

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

For
181- Helpline for Women in Distress

For

The State of Nagaland
India

Tender No: _____

Nagaland State eGovernance Society(NSeGS)
Department of Information Technology and Communication
Below New Secretariat. Complex
Thizama road, 797001
Tel: 0370-2274169; Fax: 0370-2274169
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1 Invitation for Proposal

1.1 RFP Notice

NAGALAND STATE E-GOVERNANCE SOCIETY
(A Registered Society under the Govt. of Nagaland)
Department of Information Technology & Communication
Below New Secretariat, Thizama Road
Nagaland: Kohima

No.NSeGS/CallCentre/2016

Dated: Kohima, the 10th March 2016**NOTICE INVITING TENDER**

Nagaland State eGovernance Society(NSeGS), invites online tender for selection of Implementing Agency for setting up 181 Helpline for Women in Distress, a project under the State Resource Centre for Women in the State of Nagaland.

The detailed instructions to bidders and formats are available in the Bid Documents and interested bidders may download bid documents from the following websites, from – March 2016 onwards :

1. <http://www.nagaland.gov.in> and
2. <https://nagalandtenders.gov.in>

The bidding process will be carried out through e-tendering/procurement at www.nagalandtenders.gov.in and offline Bid submissions will not be accepted under any circumstances.

Important Dates.

s. No.	Information	Date & Time
1.	Last date of pre-bid queries	14/03/2016 upto 12.00 Hrs
2.	Pre-Bid Meeting	14/03/2016 at 14.00 Hrs, Conference Hall, Directorate of IT&C, Kohima
3.	Bid submission start date	14/03/2016 after 16.00 Hrs
3.	Bid End Date of Online Bid Submission	21/03/2016 upto 12:00 Hrs Noon
4.	Opening of Technical Proposals	21/03/2016 upto 14:00 Hrs, Conference Hall, Directorate of IT&C, Kohima
5.	Financial Bid Opening	23/03/2016 at 12.00 Hrs Conference Hall, Directorate of IT&C, Kohima

Sd/- (K.D. Vizo), ITS
CEO, NSeGS & Commissioner & Secretary to the
Govt. of Nagaland

No.NSeGS/CallCentre/2016

Dated: Kohima, the 10th March 2016

Copy to:

1. Sr. P.S. to the Hon'ble Minister, IT&C for kind information please.
2. The Chairman(NSeGS) & Chief Secretary, Govt. of Nagaland for kind information please.
3. The CEO (NSeGS) & Commissioner & Secretary, IT&C for kind information please.
4. Mission Director, State Resource Centre for Women for kind information please.
5. Director IT&C.
6. Regional and Local Dailies.
7. Nagaland State Portal for Publication
8. Office Copy


(Tongtliba Longkumer)
Member Secretary, NSeGS &
Joint Director, IT&C

This RFP Document is being issued for the implementation of the project under "Establishment of 181- Helpline for Women in Distress"

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

1.2 Critical Information

S. No	Information	Details
1.	RFP reference No and Date	No:-NSeGS/181Helpline dated: 7/3/2016, https://nagalandtenders.gov.in
2.	Last Date of pre-bid queries	14/03/2016 at 12:00 Hrs
3.	Pre-Bid Meeting	14/03/2016 at 14:00 Hrs, Conference Hall, Directorate of IT&C, Kohima. Conference Hall, Directorate of Information Technology and Communication, Below New Secretariat Complex, Thizama road – 797001
4.	Online Bid submission start date	14/03/2016 after 16:00 Hrs
5.	Online Bid submission end date	21/03/2016 upto 12:00 Hrs
6.	Opening of Technical Proposals	21/03/2016 upto 14:00 Hrs, Conference Hall, Directorate IT&C, Kohima
6.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	23/03/2016 at 12:00 Hrs Conference Hall, Directorate of Information Technology and Communication, Below New Secretariat Complex, Thizama road – 797001
7.	Contact Person for queries	Mr. Tongtiliba Longkumer, Member Secretary, NSeGS and Joint Director, Directorate of Information Technology and Communication, Below New Secretariat Complex, Thizama road - 797001 Tel: 0370-227147; Fax: 0370-227147 e-mail: dit-ngl@nic.in
8.	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Mr. Tongtiliba Longkumer, Member Secretary, NSeGS and Joint Director, Directorate of Information Technology and Communication, Below New Secretariat Complex, Thizama road - 797001 Tel: 0370-2274169; Fax: 0370-2274169

S. No	Information	Details
		e-mail: dit-ngl@nic.in

1.3 Other Important Information related to Bid

S. No.	Item	Description
1	Earnest Money Deposit (EMD) in the form of a Demand Draft/Bank Guarantee	Rs 30000.00
2	Bid Validity Period	30 days from the last date (deadline) for submission of proposals
3	Deadline / last date for furnishing performance security	Within seven (7) working days of the date of notice of award of the contract
4	Performance security value (Performance Bank Guarantee)	10% of contract value
5	Performance security validity period	1 Month beyond expiration of contract period

2 Instructions to Bidders

2.1 Introduction & Issuer

2.1.1 Nagaland State e-Governance society (hereinafter referred as "NSeGS") invites the pre-qualified bidders to submit their technical and financial offers for Design, Development, Implementation for "Establishment of 181- Helpline for Women in Distress", in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.

2.2 Purpose

2.2.1 The purpose of this Request for Proposal (RFP) is to seek the services of a reputed IT firm that would conduct design, develop, test, implement, operate and maintain for 1 year after go live "181- Helpline for Women in Distress". This document provides information to enable the bidders to understand the broad requirements to submit their "Bids". The detailed scope of work is provided in section 3 of this RFP document.

2.3 Cost of RFP

2.3.1 The Tender document is available free of cost to the empanelled bidders. The soft copy may be downloaded from the <http://www.nagaland.gov.in> and <https://nagalandtenders.gov.in>

2.4 Bidder inquiries and Nodal Agency's responses

- 2.4.1 All enquiries / clarifications from the bidders, related to this RFP, must be directed in writing exclusively to the contact person notified in this RFP document. Bidders must necessarily use format provided in the Annexure for seeking any clarifications.
- 2.4.2 The preferred mode of delivering written questions to the aforementioned contact person would be through mail or fax or email. Telephone calls will not be accepted. In no event will the Nodal Agency be responsible for ensuring that bidders' inquiries have been received by Nodal Agency.
- 2.4.3 After distribution of the RFP, the contact person notified by Nodal Agency will begin accepting written questions from the bidders. Nodal Agency will endeavour to provide a full, complete, accurate, and timely response to all questions. However, Nodal Agency makes no representation or warranty as to the completeness or accuracy of any neither response, nor does Nodal Agency undertake to answer all the queries that have been posed by the bidders.
- 2.4.4 No request for clarification from any bidder shall be entertained after the pre-bid meeting to be held on 14/03/2016

2.5 Amendment of RFP Document

- 2.5.1 At any time prior to the last date for receipt of bids, Nodal Agency, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment or during pre-bid meeting.
- 2.5.2 The amendment will be to all prospective Bidders who have been issued this RFP Document and will be binding on them by publishing the corrigendum through the Nagaland State Portal.
- 2.5.3 In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, Nodal Agency may, at its discretion, extend the last date for the receipt of Bids.

2.6 Supplemental information to the RFP

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

2.7 Nodal Agency's right to terminate the process

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

2.8 Earnest Money Deposit and its amount (EMD)

- 2.8.1 Bidders shall submit, along with their Bids, EMD of Rupees 30,000 only in the form of a Demand Draft only in favor of CEO, Nagaland State e-Governance society, payable at Kohima, valid for one month. EMD in any other form shall not be entertained. The original EMD should be made available on or before bid submission closing time as mentioned in the tender to the Nagaland State e-Governance society, Kohima.
- 2.8.2 The EMD shall be denominated in Indian Rupees only. No interest will be payable to the Bidder on the amount of the EMD.

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

2.8.4 The EMD may be forfeited:

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

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

2.9 Submission of Bids

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

2.9.2 Tenders have to be submitted online on the e-procurement portal <https://nagalandtenders.gov.in> except for the EMD & PBG, all other offline documents shall be rejected.

2.9.3 Details instruction is given at Annexure-4 for online submission of bid document.

2.10 Documents Comprising the Bid

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

2.10.1 Proposal Covering letter

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

2.10.3 Earnest Money Deposit (EMD) amount in the form of a Demand Draft

2.10.4 Technical Proposal Cover Letter

2.10.5 Technical proposal

2.10.6 Financial proposal Cover letter

2.10.7 Financial proposal

2.11 Award Criteria

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

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

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

2.13 Evaluation Process

2.13.1 Tender Evaluation Committee

- 2.13.1.1 The Tender Evaluation Committee constituted by the Nodal Agency shall evaluate the tenders.
- 2.13.1.2 The decision of the Tender Evaluation Committee in the evaluation of the Technical and Financial bids shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- 2.13.2 Overall Evaluation
- 2.13.2.1 Tender Evaluation Committee will evaluate and compare the bids determined to be substantially responsive. Tender Evaluation Committee's intent to select the proposal that is most responsive to the project needs and each proposal will be evaluated using the criteria and process outlined in this section.
- 2.13.2.2 The technical evaluation of Bids will be carried out using a points system. Bidders with score of 75 and above in the technical bid shall be considered as technically qualified.
- 2.13.2.3 The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- 2.13.3 Evaluation of Bids
- 2.13.3.1 Tender Evaluation Committee will carry out a detailed evaluation of the Technical Bids received by it in order to determine whether they are substantially responsive to the requirements set forth in the Request for Proposal. In order to reach such a determination, Tender Evaluation Committee will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.
- 2.13.3.2 Proposal Presentations: The committee may invite each bidder to make a presentation. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the evaluation committee and the key points in their proposals.
- 2.13.3.3 Based on the technical evaluation, the Financial Bids of only the technically qualified bidders shall be opened by Tender Evaluation Committee. The Financial evaluation will take into account the information supplied by the Bidders in the Financial Proposal, and shall evaluate the same as per the evaluation criteria specified in this RFP.
- 2.14 Technical Bid Evaluation
- 2.14.1 The technical bids shall be evaluated by the Tender Evaluation Committee based on a weighted point system, assessing each bidder's ability to satisfy the requirements set forth in the RFP Document. The Evaluation Committee will evaluate the technical proposals by taking into account factors mentioned below. The information furnished by the bidders in the technical bid shall be the basis for this evaluation.
- 2.14.2 Each of the technical bids shall be evaluated on a score of 100 points
- 2.14.3 Each Proposal will be evaluated according to the following criteria, but not limited to:
- 1.1.1.1** Project objective, scope of work and understanding along with past experience in projects of similar nature. Bidders must demonstrate their experience in the format provided in the format provided in Form 12.
- 2.14.3.1 Feasibility and Technical Viability of the Proposed Technical Solution – The Bidder's Design, Development and Implementation Plan, its deployment of sound

project management strategy etc. for the project. Also the quality, responsiveness, responsibility, ease of use, reliability and comprehensiveness of the proposed technologies, adherence to IT Architecture Plans, standard Information Systems Security Policies etc. would be evaluated from the perspective of the proposed solution.

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

2.14.3.3

Sl. No.	Technical Evaluation Criteria	Maximum Points
1.	Project objective and scope of work.	10
2.	Experience in implementing project of setting up call center systems(With Documentary proof)	10
3.	Adequacy, Feasibility and Viability of the Proposed Technical Solution	
	<ul style="list-style-type: none"> Approach and Methodology for project Implementation including software development, Hardware & Network procurement and management etc. 	20
	<ul style="list-style-type: none"> Quality Systems and detailed strategy of helpline establishment and management 	10
	<ul style="list-style-type: none"> Approach to Project Implementation plan and time schedule 	10
	<ul style="list-style-type: none"> Approach to Project transition, Change Control and handover 	10
4.	Training of users – Approach & Methodology, to imparting effective user training and training plan	10
5.	Helpdesk services & Roles and Responsibilities of entire team	10
6.	Support and maintenance plan	10
Total		100

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

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

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

2.15 Notification of Award

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

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

2.15.3 Bidders should not have conflict of interest.

2.16 Signing of Contract

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

2.17 Performance Bank Guarantee

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

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

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

2.17.4 The Performance Bank Guarantee may be discharged/ returned by department upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

2.17.5 In the event of the Bidder being unable to service the contract for whatever reason, department would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of department under the Contract in the matter, the proceeds of the PBG shall be payable to department as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. Department shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.

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

2.18 Warranty & Maintenance

The Implementation Agency warrants to department that:

2.18.1 The Implementation Agency shall provide a comprehensive warranty for a period of 1 year, commencing from the date when the system goes "live" and accepted by the Department.

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

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

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

2.20 Financial Proposal

2.20.1 Financial proposal should comprise of:

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

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

3 Project Profile

3.1 Background

3.1.1 The Ministry of Women & Child Development, Govt. of India has launched a scheme for Women Helpline 181 for women in distress and One Stop Centre (OSC) which is intended to support women affected by violence, in private and public places, within the family, community and at the workplace. The Scheme of Universalization of Women Helpline is intended to provide 24 hours immediate and emergency response to women affected by violence through referral (linking with appropriate authority such as police, One Stop Centre, hospital) and information about women related government schemes programs across the country through a single uniform number.

3.1.2 This helpline is exclusively designed to support women in distress facing violence or threat of violence, both in private and public places, including in the family, community, workplace, etc. The Women's Helpline will provide a 24 hour emergency response.

3.1.3 All existing emergency services and those that provide support to women would be integrated with this women helpline. Women Helpline (WHL) will be integrated with One Stop Centre Scheme (OSC) under which one OSC shall be established at Dimapur, Nagaland to provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof. Women affected by violence and in need of redressal services will be referred to OSC through WHL.

3.1.4 All the state/ district/ city level helplines whether private or public would be integrated with this women helpline.

3.2 The objectives of the scheme are –

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

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

3.2.3 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.

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

3.2.5 To facilitate immediate, emergency and non- emergency access to a range of services including medical, legal, psychological and counseling support under one roof to fight against any forms of violence against women.

3.2.6 To ensure the proper rehabilitation of the women affected by violence by doing regular follow- ups.

3.1 Location

The location of the project will be at the premises of Social Welfare Board, below New Secretariat, Kohima, Nagaland.

3.2 Duration

The duration of the assignment will be 1(one) year of support and maintenance after implementation from the date of go live. The project extension will be given on the basis of satisfactory performance in the first year.

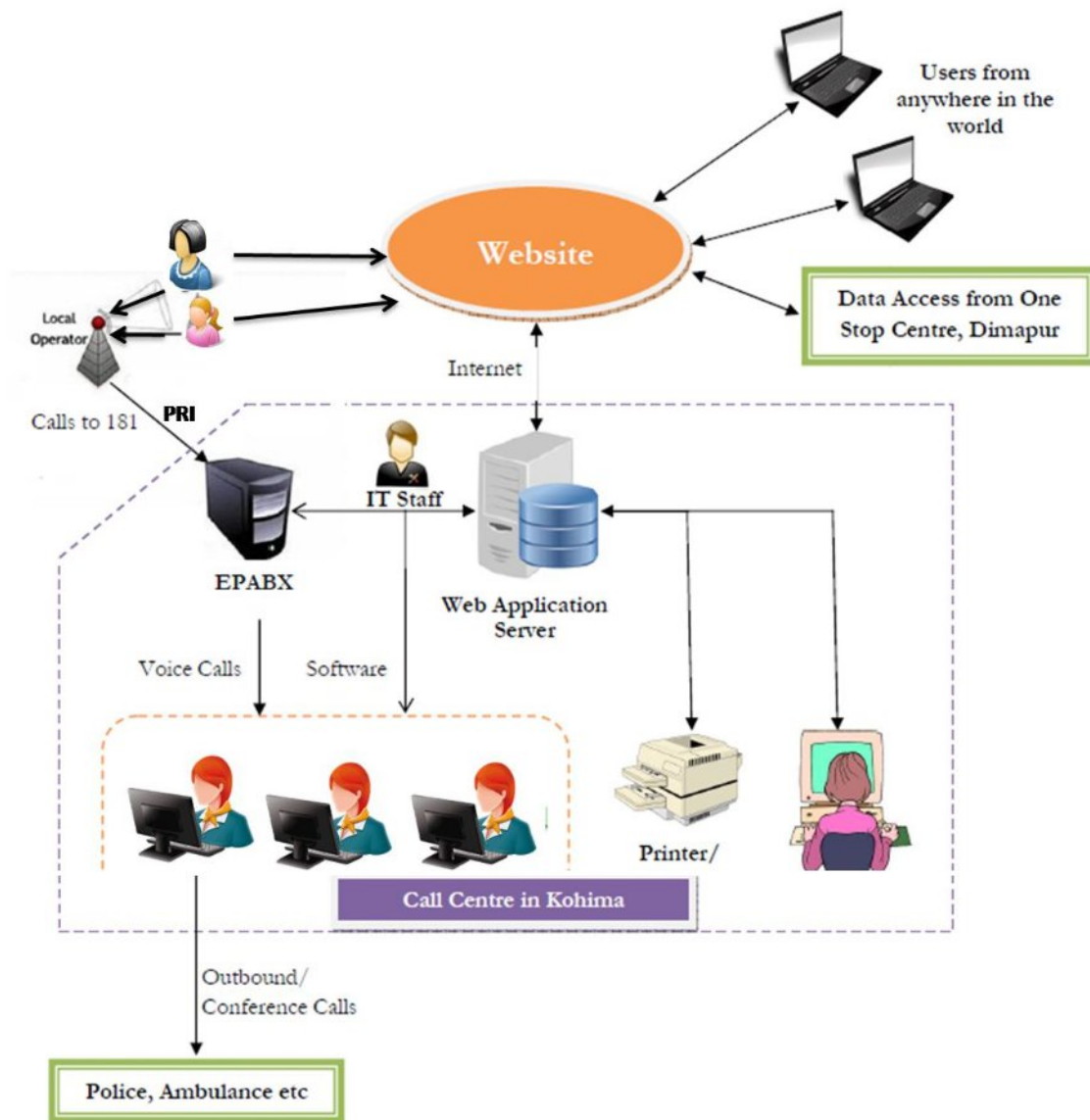
3.3 Deliverables

The following would constitute the key deliverables of the assignment:

- Establishment of the fully functional Call Centre with IP EPBX
- A web enabled well developed MIS system with the below features
 - OpenSource Database
 - Web application which can be deployed and accessed both locally and on the cloud
 - Mobile Smart Phones compatibility
 - User and Caller management system
 - Response tracker, Call Logger and reporting capability
- IT Training and System Support
- Free On-Site Support within 48 hours for 1 year
- Regular reports on crisis intervention and cases solved
- Other monitoring mechanism desired by the Department

3.4 The below component wise non-recurring grant estimate for setting up Women Helpline are as under:

Non-Recurring Grant (In Rupees)	
Items/Components	Ceiling of Expenditure
EPABX-cum-Call Centre Solution	6,00,000
PRI Lines/Dialers/Intercom/Extension Instrument etc	1,30,000
Headphones/Earphone & Dialer, Audio Port/Headset with dialer etc	2,00,000
Computer/Laptops and Printers/Scanners	2,50,000
UPS/Generator of 5 KVA for Power Backup	70,000
Total	12,50,000



3.5 Scope of Work

3.5.A The Implementation Agency shall study the requirements of the project and existing systems. The selected bidder shall design, develop, test, supply and manage the Establishment of 181- Helpline for Women in Distress for a period of 1 year from the date of the system going "live and accepted by the department. The broad details for all the components of the Project are given below:

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

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

3.6 Target Group

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

3.7 Accessibility

The Women Helpline will be accessible 24 hours a day 7 days a week to any woman or girl suffering violence or in distress in the following manner:

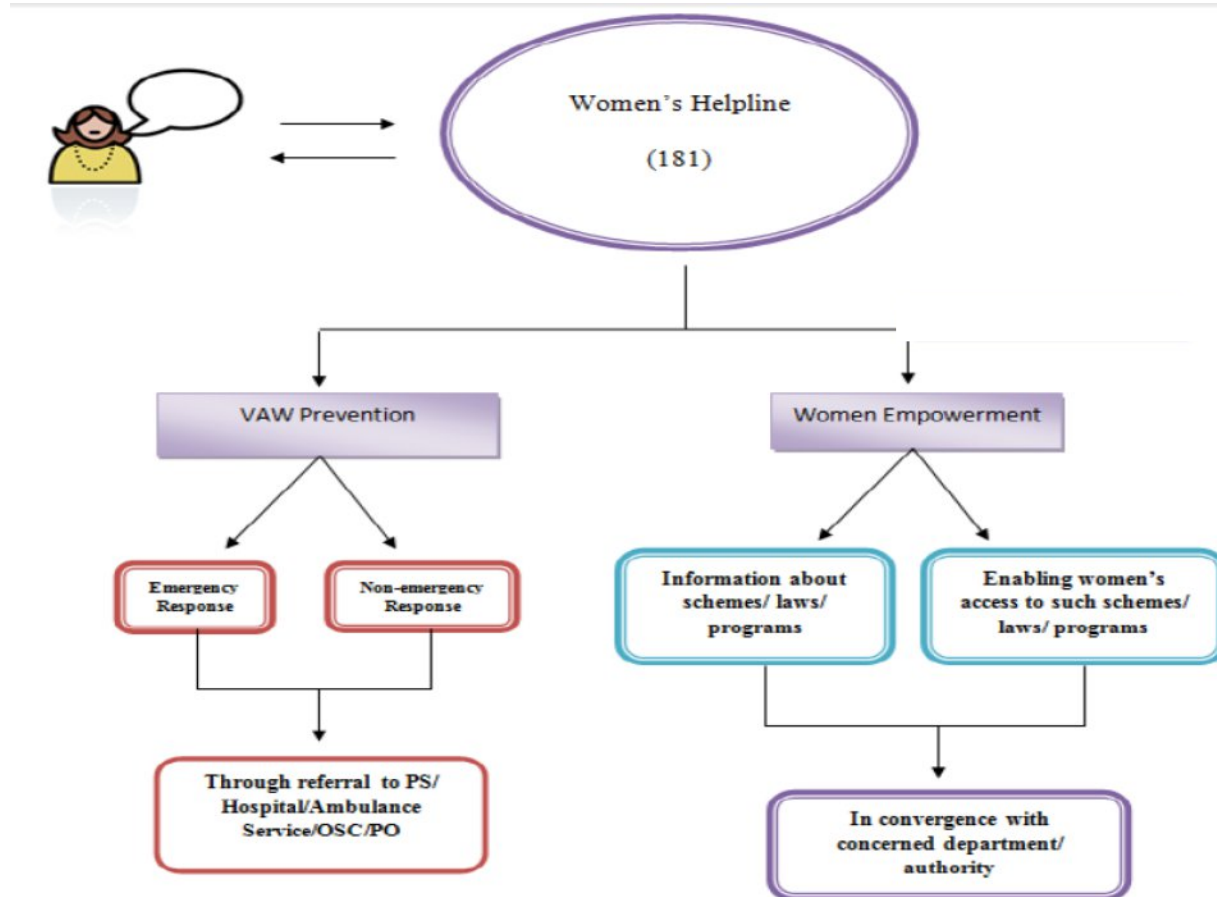
- a. Telephone - landlines, mobile phones through calls, SMS/text messaging, mobile apps and fax messages;
- b. Internet - emails, web-posts, web-interface, social networking sites i.e. web page, facebook, twitter, mygov etc;

3.8 MIS

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

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



3.6.1. Change in Scope of Work

- a) The NSEGS may at any time, give written order to the selected Bidder to make changes for additional functionalities specifically required, but not falling within the general scope of this document. If any such change causes an increase in the cost of, or the time required for, the selected Bidder's performance of any provisions under the Contract, the selected Bidder should notify NSEGS in terms of the person month efforts required for executing the change requests, NSEGS will examine the efforts estimate & agreed efforts will be compensated in terms of person month charges quoted as a part of the commercial bid.
- b) Any claims by the selected Bidder for adjustment under this clause must be asserted within 6 working days from the date of the selected Bidder's receipt of the NSEGS's change order.

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

- 1.6.6.1. The Implementation Agency should Procure, Supply, Install Commission, Configure, Test, Integrate, Manage and Support the Hardware and Networking Equipments and off the shelf software as per the time frame stipulated by the Department given in the

subsequent section(s) that meets or exceeds the requirements/guidelines stipulated in this RFP.

3.6.3. Documentation

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

- a. During installation and post installation, the Implementation Agency shall provide the Built/customized documentation to department. The documentation should consist of all the configuration details, diagrams, test plans, administration manuals, setup guides etc.
- b. Detailed manuals for each appropriate unit of the supplied equipment and services.
- c. The training manuals and administration manuals.
- d. Any other document(s) deemed necessary for implementation, operation and maintenance of the hardware and network equipments and the overall system.

3.6.8. Software Licenses

3.6.8.1. The software licenses shall be transferred to Government of Nagaland/NSEGS.

3.6.9. Maintenance

3.6.9.1. The Implementation Agency should define and indicate the preventive maintenance schedule and procedure. Any special tools/ instruments/ equipments required carrying out the preventive and break down maintenance of the system offered should be clearly indicated and offered to department by the selected bidder at no extra cost.

3.6.10. Training of Users

- 3.6.10.1. Prepare and organize training programs to facilitate the user departments in the efficient usage of the whole system.
- 3.6.10.2. The Implementation Agency shall provide training to system users to efficiently use the system. The staff thus trained would subsequently train the other staff as required.
- 3.6.10.3. The Implementation Agency shall provide IT training as per following proposed training plan. Based on the roles and responsibilities of the department staff, call center attendants and managers at various levels.
- 3.6.10.4. A detailed training schedule, including the dates, areas to be covered, time and the training literature (to be supplied to department) at various stages of the cycle and feedback for effectiveness will be agreed to by both parties (department and the Implementation Agency) during the performance of the Contract.

3.6.11. Suggested List of Deliverables

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

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

3.6.12. Indicative Project Plan

3.6.12.1. The implementation schedule for the project is as following:

Stage No.	Activity/Task/ Milestones	Time to Completion
1	Project Start	T
2	Installation of IT hardware, network and configuration	T + 1 week
3	Development and customization of MIS application	T+2 weeks
8	UAT and Commissioning of the Call Center	T+2 weeks
9	User Acceptance Test	T +3 weeks
10	Design document & manuals handover to end customer Indicative list of manuals: (a) Systems Administration Manuals (b) User manuals (c) Installation Manuals (d) Operational Manuals (e) Maintenance Manuals (f) Training Manuals (g) MIS customization Manuals	Within T+4 weeks
11	Completion of Training	T+4 weeks
12	Operation and Maintenance	T + 5 weeks

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

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

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

3.6.13. Post acceptance support

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

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

3.6.14. System Hand-Over on completion of contract period

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

3.7. Service Level Requirements

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

The SLR has been logically segregated in the following categories:

a) Deployment SLR - If the agency fails to complete the assignment, on or before the due date of completion as mentioned in the work order, they will be charged with a penalty @ 1% (of the total cost of assignment) per week. The total penalty will not exceed the total amount of the PBG after which the contract will be terminated and PBG will be forfeited.

b) Technical SLR – SLR applicable and must be complied by demonstration at the time of acceptance of the project.
Considering the criticality of the call center operations, technical support should be made available in the call center within 24 hours of reporting any technical issue via email, phone etc and maintenance personal should be available physically on site within 48 hours.

3.7.1.1. Project Management Review

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

3.8. Acceptance Criteria

- 3.8.1. The Acceptance Test shall include unit test of each and every function and facility of the call centre solution and related components.
- 3.8.2. The Acceptance Test shall include checks for all cross-functional and Interservice requirements.
- 3.8.3. Acceptance of the system shall be based on the integrated performance of Hardware, Software and Networking.

4. Terms and Conditions

4.1. The general terms and conditions shall apply.

4.2. Payment Terms and Schedule

Payment terms

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

Government of Nagaland will release the payment within 15 days of submission of invoice subject to invoice and all supporting documents being in order.

4.3. Arbitration (As per the State Government rules)

5. Arbitration

5.1.1. The matter regarding any dispute shall first be sorted out at the level of Secretary of Department of Information Technology & Communication, Government of Nagaland. If the dispute persists to remain unresolved then it will be entertained, heard & finalized as per the provisions of the Arbitration and Conciliation Act, 1996. The arbitrator will be appointed by mutual consent in accordance with the principles of natural justice. .

5.2. Confidentiality

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

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

6. Miscellaneous Terms & Conditions

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

6.1. Force Majeure

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

Annexure 1 – Guidelines for Technical Proposal

Technical Proposal should comprise of the following:

- 1 A printed covering letter, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. Do not, otherwise, edit the content of the proposal cover letter.
- 2 The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as supplemental to the required response.
- 3 Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. Department will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
- 4 The bidder is expected to provide bill of materials for the proposed solution as part of technical proposal without price quote. The Bill of materials/deliverables as given in the technical solution should be in consonance with the financial proposal. Any deviations in the final deliverables between technical and financial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal. Department reserves the right to take appropriate action in this regard.
- 5 Bidders are required to provide in their proposals, details and sizing estimates of hardware required to be procured by department. The hardware and network equipments should be planned keeping in mind the application and data requirements for a period of at least five (5) years. The hardware and networking equipments face technological obsolescence and thus proper planning for procurement and management is very critical.
- 6 The bidder must address the following in detail in their project implementation strategy:
 - 6.1 A detailed Project schedule and milestone chart.
 - 6.2 Approach and Methodology of design, development and management of the Application software. The plan should adhere to the software development life cycle (SDLC)
 - 6.3 Project Management tools proposed to be used for project.
 - 6.4 Bidder's plan to address the key challenges of the project
- 7 Guidelines for work related to hardware, network equipments and off the shelf
 - 7.1 The Implementation Agency should Procure, Supply, Install, Commission, Configure, Test, Integrate, Manage and Support the Hardware and Networking Equipments and off the shelf software as per the time frame stipulated by the Department given in the subsequent section(s) that meets or exceeds the Requirements/guidelines stipulated in this RFP.

8 Documentation

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

8.2 The training manuals and administration manuals

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

9 Software Licenses

The software licenses if any shall be transferred to NSEGS.

Annexure 2 - Financial Proposal

1. Unless expressly indicated, bidder shall not include any technical information regarding the services in the financial proposal.
2. Prices shall be quoted entirely in Indian Rupees.
3. No adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The contract price shall be the only payment payable to the selected Implementation Agency for completion of the contractual obligations by the Implementation Agency under the Contract, subject to the terms of payment specified in the contract. The price quoted would be inclusive of all taxes, duties, and charges and levies as applicable. Service tax as and when applicable shall be quoted separately. Prices quoted for all Hardware and software shall be inclusive of supply at site, installation and commissioning. No extra payment on any account shall be admissible.
4. All Hardware, Networking equipments and cables shall be supplied brand new. All hardware supplied shall be with 3 years or more(as provided by the OEM) warranty support from OEM and bidder shall be responsible for ensuring =>99 % uptime at all locations and also the prescribed up time requirements at State Data Centres.
5. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
6. Discount - The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose.
7. Correction of errors
 - 7.1 Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted will be entertained after the quotations are opened. All corrections, if any, should be initialed by the person signing the proposal before submission, failing which the figures for such items may not be considered.
 - 7.2 Arithmetic errors in proposals will be corrected as follows:
 - 7.2.1 In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.
 - 7.2.2 The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.

8. Financial Details

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

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

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

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

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

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

Annexure 3– Technical Specifications of the Equipment's

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

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

Annexure –4 Instructions for Online Bid Submission

This tender document has been published on the Central Public Procurement Portal (URL: <https://nagalandtenders.gov.in>). The bidders are required to submit soft copies of their bids electronically on the eprocurement Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Portal, prepare their bids in accordance with the requirements and submitting their bids online on the eprocurement Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://nagalandtenders.gov.in>

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://nagalandtenders.gov.in>) by clicking on the link "Click here to Enroll" on the Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the eprocurement Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the eprocurement Portal.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

SUBMISSION OF BIDS

- 4) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 5) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 6) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 7) Bidder should prepare the EMD and Tender Fee as per the instructions specified in the tender document. The original (EMD and Tender Fee) should be submitted in physical bid at the Directorate of Information Technology & Communication, Below New Secretariat, , New Thizama Road, Kohima Nagaland, on or before the specified date of bid submission. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 8) A standard Price Bid format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the file, open it and complete the while coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the said file is found to be modified by the bidder, the bid will be rejected.
- 9) The serve time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 10) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 11) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 12) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 13) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 14) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

Form 1 : Technical Proposal Covering Letter

Kohima

Date:

To,

Mr. Tongtiliba Longkumer,
Joint Director and HoD, Directorate of Information Technology and Communication,
Below New Secretariat Complex,
Thizama road – 797001
Tel: 0370-227147; Fax: 0370-227147
e-mail: dit-ngl@nic.in

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

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

Dear Sirs:

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

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

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

Form 2 : Financial Proposal Submission Form

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

[Location, Date]

Kohima

Date:

To,

Mr. Tongtiliba Longkumer,
Joint Director and HoD, Directorate of Information Technology and Communication,
Below New Secretariat Complex,
Thizama road – 797001
e-mail: dit-ngl@nic.in

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

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

Dear Sirs:

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

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

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

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

1. Financial Details

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

	Item-wise amounts (Inclusive of Taxes)	Amount in figure (Rupees)
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