



Govt. of Bihar
SC/ST Welfare Department
Bihar Mahadalit Vikas Mission
2nd Floor, Block-3, Secretariat Extension Building, Old Secretariat, Patna
E-mail–mail@bmvn.org, Website– www.mahadalitmission.org



बिहार सरकार
अनु० जाति एवं अनु० जनजातिकल्याणविभाग,
बिहार महादलित विकास मिशन
द्वितीय तल, ब्लॉक-3, सचिवालय विस्तारिकरणभवन, पटना
इमेल–mail@bmvn.org, वेबसाइट– www.mahadalitmission.org

**Expression of Interest for Establishment of State Level Help
line Centre at Patna.**

Bihar Mahadalit Vikas Mission is interested to establish a 6 seated, State level Helpline in Patna under SC & ST Atrocities Act 1989 and Rule 1995 to support the victims of SC/ST members. Expression of Interest is invited in two parts from competent ISO Certified and Registered agencies/ institution/ NGO/ company / partnership firm / proprietorship firm. Firms willing to establish and run the above mentioned Helpline may submit proposal - Technical and Financial in separate envelope kept in one cover envelope mentioning full address and contact number of the firm. Detail RFP paper may be downloaded from the website of BMVM: www.mahadalitmission.org. Offer in sealed envelope super scribing “EOI for Helpline” shall reach the office of Bihar Mahadalit Vikas Mission on or before 02/04/2018 up to 17.00 hrs. on the address mentioned above. Mission Director reserves the right to cancel or modify the offer without assigning any reason.

Mission Director



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Request For Proposal
for selection of firms for running
STATE LEVEL HELP LINE CENTRE

Bihar Mahadalit Vikas Mission, Patna is registered under Bihar Societies Registration Act, 1860, and working for the upliftment of Mahadalits. The Mission gets grants from SC/ ST welfare Department, Govt. of Bihar, and Patna. Bihar Mahadalit Vikas Mission is implementing various schemes for the welfare of Mahadalits in the State of Bihar.

1. Objective of Assignment

The main objective to hire a competent ISO certified agency to maintain State Level Help Line under Atrocity Act 1989 and Rule 1995 to provide support to the atrocity victims of SC/ ST community. Provide necessary information SC/ ST community SC/ ST community. Record and Forward the grievances to respective department for their redraisaal.

2. Essential Eligibility Criteria for Human Resource Agency :-

The Preliminary eligibility criteria required for technical qualification, and other terms & conditions for selection are as follows:-

- a) The applicant should be a competent ISO Certified and Registered agencies/ institution/ NGO/ company / partnership firm / proprietorship firm.
- b) The agency must have its office in Bihar from last 02 years.
- c) The agency should have minimum 3 years' of experience in the field of such work and must have maintained one help line centres during FY 2016-17.
- d) It must be registered under Societies Registration Act/ Company Act or under any related Act.
- e) The agency should have valid PAN No./ GST No./ Service Tax No/ Provident Fund Account Number/ ESI Number/ Labour Contract registration in its name on the date of publication of notice and other necessary statutory registration (as applicable).
- f) Bidders will be responsible for all statutory obligations issued by Government of India and/ or Bihar Govt. which are applicable on the agency.
- g) Average Annual Turnover of last three financial years in same nature work should be more than Rs. 5 (Five lacs).
- h) An affidavit must be attached with the tender document that the agency is not blacklisted by any govt. body/ semi govt. body/ govt. society.

3. Other Terms and Conditions

- i. Technical Bid should be submitted separately in **Annexure A & B**.
- ii. The tender shall remain valid for a period of 30 days from the date of opening of the same.
- iii. The society has authority to cancel/ extend the RFP without assigning any reason.
- iv. The society has authority to cancel/ extend the RFP without assigning any reason.
- v. Details of Experience as per **Annexure A & B**.
- vi. The format for financial quote is annexed as **Annexure C** of this document.
- vii. Financial Quotation of only those agencies will be opened who have qualified in the technical round.
- viii. All the Necessary documents as required to substantiate the details mentioned in the bid are to be submitted along with the bid.
- ix. The contract will initially be for one year and Mission reserves the right to curtail or extend the contract on the same terms and conditions for such period as may be agreed to subject to satisfactory work performance.
- x. Agency shall be responsible for safeguard of all assets of Helpline.
- xi. The Agency will create following infrastructure to run the Helpline:
 - a. 6 Call Agents having adequate experience working on IVRS system.
 - b. One Supervisor cum Technical Manager
 - c. Other necessary hardware/ software if required.
- xii. Employees deputed at Help Line Centre by the Agency/ Contractor will not have any right for employment in Bihar Mahadalit Vikas Mission.
- xiii. Monthly payment shall be released by BMVM on submission of attendance, details of work done and duly certified by any officer assigned by MD BMVM.
- xiv. The Agency/ Contractor shall be responsible for the conduct and behaviour of its employees deputed at Help line Centre.
- xv. In the event of any loss to the Mission on account of negligence of Agency/ Contractor's employees, the firm shall make good the loss sustained by the mission either by the replacement, or by payment of adequate compensation.

- xvi. The workers of the agency should strictly observe code of conduct and manner befitting security. If any employee of the contractor/ agency fails to observe proper conduct, the firm shall be liable to remove him from deployment, immediately after receipt of instructions from BMVM.
- xvii. Agency will maintain Biometric Attendance System for its employees and will submit its print out along with monthly bill. In case any workers is found missing from duty, he will be treated as absent and will not be entitled to wages for that day.
- xviii. The Mission shall not be responsible for any compensation, which may be required to be paid to the employee of the tenderer consequent upon any injury/mishap or any other claim of employee.
- xix. The successful tenderer will have to furnish a performance bank guarantee/ Demand Draft of 5% of the contract value of a year in favour of Mission Director, Bihar Mahadalit Vikas Mission before the release of first month's bill payment.
- xx. The Bidder/ Contractor/ Firm/ Agency shall make payment to its staff as per the Statutory Regulation of the Government of Bihar (Labour Laws) released from time to time by the 4th day of the month, following the month for which wages are to be paid. Payment of statutory contributions like those pertaining to TDS, EPF and ESIC should be made to the concerned authority within the prescribed time-limit, if applicable and it is the sole responsibility of the bidder or firms.
- xxi. BMVM will provide a PRI Line, a Toll Free Number and proper space for Helpline Centre. Mission will bear monthly bill of Toll Free Number.

4. Clarification on proposal documents:

A prospective applicant requiring any clarification on this proposal may contact BMVM in writing through e-mail at mail@bmvvm.org or may contact State Mission Office at the address mentioned above. BMVM will only respond to valid queries through e-mail which Mission receives not later than 28/03/2018 at 5:00 pm.

BMVM reserves sole right including any addendum to this entire selection process. BMVM reserves the rights to extend the deadline for the submission of applications. However, no request from the applicant, shall be binding on BMVM for the same.

5. Sub Contract :

The firm shall not be entitled to sub-contract the assignment without prior permission of State Mission Office.

6. Termination of Assignment :

BMVM reserves all right to terminate any or all offers given to the agency.

7. Confidentiality :

The parties agree that they shall hold in trust any confidential information received by either Party, under this engagement, and the strictest of confidence shall be maintained in respect of such confidential informations.

8. Jurisdiction of Courts :

The courts of India at Patna will have exclusive jurisdiction to determine any proceeding in relation to the engagement.

The prescribed tender form may be downloaded from the website <http://mahadalitmission.org>. The Tender Bid must be submitted on or before 05:00 PM, 02/04/2018. The technical bid will be open at 11.00 AM on 03/04/2018.

PAYMENT CONDITIONS

The Mission will deduct TDS or any other statutory deduction from monthly payment made to the agency as per rules.


Mission Director

Annexure A
Covering Format for submission with Technical Bid.

Details of the Firm

Sl	PARTICULARS	Supporting Documents required to be submitted along with this Form	Relevant Document annexed at page No.
1	Name of the Agency / Firm		
2	Addresses of the Agency / Firm:		
3	Head Office/ Registered Office	Phone No: Fax No: Mobile No. of Head Office In-charge:	
4	Date of establishment of the firm		
5	Date since H.O. is at the existing Place		
6	Branch Office 1, 2, 3..... (Particulars of each branch to be given)	Phone No: Fax No: Mobile of each Branch Office In-charge:	
7	PF / ESI Number		
8	Labour Contract Registration Number		
9	Firm Income Tax PAN No.	Attach copy of PAN card	
10	Firm Service Tax Registration No.	Attach copy of Registration	
11	Turnover of the Firm in last three years (13- 14, 14-15, 15-16)	Attach a copy of Balance Sheet and P & L Account of the last three years or a certificate given by C.A. Firm	
12	Experience (Years) of Operating Help Line Centres regularly.	Copy of the Offer Letter each assignment is to be attached & a covering summary details to be filled in tabular form as indicated in the next page.	
13	Experience (Numbers) of Operating Help Line Centre.		
14	Office Address for the Office Situated at Bihar		
15	Date of Establishment at Bihar / Registration Number for Bihar Office		

Signature of Authorised Authority of the Firm/Agency



Annexure B

Whether the organization has been engaged in RUNNING STATE LEVEL HELP LINE CENTRE for any Central Government/ State Government/ Central PSU / State PSU/ Semi-Govt. Department. If yes – provide the details in the under mentioned format (along with the proof of the work allotment):

S.N.	Name & Address of the Organization	Contract Period	Proof of Work Allotment Annexed At Page No.
1			
2			
3			
4			
5			
6			

Signature of Authorised Authority of the Agency/ Firm



Annexure C

Format for submission of Financial Bid.
PRICEBID for RUNING STATE LEVEL HELP LINE CENTRE in Mahadalit Vikas Mission, Dept. of SC/ ST, GOB, Patna

SL no	Description	Monthly Rent/Rates(In Rupees.)	Unit	Cost per Month (In Rs.)
A	Cost of Infrastructure (As detailed in 3 xiii)			
B	Cost of Manpower Individually (As detailed in 3 xiii)			
	Supervisor cum Technical Manager		1	
	Call Agents		6	
Total				

Signature of Authorised Authority of the Agency /Firm

Note:

1. Service tax/GST amount has shown above, will not be calculated for calculating the lowest quote.
2. The service tax will be paid at prevailing rates.
3. Tender shall be decided on total lowest cost basis (A+B).