

Estimated Value of the Tender: Rs. 11,00,000

Tender No.: TISS/iCall/MHI /2022-23

Last Date for Submission: 20th June 2022

Request for Proposal

Study of Impact Assessment for iCALL (TISS)

**From 1st July 2022 to 30th October 2022
(Likely to be extended)**

ONLY THROUGH ONLINE PURCHASE PORTAL OF TISS
(<https://www.tenderwizard.com/TISS>)



:::::: CONTACT PERSON :::::

Ms. Madhuri Tambe/Ms.Charul Kataria
Pro gramme Associate/Research Officer
ICall, School of Human Ecology
Tata Institute of Social Sciences Mumbai,
V.N. Purav Marg, Deonar, Mumbai 400 088.
Mobile Nos: 9867439219 / 9820584604

Email: madhuri.tambe@tiss.edu/charul.kataria@tiss.edu

INDEX

Section	Contents	Page No.
1	Cover Page & Index	01-03
2	General Information – Invitation of the two bids Notice for Inviting Tender 1. About the Institute 2. Background 3. Scope of Work	04-05
3	Project Completion Criteria Essential qualification of the Agency	06-07
4	Proposal Format Technical Proposal: Institution Overview Project Planning and Monitoring Expected Timelines	07-08
5	Financial Proposal TECHNICAL BID PERFORMA	09-12
6	Selection Criteria Bidding Process and Selection of Agency Logistics and the due date for submission of proposals	13-14
7	Cost Bid Performa Payment Terms Documents to be uploaded & hard copies to be submitted Bidder's Declaration	15-16
8	Standard e-Tender Terms & Conditions For TISS e-Procurement Instructions to Tenderers/Bidders by the User Department & Acceptance Procurement Details	17 -19

Notice for Inviting Tenders (NIT)

About the Institute

The Tata Institute of Social Sciences (TISS) was established in 1936 as the Sir Dorabji Tata Graduate School of Social Work. In 1944, it was renamed as the Tata Institute of Social Sciences. The year 1964 was an important landmark in the history of the Institute, when it was declared Deemed to be a University under Section 3 of the University Grants Commission Act (UGC), 1956.

Since its inception, the Vision of the TISS has been to be an institution of excellence in higher education that continually responds to changing social realities through the development and application of knowledge, towards creating a people-centered, ecologically sustainable and just society that promotes and protects dignity, equality, social justice and human rights for all.

About the iCALL

iCALL; a field action project of the School of Human Ecology at the Tata Institute of Social Sciences Mumbai, and is a national level technology assisted helpline service. iCALL provides counselling, support, information and referral to individuals in emotional and psychological distress, over the telephone, email and chat. The service currently runs six days a week, from Monday to Saturday, from 8 AM to 10 PM. Apart from service provision, iCALL engages in various research, capacity building and outreach efforts independently and in partnership with State Governments and NGOs across the country.

Project Background

iCALL, TISS works across 4 verticals:

- 1 Service provisioning (psychosocial counselling) – iCALL's remote counseling services are run by professional, trained counsellors, six days a week, 8.00 a.m. to 10.00 p.m. iCALL also has partnerships and collaborations with academic institutions, corporates, government, and non-government bodies.
- 2 Capacity building – Faculty from the School of Human Ecology are also involved in conducting workshops and trainings for corporates, educational institutions, government agencies, and NGOs it is partnered with.
- 3 Research – Internal research for assessing and improving functioning and quality.
- 4 Content creation – Social media based. This content is used as part of outreach to promote mental health literacy among the public at large.

Scope of Work

About the Study: The purpose of this Request for Proposal (RFP) is to appoint an institution/ agency/ consultant to undertake a research study for assessing the impact of iCALL as a model.

The specific objectives of the assessment are to understand and assess:

1. Program effectiveness – To assess effectiveness of the service provision strategy and activities in achieving expected outputs, leading to outcomes
2. Program impact – To assess the impact of the helpline in improving psychosocial wellbeing among beneficiaries (recipients of counselling)
3. To understand how aspects of capacity building, research and content creation enabled the service provision through the iCALL helpline.

Additional Details of the Study

- **Target Population :** The target population will include the staff at iCALL, including the team of counselors (N = 23), the research team (N = 8) and the management (N = 2), iCALL service users & key stakeholders. However, the sample selection criteria and sampling strategy would be developed in collaboration with iCALL, TISS.
- **Site of the study:** It will be conducted digitally, using an online platform
- **Sampling:** Will be developed in collaboration with iCALL, TISS
- **Study Instruments:** All survey instruments will be **developed by selected agency** and will be approved by iCALL, TISS.

Methodology: The primary deliverable involves the design and implementation of a mixed methods impact assessment study consisting of the following key components:

1. Assessing effectiveness – The extent to which the service provision strategy/ iCALL helpline achieved the expected outputs and outcomes
2. Assessing Impact – The extent to which the iCALL helpline has had significant positive or negative intended or unintended effects.
3. Understand how aspects of capacity building, research and content creation enabled and supported service provision through the iCALL helpline.

Scope of Work & Key Deliverables:

1. **Development of Sampling frame and identification of study participants:** The agency should outline a method for developing a sampling frame to study in collaboration with iCALL.
2. **Construction of study tools:** Development of quantitative and qualitative study tools in order to assess effectiveness and impact with different teams
3. **Data collection with iCALL staff across different teams:** The agency should outline logistic procedures, propose methods for supervision of the data collection teams, and discuss how the data will be organized, managed and secured and analyzed.

- 4. Development of key indicators:** Pertaining to both effectiveness and impact evaluation of the iCALL Model
- 5. Performing the evaluation and conducting data analysis**
- 6. Preparing the Assessment Report:** Under this assignment, the selected agency will be submitting a comprehensive report that covers the detailed methodologies and findings under each of the key components mentioned previously.
- 7. Preparing a Report of Theory of Change:** This will help foresee what factors enable the service to be effective and impact full, thus informing pathways for sustainability and scaling of the model.

Project Completion Criteria

1. iCALL, TISS approves and sign-off each of the Key Deliverables and the final assessment report and the theory of change report along with an IRB approval certificate
2. All raw data is received and validity and completeness are verified
3. All Informed Consent forms are handed over with adequate labelling in case of future requirements

Essential qualification of the Agency:

- 1** : The agency, should have adequate experience in social research, evaluation studies and should be able to display the same.
- 2** : Experience in Mental health will be an added advantage
- 3** : Agency with Mental health specialist will be an added advantage
- 4** : The team members deployed by the agency are expected to have expertise in
 - (a) Mental health, counselling and health systems and
 - (b) Collection and analysis of quantitative and qualitative data.
- 5** : All claims cited by the agency should be adequately substantiated in the proposal.
- 6** : Agency should possess data collection, analysis & report writing skills

Proposal Format

The goal of this Request for Proposal (RFP) is to determine if bidding agencies meet the functional and technical needs of TISS, iCALL. Please feel free to submit any additional information you deem appropriate for this project.

Any CD/flash drive and/or user documentation submitted with your proposal will be returned upon written request.

The proposal is required to be in two primary sections, namely the Technical Proposal and the Financial Proposal. Rules and requirements of each section are described below:

Technical Proposal:

Interested agencies will submit a **technical proposal** including the following:

Institution Overview

1. Provide a brief institution history, years in service, number of employees and office locations.
2. List similar projects undertaken and services provided through them.
3. List any awards or industry recognitions if any.
4. Competitive advantage of the organization to deliver on this project
5. Personnel and their credentials who will be allocated for this project

Please provide three references of organizations that have utilized your custom services. Include the contact name, title, company name, address, phone number and email address for each reference. Prior experience of undertaking research studies and knowledge of mental health and counselling are desirable

Project Planning and Monitoring

1. Describe a broad timeline for the design, development and implementation of the e-learning course.
2. Describe processes in place for reviews, change management and risk management.

Expected Timelines

For the completion of the survey, we anticipate 1.5 months from the time of award of contract. Report should be submitted no later than 1.5 months of completing data collection. Therefore, parties are requested to plan accordingly.

Procurement Details

TISS invites Online bids under single stage, two envelope systems from eligible bidders for the following procurement or services:

Details of tender(s) i.e. Estimated Cost, EMD, Tender Fees, Time limit etc. is available on

<http://www.tiss.edu/careers-tenders/> and <https://www.tenderwizard.com/TISS>

PROCUREMENT / SERVICES for undertaking Study of Impact Assessment for iCALL, TISS

Details of tender(s) i.e. Estimated Cost, EMD, Tender Fees, Time limit etc. is available on

<http://www.tiss.edu/careers-tenders/> and <https://www.tenderwizard.com/TISS>

Tender documents may be downloaded from the TISS e-Procurement Portal <https://tenderwizards.com/TISS> or TISS website www.tiss.edu as per the schedule as given in CRITICAL DATE SHEET as under:

Schedule of Events / CRITICAL DATE SHEET

Published Date & Time	06.06.2022 (11.00 hrs)
Bid Document Download Start Date & Time	06.06.2022 (11.00 hrs)
Bid Document Download End Date & Time	20.06.2022 (11.00 hrs)
Last Date for Submission (Online)	
Bid Opening Date & Time (Techno-commercial)	20.06.2022 (13.00 hrs)
Cost Bid Opening Date & Time	Will be intimated

Please note that the Institute will place the order to the supplier/vendor/agency, who stands the lowest considering overall cost of the items (Total Cost of the Tender based on the listed items).

Technical Bid Opening Authority:

1. Dr.Aparna Joshi (Project Leader-iCALL-TISS)
2. Ms.Madhuri Tambe (Programme Associate iCALL)
3. Mr Chetram Singh, Internal Auditor, (IAO)
4. Ms.Roja Pillai, Assistant Registrar(Personnel & Administration)
5. Mr. Dilip Poyyara. Section Officer, (Purchase & Stores)

For further details please visit <www.tiss.edu> or <<https://www.tenderwizard.com/TISS>>. Tender documents can be downloaded from the Website of www.tiss.edu or <https://www.tenderwizard.com/TISS>. Tenders received without tender document fee and EMD will be rejected.

REGISTRAR

Place: Mumbai
Date: 06.06.2022

Financial Proposal

Interested agencies will also be required to submit a financial proposal that provides a breakdown of project costs aligned with the proposed learning and technical solution. Assumptions related to the tool development and implementation, may be included.

Suggested line items for the financial proposal are as below –

	Description of Service (along with assumptions)	Indicative price (Indian Rupees) Approx.
1	Development of tools.	400000
2	Project Planning and Implementation	400000
3	Writing of the final report	300000

Note: *Please note that no indirect costs should be included in the proposal*

Technical Bid Performa

Note: This form is also available in EXCEL Format for online submission (Mandatory)

1.	Name of the Firm/Company/Agency (Attach a copy of registration)	
2.	Name of the Director/Proprietor/Head etc.	
3.	Address of the Registered office, Local office in Hyderabad	
4.	Whether ISO certified. If so enclose the copy of relevant certificate.	
5.	Contact Details: a. Phone/Fax/Mobile Nos. b. Email c. Web Campus if any	
6.	PAN No./TIN (Attach a copy)	
7.	GST Registration No. (Attach a copy)	
8.	Labor Commission Registration No. (Attach a copy)	
9.	EPF Registration No. (Attach a copy)	
10.	ESI registration No. (Attach a copy)	
11.	Financial Turnover in last Three FYs (in lakhs) Attach a copy of Audited statement of each	
	(a) FY: 2016-17	
	(b) FY: 2017-2018	
	(c) FY: 2018-19	
	Audited financial statements or financial statement showing turnover duly signed by a chartered Accountant are to be enclosed	
12.	List of similar contracts with reputed institutes/organizations/PSUs/University etc., (Attach a copy of work order/completion certificate in each case)	
	Organization	Contract Value (Annual)
	Duration	
	1	
	2	
	3	
	4	
	5	
13.	EMD Details (Enclose the Online Receipt with Technical Bid)	
14.	Bank Details	Cancelled Cheque to be uploaded..

Note: This performa after filling up details has to be submitted with technical bid along with all supporting attachments. Please use more than one sheets to furnish the above information if required. Copies of supporting documents attached must be serially numbered from 1 to 13.

Signature & Seal of the Bidder

Evaluation Criteria (Technical)

The scoring guide for technical assessment is provided below:

Weightage :-70%

SL	Criteria	Points
1	Prior experience and work samples, including client references	40
2	Quality of the proposal, plan for research and method of implementation	30
3	Competencies of Human Resources assigned to the project	30
	Total	100

Bidding Process and Selection of Agency

1. iCALL, TISS will constitute a committee to review proposals. Evaluation criteria and a point-based scoring system has been developed and included in this RFP.
2. Upon receipt of agency proposals on the due date, review committee members will independently review and score all proposals **from the technical perspective only**.
3. The committee will then meet and collective scores based on the individual assessments will be calculated.
4. The short-listed bidders may be asked to make a presentation to the assessment panel constituted by TISS and/or their representatives will have to make their own arrangements (travel, boarding/lodging) to make the presentation to the assessment panel constituted by TISS. Presentation can be done online or offline. Offline presentations are preferred.
5. The Technical bid carries weightage of 70%. The minimum qualifying criteria for each bid would be 50%.
6. Only the shortlisted agency/ies will be notified.

Logistics and the due date for submission of proposals

All enquiries regarding the RFP, subsequent proposals and the bidding process to be sent on the email id icall@tiss.edu and with CC to madhuri.tambe@tiss.edu and charul.kataria@tiss.edu with the subject line “Proposal for iCALL impact evaluation study” only. Emails without the correct subject line will not be looked at.

The bidding process will occur through the TenderWizard portal <www.tenderwizard.com/TISS>. Directions for the same are provided separately.

EVALUATION CRITERIA (FINANCE)

Weightage 30%

	Description of Service (along with assumptions)	GST %	Indicative price (Indian Rupees) Approx.
1	Development of tools.		
2	Project Planning and Implementation		
3	Writing of the final report		
	Total Cost (INR)		

Payment Terms:

- 1 50% upon finalization of Research Methodology & Completion of Data Collection
- 2 50% on Submission of the Final Report of Impact Assessment

Other Financial Implications:

		Percentage	Amount
1	Earnest Money Deposit	2% of Estimated Cost	Rs. 22,000
2	Performance Bank Guarantee	3% of Contract Value	

EMD/ Bid Security of 2% of Estimated Cost and 3% of Contract Value respectively .

EMD & BID SECURITY:-

EMDs **will be refunded within one month of completion of evaluation** of bids (both technical and financial) for vendors other than the vendor selected for awarding the contract. Interest will not be paid on the EMD.

Bid Security (i) To safeguard against a bidder's withdrawing or altering its bid during the bid validity period in the case of advertised or limited tender enquiry, Bid Security (also known as Earnest Money) is to be obtained from the bidders except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department. The bidders should be asked to furnish bid security along with their bids.

The Bid Security to be valid for the period of 45 days beyond the final bid validity @ 3% of Contract Value.

Performance Security may be furnished in the form of an Account Payee Demand Draft, Fixed De-posit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment in an acceptable form safeguarding the purchaser's interest in all respects.

Performance Security will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.

Bid security will be refunded to the successful bidder on receipt of Performance Security.

DOCUMENTS TO BE UPLOADED & HARD COPIES TO BE SUBMITTED

CHECKLIST:

1. Shop & Establishment / Certificate of Registration
2. Manpower Strength
3. No. of Branches (Different Geographical Areas)
4. GST Registration Certificate
5. SSI/MSME Registration/ Udyog Aadhar Registration Certificate
6. Copy of PAN Card
7. List of Clients (Govt. & Non-Govt)
8. List of Products/Goods & Services
9. Three Consecutive Year's Audited Balance Sheet & Income Tax Return/Annual Turnover
10. Photo-copies of any two recent MOUs or Purchase Orders with similar organizations
11. Bank Details (Cancelled Cheque)
12. Copies of any two Offer Letters issued by any organization of similar tenders

Also hard copies of the following documents are to be submitted to the Section Officer, Purchase & Stores Section, V.N. Purav Marg, Deonar, Mumbai-400 088.

Bidder's Declaration

I, the undersigned _____ Son/Daughter of _____
_____ Shri _____ Proprietor / Partner/Director/
Authorized Signatory of M/s _____ am competent to sign this declaration
and execute this tender document.

I have carefully read and understood all terms and conditions of the tender and here by convey my acceptance of the same.

I /We _____ (Tenderer) hereby also declare that the Firm / agency
namely M/s. _____ has not having any pending criminal case against
Partners / Proprietor / Others and we are not blacklisted by any Government Agency for any
fraudulent practices so far.

The information/documents furnished along with the above application are true and authentic to the
best of my knowledge and belief.

I/We am/are well aware of the fact that furnishing of any false information/fabricated documents
would lead to rejection of my tender at any stage besides liabilities towards prosecution under
appropriate law.

Date: _____ Signature of the Authorized Person
(With Seal / Stamp)

Place: _____

Name of Person :

Mobile No: :

UID No: :

Standard e-Tender Terms & Conditions For TISS e-Procurement.
TISS e-Procurement Website are : <https://www.tenderwizard.com/TISS>

The details of tender notification can be downloaded from www.tenderwizard.com/TISS under "Tender of TISS" link in the homepage. Vendors should obtain the USER ID and PASSWORD from www.tenderwizard.com/TISS by clicking on "Enrolment" link in the homepage.

The Vendor registration fees has to be paid to ITI Ltd for **Rs. 2360/- (Inclusive Of All Taxes – Non Refundable)** Using the e-Payment link provided at the time of registration, and the mode of payments are Credit Card, Debit Card and Internet Banking. Vendor Registration is Valid for 1 year.

For further details on e-Tender participation, please contact ITI Help desk on :

Telephone: 080-49352000 (Bangalore) & Sanjay KC – Mumbai & Maharashtra (09665721619)

Email : sanjay.kc@etenderwizard.com

Email: harishkumar.kb@etenderwizard.com, ambasa@etenderwizard.com.

Tenders should be submitted only through e-Tender portal and obtain the Tender Acknowledgement copy as a proof of successful submission

INFORMATION & INSTRUCTIONS TO THE BIDDERS

FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (eTS).

Special Conditions & instructions for using online Electronic Tendering System through portal (website) <http://www.tenderwizard.com/TISS> adopted by Tata Institute Of Social Sciences , Mumbai .Vendor Registration Fees should be pay through e-Payment Gateway on TISS e-Procurement Portal i.e., <https://www.tenderwizard.com/TISS>

Note : The e-Payment Gateway are available on e-Procurement Portal for making the Online Vendor Registration Payment.

Bidders are required to Enrol for Vendor Registration on the TISS e-Procurement Tender wizard Portal (URL: <https://www.tenderwizard.com/TISS>) by clicking on the link “ Enrolment ” on the home page of e- Portal which is chargeable. to be paid online by e-payment gateway).

The bidders are required to submit soft copies of their bids electronically on the TISS Tender Wizard e-Procurement Portal, using valid Class III Digital Signature Certificates. The step by step instructions about e-Tender Process are given in “Vendor Help Manual “

Class III Digital Signature Certificate are mandatory for e-Tender /e-Procurement .

Note : Information about e-Procurement Portal.

More information useful for submitting online bids on the NIA e-Procurement Tenderwizard Portal may be obtained at: <https://www.tenderwizard.com/TISS> . N.B: Bidders can download the Vendor’s manual by visiting on home page of TISS e-Procurement Website : <https://www.tenderwizard.com/TISS> . KEY INSTRUCTIONS for BIDDERS by clicking on:-

“Latest Circulars/Formats/Help Manuals/Faq”. The complete Step by Step “Vendors Help Manual For e-Procurement / e-Tendering Process , Vendors Registration Process , System Settings Requirements & JAVA Settings Manuals , e-Payment

Guidelines” & “Digital Signature Certificate Process” this details are available on TISS e-Procurement Website for e-Tenders.

Note: Online Support / Web Support / E-Mail Support / Phone Support are also available for Bidders as well as Department Officials . Online support through “Team viewer” , “Ammy Admin “ Or “Any Desk” Remote software only. For Downloading this software , the downloading software links are available on home page of TISS e-Procurement Website.