



TATA INSTITUTE OF SOCIAL SCIENCES

(A Deemed University under Section 3 of the UGC Act, 1956)

e-Request for Proposal

e-Tender For the “ Endline study of assessing impact of Project Samvaad on the knowledge, skills and attitudes of SSK & RKSK counsellors in Madhya Pradesh”

NOTICE INVITING E- TENDER

e-Tender No.:TISS/ENDLINE/2019/17

(Only Through Online e-Tendering Mode)

TISS E-TENDER/E-PROCUREMENT WEBSITE : <https://www.tenderwizard.com/TISS>

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PROCUREMENT DETAILS

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

PROCUREMENT / SERVICES for undertaking Endline study under Samvaad Project

Details of tender(s) i.e. Estimated Cost, EMD, Tender Fees, Time limit etc. is available on <http://www.tiss.edu/careers-tenders/> & on TISS e-Procurement Website at : <https://www.tenderwizard.com/TISS>

SL	Events to be decided	:	Date (suggested)	Timing
1	Date of Tender Notification	:	23.10.2019	12.45 hours
2	Pre-bid Query Last Date Mobile Nos: 9871150686	;	29.10.2019	11.30 hours onwards
3	Last date of submission of the tender	:	30.10.2019	14.30 hours
4	Date of Opening the bids	:	31.10.2019	11.30 hours
5	EMD (Refundable without interest) & e-Tender Processing Fees	:	Rs. NIL e-Tender Processing Fees are applicable for vendors (Non-Refundable)	Online : Pay the EMD through online mode only on TISS – eProcurement Site , e-payment Gateway are available on portal.

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 TISS e-Procurement Webiste : <https://www.tenderwizard.com/TISS> or www.tiss.edu . Tenders received without tender document fee and EMD will be rejected. You can also contact Ms. Seethalakshmi K., Section Officer, Purchase & Stores, TISS, Mumbai < Mobile Number: 9619537275> or Mr. Shagnik Saha, Senior Research Officer, iCall, TISS Mumbai, <Mobile Nos: 9871150686>.

Note : The Cost Of Tender Fees , EMD & Tender Processing Fees should be pay through online only on portal through Debit Card/Credit Card/ Net Banking . The e-Payment Gateway are available on TISS e-Procurement Site . No Physical D.D. accepted .

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.

1. Vendors should obtain the USER ID and PASSWORD from www.tenderwizard.com/TISS by clicking on "Enrolment" link in the homepage.
2. The Vendor registration fees has to be paid to ITI Ltd for Rs. 2360/-. 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 1year.
3. For further details on e-Tender participation, please contact ITI Help desk on : Telephone: 080-49352000 (Bangalore). Sanjay KC – Mumbai & Maharashtra (09665721619) E-Mail Id : sanjay.kc@etenderwizard.com BangaloreOff.E-MailId: 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 Rs.2,000/-+ 18%(GST) 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. (Rs.2000/- + GST(18%)(Non-Refundable) 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 : e-Tender Processing Fees are applicable on Per Tender Per Vendor . Once tender requested by vendor on portal then system will show the Tender Processing fees which should be pay by vendors (Non-Refundable)

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 Site.

ACTING REGISTRAR

Place: Mumbai

Date: 23.10.2019

INTRODUCTION

About TISS: The Tata Institute of Social Sciences (TISS) was established in 1936 and is a deemed university fully funded by the University Grants Commission, Government of India. TISS offers over 50 Master’s Degree programmes from its Mumbai, Tuljapur, Guwahati and Hyderabad Campuses. TISS offers a very challenging but fulfilling academic environment and opportunity to scholars committed to creating a just society through education, generation of knowledge and field action, and invites interested scholars in Social Sciences and allied disciplines located within and outside India to apply for faculty positions in its schools and centres.

About 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 psycho-

logical 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 : Under the 8th Country Programme Action Plan, the UNFPA has been working in mutual cooperation with the Government of India and State Governments for the period 2013-2017 to achieve the following four outcomes of the UNFPA strategic plan:

- Young people's sexual and reproductive health and sexuality education
- Family planning
- Gender equality and reproductive rights
- Population dynamics

In order to achieve these outcomes, UNFPA has been providing technical assistance to the Ministry of Health and Family Welfare to help implement various programmes under the National Health Mission. Two of these programmes include the Swasthya Samvaad Kendra (SSK) & the Rashtriya Kishor Swasthya Karyakram. The Swasthya Samvad Kendra (SSK) been initiated in Madhya Pradesh in August 2016 by NHM, with the support of the UNFPA. SSK have been established in all 51 districts of Madhya Pradesh, to deliver integrated counselling services. Along with that, in India in January, 2014 by NHM with support from the UNFPA initiated the Rashtriya Kishor Swasthya Karyakram (RKSK). The counselling centers under this programme are called Adolescent Friendly Health Clinics (AFHCs). RKSK centers have been established in 11 districts of Madhya Pradesh.

In November 2016, iCALL Psychosocial Helpline, entered into a three-year partnership with UNFPA- Madhya Pradesh to strengthen capacities of counsellors deputed in the integrated counselling centers across 51 districts and Rashtriya Kishor Swasthya Karyakram counsellors across 11 districts of Madhya Pradesh.

Broad objectives of NHM, UNFPA, and iCALL partnership are as follows:

1. Assessment of the functioning of the Adolescent Friendly Health Clinics (AFHCs) and Swasthya Samvad Kendras (SSKs) as well as the capacities and skills of the existing counsellors posted at both the AFHCs and SSKs.
2. Identification of the training gaps and development of an innovative learning platform and material to build the capacities of the counsellors
3. Provision of regular support and handholding to the counsellors
4. Assessment of the impact of the capacity building efforts and handholding strategies on the functioning of the SSK & RKSK clinic's services

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.

Samvaad eLearning Platform

The Samvaad eLearning Platform created in partnership with UNFPA and the state of Madhya Pradesh, is a state of the art online academic portal wherein RKSK and SSK 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. Considering the long and busy schedules of said counsellors it was decided that these modules be kept as information-rich and succinct as possible, and thereby currently each module takes approximately 4-5 hours to complete.

Having completed 22 modules, the project is not in its final phase of undertaking the endline study. Thus, iCALL would like to engage an external agency for the same.

About the Study

The purpose of this Request for Proposal (RFP) is to appoint an institution to undertake the end-line study for the assessment of impact of the Samvaad e-Learning platform for the SSK and RKSK (Batch 1) counsellors in Madhya Pradesh in coordination with iCALL (TISS).

Objectives of End-line Study are listed below:

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

Target Population

The target population will include both RKSK (Batch 1) and SSK counsellors from Madhya Pradesh. However, the sample selection would be in communication with TISS.

Site of the study: Madhya Pradesh

Sampling: Will be provided by iCALL

Study Instruments:

All survey instruments will be **developed by selected agency**. The translation of survey tools into local language i.e., Hindi will be done by selected agency only.

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 eLearning method of acquiring knowledge about various topics, the completion of modules, the views of the counselors about the platform, the eLearning 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 SSK & RKSK clinics
4. Observation Checklist: To observe how the training so far has changed the counseling skills of the counselors through in-session observations.

Study Outcomes: Assessing Impact of the capacity building on SSK & RKSK counsellors

- Knowledge levels of counsellors in areas focused in the training
- Attitudes & Perceptions of counsellors in the said training areas
- Changes in Skills & Practice outcomes in counselling services of SSK & RKSK clinics before and after the intervention
- Enablers & barriers in the process of learning
- Impact on offering outreach services & community engagement for RKSK counsellors
- Any personal & interpersonal change observed
- Impact on referrals, documentation practices & follow up received by the counsellors

Study Report Requirement: Under this assignment, the selected agency will be submitting a comprehensive report that covers findings under each of the aforementioned theme. The report should also carry out a comparative analysis of the findings against the findings of the baseline and the midline survey data.

Scope of Work:

- **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.
- **Development of study instruments:** The selected agency should develop questionnaire on the basis of pre identified key indicators for quantitative and qualitative survey.
- **Constitution of field research team:** The agency should propose a Team Leader/Principal Investigator, describe the size and composition of the field research teams and supervisory staff that would be employed in data collection staff (including their minimum qualifications) and the method to be used for recruitment, and describe in detail the roles of each staff member.
- **Data collection training:** All members of the field research teams will be trained by the selected agency. The appointed team will be jointly briefed by iCALL & UNFPA prior to starting data collection. The agency should describe the resources the agency will make available for the training, including the qualifications and prior experience of training staff, facilities and equipment. Please be sure to include plans for ethical training and procedures.
- **Procedures for data collection and management:** The agency should outline logistic procedures, including methods of transportation, obtaining ethical approvals, propose methods for supervision of the data collection teams, and discuss how the data will be organized, managed and secured and analyzed. Field work and collection of data can only start **after acquiring all ethical and administrative approvals**.
- **Data analysis, report writing and recommendation:** The agency should propose the software for data analysis and a process for review. Data analysis plan and report would be reviewed by iCALL for quality assurance and finalized only after iCALL's inputs. The report should highlight recommendation or suggestion for effectiveness of intervention.

Key Deliverables

- Submission of a work plan including milestones and completion date: A formal timeline of task completion will have to be shared with TISS regarding the life cycle of the project including the date of completion. It would be beneficial to mention these dates along with soft and hard deadlines. The same may be further discussed during post bid communication.
- Development of sampling frame & identification of study participants
- Designing the study and development of three separate tools which include a Knowledge Assessment, an Observation Checklist and an Interview Guide which will be administered to the SSK and RKSK counselors.
- Timely approval of endline Tools and Methodology in advance of deployment and assessment by iCALL, TISS
- Undertaking the data collection in Madhya Pradesh & coordinating with TISS, UNFPA & NHM, MP for the same
- Presenting a brief finding report upon immediate completion of data collection
- Submission of a draft findings report
- Submission of Raw data in excel/ SPSS or any other relevant format
- Submitting a final report consisting of standalone end line data interpretation, as well as comparative interpretation with respect to the Baseline and the Midline, with inclusion of edits from iCALL, TISS and UNFPA

Project Completion Criteria

- UNFPA, iCALL, TISS and NHM approve and sign-off Final Report
- All raw data is received and validity and completeness are verified
- All Informed Consent forms are handed over with adequate labelling in case of future requirements

Inputs from iCALL, TISS for selected agency

- Consistent inputs to ensure that the study design, tools, methodology, sampling and data collection plan and implementation, and report writing are in accordance with the existing studies, namely the Baseline and the Midline, as well as to advise with respect to field based logistical difficulties and situations
- Coordination with UNFPA & the state of Madhya Pradesh to help make necessary arrangements for undertaking the study

Essential qualification of the Agency

- The agency, should have adequate experience in social research, evaluation studies and should be able to display the same.
- Experience in Mental health will be an added advantage
- Local experience and exposure (Madhya Pradesh) will be preferred
- Agency with Mental health specialist will be an added advantage
- 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.
- All claims cited by the agency should be adequately substantiated in the proposal.
- Agency should possess data collection, analysis & report writing skills

Proposal Format : (Required Scan Copies Should be Submitted through online mode only)

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: (Required Scan Copies Should be Submitted through online mode)

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

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

- 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 management.

Expected Timelines

For the completion of the survey, we anticipate 1.5 months from the time of award of contract including the submission of the final report and will not be exceeded. Therefore, parties are requested to plan accordingly.

Financial Proposal : (Submission Through Online Mode Only)

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 –

- Development of tools.
- Project Planning and Implementation
- Writing of the final report
- Any other (please specify and justify the cost of the additional line item)

Note : Below Financial Proposal are available in EXCEL Format on e-Procurement portal , Vendors should have to upload the filled excel sheet online and same should be submitted only through online mode

	Description of Service (along with assumptions)	Indicative price (Indian Rupees)
1.		

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

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

TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar, Mumbai 400 088
(A Deemed University under Section 3 of the UGC Act, 1956)

e-Tender For the “ Endline study of assessing im-pact of Project Samvaad on the knowledge, skills and attitudes of SSK & RKSK counsellors in Madhya Pradesh”

Tender No :-TISS/ENDLINE/2019/31

FINANCIAL BIDS PROPOSAL FORM : 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 –

Name Of The Bidder (Mandatory):		
Sr. No.	Description of Service (along with assumptions)	Indicative price (Indian Rupees)
1	· Development of tools.	
2	· Project Planning and Implementation	
3	· Writing of the final report	
4	· Any other (please specify and justify the cost of the additional line item)	
2	Description of Service (along with assumptions)	

Note:

Instructions To Bidders : The above BOQ sheet allow only enter the "Details " in above "Coloured Blue Cells" only .The bidders can quote and allow only in above "Blue Cells" . The Bidders should have to mentioned the Name Of The Bidder in above Blue Cell only.

"This Is Electronic Spred Sheet Signature Is Not Required "

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 icallmptraining@gmail.com with the subject line “Proposal for MP Samvaad Endline 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>. Directions for the same are provided separately.