

National Commission for Women,
4, Deen Dayal Upadhyaya Marg,
New Delhi – 110002

Date: 30th December, 2011

National Commission for Women, a statutory body, established in 1992 by an Act of Parliament invites expression of interest from qualified agencies for providing consultancy services to prepare Detailed Project Report and Request for Proposal for establishing a toll free 24x7 Call Centre along with Helpline facility for NCW.

This would enable women in distress to get help with the assistance of partner NGO and other agencies. Duly filled in application forms in the prescribed format along with all Annexure should be submitted on or before the last date as prescribed in the Website. For details, please refer to NCW Website www.ncw.nic.in

EXPRESSION OF INTEREST

Subject: Selection of consultant to prepare DPR & RFP for choosing Implementing Agency to establish a toll free 24x7 Call Centre along with helpline facility for NCW

National Commission for Women is a Statutory Body established in 1992 by an Act of Parliament for the safeguard of Women and to educate them about their legal rights. Since complaints registered in NCW take formal procedural time for appropriate action and to reach the final stage, it has been felt that a Toll Free 24x7 Call Centre along with Helpline facility should be established by NCW to be run by a selected agency (Implementing Agency). This would enable women in distress to be provided immediate help by partner NGOs or other designated agency.

However, to enable selection of the Implementing Agency to run the Call Centre, NCW requires consultancy services to prepare the detailed Project Report for selection of the agency who would run the Call Centre. It, therefore, invites proposals from qualified consultants as per the formats given in the EOJ documents. The Helpline and Call Centre will first be established as a pilot link in some selected districts i.e. 2 or 3 in the country. After review and successful working, this would be extended to other districts as well. The DPR when prepared must take this into account.

The following are the pre-qualification criteria for selection of consultant to prepare DPR & RFP etc.

1. The bidding agency shall be a firm/company registered under the Indian Companies Act, 1956 and have registered offices in India.
2. It should have been in similar business/Information technology Consulting Business for more than 3 years as of 31.3.2011. Joint venture or consortia or sub-consultants are not permitted to apply.

3. The bidding consultancy firm should not have suffered loss during the three financial years commencing from 2008-2009.
4. The bidding consultancy firm should have an average turn over of ` 25 crores in each of the last 3 financial years starting 2008-2009 which should stand duly reflected in Audited accounts/certified Balance-sheets of the corresponding period.
5. The Consultancy firm should have at least 10 full time Consultants on its Rolls as certified by Statutory Auditors.
6. The Consultancy firm should have experience in executing similar consultancy job in Government/PSUs/Autonomous Bodies in India during the last three financial years, not less than two jobs of ` 1 crore each and at least one of them should have been fully completed. A Certificate from the Work Order Issuing Authority must be placed with EOI.
7. The Company/Firm should have I SO certification
8. Conditional Bids will stand rejected.
9. Bidder should not have been blacklisted by Central or State Government & certified as such by Company Secretary.

NCW will select one consultancy firm to give consultancy services in preparing the detailed project report which will be issued through a subsequent advertisement in order to select the implementing agency who will run the Call Centre/helpline for NCW. Indicatively the main requirement of the 24x7 project will be of two kinds; one technology/technical requirement, proposal on strategy formulation and design of call centre with helpline facility. Secondly linkages/back-end support through Panels of NGO, Social Workers, Counsellors, Hospitals, Trauma Centres etc, identification of partner NGOs

NCW intends to outsource the work to the agency who would run the Call Centre in its entirety. This will envisage 24x7 Toll Free Helpline which is based on 'any time, anywhere, concept for women to access. A complaint received on

this Helpline will enable the caller in distress to be connected to and be advised by the agency most appropriate to giving such help. Since the matter involves detailed technical requirements and back end linkages to NGOs etc. NCW has thought it appropriate to seek expression of interest from Consultants who will prepare the detailed project report & RFP and other documents required for the purpose.

The selected consulting firm will be given maximum three weeks time from the date of selection to prepare the detailed project report & RFP and other necessary documents to enable further selection of the agency which would run the Call Centre on behalf of NCW.

INSTRUCTIONS TO CONSULTANCY FIRMS SUBMITTING THE PROPOSAL OF EOI

1. An authorized representative of the consulting firm shall initial all documents enclosed with the Expression of Interest (EOI) proposal. The authorization must be in the form of a written Power of Attorney in non-Judicial Stamp Paper or Letter-head of the Firm.
2. The EOI should not contain over-writing.
3. The proposal shall be accompanied with appropriate covering letter signed by the authorized representative of the firm.
4. The bids should be submitted in two separate sealed envelopes super subscribed clearly as 'technical bid' and 'financial bid' respectively.
5. Financial bids of only those parties who qualify in technical parameters assessment will be opened.
6. The financial bids of those who fail to qualify will be returned unopened.
7. The technical bids will be evaluated by a Committee constituted for the purpose by NCW on criteria such as capability, experience, commitment etc. Lowest quote (L1) in financial terms will be selected from among the technically qualified consultants.

8. Consultancy firms qualifying in the pre-qualification will have to make a presentation of about 20 minutes of their credentials before a Selection Committee at NCW on a date/time which will be put up on the website.
9. The complete postal address for correspondence and the name of contact person with telephone number etc. must be given in the covering letter. The proposal should be received at the address; National Commission for women, 4-Deendayal Upadhyaya Marg, New Delhi latest by 4:00 P.M. on 13th January, 2012 and NCW will not be responsible for any postal delay or otherwise.
10. Any proposal received after the deadline for submission shall not be entertained.
11. The format for technical bid is at Annexure A and for Financial bid is at Annexure B.
12. Unconditional acceptance statement should be appended with EOI.
13. POA should be attached with EOI.
14. Demand Draft of ` 25,000 as EMD from scheduled bank to be submitted along with EOI failing which proposal will be summarily rejected.
15. Proposals received through fax and email will not be accepted.

The selected Agency to run the Call centre/ Helpline will be given maximum one month time to start the operations in the pilot districts.

Scope of work of Consultant

The scope will be to, inter alia, assist in selecting Implementing Agency (IA) to establish call centre and helpline and suggest end to end solution covering the total process indicatively.

1. Assess technology/technical requirement.
2. Propose strategy formulation & design of call centre with helpline facility.
3. Prepare DPR & RFP.

4. RFP to capture all the necessary information required to evaluate the technical proposals of the bidding IAs.
5. RFP to have general conditions required to evaluate bidding IAs as well as specific conditions derived out of requirements of NCW.
6. Evaluate responses to the RFP from bidder IAs.
7. Conduct due processes of evaluation & short listing etc.
8. Evaluate all bidding responses vis a vis financials.
9. Recommend the selected IA,
10. Prepare contract documents with IA
11. Close contract with IA.
12. Commercial and legal requirements that form part of the structuring and financing of capital expenditure (Capex) and operational expenditure (Opex) along with terms of various Rules/Acts/Procedure.
13. Monitor programme implementation for 3 months after commencement of call centre/helpline by IA including project tracking & reporting.

Technical Bid

1. Name of the applicant Firm
2. Name of the Chief Functionary
3. Address
4. Registered Office
5. Telephone Nos for contact
6. E-mail for correspondence
7. Year of Establishment
8. Registration details
9. Turnover for last 3 years
10. Certified Audited Accounts Statement of last three years
11. Certified copy of the PAN Card.
12. Net worth for last 3 years
13. About Services:
 - Vision
 - Mission
 - Geographical area of operation
 - Sectors/issues working on.
14. Whether ISO certified.
15. Bidders will be assessed on parameters such as past experience, capacity, turnover, ISO certification carrying 15 marks maximum each and presentation carrying maximum of 40 marks making for a total of 100 marks maximum.
16. The cut off for qualifying in technical parameters will be 70 marks.

(Authorized Signatory)

Name:

Designation:

Address:

Phone No.

ANNEXURE B

FINANCIAL BID

Gross financial quote in Indian Rupees inclusive of all taxes and Government levies with reference to scope of work as defined in the EOI for acting as Consultant to NCW to prepare DPR/RFP and other documents required to select implementing agency that will run 24x7 Call Centre and Helpline for National Commission for Women.