**Tender No**.: TISS/02/Mental /2022/iCALL./5
**Last Date for Submission:** 26.07.2022
**Estimated Tender Value:** Rs. 11,00,000
**Earnest Money Deposit:** Rs. 22,000.00

# Request for Proposal

Development of Technological solutions for Mental Health Interventions, iCALL

From 1st August to 30th November, 2022 **(Likely to be extended)**

**(Subject to the change)**

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


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# Notice for Inviting Tenders (NIT)

## About the iCALL

iCALL, a pioneering and empowering technology assisted mental health initiative, was started in 2012 as a project at the School of Human Ecology, Tata Institute of Social Sciences (TISS), Mumbai. iCALL Psychosocial Helpline was introduced in order to bridge the vast mental health treatment gap in India; and to make accessible, affordable, anonymous, professional counselling services available to those experiencing psychosocial distress, particularly those who belong to the marginalised communities. Recognised as an 'Innovative Life Saving Technology initiative' and a 'Mental health innovation' iCALL is a national level telephonic and email-based counselling service for individuals across all age groups (with a special emphasis on vulnerable groups).

iCALL believes that distress is psychosocial in nature and needs to be contextualised in people's lives. iCALL adopts a strengths-based approach to its work. The helpline provides information, emotional support and referral linkages. It is a free, multi lingual and professionally run service. iCALL's services address a variety of issues such as emotional distress, mental health problems, relationship concerns, sexuality issues, gender-based violence, academic concerns etc. Apart from service provision, iCALL also conducts research, capacity enhancement and awareness generation activities in the area of mental health in collaboration with state Governments, civil society organizations and international organizations

## Project Background

The broad objective of the project will be creation of an effective service delivery response for addressing youth mental health concerns. Young individuals are vulnerable to experiencing unique life stressors, and also to the resulting mental health problems in India. Given the overall mental health treatment gap in India and particularly that for young people, there is a need for effective services for addressing mental health concerns of young people. Such services need to be youth friendly. They need to be cognizant of the unique life challenges faced by young people. They need to be accessible and affordable. Given the linguistic diversity in a country like India, the services need to be multilingual. Young people need safety and control in accessing mental health services. Hence it is necessary that such services are confidential, anonymous and available in multiple formats. Technology definitely holds a promise of crossing geographical barriers and reaching to young people in providing the above stated services and support.

iCALL Psychosocial Helpline aims to collaborate with a technical partner to extend mental health support via technology assisted mediums. The objectives of this project are as follows:

- To Provide multimodal technology assisted youth friendly mental health services that are accessible and affordable, and of good quality
- To create contextually relevant self-help content and resources on issues of youth mental health for alleviating distress and promoting well-being
- To provide multi modal technology assisted services for providing therapeutic and psycho social support for youth mental health concerns
- To create text based synchronous services to address issues of suicide and self-harm

## Scope of Work

The purpose of this RFP is to invite bids from organizations developing technical solutions for offering mental health services to the community. iCALL will collaborate with a technical partner for the following:

**Development of a Youth Mental Health App:** This proposed app will house resources on self-assessment, awareness and self-help strategies in the area of youth mental health. These resources will aim to serve as a first aid response for those in distress or with mental health problems, or for those who wish to promote their well-being. Given the linguistic diversity in India, the app will create these resources in English as well as in one or two regional languages to ensure wider reach and access. For those young individuals who wish to connect to a mental health professional, the app will further provide linkages to iCALL's telephone, email based and proposed chat based services. As mentioned earlier, iCALL's free telephone and email-based services are offered by trained professionals, and are confidential and anonymous in nature. They adopt a strengths-based approach. iCALL's telephone-based services are multilingual; thus, ensuring reach and access by a diverse group of young individuals.

**Development of Text based crisis (suicide and self-harm) counseling services:** This synchronous text-based service will be run by trained professionals, and will provide the immediate care that is needed to de-escalate the crisis, and create an environment of calm, safety and empathy. The young individual then can be connected to iCALL's helpline, or be referred to a face-to-face mental health service (based on the National crowd sourced list of mental health professionals compiled by iCALL) in their regional area. Given the research that states that issues of suicide and self-harm among young individuals in India being related mostly to problems of daily living (National Crime Record Bureau, 2019), whenever needed the counselor will also refer young individuals with other services such women's NGOs, one stop crisis centers, de-addiction facilities, support groups, shelters etc. The counselors would also encourage the young individual to follow up with any of the services (phone, email or chat) in case of further distress.

## Time-line

Both the deliverables need to be developed and integrated within a duration of 2 months from the award of the contract. In case an extension is required; the agency must communicate revised timelines at least 1 month prior to the lapse of the contract.

| Deliverables | Milestones | Estimated Timelines |
|---|---|---|
| Text-based crisis (suicide and self-harm) counseling services | First Prototype | 15th August 2022 |
| | Revised Prototype | 20th August 2022 |
| | Final Prototype for Soft Launch | 25th August 2022 |
| Mental Health Application | Beta Prototype | 15th August 2022 |
| | Revised Prototype | 20th August 2022 |
| | Launch of the App 1.1 | 30th August 2022 |

**Project Completion Criteria**

- iCALL, TISS approves and sign-off each of the Key Deliverables
- Privacy and data storage policies are defined and submitted
- Both the solutions are developed and integrated with iCALL's internal servers

**Essential qualifications for agency selection:**

- The agency, should have a minimum experience of 5 years of developing technological solutions and apps that are youth friendly
- Knowledge of social development sector is desired
- Agency should have relevant experience of developing solutions for mental health and should have professionals who understand the sensitivity of addressing crisis concerns.
- All claims cited by the agency should be adequately substantiated in the proposal.
- Agency should have sufficient resources to offer the continuous technical support

**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**

- 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 developing solutions for organizations working in the field of mental health is desirable.

**Project Planning and Monitoring**

1. Describe a broad timeline for the design, development and implementation of the services
2. Describe processes in place for reviews, technical errors and the kind of support management

**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** Development of Technological solutions for Mental Health Interventions, iCALL**.** 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 | 19.07.2022 |
| Bid Document Download Start Date & Time | 19.07.2022 |
| Last Date for Submission (Online) | 26.07.2022 – 01.00 PM |
| Bid Opening Date & Time (Techno-commercial) | 26.07.2022 - 02.00 PM |
| 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

**Technical Bid Opening Authority:**

1. Ms. Madhuri Tambe, Programme Associate (Indenter)
2. Ms Roja Pillai, Assistant Registrar (Personnel & Administration)
3. Mr. Chetram Singh, Internal Auditor, (IAO)
4. Mr. Dilip Poyyara, Section Officer, (Purchase & Stores)
5. Ms. Neeraja Auti, Programme Officer (iCALL)

**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. | Creating a technical solution for iCALL's customized crisis – text lime | |
| 2. | Creating a technical solution for iCALL's Youth Mental Health Application | |
| 3. | Itemized installation costs of both the solutions | |
| 4. | Itemized maintenance costs of both the solutions | |
| | Total | |

The aforesaid indicative price is inclusive of GST @ 18%

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

## TECHNICAL BID PERFORMA

| | | | |
|---|---|---|---|
| 1. | Name of the Firm/Company/Agency<br>(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:**<br>**Phone/Fax/Mobile Nos.**<br>**Email**<br>**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)<br>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 form is also available in EXCEL Format for online submission (Mandatory)***

**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**

**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**

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

**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 Pro- curement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are regis- tered 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.

**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 contact.icall@tiss.edu and with CC to madhuri.tambe@tiss.edu and neeraja.auti@tiss.edu with the subject line "Developing technological solutions for mental health interventions for iCALL (TISS)" only. Emails without the correct subject line will not be looked at.

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

**EVALUATION CRITERIA (FINANCE)**

**Weightage: - 30%**

| SL | 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:**

1. 30% upon finalization of timelines, structure and designs
2. 50% upon the delivery of the services
3. 20% upon 1 month completion of services

**DOCUMENTS TO BE UPLOADED & HARD COPIES TO BE SUBMITTED**

**CHECK-LIST**:

1. Shop & Establishment / Certificate of Registration

1. Manpower Strength

2. No. of Branches (Different Geographical Areas)

3. GST Registration Certificate

4. SSI/MSME Registration/ Udyog Aadhar Registration Certificate

5. Copy of PAN Card

6. List of Clients (Govt. & Non-Govt)

7. List of Products/Goods & Services

8. Three Consecutive Year's Audited Balance Sheet & Income Tax Return/Annual Turnover

9. Photo-copies of any two recent MOUs or Purchase Orders with similar organizations

10. Bank Details (Cancelled Cheque)

11. 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 singed on letter head and same should be uploaded online also.*