

**DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT
GOVT. OF NCT OF DELHI
ISBT BUILDING, KASMERE GATE, DELHI 110006
(WOMEN EMPOWERMENT CELL)**

F. 60 (751)/DWCD/WEC/Widow Cell/2018-19/Pt. File/

Dated:-

PUBLIC NOTICE

The department of Women and Child development, Government of NCT of Delhi invites application from **reputed NGOs/ VOs/CBOs/ Trust** for setting up of Mahila Sahayata Prakostha/ Women Help Desk to work as information and facilitation cum convergence centre for welfare and empowerment schemes and services of the govt. for women and children. 33 such MSPs are to be set up with 3 in each district.

Location of these MSPs shall be provided by the Government based on accessibility with a view to make optimum use of existing resources and space. These will be located hence in OSCs/ DC office / District WCD office / ICDS SSK hubs as the case may be.

The partner agency is expected to bring their experience in running such Integrated help desks including familiarity with govt schemes and services through engagement of trained and experienced manpower who can do database management, and have an effective MIS system to track each grievance and assist the WCD dept in bringing appropriate linkages with its schemes and that of other departments. The Human resource at these desks must have the right aptitude, knowledge and experience to assist destitute, widow or vulnerable women and to facilitate such women with information related to women centric schemes and services of the govt besides linkages with schemes related to their children and other vulnerable groups in the family so as to support the family in need holistically too

The application will be received through physical mode and should be addressed to Director, Department of Women and Child Development, Govt. of NCT of Delhi, 1st floor, ISBT Building, Kashmere Gate, Delhi - 110006 during working hours from 10.00 am to 5.00 p.m. The last date of submission of application is fixed for 25.08.2021 latest by 5.00 p.m.

Further details (format of application & ToR can be seen on department's website at <http://www.wcddel.in/>

**Dr. Rashmi Singh (IAS)
Director WCD**

महिला एवं बाल विकास विभाग
राष्ट्रीय राजधानी क्षेत्र, दिल्ली सरकार
आईएसबीटी बिल्डिंग, कश्मीरी गेट, दिल्ली -110006

F. 60 (751)/DWCD/WEC/Widow Cell/2018-19/Pt. File/

Dated:-

सार्वजनिक नोटिस

महिला एवं बाल विकास विभाग, राष्ट्रीय राजधानी क्षेत्र दिल्ली सरकार, महिलाओं और बच्चों हेतु सरकारी सेवाएं, कल्याण और अधिकारिता योजनाओं के सम्बन्ध में सूचना और सुविधा सह अधिकार केंद्र के रूप में काम करने के लिए महिला सहायता प्रकोष्ठ / महिला सहायता डेस्क की स्थापना के लिए प्रतिष्ठित गैर सरकारी संगठनों / स्वैच्छिक संस्थाओं/ सीबीओ / ट्रस्ट से आवेदन आमंत्रित करती है। इस प्रकार के 33 महिला सहायता प्रकोष्ठ, राष्ट्रीय राजधानी क्षेत्र दिल्ली में स्थापित किये जाएंगे तथा प्रत्येक जिले में इनकी संख्या 3 होगी।

मौजूदा संसाधनों और स्थान का अधिकतम उपयोग करने की दृष्टि से पहलुओं के आधार पर इन महिला सहायता प्रकोष्ठ का स्थान सरकार द्वारा उपलब्ध कराया जाएगा। इसलिए ये वन स्टॉप सेटर / डीसी कार्यालय/जिला डब्ल्यूसीडी कार्यालय/आईसीडीएस हब/सहेली समन्वय केन्द्र इत्यादि स्थानों पर उपलब्धता अनुसार स्थापित किये जाएंगे।

आवेदक एजेंसी से ऐसे एकीकृत हेल्प डेस्क चलाने में अनुभव की अपेक्षा की जाती है, जिसमें प्रशिक्षित और अनुभवी स्टाफ सरकारी योजनाओं और सेवाओं से परिचित हो तथा जो डेटाबेस प्रबंधन में निपुण हो और विभाग की योजनाओं और अन्य विभागों की योजनाओं में सहायतार्थ हेतु लिकेजेस बनाने के साथ ही प्रत्येक शिकायत को ट्रैक करने और महिला एवं बाल विकास विभाग की सहायता के लिए एक प्रभावी एमआईएस प्रणाली में कार्य करने में सक्षम हो। इन डेस्कों पर कार्य करने वाले स्टाफ के पास निराश्रित, विधवा या कमजोर वर्ग की महिलाओं की सहायता करने के लिए सही योग्यता, ज्ञान और अनुभव होना चाहिए ताकि महिलाओं को सरकार की महिला केंद्रित योजनाओं और सेवाओं से संबंधित जानकारी के साथ-साथ उनके बच्चों और परिवार के जरूरतमंद सदस्यों के लिए योजनाओं की जानकारी दी जा सके ताकि उनके परिवार का भी समग्र रूप से सहायता की जा सके।

इच्छुक एजेंसी दिये गये टीओआर के अनुसार अपने आवेदन प्रारूप को पूर्ण रूपेण भर कर प्राधिकृत व्यक्ति द्वारा सत्यापित करवाकर आवेदन को निदेशक, महिला एवं बाल विकास विभाग, राष्ट्रीय राजधानी क्षेत्र, दिल्ली सरकार, प्रथम तल, आईएसबीटी बिल्डिंग, कश्मीरी गेट, दिल्ली -110006 को संबोधित करते हुए, कार्यदिवस सोमवार से शुक्रवार सुबह 10.00 से सायं 5.00 बजे तक जमा कर सकते हैं। आवेदन जमा करने की अंतिम तिथि 25.08.2021 को शाम 5.00 बजे तक निर्धारित की गई है।

अधिक विवरण (आवेदन का प्रारूप और टीओआर) विभाग की वेबसाइट <http://www.wcd Delhi.in/> पर देखा जा सकता है।

निदेशक
महिला एवं बाल विकास विभाग

Terms of Reference for Mahila Sahayata Prakostha

1. Objective :-

The Delhi Government has announced the scheme with title Mahila Sahayata Prakosth under the budget announcement 2021-22. The department of Women and Child Development, Government of NCT of Delhi intends to set up 33 such Mahila Sahayata Prakostha/ Women Help Desk which will work as information and facilitation cum convergence Centres/ Desks to facilitate women with Govt. Welfare and Empowerment Scheme and Services besides supporting their children in need too.

The model of execution of the scheme will be in synergy with 500 SSKs. Details of the SSKs can be seen on the website of WCD . 3 MSP are to be set up in each district at OSC/ DC office / SSK-ICDS Hub using Govt. infrastructure already existing in these places. Same can be augmented with the onetime set up cost support that will be given as per actual/ needs of the location.

The other help desks at the SSK- Angnwadi hubs in the district will give regular reports to the MSP with which they are attached for documentation and follow up . Approximately 15 SSK will be covered by each MSP.

2. Eligibility Conditions for NGOs etc.

- a) The NGOs / VOs / CBOs / Trust etc., should be registered under Society Registration Act 1860 or any other relevant statute being in force at the time.
- b) Organization must be registered on NitiAayog Portal before submitting the application.
- c) The duration of period of experience shall be 5 year which include experience of working with Women & Children related issue & welfare programs and experience of community based programs, directly or indirectly involved in implementation of Govt. Schemes and programs
- d) Preference will be given to organization having experience of working in the helpdesk management and grievance redressal sector preferable with the Govt. and with ability and proven experience of large data management using IT platforms.
- e) Already having a team to support a good MIS/database management.
- f) Any innovative program implemented in past.
- g) Experience in training and capacity building.
- h) Any achievement awards be indicated

3. The Scope of work of Mahila Sahayata Prakostha (Women Helpdesk)

- a) Each MSP will cater to approximate 15 SSKs and has to meet out its objectives in the best interest of the women
- b) Each help desk will have the *MIS* of schemes and services of Govt. programs for women empowerment and entitlements.

- c) Linkage with Social Security Schemes/Financial Assistance Schemes, women centric legislation & Women collective like Mahila Panchayat etc.
- d) Creating Digital Record/Database of Widows and Destitute women who approach the MSP.
- e) Enrolment/registration of all applicants approaching MSP for guidance/assistance in filing of application etc as per eligibility of the beneficiary/ applicant/schemes.
- f) To accompany/facilitate the beneficiaries if required for availing the services /scheme of different departments.
- g) To carry out need assessment/ mapping of vulnerable/destitute women
- h) To resolve the grievances of women in the area and facilitate them with guidance and information.
- i) To organize Camps/awareness program at community level.
- j) To develop IEC and innovative practices for public awareness or any.
- k) Facilitating women to join SHGs/ linkages with Samridhi(livelihood).
- l) Referral to Shelter Homes/ Sakhi One Stop centres & others
- m) Facilitating linkages with Legal Aid/Police and other supports
- n) Facilitating Health Support/emotional wellness.

4. Required qualification/ skills for Human recourses for manning the Mahila Sahyata Prakostha

- a) Each MSP should have a minimum of three staff out of which atleast two should be females. The MSP Coordinator will be present at the Desk and guide other SSK help desks attached to it. The Coordinator shall provide all necessary facilitation to widows/destitute women and coordinate with stakeholder departments, O/o DMs/DCs and District Offices DWCD. Each MSP shall have at least two Outreach Workers who will work in the field.

Human Resource	Qualification and Experience
MSP Coordinator	<p>Masters in the field of Social Work / Sociology / Psychology/Women & Gender studies with understanding of Govt. schemes and programmes implemented with focus on women with experience in the field of women welfare and Govt. Scheme.</p> <p>Knowledge of computer operation & applications, working in MS Office, MIS Database , etc.</p>
Outreach Worker	<p>Graduate in the field of Social Work / Sociology / Psychology or any other related field in respect of women welfare with understanding of Govt. schemes and programmes implemented with focus on women with experience in the field of women welfare and Govt. Scheme.</p> <p>Knowledge of computer operation & applications, working in MS Office, MIS Database , etc.</p>

- b) WCD will not be held responsible fully or partially for any dispute relief that may arise between Agency and their workers.

- c) The Agency shall be responsible for compliance of the prevailing labour laws GNCTD.
- d) Liability/ responsibility in case of any accident causing injury/ death of its workers will be of the Agency.

5. Operationlization of MSP-

The selected organization will set up MSP in allocated area and depute 3 human resources. The department will provide infrastructure which include *furniture i.e. 2 tables & 8 Chairs and one computer along with peripheries* for operationlization of MSP. However the assets of MSP will remain the property of Department. The Agency shall not Sublet the work.

6. Criteria of evaluation for selection Agencies:-

S.No.	Requirements	Remarks	Max. Marks
Essential (Experience)			
1.	5 year of experience of working with women& Children related issue & welfare programs , community based programs, directly or indirectly involved in implementation of Govt. Schemes and programs	(documentary evidence to be attached)	10
2.	3 year experience of working in the helpdesk management.	(documentary evidence to be attached)	10
3.	3 year experience of working in the grievance redressal sector preferable with the Govt.	(documentary evidence to be attached)	10
4.	Experience in MIS/database management	Yes /No (if yes Quality of experience to be demonstrated)	10
5	Experience of working with the Govt.	(documentary evidence to be attached)	5
6	Experience in training. i.e. capacity building, Livelihood,	(documentary evidence to be	10

	Social Legislation related to women and Children, Community awareness outreach & engagement , etc.	attached)	
	Total		55
Essential (Technical)			
1	Human Resources & others infrastructure with the institutions A. General B. Domain Expert C. Key professional D. Other infrastructure		15
2	Presentation		10
	Total		25
Financial			
1	Annual Financial Strength • Upto Rs. 10 Lacs Revenue Resources • Upto Rs 25 Lacs Capital Resources <i>The turnover may be consider as 30% of cost estimated.</i>		7.5 7.5
	Total		15
Desirable			
1	ISO certificate/ Quality certification	Yes/ No if yes attached documents	1
2	Any innovative program implemented/initiated in field of women welfare dully authenticated/certified by authority	Yes/ No if yes attached documents	1
3	Experience of Organize Camps/awareness program at community level dully	Yes/No if yes attached	1

	authenticated/certified by authority	documents	
4	Any award/ recognition certificate/ appreciation letter given by any authority	Yes / No if yes attached documents	1
5	Any experience in developing IEC material/ other observation/ publications etc.	Yes / No if yes attached documents	1
		Total	5
	Grand Total		100

*The agency may ensure Certified/authenticated documents to be submitted to prove the claim of experience and other parameters.

At least 75% marks is required for short listing. The shortlisted organization shall be called for interview/PPT & decision of short listing Committee will be final. The number of organization selected for task shall vary based on response received & mapping with functional requirement of the scheme. The committee reserved the right to decide upon allotment of number of MSPs vis a vis district.

7. Payment Clause:-

- a) The mode of payment will be reimbursement of expenditure of Rs. 50,000/- per month on quarterly basis as running cost for each MSP.
- b) Tax & Duties component is included in the quoted cost.
- c) Payment of all taxes shall be the liability of the Agency
- d) No claim for the payment from the Agency shall be entertained after lapse of 03 years of arising of the claim.
- e) There will be no provision of Advance payment

8. Penalty Clause:- If agency after submission of the proposal and due acceptance of the same i.e. after award of the work order fails to abide by the terms and conditions of the bid document and/or execute the delivery as per the prescribed schedule given or at any time repudiates the contract, Director, WCD shall have the right to forfeit the Performance Security deposited by the agency and get the difference between the alternative arrangements and the agencies bid value shall be recovered from him along with penalty upto @ 10% and other incidental charges as applicable. Action shall also be taken to blacklist the agency from taking part in future contracts in Delhi Govt. and proceedings shall be initiated against him / his agency.

9. Force majeure:-

- a. If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes,

tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations.

- b. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist.
- c. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either party may at its option terminate the contract.

10. Disputes and Arbitration :- In case of any dispute in the proposal, including interpretation, if any, on the clauses of the TOR or the agreement to be executed, the matter shall be referred to the Director WCD for appointment of arbitrators.

The venue of the Arbitration shall be at the office of Director, WCD, Government of NCT of Delhi. The decision of the arbitrator shall be final and binding on both parties to the Arbitration.

The Arbitrator may with the mutual consent of the parties, extend the time for making the award. The award to be passed by the arbitration is enforceable in the Court at Delhi only.

11. Other Conditions:-

1. The agency has to submit EMD and performance security as per rules as and when demanded by the department.
2. The Director, WCD may terminate the contract if it is found that the Agency is black listed on previous occasions by the any of the Govt. of India/GNCTD/ Institutions/ Local bodies/ Public Sector undertaking etc.
3. Director WCD, may terminate the bid in the event the successful agency fails to furnish the performance security or fails to execute the agreement.
4. Contract document be executed within 21 days of issue of letter of acceptance-GFR 225 (vi). –

12. Period of Contract :- The shortlisted agencies should execute an agreement as may be drawn up to suit the conditions and will be for the period of 2 year which will be extended to one more year on satisfactory performance and mutual agreement .

13. Undertaking from the Agency :- An undertaking will be taken from the agency and will be executed on Rs. 100/- Non judicial stamp paper attested by Magistrate / Notary Oath Counselor as per the format at Annexure-I.

14. Jurisdiction of the court :-

Any dispute arising out of non-fulfillment of any of the terms and conditions of the agreement or any other dispute arising out of the arbitration award will be subject to the jurisdiction of the Courts in Delhi only.

ToR in 7 pages

UNDERTAKING

(To be executed on Rs. 100/- Non-Judicial Stamp Paper attested by Magistrate/Notary oath counsellor)

To

(Designation and Name of the concerned Department) Name of the firm/Agency.....

Name of the tender Due Date

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake.
3. I/We abide by the said terms and conditions.
4. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation .
5. I/We undersigned hereby bind myself /ourselves to the Director, Women and Child Development to provide the requisite services to Department of Women and Child Development, Govt of NCT of Delhi, ISBT Building Kashmere Gate, Delhi-110006 during the period under contract commencing from the date of finalization to date of finalization of next tender.
6. The services shall be of the best quality as per the requirement of the Department of Women and Child Development, Govt. of NCT of Delhi. The decision of the Director, WCD (hereinafter called the said officer) as regard to the performance of the required services shall be final and binding on me.
7. I/We declare that no legal/financial irregularities are pending against the proprietor/partner of the firm and that no criminal proceeding is pending against me/us and that our firm has not been black-listed or abanded any work in the past in/by any of the govt. organization/Public Sector/reputed private organization.
8. I/We undertake to pay GST or any other state/central tax, as applicable.
9. I/We shall undertake to provide all the benefits viz, EPF, ESI leave etc., as admissible to employees engaged by me /us for this work and also undertake regarding the disbursement of salaries of employee not less than minimum wages act or on amended by the Govt. from time to time and should be fully responsible for any violation.
10. I/We undertake to pay any type of statutory / mandatory claims or penalties in the light of the default with reference to the above provisions.

11. I undertake to provide the services within stipulated period and if I fail to provide it during the stipulated period, necessary action can be taken by the Director, Department of Women and Child Development, Govt. of NCT of Delhi ISBT Building Kashmere Gate, Delhi-110006.
12. I/We undertake that I/We will not submit any irrelevant documents with the TENDER and in doing so I will not have any objection, if my tender is rejected on that ground.

Signature of the tenders

Affirmation

I/We pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of Department during the validity of tender period, the Department will have full authority to take appropriate action as may be deemed fit, without assigning any reason.

Place

Signature of Bidder

Date

(Name of Bidder)

Application Format (Mahila Sahayata Prakostha)

Interested and Eligible **NGOs/ VOs/CBOs/ Trust etc.** must submit the Applications duly signed by the organization head/Nodal office with information in respect of the following points viz:-

Sr. No	Particulars	Details
1	Name of the Organization	
2	Name of the Persons heading and managing the Organization	
3	Full official address of the organization including email address and website address. Whether rented /Owned/ leased.	
4	Acts & Laws under which organization has been covered or registered. (viz. Registration of Society Act, Companies Act etc.)	
5	UNIQUE ID No. of NITI AAYOG's NGO Darpan Portal ? if yes please provide Unique ID no.	
6	Have you been blacklisted by any Govt. department in past? Yes/ No	
7	Experience of handling similar work (i.e. help desk management/ grievances redressal / database Management etc.)	
8	Experience of working with Govt.	
9	Geographical area of working of organization	
10	Annual Financial Strength <ul style="list-style-type: none">• Revenue Resources• Capital Resources	

11	Details of Human resource in the organization/ existing program/ project & Technical Competence	
12	Details of experience in MIS management	
13	Details of awards/ recognition/certification including ISO.	
14	Any Resources/GAP filling support which org. will be clearly	
15	Brief note (approx. 100 words) on your idea for running Women Help Desk	

Please Note:- Certified documents from Issuing Authority for Sr. No. 4 to 8 needs to be submitted to avoid any ambiguity. As regards Sr. No. 10 first of all the turnover and financial statements of accounts should be duly certified by the CA for last three financial years may be considered as 2017-18, 2018-19 & 2019-20.

Name & Signature of Authorized
office bearer

Note: - You will be required to give documentary evidence in support of your Credentials given above once you are shortlisted.