

OFFICE OF THE COLLECTOR & DISTRICT MAGISTRATE, KHORDHA

(SOCIAL WELFARE SECTION)

No. 5499 /SW Dated 19.12.2022

QUOTATION CALL NOTICE

In pursuance of Letter No. 17088/WCD Dated.14.10.2022 of Women and Child Development Department, Government of Odisha, District Office, Khordha invites expression of interest from interested agencies for Implementation, Management and Technology Partnership for Establishment of 181-Helpline for Women in Distress in Odisha State under the Ministry of Women & Child Development, Govt. of India scheme for Universalization of Women Helpline 181 for women in distress.

Under the project, the agency in addition to any other service to be provided under the GoI scheme, will be required to –

- Run a helpline through toll-free 24-hours telecom service.
- Provide immediate and emergency response to women affected by violence through referral (linking with appropriate authority such as police, One Stop Centre, hospital etc.).
 - Provide support to enable the integration of 181 with 112 - Emergency response Support system (ERSS) of home department.
- Maintain database of officials and ongoing schemes and provisions of govt for women.
- Follow up of inmates from Swadhar and ujjawala homes who have been reintegrated into the community.
- Information about women related government schemes/programs along with range of services including medical, legal, psychological and counseling support.

The details of the scheme can be accessed at the website www.wcd.nic.in/schemes/women-helpline-scheme-2. For further details the agencies may contact with the District Social Welfare Officer, Khordha.

The interested agencies should send their proposal by post only to the District Social Welfare Officer, Khordha by 5.1.2023, within 15th days of publication of this advertisement December, 2022, superscribing "Proposal for the Women Helpline", with details of services they may offer such as methodology, helpline management software & hardware management, data management, research & reporting, HR, maintenance on web, etc. alongwith following information.

1. The quotationer should submit application fees of Rs. 1,000.00 in shape of Bank Draft from any nationalised bank in favour of DSWO, Khordha payable at Khordha in a separate envelope with the bid documents.
2. The proposal must be accompanied by Earnest Money Deposit (EMD) of Rs.1,50,000.00 in the form of Bank Draft or Bank Guarantee from any nationalized bank (valid for 180days) in favour of DSWO, Khordha payable at Khordha in a separate envelope with the bid documents without which the proposal will be rejected outright. Earnest money deposit will not be accepted in cash or any other form. No interest is payable on the amount of EMD.
3. Annual turnover/expenditure of the bidder in last 3 years ending 31/03/2022 (turnover in Rs. Crores).
4. Full-time professional staffs in organization payroll as per the last PF register. PF deposit challan shall be submitted along with the PF register of that particular month.
5. Full-fledged Regd. Office in the state of Odisha. (Copy of the lease agreement of the premises must be submitted.)
6. The proposal should be accompanied past experience in similar nature of assignment i.e. successfully implementing/ completed any projects (Network/Telecom) or integrated call center management system/ solution (call center planning, implementation, integration & operations) valued Rs.50 lakhs or more (per project) in any of State/ UT/ Centre. Copy of work order along with completion/ continuity certificate from the



- client must be submitted for verification.
7. The proposal should be accompanied by a brief description about the Agency, contact details such as e-mail address, phone numbers.
 8. Copy of Registration Certificate of the Organization; Copy of PAN/TAN registrations of the Organization; Copies of Audited Balance Sheets (last 03 Financial Years).
 9. The interested agencies may be required to make a presentation. In the event of large number of proposals received, this office reserves the right to select only those agencies deemed suitable. A request for proposal will be floated later.
 10. The authority reserves the right to postpone/cancel the quotation call notice without assigning any reason thereof.
 11. For further details, the agencies may contact with the District Social Welfare Officer, Khordha.

Collector, Khordha

Memo No. 5500 /SW, Dated. 19.12.2022

Copy to Notice of Board of District Office, Khordha for wide publication.

Copy forwarded to the all Sub-Collectors/ All BDOs/ All CDPOs for information. They are requested to publish the same in their notice board for wide publication.

Collector, Khordha

Memo No. 5501 /SW, Dated. 19.12.2022

Copy to D.I.O, NIC, Khordha for information. He is requested to publish the same in the district website for wide publication.

Collector, Khordha