

Estimated Value of the Tender: Rs. 6,00,000 /-
Tender No.: TISS/iCall/EndlineStudy/2021-22
EMD: Rs. 18,000/- (3% of Tender Value)
Last Date for Submission of Tender: 30.10.2021

Request for Proposal

e-Tender /e-RFP for Endline study of assessing the impact of Project Samvaad on the knowledge, skills and attitudes of RKSK counsellors in Rajasthan

From 8th November to 31st December 2021
(Likely to be extended)

Debit Source: 48633000 (61)

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



..... CONTACT PERSON

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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

The Samvaad eLearning Platform was created in partnership with UNFPA Madhya Pradesh and the state of Madhya Pradesh, the programme was then replicated in the state of Rajasthan. Samvaad e-Learning Platform is a state of the art online academic portal wherein RKSK Counsellors are provided with monthly learning modules on various focus areas such as Counselling, RTI/STI, Adolescent Health, maternal health, HIV/AIDS counselling, nutrition, Gender Based Violence, Sexual and Reproductive Health, Substance Use, Outreach, and others with a total of 22 Modules available to cover a wide gamut of topics. These modules are provided to the counsellors on a monthly basis. Furthermore, each module has its own final assessment that must be completed to finish the module, apart from smaller assessments

interspersed within each module's content to ensure better understanding. The project has been divided into three phases with the first phase comprising of a baseline study to identify counselors' knowledge and training needs, the second phase focused upon building capacity of the counsellors through a contact class as well as through training delivered through an online portal and the third phase comprising of an end-line assessment to assess the impact of the training and a dissemination of the findings of the three-year project.

Having completed 22 modules, the project is now in its final phase of undertaking the endline study. Thus, iCALL would like to engage an external agency for the same.

Scope of Work

The purpose of this Request for Proposal (RFP) is to appoint an institution/ agency/ consultant to undertake the end-line study for assessing the impact of the Samvaad e-Learning platform for the RKSK (Batch 1) counsellors in Rajasthan in coordination with iCALL (TISS).

Objectives of End-line Study are listed below:

- 1) To study the impact of the capacity building initiative on the counselling services offered through the RKSK clinics to ascertain the change in knowledge
- 2) To determine the barriers and facilitators in the process of learning through Samvaad
- 3) To seek recommendations for strengthening the project in future

Methodology:

iCALL Proposes a mixed methods study to be undertaken with components of a knowledge assessment tool, in-depth interviews & observation checklist.

The primary deliverable involves the design and implementation of the endline study consisting of the following key components:

- 1) Quantitative Assessment: To quantitatively assess the knowledge of the counselors and attitudes on the modules delivered on the portal.
- 2) Qualitative Assessment: To study and understand the perspectives of counselors about the e-

learning method of acquiring knowledge about various topics, the completion of modules, the views of the counselors about the platform, the e-learning process, content, accessibility, availability and cooperative, structure and so forth.

3) To document the impact of the learning exercise on the counselling services offered through the RKSK clinics

4) Observation Checklist: To observe how the training so far has changed the counseling skills of the counsellors through in-session observations.

Site of the study: Rajasthan

Sampling: Will be developed in collaboration with iCALL, TISS

Study Instruments:

All survey instruments will be **developed by the selected agency**. The translation of survey tools into local language i.e., Hindi will be done by the selected agency only. The tools will be pre-approved by iCALL, TISS. The goal of this Request for Proposal (RFP) is to determine if bidding agencies meet the functional and technical needs of TISS, iCALL. The agencies are 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:

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. The agencies are 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

- Provide a brief institution history, years in service, number of employees and office locations.
- List similar projects undertaken and services provided through them.
- List any awards or industry recognitions if any.
- Competitive advantage of the organization to deliver on this project
- Personnel and their credentials who will be allocated for this project
- Bank details for EMD/PBG Refund.

EMD (Earnest Money Deposit): As per GeM /GFR

OFFICE MEMORANDUM No. F.9/4/2020-PPD dated Thursday, November 12, 2020 Government of India Ministry of Finance Department of Expenditure Procurement Policy Division 512, Lok Nayak Bhawan, New Delhi Dated the 12th November 2020

In view of above, it is reiterated that notwithstanding anything contained in Rule 171 of GFRs 2017 or any other Rule or any provision contained in the Procurement Manuals, no provisions regarding Bid Security should be kept in the Bid Documents in future and only provision for Bid Security Declaration should be kept in the Bid Documents.

Wherever, there are compelling circumstances to ask for Bid Security, the same should be done only with the approval of the next higher authority to the authority competent to finalise the particular tender or the Secretary of the Ministry/ Department, whichever is lower.

The above instructions will be applicable for all the tenders issued till 31.12.2021.

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

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	26.10.2021 (11.00 hrs)
Bid Document Download Start Date & Time	26.10.2021 (11.00 hrs)
Bid Document Download End Date & Time	30.10.2021 (11.00 hrs)
Last Date for Submission (Online)	
Bid Opening Date & Time (Techno-commercial)	01.11.2021 (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).

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: 26.10.2021

Financial Proposal

Describe a broad timeline for the design, development and implementation of the e-learning course. Describe processes in place for reviews, change management and risk management⁸.

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 –

SL	Description of Service (along with assumptions)	Indicative price (Indian Rupees)
1.	Development of tools.	2,00,000
2.	Development of tools and field visit	1,00,000
3.	Project Planning and Implementation	1,00,000
4.	Writing of the final report	2,00,000
	Total	6,00,000/-

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: Phone/Fax/Mobile Nos. Email 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	
	<i>Audited financial statements or financial statement showing turnover duly signed by a chartered Accountant are to be enclosed</i>	
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 proforma 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 to13.

Signature & Seal of the Bidder

Selection Criteria

The scoring guide for technical assessment is provided below:

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

The following steps will be undertaken in conducting the bidding process and selection of an appropriate Agency:

- 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.
- Upon receipt of agency proposals on the due date, review committee members will independently review and score all proposals **from the technical perspective only**.
- The committee will then meet and collective scores based on the individual assessments will be calculated.
- The short-listed organizations that score at least 70% on the above-mentioned criteria may be asked to make a presentation to the assessment panel constituted by TISS Agencies 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
- Financial bids of only those agencies scoring 70% or more on the technical assessment will be opened.
- The financial proposals of the agencies that do not qualify the technical review will be deemed unqualified.
- 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 to saumyavatsa934@gmail.com 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.

COST BID PERFORMA

NOTE : BELOW COST BID PRO FORMAT ARE AVAILABLE IN EXCEL (.XLS) FORMAT ON PORTAL , VENDORS NEED TO DOWNLOAD THE SAME AND FILL THE SAME AND UPLOAD IT ON PORTAL.

	Description of Service (along with assumptions)	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:

100% on Submission of the Final Report of Assessment

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 the :

Person

Mobile No: :

UID No: :

Note: This declaration must be submitted along with technical bid. Above mentioned form -
Vendors need to fill up the form with stamp and signed on letter head and same should be
uploaded online also.