charged with a penalty @ 1% (of the total cost of assignment) per week. The total penalty will not exceed the total amount of the PBG after which the contract will be terminated and PBG will be forfeited.
- b) Technical SLR – SLR applicable and must be complied by demonstration at the time of acceptance of the project.  
Considering the criticality of the call center operations, technical support should be made available in the call center within 24 hours of reporting any technical issue via email, phone etc and maintenance personal should be available physically onsite within 48 hours.

### **Project Management Review**

The progress of project would be reviewed at regular intervals by the nodal agency. Implementing Agency should send weekly progress reports & Monthly Status reports to the state nodal agency. Implementing agency has to obtain necessary concurrence from nodal Agency

### **Acceptance Criteria**

The Acceptance Test shall include unit test of each and every function and facility of the call centre solution and related components.

The Acceptance Test shall include checks for all cross-functional and Interservice requirements.

Acceptance of the system shall be based on the integrated performance of Hardware, Software and Networking.

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#### **4. Terms and Conditions**

**The general terms and conditions shall apply.**

##### **Payment Terms and Schedule**

Payment terms

- Σ 30% on delivery and installation of all hardware at the site
- Σ 50% on successful acceptance of the call center solution
- Σ 20% at the end of 1 year after acceptance and go live

##### **Arbitration (As per the State Government rules)**

#### **5. Arbitration**

- 5.1.1. The matter regarding any dispute shall first be sorted out at the level of Managing Director, Women Development Corporation. If the dispute persists to remain unresolved then it will be entertained, heard & finalized as per the provisions of the Arbitration and Conciliation Act, 1996. The arbitrator will be appointed by mutual consent in accordance with the principles of natural justice.

##### **Confidentiality**

Neither the Selected Implementing Agency nor WDC will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which is disclosed in tangible form is market confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under these Conditions of Empanelment or any other Conditions of Empanelment between the parties. The Selected Implementing Agency shall not, without prior written consent of WDC, disclose the commercial terms of this work order to any person other than a person employed by the Selected Implementing Agency in the performance of the work order.

The clause on Confidentiality shall be valid for a further period of one year from the date of expiry or termination of the assignment, whichever is earlier.

## **6. Miscellaneous Terms & Conditions**

- a) The end product of the work assignment carried out by the Selected Implementing Agency, in any form, will be the sole property of the WDC.
- b) The Selected Implementing Agency shall not outsource the work to any other associate / franchisee / third party under any circumstances without the prior approval of the WDC.
- c) The Selected Implementing Agency shall perform the services and carry out its obligations under the Conditions with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training / consulting standard recognized by national / international professional bodies and shall observe sound management practice. It shall employ appropriate advanced technology and safe and effective methods. The selected implementing agency shall always act, in respect of any matter as faithful advisors to WDC and shall at all times, support and safeguard WDC's legitimate interests.

### **Force Majeure**

- a) Force majeure clause shall mean and be limited to the following :
  - i. War / hostilities
  - ii. Riot or Civil commotion
  - iii. Earth quake , flood , tempest , lightning or other natural physical disaster
  - iv. Restriction imposed by the Government or other statutory bodies, which is beyond the control of the selected implementing agency, which prevent or delay the execution of the order by the selected implementing agency
- b) The selected implementing agency shall advise Government of Nagaland in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, Government of Nagaland reserve the right to cancel the Conditions of Empanelment without any obligation to compensate the selected implementing agency in any manner for what so ever reason, subject to the provision of clause mentioned.

## ***Annexure 1 – Guidelines for Technical Proposal***

### **Technical Proposal should comprise of the following:**

- 1 A printed covering letter, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. Do not, otherwise, edit the content of the proposal cover letter.
- 2 The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as supplemental to the required response.
- 3 Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. Department will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
- 4 The bidder is expected to provide bill of materials for the proposed solution as part of technical proposal without price quote. The Bill of materials/deliverables as given in the technical solution should be in consonance with the financial proposal. Any deviations in the final deliverables between technical and financial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal. Department reserves the right to take appropriate action in this regard.
- 5 Bidders are required to provide in their proposals, details and sizing estimates of hardware required to be procured by department. The hardware and network equipments should be planned keeping in mind the application and data requirements for a period of at least five (5) years. The hardware and networking equipments face technological obsolescence and thus proper planning for procurement and management is very critical.
- 6 **The bidder must address the following in detail in their project implementation strategy:**

A detailed Project schedule and milestone chart.

Approach and Methodology of design, development and management of the Application software.

The plan should adhere to the software development life cycle (SDLC)

Project Management tools proposed to be used for project.

Bidder's plan to address the key challenges of the project

### **7 Guidelines for work related to hardware, network equipments and off the shelf**

The Implementation Agency should Procure, Supply, Install, Commission, Configure, Test, Integrate, Manage and Support the Hardware and Networking Equipments 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.

**8 Documentation**

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

The training manuals and administration manuals

Any other document(s) deemed necessary for implementation, operation and maintenance of the hardware and network equipments and the overall system.

**9 Software Licenses**

The software licenses if any shall be transferred to WDC.

## ***Annexure 2 - Financial Proposal***

1. Unless expressly indicated, bidder shall not include any technical information regarding the services in the financial proposal.
2. Prices shall be quoted entirely in Indian Rupees.
3. No adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The contract price shall be the only payment payable to the selected Implementation Agency for completion of the contractual obligations by the Implementation Agency under the Contract, subject to the terms of payment specified in the contract. The price quoted would be inclusive of all taxes, duties, and charges and levies as applicable. GST as and when applicable shall be quoted separately. Prices quoted for all Hardware and software shall be inclusive of supply at site, installation and commissioning. No extra payment on any account shall be admissible.
4. All Hardware, Networking equipments and cables shall be supplied brand new. All hardware supplied shall be with 3 years or more (as provided by the OEM) warranty support from OEM and bidder shall be responsible for ensuring  $\geq 99\%$  uptime at all locations and also the prescribed uptime requirements at State Data Centres.
5. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
6. **Discount** - The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose.
7. **Correction of errors**

Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted will be entertained after the quotations are opened. All corrections, if any, should be initialed by the person signing the proposal before submission, failing which the figures for such items may not be considered.

Arithmetic errors in proposals will be corrected as follows:

In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.

The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.

## 8. Financial Details

This table should be consolidated from the “Grand Total” row from subsequent tables Table 1 – Consolidated Cost Summary inclusive of taxes.

	Item-wise amounts (Inclusive of Taxes)	Amount in figure (Rupees)
A	Capital Cost (Table 1)	
B	Implementation Cost ( Table 2) MIS Software, Configuration, Installation etc	
C	Manpower Cost	
	<b>GRAND TOTAL (A+B +C)</b>	

**Table (1) : BOM format for hardware, software and networking equipment**

SN	Item	OEM	Make/Version	Unit Rate(in Rs)	No of Units	Total Cost
1	IP EPABX Server				1	
2	Digital Telephony Card				1	
3	Web Application Server				1	
4	PC for Supervisor and IT Support				2	
5	Printer/ Scanner				1	
6	PCs for the Call Centre Attendants				6	
7	Combo Communication equipment: Headsets with Mics				10	
8	UPS				1	
9	Networking Switch				1	
10	Wifi Router				1	
11	Cables, accessories + installation				1	
10	External hard drives for data backup				2	



**Table (2): Implementation Cost ( MIS solution, configuration , installation etc)**

SN	Component	Total Cost (INR)
1	MIS Software	
2	Configuration	
3	Installation	
4	(Others: Specify)	

**Table (3): Manpower Cost**

Sr No.	Resource	Nos	Unit Cost	Total for 1 year
1	Supervisor (Preferably Women)	2		
2	Call Centre Operators (Women)	8		
3	Multipurpose Worker	1		

### ***Annexure 3– Technical Specifications of the Equipment’s***

Following are the detailed Specification for the equipment’s, required for establishing the 181 Women Helpline.

SN	Item	Specifications
1.	IP Based Call Center Solution with EPABX server	a) 1 PRI with 30 lines . b) The EPABX Server should be configured with the PRI interface interface card c) The management platform must provide a Web-based Graphical User Interface (GUI) configuration tool d) The system should be able to record and print out on a printer all calls data on a realtime basis. e) The system shall be able to generate reports automatically on a regular basis and on request. The content of the reports shall be:- a) Extension numbers b) Number dialed c) Date & Time d) Duration e) Cost f) Extension outgoing calls g) Incoming calls h) Extension to extension calls i) Incoming calls to operators. j) Lost calls at operators
2.	Web Application Server	I5 or higher, 8GB RAM, 2TB HDD, RAID 01, Windows Server 2012 or higher
3.	PC for Supervisor and IT Support	Dual Core or higher, 8GB RAM, 1TB HDD, 21.5" Full HD LED Monitor, DVD Drive, Microsoft Windows 10, Microsoft Office 2010 or higher, Antivirus
4.	Printer/ Scanner	Laser Printer/ Scanner/ Copier/ Fax with Network Capability (Ethernet)
5.	PCs for the Call Centre Attendants	Dual Core or higher, 4GB RAM, 500GB HDD, 21.5" Full HD LED Monitor, DVD Drive, Microsoft Windows 10, Microsoft Office 2010 or higher, Antivirus
6.	Communication equipment: Headsets, Mics etc.	Over the head headset with integrated microphone from a reputed company
7.	UPS	5kVA Online UPS 150AH Battery x 4 nos
8.	Networking Switch	16 Port Gigabit Switch + Wall mounting
9.	Wifi Router	Wifi Router with WAN Port
10.	Cables, accessories + installation	LAN Wiring of office connecting all 8 PCs, 2 Servers and MFP
11.	External hard drives for Data backup	500GB USB3 External HDD

***Form 1 : Technical Proposal Covering Letter***

Date:

To,

Managing Director  
Women Development Corporation, Bihar

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

**Subject: Request for Proposal for Implementation & Technology Partnership for Establishment of  
181- Helpline for Women in Distress.**

Dear Sirs:

We, the undersigned, offer to provide the services for [*Insert title of assignment*] in accordance with your Request for Proposal dated [*Insert Date*] .

Our attached Technical Proposal is based on our full understanding of scope of work and services and other requirements as mentioned in RFP of the project requirements of

Yours sincerely,

Authorized Signature [*In full and initials*]:  
Name and Title of Signatory:

Name of Firm:

**Form 2 : Financial Proposal Submission Form**

*(To be submitted on the Letterhead of the responding firm)*

[Location, Date]

Date:

To,

Managing Director  
Women Development Corporation, Bihar

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

**Subject:** Submission of proposal in response to the RFP for “**Implementation & Technology Partnership for Establishment of 181- Helpline for Women in Distress**”. File No <xxx>.

Dear Sirs:

We, the undersigned, offer to provide the services for [*Insert title of assignment*] in accordance with your Request for Proposal dated [*Insert Date*] and our Technical Proposal. Our attached Financial Proposal for is for the sum of [*Insert amount(s) in words and figures*]. This amount is inclusive of taxes as listed at Form FIN-2 (Summary of Costs) attached.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive. We

remain,

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

## 1. Financial Details

This table should be consolidated from the “Grand Total” row from subsequent tables Table 1 – Consolidated Cost Summary inclusive of taxes.

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GRAND TOTAL				