

**National Institute of Electronics and Information
Technology
Srinagar/Jammu**

Request for Technical Proposal
For
Establishment and Management
of
One Stop Centre for Women"

Client
Department of Social Welfare
J&K

Application Amount:- Rs2,000/- to be paid in the form of DD favoring
Executive Director NIELIT J&K payable at Jammu.

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1. ABOUT NIELIT

NIELIT is a 100% owned organization of the Ministry of Electronics and information Technology (MeitY), Government of India and is actively engaged in Capacity Building and Skill Development in the areas of IT, Electronics. Communication Technologies. Hardware. Cyber Law. Cyber Security. IPR. CIS. Cloud Computing, ESD. E-Governance and related verticals.

NIELIT offers courses both in the Formal as well as the Non-Formal sectors of education and is also one of the National Examination body which accredit institutes / organizations for the conduct of courses in the Non Formal IT & Electronics Sectors.

NIELIT has been mandated to undertake various projects under Capacity Building in IECT with the objective of creating human resources at various levels including development of employment and self-employment linked quality and cost effective training programmes, besides conducting IT Literacy programmes for the masses, specially targeted towards the rural/ underdeveloped areas in the country. NIELIT is also the preferred agency for many State Governments for rolling out IT Literacy programmes for its employees and masses.

The current manpower strength at NIELIT comprises of about 644 regular employees and 2140 project based employees at more than 31 locations in the country. NIELIT has PAN India presence through a network of about 900+ Accredited Institutes engaged in training of Non Formal courses for skill development of youth, especially from rural India. NIELIT also has a network of about 6000 ' Facilitation Centres providing training in Digital Literacy. NIELIT's own centres are located at Agartala, Aizawl, Ajmer, Aurangabad, Calicut, Chandigarh, Chennai, Delhi, Gangtok, Gorakhpur, Guwahati, Tezpur, Imphal, Itanagar, Kohima, Chuchuyimlang, Kolkata, Lucknow, Patna, Shimla, Shillong, Lunglci, Jorhat, Silchar, Churachandpur, Ranchi, Senapati, Srikakulam, Srinagar, Jammu,Leh with its Headquarters at New Delhi.

2. INTRODUCTION TO ONE STOP CENTRE (OSC) FOR WOMEN

Proposals are invited from the interested parties/firms/NGO's for "Establishment and Management of One Stop Centre for Women's" in state of J&K.

Social Welfare Department, Jammu and Kashmir intends to establish a **"One Stop Centre for Women"** under the scheme '**Sakhi**' launched by the Ministry of Women and Child Development, Govt, of India. The scheme envisages to support women's affected by violence, both in private and public spaces and who are victims of physical, sexual, emotional, psychological, and economical abuse. Aggrieved women facing any kind of violence due to attempted sexual harassment, sexual assaults, domestic violence, trafficking, honour related crimes, acid attacks or witch -hunting, who have reached out or been referred to the OSC will be provided with specialized services.

In the first phase, one Centre shall be established in the J &K State on a pilot basis, to facilitate access to an integrated range of services including medical, legal, and psychological support The OSC will be integrated with women Helpline-181 for women affected by violence and in need of redressal services. These women will be referred to OSC

through this helpline across the state. (**Details available on website www.wcd.nic.in**)

3. OBJECTIVE OF THE ASSIGNMENT

- To provide integrated support and assistance to the women affected by violence both in private and public spaces under one roof.
- To facilitate immediately emergency and non - emergency access to a range of services including medical, legal, psychological and counseling support under one roof to fight against any form of violence against women.
- In addition to the services which can be accessed at and through the One Stop Centres, women will also benefit significantly from peer support as well as support from stakeholders embedded within the local community, including NGOs and religious leaders. It is envisaged that the Centre will provide a platform for leveraging these support systems to enhance the effectiveness of the services provided by it.

4. LOCATION OF ONE STOP CENTRE

- a. For establishing a Centre, the first preference would be to obtain suitable and adequate accommodation having carpet area of at least 132.sq.m. within a hospital medical facility. If it is not possible to locate accommodation within a hospital or medical facility, then an

existing Government/Semi Government institutions located within 2 km radius of the hospital/medical facility in the district headquarter having adequate accommodation will be used for operating the Centre.

- b. If it is not possible, to locate the Centre in the existing accommodation, the Centre could be constructed on adequate land either within hospital /medical facility or within 2 km radius of the hospital/medical facility. The requirement for construction of building of Centres will be assessed, after taking into account of non availability of existing accommodation. The Centres could be constructed on the adequate and suitable land having at least total area of 300 sq.m. identified by State Government, if required. A provision of Rs.7.54 crore has been kept for construction of 20 Centre,
- c. The One Stop Centre is proposed to be constructed at Srinagar City(Bemina Area).The case file for construction of the centre is in the process and funds for construction of the centre stand released by the ministry of Women and (mild development. Govt. of India. The construction of the centre will take place strictly as per guideline of the concerned Ministry.

5. **DURATION OF THE ASSIGNMENT**

The duration of the assignment will be two (02) years from the date of signing the agreement. The next year extension will be given on the basis of evaluation of the services provided and satisfactory performance in the first year.

6. **SERVICES REQUIRED**

- The One Stop Centre will provide support and assistance to women affected by violence, both in private and public spaces.
- In case girls under 18 year of age are referred to the Centre, they will also be served in coordination with authorities/institutions established under the Juvenile Justice (Care and Protection of Children) Act. 2000 and Protection of Children from Sexual Offence Act. 2012.
- Centres will be integrated with a Women Helpline to provide a range* of services which are outlined in the table below:
(Details available on website www.wcd.nic.in)

S. No.	Type of Service	Service Provider
i)	Medical assistance:- <ul style="list-style-type: none"> • Referral to hospital through helpline centre. • If required provide ambulance 	<ul style="list-style-type: none"> • Centre administrator through empanelled hospital/medical practitioner paramedical staff • Public and private ambulance providers
ii)	Police assistance:- Facilitate Assisting in filing first information report (FIR NCR)	<ul style="list-style-type: none"> • A police officer to facilitate the proceed
iii)	Psycho-social support counseling	<ul style="list-style-type: none"> • Empanelled counselors on basis or for honorarium
iv)	Legal and counseling	<ul style="list-style-type: none"> • Lawyers empanelled with District legal services authority (DLSA SLSA) or empanelled on pro-bono basis on the honorarium
v)	Shelter:- Short stay with food and clothing referral to shelter homes for prolonged stay.	<ul style="list-style-type: none"> • One stop centre for short stay • Swachar home: short stay home other shelter homes for long stay
vi)	Video conferencing facility	<ul style="list-style-type: none"> • To facilitate police and

	proceedings
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Table 1: Services required at One stop Centre

7. HUMAN RESOURCE REQUIREMENTS

For smooth functioning of the One Stop Centre, the following human resources are to be outsource for functioning of One stop Centre such as management, legal assistance, medical assistance, counseling. IT.multipurpose and security etc. **(Details available on website www.wcd.nic.in)**

- Centre manager
- Case worker
- Police officer
- Legal counselor
- Medical assistant
- Psycho social counselor
- IT personnel
- Security Guar

8. PURPOSE OF REQUEST FOR TECHNICAL PROPOSAL

The purpose of the RFP is to receive technical proposal from interested agencies/firms/NGO's having prior experience in setting-up and management of One stop Centre for Women at Srinagar. The agencies/firms/NGO's should have experience in running the

activities required for the functioning of centre such as establishment, legal assistance, medical assistance, counseling. IT, multipurpose and security etc. The OSC will involve the role of various stake holders in order to offer services to the women in distress like health department, police department, law department, social welfare department etc.

For the smooth functioning, the implementing agency will engage staff for the operationalisation of OSC. The specified personnel mentioned under the guide line of Ministry of women and children development(Details available on website www.wcd.nic.in)

The specified personnel mentioned in the guideline are indicated below:

- Centre manager
- Case worker
- Police officer
- Legal counselor
- Medical assistant
- Psycho social counselor
- IT personnel '
- Multipurpose worker
- Security guard

The agencies/firms willing to bid for the assignment should full fill the following criteria:

- a. The agencies/ organization /Institutes/ trust should be registered under the society registration Act/Company Act/Indian Trust for minimum of three years as on 1st January 2017. (supporting documents to be submitted)
- b. The agency should have a minimum turnover of Rs 30 lakhs on an average for the last three financial years (copies of Audited balance sheets to be submitted)
- c. The agency should have experience of implementing similar Projects with State or Central government agencies(supporting documents to be submitted)
- d. The agency should have qualified, experienced & professional human resources in the required sectors.(Details to be attached)
- e. Interested agencies/firms should submit their Proposal to meet the above outlined objectives. And must provide details of the Methodology, i.e. the process **that** they propose to use, to deal with cases of Violence. The Methodology must be explained in full details.

- f. Agencies must provide details of all features of the System/hardware/Software.
- g. 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. This facility is to be provided in 24 x 7 basis.
- h. 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.
- i. Facility of storage of all data and its backup.
- j. Agencies must note that 24 hours CCTV surveillance required to be installed **at the** One stop Centre.
- k. OSC should be facilitated with video conferencing/recording of statements of the victims of violence through web based application. However, no camera would be used to record any counseling session.
- l. The CCTV footage of day to day functioning of OSC would be maintained for a minimum period of two years

9. MODALITIES OF THE SCHEME

1. DOCUMENTATION SUB SYSTEM

- 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 OSC 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 central 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 in any given State/UT. For the purpose, a Resource Directory would be collated from resource mapping at the State level and uploaded in the computer managed by the IT Staff.
- Furthermore, this software will be utilised to provide information about all the schemes and programmes run by Central/State Government/UT 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.

- The user interface must be user friendly with complete
 - Case log Documentations that includes all incoming & outgoing Voice. Video & Print Communication.
 - Voice recording are easily retrievable & case-wise arranged.
 - Back-up of the data (all incoming& outgoing Voice. Video & Print Communication).
 - Provisions for Secrecy & Confidentiality.

2. SINGLE SCREEN INTERFACE:

- Seamless Telephony.
- E mail. Scan & written communication facility.
- It must be backed by a facility for phone numbers, email addresses. Directories of Hospitals, Police, Protection Officers, Law Officers. Social workers, NGO's, Local Administration. Women's Commissions, etc.

3. EMERGENCY RESPONSE SUB SYSTEM:

- GIS/GPS Enabled.
- Ability to track Smart phones in case of any emergency.

- Conference call facility for emergency response coordination.

4. CASE MANAGEMENT SUBSYSTEM:

- To facilitate follow up on each case up to the logical conclusion of each case.

5. SOCIAL WELFARE INFORMATION SUB SYSTEM:

- Will provide all information regarding all Central & State based Social Welfare schemes.

6. DECISION SUPPORT SUB SYSTEM:

- To facilitate Implementation of Standard Operating procedure
- For example-the SOP prescribed by the Domestic Violence Act. etc. or the prescribed form for Medical Examination, post crime, etc.

7. EMAIL MANAGEMENT SUB SYSTEM:

- Automated all incoming Email & mail allocation with proper mechanism of archiving the the data

8. REMOTE ACCESS SUB SYSTEM:

- For Trouble shooting, Hardware maintenance ,
- Telephony. EAN & Internet Maintenance.
- For Data management, Data archiving, data backup of voice , Print & Video data.

- For monitoring the PRI & Phone lines & internet connectivity from a remote location 24X7.

9. REPORTING SUB SYSTEM:

- Routine Reports for Public on the web.
- Automated circulation through E mail and in hard copy for delivery through mails to officials.

10. PERFORMANCE EVALUATION SUB SYSTEM:

- Performance of Cases & .their Management.
- Performance of the Contact Centre & its Administration,
- Performance of Hardware and Software,
- Performance of agencies that are supposed to provide help-Like Police. Protection Officers, Hospitals. Social Welfares Agencies, etc.

11. INTEGRATION WITH WHL-181

- The application integrates 181 Women helpline with Sakhi One stop Centre & the National Data Centre in Delhi.
- The application provides for Integration of 181/OSC with other help lines of the state, particularly, that of the Police & other data systems of state-such as old age pension etc.

12. OSC FEATURES

a. Voice recording

Voice recording facility for Counselling sessions.& for recording of Statements must be integrated with the application.

Facility for book keeping of experts on Panel, for example, create, their work orders, payment invoice etc.

b. CCTV surveillance

24 hours CCTV surveillance required to be installed at the One stop Centre.

c. Video conferencing/recording of statements

OSC should be facilitated with video conferencing/recording of statements of the victims of violence through web based application. However, no camera would be used to record any counseling session.

d. CCTV footage storage facility

The CCTV footage of day to day functioning of OSC would be maintained for a minimum period of two years

12. CRITERIA FOR EVALUATION OF TECHNICAL PROPOSALS

NIELIT will carry out Technical proposals evaluation based on the underlying criteria **(Please refer Annexure III and IV for details)**

- a. A government/Semi-Government/ Company/Voluntary Organisation /society/ Trust/NGO etc, which is registered under suitable provision for the past 3 years, and involved in women and children programs, (documents required)
- b. Demonstrated experience of Designing, establishment & Operating similar projects (relevant documents required).
- c. Demonstrated experience of software development for similar projects call centre reporting and desired MIS . (details required)
- d. Key experts & technical staff should be working within the organization for atleast 2 years, (details required including salary and bank account number)
- e. Organization should be financial secure. Assessment of financial capability will be based on provision 3 years turnover of organization. The turn over should be at least Rs. 30 lakhs per year. (relevant audited documents required).
- f. Should not be black listed anywhere in India & no court case should be against the organization (affidavit and self declaration required)

- g. Must agree with the objective, financial resources, Expected outputs, etc. set **by** the Union Ministry of Women & Child Development, (affidavit and self declaration required)
- h. Must submitted timeline for establishment of the helpline
- i. Bidder should clearly indicated Recurring and non-recurring expenditure for 1. 2 and 3 years operation.
- j. Must provide following information in its Technical Proposal besides the Methodology & technical details
 - 1. Introduction to the organization
 - 2. Correspondence address, email, address, contact number
 - 3. Organization is registered under which act and respective certificate to be submitted.
 - 4. Summary of audited accounts of since three years
 - 5. Summary of audited accounts since three years.
 - 6. Details of office of Organization and lists of all regular employees with their educational details and salary
 - 7. Details of Experience
 - 8. Self Attested affidavit about
 - a. Not black listed.
 - b. No court case.
 - c. Agree with the objectives & out puts set by the union Government of India for the scheme.

13. LANGUAGE

- a. The Proposal and related correspondence and documents shall be written in English language
- b. Supporting documents and printed literature furnished by the Agency with the proposal shall be in any other language provided they are accompanied by an appropriate translation in to English.

14. TECHNICAL PROPOSAL SUBMISSION FORMAT

The applicant agency should submit their technical proposal as follows-

(Refer ANNEXURE-I for particulars and ANNEXURE-III for documents to be submitted)

- a. Brief description about the Agency.
- b. Methodology & technical approach to be used .
- c. Realistic work pran with timeframe.
- d. CV's of Key persons.
- e. Past Kxperience in similar nature of assignment
(Demonstrated experience of having worked closely and/ or in partnership with Dept. of Women Empowerment & Child Development with any State Govt. or Central Govt.)-
Documentary evidences to be attached in this regard.

- f. Copy of Registration Certificate of the Organization.
- g. Copy of PAN/TAN registrations of the Organization.
- h. Copies of Audited Balance Sheets (last 03 Financial Years).
- i. Latest VAT/TAX clearance Certificate

ANNEXURE-I

Particulars of the Bidders

S. No.	Information Sought	Details to be Furnished
A	Name and address of the company/Firm/Unit	
B	Respective Registration Certificate (as applicable)	
C	Year of Establishment	
D	Date and Number of registration	
E	Details of registration with appropriate authorities of service tax	
F	Name, Address, email, Phone nos. and Mobile Number of Contact Person – related to this particular project	

Letter of Proposal

BID FORM

Date

Bid No

To

Director

National institute of Electronics and

Information Technology SIDCO Electronics

Complex, Old Airport Road Rangretn.Srinagar-

191132.

Sir,

Having examined the Bid Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to execute the supply in conformity with the said Bid documents in accordance with the schedule of prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to complete the supply within the specified period of 4 weeks as specified in the Bid document.

We agree to all Terms and conditions of this Bid for a period of 180 days after the date fixed for Commercial Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988", if we find in Bid pooling or against law against fraud and corruption my / our firm may be black listed.

Further we certify that our organization is not blacklisted by any Govt. Department.

Dates _____

(Signature)

SEAL

ANNEXURE-III**COMPLIANCE SHEET FOR PRE QUALIFICATION AND
TECHNICAL PROPOSAL**

S. No.	Basic Requirements	Documents required	Provided
1.	Particulars of the bidders	As per template provided (Annexure-I)	Yes/No
2.	Letter of proposal	As per template provided (Annexure-II)	Yes/No
3.	Legal entity (registered in India under the companies Act, 1956).	Copy of the certificate	Yes/No
4.	Experience of implementing similar projects.	Supporting Documents	Yes/No
5.	Profile of key experts & technical staff in team.	CV's of Employees	Yes/No
6.	Yearly gross revenue (at least Rs 30 lakhs)	Audited Annual statements for 3 years.	Yes/No
7.	Blacklisted/Court cases	Affidavit and self declaration required on Non-judicial stamp paper of Rs. 100/- duly attested by the notary public	Yes/No
8.	Work plan and timeline for establishment of the project.	Relevant documents	Yes/No
9.	Proposed methodology & technical approach.	Relevant documents	Yes/No

10.	Providing adequate data and information security.	Undertaking	Yes/No
11	Proof of latest sales Tax/TAN/Service Tax/PAN	Copy of all the mentioned certificates/ ITR certified by authorized signatory, latest service tax/value added tax (VAT) / sales tax clearance certificate. Income tax return of last three financial years.	Yes/No

ANNEXURE-IV

WEIGHTAGE CRITERIA ADOPTED DURING TECHNICAL EVALUATION:

S. No.	Evaluation criteria-parameters	Vendor's response	Score
1.	Experience in similar projects	Jobs or related projects (work order/completion certificate/client certificate and citations) are required	30
2.	Availability of Expert Human Resources on Full time basis employed by the entity	Relevant documents	10
4.	Profitable & financially secure	Audited Accounts	10
5.	Software to integrate with women helpline & web based MIS system		30
6.	Technical presentation (subjective evaluation)		10
7.	Recognition of work, appreciation letters, winning of design competitions and prestigious awards	Details of design competitions won, and awards received. Also enclose copy of documentary proof.	10
	Grand total =		100

ANNEXURE-VI

S. No.	Items/ components	No. of units	Per month/ case (Rs)	2015-16	2016-17	Total
A)						
1	One stop centre management @ 78400 pm			940800	940800	1881600
2	Stationary (cartridge, paper etc.)	Monthly	2000	24000	24000	48000
3	Electricity	Monthly	3000	36000	36000	72000
4	Telephone/fax	Monthly	3000	36000	36000	72000
5	Catering/food	Monthly	4000	48000	48000	96000
6	Clothing & medicine & kit etc.	Monthly	2000	24000	24000	48000
7	Contingency	5% of recurring budget		55440	55440	110880
	Sub total			1164240	1164240	2328480
B) Non-recurring						
1	Refurbishment of existing facility			500000		
2	Refrigerator			6000	0	6000
3	Computer peripherals			100000	0	100000

	(desktop, printer, scanner)					
4	Telephone, fax, internet, modem			6000	0	6000
5	Furnishing for the ward (bed, side table chair) mattresses, pillows and curtains	5 beds with furnishing @ 1000		50000	0	50000
6	Furnishing for other rooms			50000	0	50000
7	CCTV Camera			25000	0	25000
	Sub total			737000	0	737000
	Total cost per centre			1901240	1164240	3065480
	Total cost for 36 centres (one centre in each state/UTs)			68444640	41912640	110357280
C)	Construction cost for 20 one stop centre @ Rs. 3768927.06					75378541
	Grand total project cost including construction					185735821

