

**REQUEST FOR PROPOSAL (RFP)**  
**for**  
**WOMEN'S SAFETY AUDIT**  
**in**  
**14(FOURTEEN) TIER II INDIAN CITIES**



**National Commission for Women**  
**Plot No 21, Jasola Institutional Area,**  
**New Delhi 110025, India**

**Date: 07.04.2022**

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**-Tender Notice-**

**REQUEST FOR PROPOSAL (RFP) FOR ENGAGING  
Executive INSTITUTE FOR conducting Women's Safety audit in 14(fourteen) tier II Indian  
Cities**

**Office of the Joint Secretary  
National Commission for Women  
Plot No 21, Jasola Institutional Area,  
Delhi: 110025.  
E-mail: [jsncw-wcd@nic.in](mailto:jsncw-wcd@nic.in)  
Phone: 011-26944805; Website: <http://ncw.nic.in>**

No.F.6-01/48/2022/NCW(L)

Date: 07.04.2022

1. Joint Secretary, NCW invites technical and financial proposals from eligible Institutes for conducting Women's Safety Audit in 14(fourteen) tier II cities of India. List of cities is enclosed at Annexure A.
2. Participating Institutes must fulfill the following pre-requisites:
  - i. The Applicant shall be an educational institute of repute either (1) listed as Institute of National Importance on website of Department of Higher Education, Government of India OR (2) Teaching institute having A++/A+ accreditation by NAAC (National Assessment and Accreditation Council) OR (3) Administrative Training Institute of State Government or Government of India having prior experience of conducting survey research.
  - ii. The applicant should have experience of conducting at least two survey research projects with published reports. Reports should be available in public domain or copy should have been submitted to Government/International Agency.
  - iii. The educational institute should be in existence and functional for at least 5 (five) years at the time of submitting the proposal. In case of teaching institutes having NAAC A++/A+ accreditation, the accreditation should be valid in current year. Incorporation/ registration/ accreditation certificate should be furnished in all three cases mentioned at 2(i).
  - iv. The Institute must be registered under Income Tax/ Goods and Service Tax Act and other applicable tax laws, as the case may be.
  - v. The Institute should not have been blacklisted by any State Government or any other Public sector Undertaking or a Corporation as on the date of RFP. The Institutes that are in litigation with department/ any other public sector undertaking or a corporation of State Government or Central Government will not be eligible for this tendering process. An undertaking to this effect should be submitted.
  - vi. Preference will be given to the Institutes which have more Survey research experience.

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Proposals without these documents will be treated as ineligible and shall be summarily rejected.

3. Interested Institutes may download the complete Request for Proposal (RFP) document from the website <http://eprocure.gov.in> or <http://ncw.nic.in>. The eligible applicants may submit their proposals online at website <http://eprocure.gov.in>.

Table No-1 Key information/ dates/ address:

S. No.	Description	Important Information
1.	Date of online publication	08.04.2022
2.	Starting of downloading of e- tender documents	08.04.2022
3.	Last date of seeking clarification of RFP	Up to 12.04.2022 at 3:00 PM by sending email to <a href="mailto:jsncw-wcd@nic.in">jsncw-wcd@nic.in</a>
4.	Date, Time and venue of pre-proposal submission meeting	13.04.2022 at 11:00 AM at Conference Hall, National Commission for Women. People interested in attending the pre-proposal meeting through video conference must send request to attend VC by 3 PM of the previous day to <a href="mailto:jsncw-wcd@nic.in">jsncw-wcd@nic.in</a>
5.	Proposal submission -Start date /time	13.04.2022 at 09:00 AM
6.	Proposal submission -End date /time	04.05.2022 at 06:00 PM
7.	Date /Time of opening of Technical proposal	06.05.2022 at 10:00 AM
8.	Date of public opening of Financial proposal	Will be intimated to the qualified applicants separately.

4. The Institute shall deploy requisite number of experts of specified qualification and experience/ eligibility for conducting such safety audit.
5. All amendments, time extension, clarifications etc. will be uploaded on the website <http://eprocure.gov.in> only and will not be published in newspaper. The Institutes should regularly visit the website <http://ncw.nic.in> or <http://eprocure.gov.in> to keep them updated.



(A Asholi Chalai)  
Joint Secretary

National Commission for Women,  
Plot No 21, Jasola Institutional Area,  
New Delhi: 110025.

**Request for Proposal for engaging Institute for conducting Women's Safety audit in 14(fourteen) tier II Indian Cities**

1. **Introduction:** The Competent Authority, National Commission for Women invites technical and financial proposals from eligible Institutes for conducting Women's Safety Audit in 14(fourteen) tier II Indian cities for National Commission for Women. The RFP includes the following documents:
  - i. Letter of Invitation
  - ii. List of Cities for conducting Women's Safety Audit Annexure-A
  - iii. Data Sheet Annexure-B
  - iv. Technical Proposal, for Standard Forms, see Annexure-C
  - v. Financial Proposal, for Standard Forms, see Annexure-D
  - vi. Draft Agreement see Annexure-E
  - vii. Indicative Questionnaire Annexure-F
  
2. **Validity of applications:** The Application shall be valid for a period of 1 year from the last date of submission of applications. NCW retains the right that in exceptional circumstances at its own discretion it may ask the applicants to extend the validity of their application for a specified period. The Applicant not submitting the letter of extension of the validity period at that time shall not be further considered.

**3. Background**

**3.1. Aims & Objectives:** National Commission for Women wishes to appoint eligible and experienced Institutes to conduct Women's safety audit in 14(fourteen) tier II Indian cities. One Institute can submit proposal for audit of maximum three cities. The proposal for each city should be submitted separately. A Priority listing of cities for applicants applying for more than one city should also be submitted. List of cities is attached at 'Annexure A'. The objective of the audit is to assess the level of safety experienced by women in public spaces and workspaces in the city on the basis of a sample survey & focused group discussions (FGDs) and to submit a detailed report in this regard. On the basis of information gathered during survey, institute will prepare a Women's security score card for the particular city.

**3.2. Rationale:** In urban areas women often face violence and sexual harassment in public places due to many factors such as poor urban design and planning, inadequate public facilities including transport and policing and also regressive social attitudes. All kind of harassment including absence of public utilities, affects women choice to work and mobility. The proactive approach of the local government to make changes in the physical and social environment in which women live and work can make them feel safer. This audit is being done to understand what works and what does not work in understanding public spaces as safe spaces. Further, the audit is expected to identify possible reasons for poor safety with the objective of preparing a road map towards building safe cities.

**3.3. Why is a Safety Audit needed:** Women's safety Audit is a tool to identify gaps in the physical and socio-economic environment using the participatory approach and address these to ensure safe public places and workplaces such that women can participate in society fully without any fear of intimidation or unwelcome behavior. A participatory approach can also help to improve social consciousness of what constitutes unwelcome behavior and builds public opinion against such attitudes.

**4. Definitions:**

4.1. Public Space: Public spaces are all places publicly owned or of public use, accessible and enjoyable by all.

4.2. Work Space: All work places with a minimum of 10 employees. It includes:-

- i. any department, organization, undertaking, establishment, enterprise, institution, office, branch or unit which is established, owned, controlled or wholly or substantially financed by funds provided directly or indirectly by the appropriate Government or the local authority or a Government company or a corporation or a co-operative society;
- ii. any private sector organization or a private venture, undertaking, enterprise, institution, establishment, society, trust, non-governmental organization, unit or service provider carrying on commercial, professional, vocational, educational, entertaining, industrial, health services or financial activities including production, supply, sale, distribution or service for either private consumers or the public;
- iii. Hospitals or nursing homes;

4.3. Stakeholder: are "individuals and organizations who are actively involved in the making city safer place for all, or whose interests may be positively or negatively affected as a result of execution of Women's safety audit". An indicative list is as follows

- a) Municipal Councilors and Mayor
- b) State Department of Women and Child Development
- c) State Women Commission
- d) Local Women's groups
- e) Police officers, women in the force if possible
- f) Vulnerable Groups
- g) Student Unions
- h) Professional Associations including associations of doctors, architects, teachers, business associations
- i) Any other influential groups
- j) Executive Institute is free to add more to the list

4.4. Urban Local body: Urban Local Bodies (ULBs) are local bodies as notified by State Government that administer or govern a city or a town of specified population. Urban Local Bodies are vested with a list of functions delegated to them by the state governments.

**5. Scope of Work:** The selected Institute would be required to:

**5.1. What is to be done?**

- 5.1.a. **Audit of physical and social infrastructure for safety:** Audit of physical environment like sufficient lighting, connectivity, footpaths, openness, visibility, mobile police vans in market areas, gender sensitization of public officials especially in police force, toilets with running water in public places like markets, schools, colleges, hospitals, women thanas, etc is very much required to identify physical gaps in infrastructure that directly affect women's safety.
- 5.1.b. **Perception audit:** Perception audit is important to identify what works and what does not work for the community. To give one example, presence of vendors may create perception of safer places to some and unsafe place to others. Sample surveys of public spaces and workspaces along with focused group discussions (FGDs) would convey what women feel about safety and why.
- 5.1.c. **Perception of safety in public spaces:** Public space is property open to public use. It can be privately or publicly owned. Public space is central to political and social life in cities. They contribute to the reputation of cities for vibrancy and livability, and to the well-being of urban residents. The master list of public spaces/workspaces/campuses/hospitals/transport etc. is to be drawn in consultation with the urban local body members and other key stakeholders. The exhaustive list of public spaces/workspaces/campuses/hospitals/transport should be obtained from the concerned department. Business associations may be involved during preparation of workspaces list. To draw the list, an entry conference can be held with Mayors/ Chairpersons of the Municipalities and elected Councilors before beginning of the safety audit to plan meetings in all the wards of Municipalities. Public places to be checked would include
- a) Parks,
  - b) Markets,
  - c) Public toilets,
  - d) Train and bus stations,
  - e) Street crossings,
  - f) Public transport—Public buses/trains etc.
  - g) Work spaces with large clusters of people
  - h) Educational Institutions; Schools, College and university campuses
  - i) Hospitals
  - j) Banks and ATMs with large footfalls
  - k) Public parking
  - l) Religious places
  - m) CCTVs
  - n) Areas having large concentration of Street vendors
  - o) Market areas having liquor shops
  - p) This is only an indicative list. Institute may include other public places also based on consultative process.

**5.1.d. Checklist of Institutional mechanisms for protecting women:**

- a) Police to population ratio
- b) Operational Police Stations
- c) Whether there is a Crime Against Women Cell
- d) Presence of mobile police vans in market areas
- e) Presence of Closed-Circuit Television points in the city- coverage area-wise
- f) Rate of crime against women over the last 10 years including trends and analysis if any
- g) Lighting in public spaces
- h) Incidence of reporting of crimes against women by victims- trends over the last 10 years if available
- i) Cyber-crimes cell- data for the last ten years and trends if available
- j) Whether help lines in the police are operational
- k) Time taken to respond to a distress call. Whether police posts are there at public transport spots like train stations and large bus stops.
- l) This is only an indicative list. Institute is expected to do detail study and recommend any other feasible parameters.

**5.2. Survey Methodology**

5.2.a. **Survey methodology for public spaces:** Survey methodology should be based on a master list of all public places. Cluster sampling may be used to divide the population into multiple groups and then select random groups with systematic random sampling technique for data collection and data analysis. The survey questionnaire (both structured and unstructured) should be prepared to capture data and responses. 20% of the public places identified through consultative process, are to be surveyed.

5.2.b. **Survey methodology for work spaces:** Survey methodology should be based on a master list of all work places with a minimum of 10 employees. This might include establishments registered under the Shops and Establishments Act and Factories Act. A 3-5% sample survey of workspaces is expected to be conducted. Focused Group Discussions can also be used as a tool for collecting data in work spaces. The objective of including workspaces in the survey is to increase coverage of different occupational groups and to seek their opinion on women's safety.

5.2.c. All surveys should follow research ethics. Those surveyed must be clearly informed about the nature of audit that it would be recorded and consent should be sought.

5.3. Design survey method to compile data for the tier II city for which the Institute has been selected.



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- 5.4. Consult all stakeholders and maintain documentation of the same and use the inputs for developing a working plan.
- 5.5. The Institute will select suitable sampling technique to ensure that sample is true representation of public spaces and work places in the city.
- 5.6. The Institute will have to enter data on real time basis in the mobile application developed by NCW through third party. This mobile application will be developed to incorporate all queries in the questionnaire.
- 5.7. Based upon the draft Working Plan (which must be duly approved by the National Commission for Women), the survey would be carried out.
- 5.8. Based on survey data, institute would prepare a city Women's safety score card.

**6. Deliverables and Payment Mechanisms:**

**6.1. Description of Work and Timeline:**

Sr No	Description of activity	Time Line
1	Preparation of Draft Working Plan which must include: 1. Record of stakeholder consultation 2. Preparation of Master list of public places / work spaces in the city in consultation with Municipalities, concerned Government Departments and Business Associations. 3. Preparation of Questionnaire. 4. Training Schedule for survey enumerators 5. Review of Literature	Within 90 days from the date of placement of work order
2	Testing of Questionnaire in at least one cluster in each city to finalize questionnaire. Questionnaire should be finalized in consultation with local urban body in the city and other key stakeholders.	Within 120 days from the date of placement of work order
3	Collection of data and preliminary data analysis of the data.	Within 270 days from the date of placement of work order.
4	Submission of final report & development of City Women's security score card	Within 360 days from the date of placement of work order
5.	The Institute shall make presentation to NCW on working plan and its progress	Every three months

**6.2. Deliverables and Payment Milestones:** The output will have to be delivered by the selected applicant/ Institute as per the time frame indicated.

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Sr No	Deliverables for Milestone	Payment	Timeline
	1	2	3
1	Completed Agreement with Institute	The Institute will receive 10% of the total contract value upon placement of work order.	Within 15 days of placement of work order
2	Pre- Survey Activities: a) Record of stakeholder consultation b) Preparation of Master list of public places / work spaces in the city in consultation with Municipalities and other concerned Government Departments. c) Preparation of Questionnaire and testing d) Training Schedule for survey enumerators. e) Review of literature	The Institute will receive 30% of the total contract value. Upon completion of pre survey activities and submission of documentation as listed in column 1.	Within 90 days from the date of placement of work order
3	Data Collection: 1. Data is to be collected in mobile application developed by NCW through third party. 2. Soft copies of all questionnaires along with translations of questionnaires. 3. Soft copy of interim report	The Institute will receive 30% of the total contract value upon completion of data collection in mobile application and submission of documentation as listed in column 1.	Within 270 days from the date of placement of work order.
4	a) The Institute shall give presentation to NCW every three months (3 Months) on the plan and its progress.  b) Final report in soft and hard copy. Development of City Women's security score card.	The Institute will receive 30% of the total contract value upon submission of documentation as listed in column 1.	Within 360 days from the date of placement of work order

**7. Eligibility Conditions:** Participating Institutes must fulfill the following pre-requisites:

- 7.1. The Applicant shall be an educational institute of repute either (1) listed as Institute of National Importance on website of Department of Higher Education, Government of India OR (2) Teaching institute having A++/A+ accreditation by NAAC (National Assessment and Accreditation Council) OR (3) Administrative Training Institute of State Government

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or Government of India having prior experience of conducting survey research.

- 7.2. The applicant should have experience of conducting at least two survey research projects with published reports. Reports should be available in public domain or copy should have been submitted to Government/International Agency.
- 7.3. The educational institute should be in existence and functional for at least 5 (five) years at the time of submitting the proposal. In case of teaching institutes having NAAC A++/A+ accreditation, the accreditation should be valid in current year. Incorporation/ registration/ accreditation certificate should be furnished in all three cases mentioned at 2(i).
- 7.4. The Institute must be registered under Income Tax/ Goods and Service Tax Act and applicable tax laws as the case may be.
- 7.5. The Institute should not have been blacklisted by the Central Government, any State government, central government or any other Public Sector Undertaking or a corporation as on the date of RFP. The Institute that is in litigation with department/ any other public sector undertaking or a corporation of State Government or Central Government will not be eligible for this tendering process. An undertaking to this effect should be submitted.
- 7.6. Preference will be given to the Institute which has more Survey research experience.
- 7.7. Proposals without these documents will be treated as ineligible and shall be summarily rejected.
- 7.8. The applicants should satisfy the minimum eligibility as specified in the conditions. Only those who satisfy these criteria should submit the proposal with necessary supporting documents. An Institute declared ineligible by the Government of India or any State Government shall be ineligible to provide services under the project.

**8. Evaluation of Technical Proposals:**

**8.1. Evaluation of Technical Proposals:** Applicant shall be selected under Quality cum Cost Based Selection (QCBS) method and as per the procedure described in this RFP. Criteria for evaluation of Technical Proposals are as follows:

Sl No	Evaluation Criteria
1	The institute should have experience of conducting survey research. It should have completed & published at least two such survey research to: to satisfaction of the commissioning Institute. Maximum Marks 40 More marks would be given for the reports which have been used in public policy or have been published in refereed journal.
2	Details of the Project team: Maximum Marks 20 CV of the team leader: having experience of conducting survey research for more than 10 years and published 1 survey research report. More marks would be given for the reports which have been used in public policy or have been published in referred journal.
3	Approach Methodology including sample size & indicative questionnaire and work plan along with presentation: Maximum Marks : 40 The institute will need to make the presentation to the evaluation committee constituted by NCW for the purpose.

8.2. The eligibility criteria will be first evaluated as defined in this Request for Proposals for each applicant. Detailed technical evaluation will be taken up in respect of only those applicants/agencies, who meet with the prescribed minimum qualifying eligibility criteria. The applicants securing minimum 50% marks in technical evaluation shall be considered for opening of financial proposals.

8.3. **Evaluation Committee by NCW:** The National Commission for Women will constitute an Evaluation Committee for evaluation of Proposal received. The evaluation committee shall evaluate the Technical Proposals on the basis of Proposal's responsiveness to the RFP using the evaluation criteria system specified in the RFP. A Proposal shall be rejected if it does not achieve the minimum qualifying eligibility criteria without assigning any reasons. A Technical Proposal may not be considered for evaluation in any of the following cases: (1) The applicant that submitted the Proposal was found not to be legally incorporated or established in India; or (2) the Technical Proposal was submitted offline or in the wrong format.

8.4. After the technical evaluation is completed, Competent Authority of NCW shall notify the applicant whose Proposals did not meet the minimum qualifying technical eligibility criteria or applicant whose Technical Proposals were considered non-responsive to the RFP requirements, indicating that their Financial Proposals shall not be downloaded. The Competent Authority, NCW shall simultaneously notify, in writing to the applicant whose Technical Proposals qualified minimum qualifying technical eligibility criteria, indicating the date, time, and location for opening of Financial Proposals. (Applicant/representative's attendance at the opening of Financial Proposals is optional).

#### 9. **Evaluation of Financial Proposals:**

9.1. The evaluation committee will review the detailed content of each Financial Proposal. During the review of Financial Proposals, the Committee and representatives of competent authority, NCW involved in the evaluation process, will not be permitted to seek clarification or additional information from any Institute, who has submitted a Financial Proposal. Financial Proposals will be reviewed to ensure (1) these are complete; (2) to see if all items of the corresponding Financial Proposal are priced, and (3) If there are computational errors then these will be corrected.

9.2. The Competent Authority representative will download the financial proposal of applicant whose technical Proposal are found to be acceptable. Such representative will read out aloud the name of the applicant and the total price shown in the applicants Financial Proposal. This information will be recorded in writing by the applicants' representative.

9.3. **Evaluation and public opening of Financial Proposals:** At the public opening of Financial Proposals, applicant's representatives who choose to attend will sign an Attendance Sheet. Agencies' attendance at the opening of Financial Proposals is optional. The financial score will be calculated as follows:

**Financial Score of the applicant = (lowest quoted rate among all the applicants ÷ rate quoted by the applicant) x 100.**

The composite score for the applicant Institute will be calculated with the weightage in the ratio technical: financial as 60:40. That is Composite score = (technical score x 0.6) + (financial score x 0.4)

**Sample worked out**

Proposals	Technical score	Financial proposal in lakh	Financial score	60:40
P1	90	50	80	86
P2	80	40	100	<b>88</b>
P3	85	45	89	86.6
P4	95	55	73	86.2

Institute with the highest composite score for a city will be awarded the work for that city.

**10. Instructions To Applicant:** Instructions to Applicants for submitting proposal are as follows:

- 10.1.** The Institutes are invited to submit a Technical Proposal as specified in the Data Sheet (Annexure B). The Institute shall bear all costs associated with the preparation and submission of its Proposal and contract negotiation. The National Commission for Women is not bound to accept any Proposal, and reserves the right to annul the selection process at any time prior to award of Contract at its own discretion without thereby incurring any liability or claim by the applicant/ Institute.
- 10.2.** An applicant can submit proposal for maximum of three cities. Proposals for each city should be submitted separately.
- 10.3.** All applicants applying for more than one city must indicate order of priority of cities in each application in case they are found L1 in more than one.
- 10.4.** Applicants submitting proposals will not be permitted to alter or modify their proposals after expiry of the deadline for receipt of proposals.
- 10.5.** Two or more institutes may collaborate to submit a proposal for the Women safety audit of the city but all communications to NCW or from NCW will be with the Principal institute in case of collaboration. All payments will also be made to the principal institute in this case. Hence the technical and financial proposal must clearly identify the Principal Institute.

**10.6. Checklist of Documents to be uploaded along with Technical proposal in Annexure C:-**

1	Copy of documents regarding A++/A+ accreditation/ recognition as Institute of National Importance/incorporation as State Administrative Training Institute or Govt of India Training Institute
2	Reports of two survey research published in public domain or submitted to Government/International Agency and additional reports
3	Undertaking that the Institute is not blacklisted by any authority (State / Central Govt. or Public Sector undertaking), and not in litigation with any authority (State / Central Govt. or Public Sector undertaking).
4	Copy of PAN and GST registration certificate.
5	Covering letter (use format I)

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6	CVs of the project team showing relevant qualification and experience in Format 4
7	Approach, Methodology including sample size, indicative questionnaire and work plan
8.	Priority listing of cities for applicants applying for more than one city.

**10.7.** Format and signing of proposals: Scanned copies of the documents shall be uploaded on the portal. The Proposal shall be signed by a person duly authorized to sign on behalf of the Institute. This authorization shall consist of a written confirmation and shall be attached to the Technical Proposal. The name and position of each person signing the authorization must be given below the signature. Any interlineations, erasures, or overwriting shall be valid only if signed or initialed by the person signing the Proposal.

**10.8.** Financial Proposal: See (Annexure D): The Financial Proposal shall be uploaded only, strictly as per Format 5 and 5A given in Annexure.

10.9. Clarifications of RFP Documents: Applicant may request clarification on any of the RFP documents up to a specified number of days before the submission date as indicated in the Data Sheet. A request for clarification must be sent in writing, including by standard electronic means, to the NCW's Representative whose address/email ID is provided in the Data Sheet. NCW will respond by standard electronic means within the period specified in the Data Sheet, and will send written copies of the response (including an explanation of the query, without identifying the source of inquiry) to all Agencies who have formally indicated that they intend to submit a Proposal. At any time before the submission of Proposals, the Client may amend the RFP by issuing an addendum in writing/ on eprocure.gov.in, including by standard electronic means.

10.10. Please note that while all the information and data regarding this RFP is, to the best of the Client's knowledge, accurate within the considerations of scoping the proposed agreement, the Client holds no responsibility for the accuracy of this information and it is the responsibility of the Institute to check the validity of data included in this document.

**11. Withdrawal/Amendment to RFP:**

11.1. NCW, at its discretion, extend the deadline for the submission of Technical Proposal by amending the RFP, in which case all rights and obligations of the NCW and applicant subject to the previous deadline shall thereafter be subject to the deadline as extended. At any stage the NCW reserves the right to cancel the process and amend any of the terms as per the RFP without assigning any reasons whatsoever.

11.2. NCW reserves the right to withdraw the RFP for one or all cities at any stage without any liability or any obligation for such withdrawal without assigning any reasons.

11.3. The NCW reserves the right to withdraw the RFP for conducting Women's safety audit for particular city in case suitable responses have not been received while finalizing for other cities.

11.4. The NCW reserves the right to reject any/all applications without assigning any reasons thereof.

11.5. The NCW reserves the right to relax or waive any of the conditions stipulated in this

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document as deemed necessary in the best interest of the NCW and the objective of the scheme without assigning any reasons thereof.

- 11.6. The NCW reserves the right to include any other item in the Scope of Work at any time after consultation.
  - 11.7. The National Commission for Women reserves its right not to accept bids from agencies resorting to unethical practices or on whom investigation/enquiry proceedings has been initiated by Government Investigating Agencies/Vigilance Cell.
  - 11.8. The National Commission for Women reserves the right to place an order for the full or part quantities under any items of work under scope of work.
12. **Conflict of interest:** The applicants shall not have a conflict of interest. The applicant found to have a conflict of interest as mentioned below are liable to be disqualified. The selected applicant shall not engage in activities that conflict with the interest of the NCW under the contract and shall be excluded from the continuation of the services under the contract.
  13. **Disclaimer:** NCW shall not be responsible for late receipt of application for any reason whatsoever. The applications received late will not be considered and will be returned unopened to the applicant.
  14. **Award of Services:** The Competent Authority NCW will issue Letter of Intent (LoI) in favour of applicant who has scored highest composite score. A Letter of Award (the "LoA") shall be issued, in duplicate, by Competent Authority NCW to the selected applicant and the selected Institute shall, within 7 (seven) days of the receipt of the LoA, sign and return the duplicate copy of the LoA in acknowledgement thereof.
  15. **Intellectual Property rights:** All documents and other information collected in pursuance of work order allotted under this RFP shall remain or become the property of NCW. All information collected, analyzed, processed or in whatever manner provided by the Institute to NCW in relation to the services provided shall be the property of NCW. Executive Institute may utilize the data collected during the survey for publishing articles/reports/books and other academic reports but while doing so NCW funding should be given due acknowledgement.
  16. **Force Majeure:** The selected Institute shall not be liable for, forfeiture of its performance security, 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. For purpose of this clause, "Force Majeure" means an event beyond the control of the Institute and not involving the Institute's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Client in its sovereign capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Institute shall promptly notify the Joint Secretary, NCW in writing of such conditions and the cause thereof. Unless otherwise directed by the Office of Joint Secretary, NCW in writing, the supplier shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**17. Settlement of Disputes:**

- a. **Amicable Settlement:** The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof.
- b. **Arbitration clause** – Any dispute arising during execution of the project will be referred to the Arbitrator duly appointed by the NCW and whose decision will be final and acceptable to all Parties. The place of Arbitration shall be at Delhi only.
- c. **Dispute Settlement:** Any dispute between the Parties as to matters arising pursuant to this Agreement, which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement, may be submitted by either Party for settlement. If the dispute(s) is not resolved amicably then it shall be referred to arbitration and shall be dealt as per the provisions of the Arbitration Conciliation Act 1996. For all purposes, the Civil Court, Delhi, shall have jurisdiction only in exclusion to any other jurisdiction specified under any other Act.



**(A Asholi Chalai)**  
**Joint Secretary**  
**National Commission for Women**



**Annexure A: List of 14(fourteen) cities**

1. Meerut, Uttar Pradesh
2. Ghaziabad, Uttar Pradesh
3. Faridabad, Haryana
4. Gurugram, Haryana
5. Asansol, West Bengal
6. Aurangabad, Maharashtra
7. Vasai Virar, Maharashtra
8. Jodhpur, Rajasthan
9. Vijaywada, Andhra Pradesh
10. Coimbatore, Tamilnadu
11. Raipur, Chhattisgarh
12. Ranchi, Jharkhand
13. Gwalior, Madhya Pradesh
14. Agartala, Tripura.

<b>Annexure B: Data Sheet</b>	
<b>1</b>	Name of the Client: NCW and its authorized officials
<b>2</b>	Method of selection: Quality cum Cost Based Selection (QCBS) method
<b>3</b>	Financial Proposal and Technical Proposal are to be uploaded only :Yes Title of Service is: Conducting Women's Safety Audit in 14(fourteen) Tier II Indian cities
<b>4</b>	Client Representative: NCW and its authorized officials
<b>5</b>	Proposals must remain valid for 120 days after the submission date indicated in this Data Sheet.
<b>6</b>	The Institute is required to include with its Proposal written confirmation of authorization to sign on behalf of the Institute: <u>Yes</u>
<b>7</b>	Applicants Eligibility Criteria: as mentioned in para 7 of RFP
<b>8</b>	Currency for Proposals is: Indian Rupee
<b>9</b>	Address for communication/ submission of Proposals: Joint Secretary, National Commission For Women Plot No21, Jasola Institutional Area, New Delhi 110025.
<b>10</b>	Expected date for public opening of Financial Proposals: [Will be intimated to the qualified applicants separately]
<b>11</b>	Expected date for commencement of services: May, 2022.
<b>12</b>	The proposals will be evaluated based on the information provided by the applicants and the evaluation will be done as per detailed criteria mentioned in RFP Document.
<b>13</b>	Last date of receipt of queries (request for clarification –as per Table No-1 of this document )
<b>14</b>	Date and venue of Pre-Proposal meeting – as per Table No-1 of this document
<b>15</b>	Date of replying the queries/ request for clarification – as per Table No-1 of this document

**Annexure C: Technical Proposal Submission Forms Format 1: Covering Letter**

[Location, Date] To:

Joint Secretary  
National Commission for Women,  
Plot No 21, Jasola Institutional Area , New Delhi

Dear Sir,

We, the undersigned, are interested in conducting Women's Safety Audit in -----  
City in accordance with your Request for Proposal dated [Insert Date] and our Proposal.

We are hereby submitting our Proposal, which includes this Technical Proposal.

We hereby declare that we have read the RFP, and abide by the same. [In case of any declaration, reference to concerned document attached must be made]. We hereby declare that all the information and statements made in this Proposal are true and accept that any misleading information contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate Services related to the assignment not later than the date indicated in the Data Sheet.

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

Yours faithfully,

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

Name of Firm:

Address:

**Format 2: Organization /College/Institution Details**

<b>Organization/ College/ Institution Name:</b>	
1. Status / Constitution of the Organization:	
2. Type of Affiliation / Declared by act of Parliament:	
3. Accreditation Grade by NACC	
4. Accreditation valid upto	

For and on behalf of: (Organization College/Institution) Signature:

Name:

Designation:

(Authorized Representative and Signatory)

**Note:** Please provide copy of the registration/ incorporation certificate from the appropriate Registering Authority.

**Format 3: Survey Research detail sheet**

**Details of the Survey Research Report involving large sample size (undertaken by the Institute -Please fill separate sheet survey report wise**

	<b>Detail</b>
Name of Survey Research Report	
Sample size	
Name(s) of the client for whom the research conducted	
Research period/	
Start date (month/year):	
Completion date (month/year):	
Whether report has been accepted by the commissioning agency (letter /certificate needed)	
Date of publication/ Submission	
Project value	
(Brief Description of the Research report)	
Whether the report has been utilized in public policy formation. If so, provide details:	
Whether report published in refereed Journals? If so, provide details	

Authorized Signatory [In full initials and Seal]: \_\_\_\_\_

Name of the Organization: \_\_\_\_\_

**Format 4: Curriculum Vitae (CV) of Resource Persons/ Experts**

[Separate CV for each Resource Person/ Expert (2 persons at least)]

Position.....

NAME:

DATE OF BIRTH:

NATIONALITY:

EDUCATION: [year] [name of institution and degree]:

Please mention if Ph D, Post Graduate/ Graduate and subjects clearly

MEMBERSHIP OF PROFESSIONAL ASSOCIATIONS:

COUNTRIES OF WORK EXPERIENCE LANGUAGES

PROFESSIONAL BACKGROUND

[Description] EMPLOYMENT RECORD

[Year starting with present position][employer]

RESEARCH EXPERIENCE in conducting survey research involving large sample size

Other Research Experience

Certification:

I, the undersigned, certify to the best of my knowledge and belief that:

(i) This CV correctly describes my qualifications and experience;

[Signature of expert or authorized representative]

\_\_\_\_\_ [Name of Expert/Authorized signatory].

**Annexure D: Financial Proposal (Format-5)**

To,  
Joint Secretary  
National Commission for Women,  
Plot No 21, Jasola Institutional Area, New Delhi

Dear Sir,

Subject: Hiring of Institute for conducting Women's safety audit in \_\_\_\_\_ City.

I/We \_\_\_\_\_ applicant herewith upload the Financial Proposal for selection of my/our Institute as applicant for the subject mentioned above.

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, i.e. 1 year from the last date notified for submission of the proposal.

Yours faithfully,

Signature: Full Name:

Designation:

Address:

Tel.: Nos.

(O)

(R)

(M)

E-mail:

Fax

RFP for engaging Institute for conducting Women's Safety Audit in 14 (fourteen) tier II Indian cities by  
National Commission For Women

**Format 5A: Financial Proposal**

Sl No	Item	Unit	Quantity (Units)	Rate Quoted per number(in INR) all inclusive, but excluding GST	Total (in INR) all inclusive, but excluding GST.
1	Principal Investigator				
2	Research Officer/ Statistician				
3	Remuneration of contractual project staff				
4	Selection and training of research/ data collection assistants	Man days			
5	Stakeholder Meetings				
6	Survey and data collection	Per questionnaire			
7	Data compilation				
8	Institution Overheads				
<b>Total in figures:</b>					
<b>Quoted rate in words:</b>					



This **Agreement** entered into on the \_\_\_\_ day of the month of \_\_\_\_ in the Year **2021** (“Effective Date”).

**BETWEEN**

**The National Commission of Women** (hereinafter referred to “**NCW**”) is the statutory body of the Government of India, having its office at Plot No. 21, Jasola Institutional Area, New Delhi – 110025 represented by \_\_\_\_\_ (which expression shall, where the context so admits, be deemed to include its successors, executors and administrators) of the **ONE PART**.

**AND**

**Institute selected** represented by its \_\_\_\_\_, hereinafter referred to as ‘Institute’, which term and expression shall mean and include, unless repugnant to the context, its successors, assignees, administrators and agents of executors and permitted assignees of the Second Party.

(Both **NCW** and **selected Institute** shall hereinafter be collectively referred to as “Parties” and individually as “client” and “Institute” respectively).

**2. Background**

**2.1. Aims & Objectives: National Commission for Women** wishes to appoint eligible and experienced Institutes to conduct Women’s safety audit in 14(fourteen) tier II Indian cities. One Institute can submit a proposal for audit of maximum three cities. List of cities is attached at ‘Annexure A’. The objective of the audit is to assess the level of safety experienced by women in public spaces and workspaces in the city on the basis of a sample survey & focused group discussions (FGDs) and to submit a detailed report in this regard. On the basis of information gathered during survey, Institute will prepare a Women’s security score card for the particular city.

**2.2. Rationale:** In urban areas women often face violence and sexual harassment in public places due to many factors such as poor urban design and planning, inadequate public facilities including transport and policing and also regressive social attitudes. All kind of harassment including absence of public utilities, affects women choice to work and mobility. The proactive approach of the local government to make changes in the physical and social environment in which women live and work can make them feel safer. This audit is being done to understand what works and what does not work in understanding public spaces as safe spaces. Further, the audit is expected to identify possible reasons for poor safety with the objective of preparing a road map towards building safe cities.

**2.3. Why is a Safety Audit needed:** Women’s safety Audit is a tool to identify gaps in the physical and socio-economic environment using the participatory approach and address these to ensure safe public places and workplaces such that women can participate in society fully without any fear of intimidation or unwelcome behavior. A participatory approach can also help to improve social consciousness of what constitutes unwelcome behavior and builds public opinion against such attitudes.

3. **Tendering Process and selection of Institute:-** NCW floated the RFP dated \_\_\_\_\_ and invited proposals from the eligible Institute on the basis of terms and conditions as mentioned therein. The Institute has been selected after examining eligibility criteria to perform the specified scope of work.

4. The parties now hereby enter into this agreement on the basis of terms and conditions as are mentioned hereinafter in this agreement

accessible and enjoyable by all for free.

5.2. Work Space: All work places with a minimum of 10 employees. It includes:-

- (i) any department, organization, undertaking, establishment, enterprise, institution, office, branch or unit which is established, owned, controlled or wholly or substantially financed by funds provided directly or indirectly by the appropriate Government or the local authority or a Government company or a corporation or a co-operative society;
- (ii) any private sector organization or a private venture, undertaking, enterprise, institution, establishment, society, trust, non-governmental organization, unit or service provider carrying on commercial, professional, vocational, educational, entertaining, industrial, health services or financial activities including production, supply, sale, distribution or service for either private consumers or the public;
- (iii) Hospitals or nursing homes;

5.3. Stakeholder: are “individuals and organizations who are actively involved in the making city safer place for all, or whose interests may be positively or negatively affected as a result of execution of Women’s safety audit”. An indicative list is as follows

- a) Municipal Councilors and Mayor
- b) State Department of Women and Child Development
- c) State Women Commission
- d) Local Women’s groups
- e) Police officers, women in the force if possible
- f) Vulnerable Groups
- g) Student Unions
- h) Professional Associations including associations of doctors, architects, teachers, business associations
- i) Any other influential groups
- j) Executive Institute is free to add more to the list

5.4. Urban Local body: Urban Local Bodies (ULBs) are local bodies as notified by State Government that administer or govern a city or a town of specified population. Urban Local Bodies are vested with a list of functions delegated to them by the state governments.

6. **Scope of Work:** The selected Institute would be required to:

6.1. **What is to be done?**

6.1.1. **Audit of physical and social infrastructure for safety:** Audit of physical environment like sufficient lighting, connectivity, footpaths, openness, visibility, mobile police vans in market areas, gender sensitization of public officials especially in police force, toilets with running water in public places like markets, schools, colleges, hospitals, women thanas, etc is very much required to identify physical gaps in infrastructure that directly affect women’s safety.

6.1.2. **Perception audit:** Perception audit is important to identify what works and what does not work for the community. To give one example, presence of vendors may create perception of safer places to some and unsafe place to others. Sample surveys of public spaces and workspaces along with focused group discussions (FGDs) would convey what women feel about safety and why.

6.1.3. **Perception of safety in public spaces:** Public space is property open to public use. It can be privately or publicly owned. Public space is central to political and

exhaustive list of public spaces / workspaces / campuses / hospitals/transport should be obtained from the concerned department. Business associations may be involved during preparation of workspaces list. To draw the list, an entry conference can be held with Mayors / Chairpersons of the Municipalities and elected Councilors before beginning of the safety audit to plan meetings in all the wards of Municipalities. Public places to be checked would include

- a) Parks,
- b) Markets,
- c) Public toilets,
- d) Train and bus stations,
- e) Street crossings,
- f) Public transport—Public buses/trains etc.
- g) Work spaces with large clusters of people
- h) Educational Institutions; Schools, College and university campuses
- i) Hospitals
- j) Banks and ATMs with large footfalls
- k) Public parking
- l) Religious places
- m) CCTVs
- n) Areas having large concentration of Street vendors
- o) Market areas having liquor shops
- p) This is only an indicative list. Institute may include other public places also based on consultative process.

#### 6.1.4. **Checklist of Institutional mechanisms for protecting women:**

- a) Police to population ratio
- b) Operational Police Stations
- c) Whether there is a Crime Against Women Cell
- d) Presence of mobile police vans in market areas
- e) Presence of Closed-Circuit Television points in the city- coverage area-wise
- f) Rate of crime against women over the last 10 years including trends and analysis if any
- g) Lighting in public spaces
- h) Incidence of reporting of crimes against women by victims- trends over the last 10 years if available
- i) Cyber-crimes cell- data for the last ten years and trends if available
- j) Whether help lines in the police are operational
- k) Time taken to respond to a distress call. Whether police posts are there at public transport spots like train stations and large bus stops.
- l) This is only an indicative list. Institute is expected to do detail study and recommend any other feasible parameters.

## 6.2.Survey Methodology

6.2.1. **Survey methodology for public spaces:** Survey methodology should be based on a master list of all public places. Cluster sampling may be used to divide the population into multiple groups and then select random groups with systematic random sampling technique for data collection and data analysis. The survey questionnaire (both structured and unstructured) should be prepared to capture data and responses. 20% of the public places identified through consultative

include establishments registered under the Shops and Establishments Act and Factories Act. A 3-5% sample survey of workspaces is expected to be conducted. Focused Group Discussions can also be used as a tool for collecting data in work spaces. The objective of including workspaces in the survey is to increase coverage of different occupational groups and to seek their opinion on women's safety.

6.2.3. All surveys should follow research ethics. Those surveyed must be clearly informed about the nature of audit that it would be recorded and consent should be sought.

6.3. Design survey method to compile data for the tier II city for which the Institute has been selected.

6.4. Consult all stakeholders and maintain documentation of the same and use the inputs for developing a working plan.

6.5. The Institute will select suitable sampling technique to ensure that sample is true representation of public spaces and work places in the city.

6.6. The Institute will have to enter data on real time basis in the mobile application developed by NCW through third party. This mobile application will be developed to incorporate all queries in the questionnaire.

6.7. Based upon the draft Working Plan (which must be duly approved by the National Commission for Women), the survey would be carried out.

6.7.1. Based on survey data, institute would prepare a city Women's safety score card.

## **7. Deliverables and Payment Mechanisms:**

### **7.1. Description of Work and Timeline:**

RFP for Hiring Executive Agency for conducting Women's Safety Audit in 14 (fourteen) tier II cities by National Commission For Women

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Sr No	Description of activity	Time Line
1	Preparation of Draft Working Plan which must include: 1. Record of stakeholder consultation 2. Preparation of Master list of public places / work spaces in the city in consultation with Municipalities, concerned Government Departments and Business Associations. 3. Preparation of Questionnaire. 4. Training Schedule for survey enumerators 5. Review of Literature	Within 90 days from the date of placement of work order
2	Testing of Questionnaire in at least one cluster in each city to finalize questionnaire. Questionnaire should be finalized in consultation with local urban body in the city and other key stakeholders.	Within 120 days from the date of placement of work order
3	Collection of data and preliminary data analysis of the data.	Within 270 days from the date of placement of work order.
4	Submission of final report & development of City Women's security score card	Within 360 days from the date of placement of work order
5.	The Institute shall make presentation to NCW on working plan and its progress	Every three months

**7.2.Deliverables and Payment Milestones:** The output will have to be delivered by the selected applicant/ Institute as per the time frame indicated.

Sr No	Deliverables for Milestone	Payment	Timeline
	1	2	3
1	Completed Agreement with Institute	The institute will receive 10% of the total contract value upon placement of work order.	Within 15 days of placement of work order
2	Pre- Survey Activities: f) Record of stakeholder consultation g) Preparation of Master list of public places / work spaces in the city in consultation with Municipalities and other concerned Government	The institute will receive 30% of the total contract value. Upon completion of pre survey activities and submission of documentation as listed in column 1.	Within 90 days from the date of placement of work order

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Sr No	Deliverables for Milestone	Payment	Timeline
1	2	3	3
	Departments. h) Preparation of Questionnaire and testing i) Training Schedule for survey enumerators. j) Review of literature		
3	Data Collection: 4. Data is to be collected in mobile application developed by NCW through third party. 5. Soft copies of all questionnaires along with translations of questionnaires. 6. Soft copy of interim report	The institute will receive 30% of the total contract value upon completion of data collection in mobile application and submission of documentation as listed in column 1.	Within 270 days from the date of placement of work order.
4	c) The institute shall give presentation to NCW every three months (3 Months) on the plan and its progress.  d) Final report in soft and hard copy. Development of City Women’s security score card.	The institute will receive 30% of the total contract value upon submission of documentation as listed in column 1.	Within 360 days from the date of placement of work order

8. **Date of Commencement & Exit:** This Agreement shall commence from the date of its signing and shall continue for a period of two years from the date thereof, unless NCW notifies in writing to the other Party of its intention to terminate this agreement with written notice of 30 days (thirty days) in advance.
9. **Penalty:** Any delays from the time schedule to be stipulated by the National Commission for Women for items of work listed in the Scope of work, would invite a penalty of 1% of the annual cost of assignment per week, subject to a ceiling of 10% of the cost of assignment, besides other action for underperformance/undue delays as may be deemed fit by the National Commission for Women.
10. **Termination:** National Commission for Women may terminate the agreement in case of the occurrence of any of the events specified below:
- 10.1. If the Institute, in the judgment of National Commission for Women, has engaged in corrupt or fraudulent practices in competing for or in executing this agreement.
  - 10.2. If the Institute submits to National Commission for Women a false statement which has a material effect on the rights, obligations or interests of National

Commission for Women.

- 10.3. If the Institute places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to National Commission for Women.
- 10.4. If the Institute fails to provide the quality services as envisaged under this contract, reasons for the same would be recorded in writing. In such an occurrence National Commission for Women shall give a written advance notice before terminating the Contract of the institute.

11. **Confidentiality and Data Security:**

- 11.1. All documents and other information collected in pursuance of this work order shall remain or become the property of NCW. All information collected, analyzed, processed or in whatever manner provided by the Institute to NCW in relation to the services provided shall be the property of NCW. Both the parties are to abide to the following:-
- 11.2. Both parties shall take all reasonable care to ensure that intellectual property, privacy and confidentiality of any information (inclusive but not limited to citizen data, dataset, etc.) collected during the survey is not compromised.
- 11.3. All information collected during this survey pertaining to individuals must be kept confidential and must be anonymized.
- 11.4. Each Party will ensure appropriate protection of Intellectual Property Rights generated from cooperation pursuant to agreement, consistent with the respective laws, rules and regulations of India.
- 11.5. The Institute will treat as confidential all Information collected pertaining to Individuals during the survey and shall not disclose such confidential Information to any third party without prior written consent of NCW.
- 11.6. The Institute may utilize the data collected during the survey for publishing articles/reports/books and other academic reports but while doing so NCW funding should be given due acknowledgement.
- 11.7. The Institute must take appropriate measures to ensure that the people processing the data on its behalf are subject to a duty of confidence

12. **Modifications:** During the implementation of this agreement, if circumstances arise which call for amendment by way of addition, deletion or other modification to this agreement, the same shall be made by the parties hereto with consensus. However, no amendment or change hereto shall be effective between the parties unless set in writing and signed by them.

13. **Severability:** If any of the provisions of this agreement are declared to be invalid, such provisions shall be severed from this agreement and the other provisions here of shall remain in full force and effect.

14. **Force Majeure:** The selected Institute shall not be liable for, forfeiture of its performance security, 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.

RFP for Hiring Executive Agency for conducting Women’s Safety Audit in 14 (fourteen) tier II cities by National Commission For Women

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For purpose of this clause, “Force Majeure” means an event beyond the control of the Institute and not involving the Institute’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Client in its sovereign capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the supplier shall promptly notify the JS, NCW in writing of such conditions and the cause there of. Unless otherwise directed by the Office of JS, NCW in writing, the supplier shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**15. Settlement of Disputes:**

**15.1. Amicable Settlement:** The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof.

**15.2. Dispute Settlement:** Any dispute between the Parties as to matters arising pursuant to this Agreement, which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party’s request for such amicable settlement, may be submitted by either Party for settlement. If the dispute(s) is not resolved amicably then it shall be referred to arbitration and shall be dealt as per the provisions of the Arbitration Conciliation Act 1996. For all purposes, the Civil Court, Delhi, shall have jurisdiction only in exclusion to any other jurisdiction specified under any other Act.

**15.3. Arbitration clause –** Any dispute arising during execution of the project will be referred to the Arbitrator duly appointed by the NCW and whose decision will be final and acceptable to all Parties. **The place of Arbitration shall be at Delhi only.**

**IN WITNESS WHERE OF,** the parties here to have signed this agreement hereunder on the dates respectively mentioned against the signature of each.

<b>National Commission for Women (NCW) First Party</b>	<b>Second Party</b>
Name: <b>A. Asholi Chalai</b> Designation: <b>Joint Secretary</b>	Name: Designation:
Witness	Witness
Witness	Witness



**INDICATIVE QUESTIONNAIRE**

**I. DURING STREET SURVEY**

1. Your Name ( It may be kept optional)
2. Age:
  - (i) 14-18 years
  - (ii) 18-30 years
  - (iii) 30-45 years
  - (iv) above 45 years
3. Educational Qualification:
  - (i) Below intermediate
  - (ii) Graduate
  - (iii) Post-graduate
  - (iv) Any other
4. How long you have been in the city?
  - (i) Longer than five years
  - (ii) 1-5 years
  - (iii) Less than one year
  - (iv) Just visiting the city
5. Why are you here today?
  - (i) Live here
  - (ii) Study / work here
  - (iii) Visiting, shopping
  - (iv) Any other
6. How often have you visited the place in last one year?
  - (i) Just once or rarely
  - (ii) Occasionally
  - (iii) Frequently / daily
7. Do you feel safe in the area?
  - (i) Yes
  - (ii) No.
8. What makes you feel safe/ unsafe?
  - (i) Lighting
  - (ii) CCTV
  - (iii) Availability / accessibility of transport
  - (iv) PCR / Presence of Police
  - (v) Mobile connectivity
  - (vi) Any other
9. Did you face any unwanted incident in the area during last 1 year?

- |   |                                 |
|---|---------------------------------|
| (i) Verbal (comments, whistling etc.)     | (iii) Visual (staring, leering) |
| (ii) Physical (touching, feeling up etc.) | (iv) Stalking                   |
|   | (v) Violent physical attack     |
|   | (vi) Any other.                 |

10. How often did you face this?

- |                |                         |
|----------------|-------------------------|
| (i) Just once  | (iii) More than 5 times |
| (ii) 2-5 times | (iv) Never              |

11. At what time of the day it mostly occurs?

- |              |                |
|--------------|----------------|
| (i) Day      | (iii) Night    |
| (ii) Evening | (iv) Mid night |

12. What were the steps taken by you after the incident?

- |                                     |                               |
|-------------------------------------|-------------------------------|
| (i) Ignored                         | (iii) Reported to Police      |
| (ii) Discussed with family / friend | (iv) Took help from bystander |
|                                     | (v) Any other                 |

13. If you reported this incident to the police, what was their response?

- |                                       |                                     |
|---------------------------------------|-------------------------------------|
| (i) They blamed me for the incident.  | (iv) They recorded the incident.    |
| (ii) They minimized / trivialized it. | (v) They investigated the incident. |
| (iii) They did not do anything.       | (vi) They caught the offender       |

14 What kind of precaution do you take to feel safe in the area?

- |  |   |
|--|---|
| (i) Pepper spray                                   | (iv) Prefer visiting during day time.   |
| (ii) Emergency number                              | (v) Trained/ knowledge of self defense. |
| (iii) Avoid public transport / prefer own vehicle. | (vi) Any other                          |

15 List things which will make you feel safe in the area.

## **II. DURING FOCUS GROUP DISCUSSIONS**

1. Do you think that public spaces in the city are safe for women and girls of all ages to move about freely?
2. Are there some specific places which you think are particularly unsafe?
3. Why are these places unsafe?
4. What has influenced your views – your own experiences, others’ experiences, media reports, stories, etc.? Share some experiences or stories of safety in public spaces.
5. . Do you take any precautions when you go out? For example, do you carry something for protection, or avoid certain areas, etc.?
6. . Have you ever asked for help in an unsafe or dangerous situation? Did you go to the police? Did you approach anyone else for help? Did you feel the response met your needs? Why or why not? (If you have not actually done this, who are you most likely to ask for help?)
7. What do you think are the three most important women’s safety issues in the city/this area?
8. Why? (Probe if there is any information such as reports or incidents).
9. How could women’s safety and feelings of safety in public spaces be improved?

### III. WOMEN SAFETY AUDIT CHECKLIST

1. Day and Date :
2. Time:
3. Location:
4. Audited Team Leader (Full name):
5. Number of members in Audit Team:
6. Number of women members in audit team:

#### A. **OVERALL IMPRESSIONS**

For you, what five words best describe the place?

#### B. **LIGHTING**

- a. What is the lighting like?
- b. Is the lighting distributed evenly?
- c. Are all the lights working? yes? no?
- d. Are you able to identify the face of a person 25 meters away?
- e. Is the lighting obscured by trees, bushes, structures, or posts?
- f. How is the lighting on pedestrian walkways and sidewalks?
- g. How is the lighting at the entrance of homes and buildings?
- h. How many people can normally be seen circulating in this place? *During the morning:*
  - i. *During the afternoon:*
  - j. *During the evening (until 11:00 PM hrs):*
  - k. *During the night (after 11:00 PM hrs):*
    - l. Can you clearly see what is up ahead?
    - m. If not, why?
    - n. Are there places where someone could hide without being seen?
    - o. What would make it easier to see this place?
    - p. How easy is to predict the route you will take?
    - q. Can you take alternative routes that are well lit? yes/no/don't know
    - r. Can you take alternative routes that are well travelled?
    - s. How easy would it be to escape to a safe place if you needed to?
    - t. Is there more than one escape route? Yes /no/don't know

#### C. **VISIBILITY**

- a. What is in the area surrounding this place?
- b. How far away is the nearest person that could hear you if you were to call for help? (specify distance: i.e. meters, blocks, etc.)

**D. HELP**

- a. How far away are emergency services, security personnel, or police available? (specify distance, i.e.: meters, blocks, etc.)
- b. Is the area patrolled by police or security personnel? yes/no/don't know

**E. SIGNAGE**

- a. Are there signs or maps identifying where you are? (street, building, neighbourhood, etc.)
- b. Are there signs indicating where to seek assistance in the case of an emergency?
- c. What is your overall impression of the signage in this place?
- d. Are there any signals or signs that should be added or changed? Which ones?

**F. PUBLIC TRANSPORT**

**1. Buses:**

- a. Are local buses available?
- b. How frequent do they run?
- c. How far is one bus stop from the next?
- d. Normally, if you are arriving at night, will the bus driver make stops between bus stops at your request? yes or no?

**2. Cab Services and Taxis:**

- a. Do they enter the neighbourhood frequently?
  - i. During the day: yes/no
  - ii. At night: yes/no
  - iii. If no, why not?
- b. If you call them at night, will they come? yes/no/sometimes

**G. FIRST AID**

- a. Is there visible First Aid present?
- b. Is there an identified safe area?

**H. TOILETS**

- a. Are toilets easily accessible?
- b. Are they well lit, both inside and out?
- c. Are toilets segregated for female and male use?

**I. PARLING**

- a. Is there safe parking available?
- b. Are there clear signs on exits and main routes using distinctive colours and symbols?

- c. How far is the nearest person to hear a call for help?
- d. How safe do you feel leaving and returning to your car?

**J. CRISIS PREVENTION AND INTERVENTION**

- a. Are there trained staff available to handle different situations?
- b. Are crowd control measures in place?
- c. Are there adequate security measures in place after hours?
- d. Are you aware of the policy/plan to deal with unsafe behaviour?
- e. Do you know how and where to report a safety issue?

**K. PROPOSALS**

- a. What improvements would you like to see in the place we audited?
- b. What improvements would you like to see in terms of cooperative living and social relations in the neighbourhood?
- c. What could you contribute personally to implementing these proposals?