

**GOVERNMENT OF ASSAM
DIRECTORATE OF SOCIAL WELFARE,
UZANBAZAR, GUWAHATI-1**

REQUEST FOR PROPOSALS

**For establishment & management of One Stop Centres for women in distress in
all districts of Assam.**

ADVERTISEMENT NOTICE

BACKGROUND:

1. The Ministry of Women and Child Development Government of India has launched the scheme One Stop Centres (OSC) for Women in Distress. One Stop Centres (OSCs) are intended to support women affected by violence, in private and public spaces, within the family, community and at the workplace. Women facing physical, sexual, emotional, psychological and economic abuse, irrespective of age, class, caste, education status, marital status, race and culture will be facilitated with support and redressal. Aggrieved women facing any kind of violence due to attempted sexual harassment, sexual assault, 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. OSCs will be integrated with 181 Women Helpline and other existing help lines such as NALSA Helpline 15100, Child Line 1098, Emergency Response Helpline 112, Police Women Helpline 1091, Ambulance 102 /108 etc. Women affected by violence and in need of redressal services could be referred to OSC through these help lines.

2. Proposals are invited from experienced & registered agencies (Trusts, Societies, Firms, Companies etc.) to partner with the Government of Assam to establish and manage One Stop Centres in all districts of Assam including in those districts where One Stop Centres are currently operational. OSC's shall be operated, as per the scheme guidelines, to achieve the desired objectives.

SERVICES TO BE PROVIDED BY OSC

3. The OSC will provide the services listed in **Table 1**

TABLE1: List of Services to be provided by One Stop Centre for women in distress

	Service	Description <i>(Detailed Description of Roles & Responsibilities are available on www.wcd.nic.in)</i>
i	Emergency Response and Rescue Services	OSC will provide rescue and referral services to the women affected by violence. For this, linkages will be developed with existing mechanisms such as National Health Mission (NHM), 108 service, police (PCR Van) so that the woman affected by violence can either be rescued from the location and referred to the nearest medical facility (Public/Private) or shelter home. (More on the web)
ii	Medical	Women affected by violence would be referred to the nearest Hospital for medical aid/examination. (More on the web)

iii	Assistance to women in lodging FIR/NCR/DIR	The OSC will facilitate the lodging of FIR/NCR/DIR.
iv	Psycho-social support/ counseling	A skilled counselor providing psycho-social counseling services would be available on call. This counseling process will give women confidence and support to address violence or to seek justice for the violence perpetuated. Counselors shall follow a prescribed code of ethics, guidelines and protocols in providing counseling services. (More on the web)
v	Legal Aid & Counseling	To facilitate access to justice for women affected by violence, legal aid and counseling would be provided at OSC through empanelled Lawyers or National/State/District Legal Service Authority. (More on the web)
vi	Shelter	The OSC will provide temporary shelter facility to aggrieved women. For long term shelter requirements, arrangements will be made with Swadhar Greh/Short Stay Homes (managed/affiliated with government/NGO). (More on the web)
vii	Video Conferencing Facility	To facilitate speedy and hassle free police and court proceedings the OSC will provide video conferencing facility (through Skype, Google Conferencing etc.). (More on the web)

STAFF REQUIREMENT

4. OSC will, tentatively, require the staff listed in Table 2. The requirement of staff can vary depending upon the conditions prevailing in a given OSC.

TABLE 2: Staff Requirement of One Stop Centre for Women in Distress

S. No.	Designation	No. of persons required	Brief Description of roles & responsibilities (Details are available on www.wcd.nic.in)
i	Centre Administrator	1	The Centre Administrator will be in charge of functioning of OSC. She will be the first point of contact with the woman who is accessing OSC. She will be a residential staff attached to OSC. <i>(More details on the web)</i>
ii	Case Workers	3	Case Workers will work in shifts. She will provide assistance and support to the Centre Administrator in facilitating services to women accessing OSC. She will intervene in cases of VAW and will take them to their logical conclusion. She will be responsible for other work as assigned by the Centre Administrator. <i>(More details on the web)</i>
iii	Police Facilitation Officer	1	The Police Facilitation Officer will help the aggrieved women in initiating appropriate police proceedings against the perpetrators. <i>(More details on the web)</i>

iv	Para Legal Personnel/ Lawyer	1	She/he will inform and orient the woman about her legal rights and help/guide the woman to initiate legal proceedings against the abuse/violence suffered, if she is willing to do so. (<i>More details on the web</i>)
v	Para Medical Personnel	1	Para Medical Personnel will work in shifts to provide 24 hour service at OSC. She will accompany the woman affected by violence to the Hospital. (<i>More details on the web</i>)
vi	Counselor	1	She will provide psychological counselling and guidance to the woman affected by violence and support in referral services that may be deemed fit for the women affected by violence based on her needs. . (<i>More details on the web</i>)
vii	IT Staff	1	The IT Staff would generate the Unique ID of the women affected by violence through web based software. (<i>More details on the web</i>)
viii	Multi-purpose Helper	2	Multi- purpose Helper will work in shifts to provide 24 hour service at OSC. She would be responsible for maintaining hygiene and sanitation at OSC. (<i>More details on the web</i>)

ix	Security Guard/ Night Guard	2	Security Guard/Night Guard will work in shifts to provide 24 hour service at OSC. The Security Guard/ Night Guard would be responsible for the overall security of OSC. (More details on the web)
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SPACE REQUIREMENT

5. The requirement of One Stop Centre is 132 sq.m . Of this 102 Sq. meters are office & video Conferencing facility, Office of the Administrator, Counseling room, Shelter facility for at least 5 beds, 2 bath rooms , Kitchen & lobby. 28 Sq. meters comprising a room & a bath room is for accommodation of the Administrator for night stay.

1. Until permanent buildings are constructed OSCs will temporarily operate from Govt. building provided by the district authority. In case of non availability of proper Govt. building, OSC may be operated from rented accommodation also. The temporary premises should be located, conveniently within the city close to public transport and close to a public hospital.

TECHNOLOGY REQUIREMENTS

2. OSC has certain features that require advanced Information & communications Technology (ICT). A web based MIS forms the core of the technology requirements of OSC. It is required to integrate OSC with the Assam Women Help line (181) and with other help lines like Child Line 1098, NALSA helpline 15100, Emergency Response number 112, Ambulance 108/102 etc. A web based MIS also ensures that cases can be

monitored remotely from district to state and national level. The recommended web based MIS by Government of India is the one that is operational in Chhattisgarh. OSC has several other important technology requirements such as voice recording facility for counseling sessions & for recording of statements; Video conferencing facility; 24 hours CCTV surveillance data to be maintained for a minimum period of two years, data archiving & backup etc. The details are given in the OSC guidelines available on the web site of the Ministry of Women & Child Development.

DURATION OF THE ASSIGNMENT

3. The duration of the assignment will be two (02) years from the date of signing of the agreement. Extension will be given on the basis of evaluation of the services provided and satisfactory performance.

QUALIFYING CRITERIA

4. Agencies that wish to submit their proposals should fulfill the following minimum criteria:
 - a. The agency (Society, Trust, Partnership, Company etc.) should be registered under the relevant Act for a minimum period of 03 years.
 - b. The agency should be financially secure, with turn over of at least Rs. 50 Lakhs in the previous 3 financial years & must have maintained audited balance sheets of the accounts for the last 3 years.

- c. The agency should have experience of undertaking similar assignments with state or central government.
- d. The agency must be in possession of ICT & web based MIS that is required to integrate OSC with Assam help line for women – 181.
- e. The agency should have key experts & core technical staff working full time with the organization for at least 2 years. The core staff should be professionally qualified & experienced to execute a project of this nature & magnitude.
- f. The agency must agree with the objectives, financial resources, expected outputs etc. set in the guidelines of the Scheme.
- g. The agency should not be blacklisted by any government of India & there should be no court cases pending against the organization.
- h. The bidder shall have to submit the proof of payment of EMD of Rs.8,00,000/- (Rupees eight lakhs) only in the form of Crossed Demand Draft/Banker's Cheque/ FDR/Bank Guarantee drawn in favour of Director, Social Welfare, Assam from any Nationalized Bank/Scheduled Commercial Bank and payable at Guwahati.
- i. The Bidder should have to submit proof of payment of non-refundable Tender Fee of Rs 5000/- by Crossed Demand Draft/Banker's Cheque from any Nationalized Bank/Scheduled Commercial Bank in favour of Director, Social Welfare, Assam and payable at Guwahati.

LANGUAGE

5. The Proposal and related correspondence and documents shall be written in English language. 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 English.

PROPOSAL SUBMISSION FORMAT

6. The applicant agency should submit its joint technical & financial proposal in the format as in Table 3:

TABLE 3: Contents of the Joint Technical & Financial Proposal

Section 1	Brief description of the agency
Section 2	Details of Experience
Section 3	Methodology & Technical Approach
Section 4	Detailed Work Plan
Section 5	Details of the Web based MIS for Integration
Section 6	Human Resources Engagement & Management
Section 7	Financial Requirements & Management
Annexes	
<i>Annex - 1</i>	<i>Copy of Registration of Society, Company, Trust etc.</i>
<i>Annex - 2</i>	<i>Copies of statutory registrations such as PAN, TAN, GST , 12A, Niti Ayog registration no.</i>
<i>Annex – 3</i>	<i>CV's of Key technical personnel</i>
<i>Annex – 4</i>	<i>Audited accounts of the past 3 years.</i>
<i>Annex – 5 onwards</i>	<i>Any other documents that the agency wishes to submit in support of its joint technical & financial proposal.</i>

FINANCIAL REQUIREMENTS AND ADMINISTRATION

7. The budget of One Stop Centre has been set by the Government of India. The Government of Assam will not supplement this budget. Therefore any Financial proposal that exceeds the prescribed budget will not be accepted. Agencies are advised to go through the details of the finances

available on the web site of the Union Ministry of Women & Child Development and submit their Financial Proposals accordingly. For quick reference the budget details are given in **Table 4**.

8. While it is the responsibility of the Department of Social Welfare of the Government of Assam to establish One Stop Centres in all districts of Assam and take responsibility for providing overall direction and ensuring proper implementation of the scheme it is the responsibility of the District Task Force, headed by the Deputy Commissioner, to manage the finances. The selected agency will work with each Deputy Commissioner for its financial requirements.

TABLE 4: Details of Budget Sanctioned by the Government of India for One Stop Centre.

S. No.	Items/ components	Total per year In Rs.
Recurring		
i	One stop centre management @ Rs. 200,000 per month	Rs. 24,00,000
ii	Administrative Costs One Stop Centre Administrative Cost (Stationary (Cartridge, Paper etc.), Electricity Telephone/Fax, Catering/Food, Clothing & Medicine & Kit etc., Transportation) @ Rs. 34,000 Per month	Rs. 4,08,000
iii	Training, IEC, Advocacy	Rs. 50000
iv	Contingency 5%	Rs. 1,42,000
	Total of Recurring	Rs. 30,00,000
Non Recurring		
v	Refurbishment of existing facility	Rs. 10,00,000
vi	Administration cost (Refrigerator, Computer Peripherals, Telephone, Fax, Internet, Furnishing for the ward & other rooms, CCTV Camera & its installation	Rs. 2,41,000

vii	Contingency	Rs. 1,00,000
	Sub total	Rs. 13,41,000

9. The selected agency shall operate a separate Bank Account for each OSC. The selected agency shall submit monthly progress reports (MPR) and quarterly physical and financial reports (QPR) to the concerned Deputy Commissioner. SoEs are to be furnished in format prescribed by GOI, to Deputy Commissioners, along with the physical and financial report. Annual SoE for previous year must be submitted by 31st May. Quarter ending 30th June must be submitted by 15th July. Quarter ending 30th September must be submitted by 15th October. Quarter ending 31st December must be submitted by 15th January. Quarter ending 31st March must be submitted by 15th April. Utilization Certificates (UC) are to be furnished as per GOI formats to Deputy Commissioners biannually by 15th October and by 15th April. The selected agency shall follow the guidelines of the scheme with regard to financial reporting. Agencies are advised to go through the guidelines carefully before submitting their financial proposals.

CRITERIA FOR EVALUATION OF PROPOSALS

10. Joint Technical & Financial Proposals will be evaluated on merit subject to condition that the Financial Proposal does not exceed the budget sanctioned by the Government of India.
11. Agencies must submit an undertaking that the agency will operate OSC's as per the guidelines within the allocated budget and coordinate with the Deputy Commissioner of each district for financial requirements.

12. Each proposal shall be evaluated, objectively on the criteria given in **Table 5.**

TABLE 5: Weight Chart for evaluation of joint technical & financial proposals.

S. No.	Evaluation criteria	Score
1.	Experience	20
2.	Availability of Expert Human Resources on Full time basis & Financial Security	10
3.	Web based MIS to integrate OSC with women helpline & other help lines.	30
4.	Technical & work plan	20
5.	Financial Management Plan	20
	Grand total =	100

PROCEDURE FOR SUBMISSION OF PROPOSALS.

13. The agency must submit its proposal in the following format:
- a. Cover Letter addressed to the Director Social Welfare, Government of Assam.
 - b. Table of Contents with page numbers
 - c. Particulars of the applicant agency – as in **ANNEX - 1.**
 - d. Check list for pre qualification – as in **ANNEX - 2.**
 - e. Self Attested Affidavits – as in **ANNEX - 3.**
 - f. Joint Technical & Financial Proposal in Format given in **Table 3.**
14. Proposals shall be submitted, preferably as a spiral bound copy, in a sealed envelope, to the Director, Social Welfare, Assam, on or before 3.00 PM on 06/08/2019 in the Drop Box only placed at 1st Floor, Directorate of Social Welfare, Assam, Uzanbazar, Guwahati-1.

ANY FURTHER CLARIFICATIONS

15. For further & complete details the interested parties are advised to study carefully the scheme documents & the implementation guidelines for establishment & management of One Stop Centre available on website [**www.wcd.nic.in**](http://www.wcd.nic.in) under the heading of Women Empowerment schemes. For any further clarifications please contact at email [**mandirabarua1@gmail.com**](mailto:mandirabarua1@gmail.com).
16. The detailed RFP instructions are available from the office of the undersigned or can be downloaded from the web site: [**https://womenandchildren.assam.gov.in**](https://womenandchildren.assam.gov.in).

ANNEXURE-I**Particulars of the Applicant Agency**

S. No.	Information Sought	Details to be Furnished
I	Name and address of the Applicant Agency	
II	Contact person, Phone numbers & Email address	
iii	Respective Registration Certificate (as applicable)	Registration number & place of Registration
iv	Year of Establishment	Date
v	PAN number And TAN Number	
vi	12A or GST Registration number	
vii	Niti Ayog Registration number for NGO's (If Applicable)	

ANNEXURE-II

Check list for prequalification

S. No.	Basic Requirements	Documents required	Provided	Page number
i	Particulars of the applicant agency	As per Annex - 1	Yes/No	
ii	Cover letter		Yes/No	
iii	Legal entity (Registered in India).	Copy of the Registration Certificate	Yes/No	
iv	Objects of the Applicant Entity	Copy of the objects	Yes/No	
v	Experience of implementing similar projects.	Supporting Documents	Yes/No	
vi	Web Based MIS for Integration with 181 - Assam Women help line.	Relevant documents	Yes/No	
vii	Profile of key experts & technical staff in team.	CV's of Employees	Yes/No	
viii	Yearly gross revenue (at least Rs 50 lakhs)	Audited Annual statements for 3 years.	Yes/No	
ix	Self Attested Affidavits	As per Annex - 2	Yes/No	
x	Joint Technical & Financial Proposal	As per Table 3	Yes/No	

Self Attested Affidavits

i	<p>AFFIDAVIT – 1</p> <p>This is to certify that the Trust/Society/ Company is registered as on date. There is no change in the objects of the organization as on date. The PAN/TAN, 12A or GST, Niti Ayog Registration numbers given in this proposal are correct & valid as on Date.</p> <p>Self attested by</p> <p>_____</p> <p>Name, Signature & Seal of the authorized person.</p>
ii	<p>AFFIDAVIT – 2</p> <p>This is to certify that the Applicant Agency is not be blacklisted by any government of India & there are no court cases pending against the organization.</p> <p>Self attested by</p> <p>_____</p> <p>Name, Signature & Seal of the authorized person.</p>

<p>iii</p>	<p>AFFIDAVIT – 3</p> <p>This is to certify that the Applicant Agency agrees with the objectives, financial resources, expected outputs etc. set out in the guidelines of the Scheme. The Applicant agency will follow the guidelines to achieve the desired objectives.</p> <p>Self attested by</p> <p>_____</p> <p>Name, Signature & Seal of the authorized person.</p>
<p>iv</p>	<p>AFFIDAVIT – 4</p> <p>This is to certify that the Applicant Agency agrees to operate One Stop Centres, as per guidelines, in each district within the budget provided by the Government of India. The Applicant Agency agrees to operate a separate bank account for each OSC and coordinate with the respective Deputy Commissioner for all financial matters, reporting & requirements.</p> <p>Self attested by</p> <p>_____</p> <p>Name, Signature & Seal of the authorized person.</p>

v	<p>AFFIDAVIT – 5</p> <p>It is Certified that the information provided in this joint Technical & Financial proposal for establishment & management of One Stop Centres for women in distress in all districts of Assam is correct to the best of my knowledge and belief of the Directors/Trustees / Executive Members of the organization, and after its perusal & satisfaction, they have authorized the undersigned to sin this affidavit.</p> <p>Self attested by</p> <p>_____</p> <p>Name, Signature & Seal of the authorized person.</p>
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