

# **REQUEST FOR PROPOSAL :** **(CONSULTING SERVICES – HR AGENCY SELECTION)**

## **INDIA**

**One Stop Centre - Jharkhand Women Development Society**

**Assignment Title: Hiring a Human Resource Agency to recruit different post for One Stop Centres in Jharkhand**

**Reference No. : CS-13**

1. The Jharkhand Women Development Society (JWDS), an autonomous society set up under the Department of Women & Child Development and Social Security (DWCDSS), Govt. of Jharkhand is implementing One Stop Centres in Jharkhand in collaboration with MWCD, GOI.
2. JWDS seeks to hire an agency to recruit consultants for different position for operations of One Stop Centres in Jharkhand who will perform different activities assigned for operations of One Stop Centres.

1. Department of Women & Child Development and Social Security (DWCDSS), Govt. of Jharkhand ( hereinafter called “Employer”) invites Proposals from consultancy firms to assist DWCDSS in providing technical and Administrative support to appoint suitable professionals for key managerial and other posts

2. This Request for Proposals (RFP) has been addressed to the interested Consulting Firms / Organization who are expected to provide the required professionals as listed below:

Sl.No	Position	Requirement
1	OSC Manager	1 ( Only Woman)
2	Case Worker	4 ( Only Women)
3	Counsellor	1 (Only Women)
4	IT Manager	1
5	Multipurpose Worker	2 ( Only Women)
6	Security Guard/Night Guard	4

3. A firm will be selected under “**Quality and Cost Based System (QCBS)**” and procedures described in this RFP.

## **Section - I INSTRUCTIONS TO BIDDERS**

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Tenders are invited online through e-procurement in the prescribed format from NGOs/companies/firms for "**Hiring a Human Resource Agency to recruit different post for One Stop Centres in Ranchi , Jharkhand** under Jharkhand Women Development Society ( JWDS) ".

1. **Earnest Money Deposit** in shape of Bank Draft/Bank Guarantee.
2. Technical Bid (i) Up-to-date income tax returns (clearance certificate) (iii) Proof of sound financial capability of the bidder. The bidder should achieved a minimum turnover of Rs 2.5 Crore in any last two years ending 31<sup>st</sup> March 2016 should furnish details of the same. Balance sheet and auditor's report etc. in support of its Financial Standing & capability to perform the contract . The other technical details should be filled in format Annexure-I

- 2.1 The content of the qualified bidders will be examined by a technical committee constituted for this purpose for its quality and utility. The committee will make bidders wise rating on quality of the content submitted by the qualified respective bidder to the purchase committee.

Then purchase committee will open the financial bid and after assessment of technical report the final recommendation will be made.

3. **Financial bid**( Template in Annexure)  
Sl. No. 1 & 2 will be opened earlier and the contents will be evaluated at first stage. After this samples submitted by the bidders will be inspected. The financial bid of those bidders will only be opened & evaluated, whose technical documents will be scored at least 40 percent marks and according to instruction and specification, on the day, to be communicated later to the concerned bidder.

### **4. Clarification of Bidding Documents**

A prospective bidder requiring any clarification of the bidding documents may notify the Purchaser in writing or by fax at the Purchaser's mailing address/fax no. indicated in the bidding documents. The purchaser will respond in writing to any request for clarification of the bidding documents which it receives no later than 15 days prior to the deadline for submission of bids prescribed by the Purchaser. Written copies of the Purchaser's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders which have received the bidding documents.

## **5. Amendment of Bidding Documents**

- 5.1 At any time prior to the deadline for submission of bids, the purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.
- 5.2 All prospective bidders who have received the bidding documents will be notified of the amendment in writing or by fax or by email, and will be binding on them.
- 5.3 In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Purchaser, at its discretion, may extend the deadline for the submission of bids.

## **6. SCHEDULE TO THE INVITATION OF BIDDER**

Tender for Hiring a Human Resource Agency to recruit different post for One Stop Centre in Jharkhand (refer 'Section-III' for Scope of work/technical specifications)

### **6.1 Earnest Money**

- (a) Rs 1563600 ( Fifteen Lakhs Sixty Three Thousand Six Hundred Rupees Only ) in the shape of Bank draft, or a bank guarantee from Nationalized / Scheduled Bank located in India issued in favour of Director, Social Welfare, Jharkhand, Ranchi, DD Payable at Ranchi will have to be submitted at office before opening of the bid.
- (b) The amount of earnest money will be forfeited if the bidder withdraws his bid after the opening of bids or if the bidder fails to furnish performance security after awarding of contract.
- (c) The bid security shall remain valid for a period of 45 days beyond the original validity period of bids or beyond any period of extension requested subsequently.

### **6.2 Quotation Price**

- (a) Bidders will have to bid for **Hiring a Human Resource Agency to recruit different posts for One Stop Centre in Ranchi , Jharkhand**
- (b) All duties, taxes and other levies payable shall be included in the item's rate.
- (c) The bidder must submit only one rate of the **Hiring a Human Resource Agency to recruit different post for One Stop Centre in Ranchi , Jharkhand** strictly as per the Scope of work/technical specifications mentioned in section III. No variation or variable quotation will be accepted.

- (d) All items in the respective bid have to be quoted for, **Hiring a Human Resource Agency to recruit different post for One Stop Centre in Jharkhand.**
- (e) The rates quoted for all activities related to **Hiring a Human Resource Agency to recruit different post for One Stop Centre in Jharkhand** shall be fixed for the duration of the contract and shall not be subject to adjustment.
- (f) The bidder must keep the fact in their mind that the quantity mentioned in the schedule of requirement is a tentative approximation of requirement for the above mention period.

### **6.3 Validity of quotation**

- a) The successful bidder will have to sign a rate contract agreement with the undersigned which will be effective for a period of one year from the date of signing of agreement. The activities may be executed at different time intervals for the said period as per decided terms and conditions.
- b) Bids shall remain valid for 150 days after prescribed date of opening of technical bids. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.

## SECTION 2. INTRODUCTION

One Stop Centres (OSC) are intended to support women affected by violence, in private and public spaces, within the family, community and at the workplace. Women facing physical, sexual, emotional, psychological and economic abuse, irrespective of age, class, caste, education status, marital status, race and culture will be facilitated with support and redressal. Aggrieved women facing any kind of violence due to attempted sexual harassment, sexual assault, domestic violence, trafficking, honour related crimes, acid attacks or witch-hunting who have reached out or been referred to the OSC will be provided with specialized services. Government of Jharkhand is determined towards making Jharkhand a women friendly state where they can play an influential role towards nation's growth & development.

Department of Women, Child Development and Social Security ( DWCDSS), Government of Jharkhand invites Proposals from consultancy firms to assist DWCDSS in providing technical and Administrative support to appoint suitable personals for key managerial and other posts for One Stop Centres, Jharkhand.

A firm / Organization shall be selected under “Quality and Cost Based System (QCBS)” procedure as described in this RFP.

### 1) Pre-qualification Criteria

At the time of submission of bid response, the Bidder should conform to and/or be able to demonstrate the following: -

- a) Should have submitted the EMD of Rs 1563600 ( Fifteen Lakhs Sixty Three Thousand Six Hundred Rupees Only )
- b) The bidder should be a registered NGO/Private Registered firm. (**Registration certificate to enclosed**)
- c) Should be in business for last three (03) years. (**Proof to be enclosed**)
- d) The bidder should not have been blacklisted by any Central / State Government and Public Sector) or under a declaration of ineligibility for corrupt or fraudulent practices. (**Undertaking to be to be enclosed** )
- e) The bidder should have an average annual turnover or income/expenditure (receipt/payment) of at least Rs. 2.5 crores in of the last two financial years ending on 31/03/2016. (**Copy of the audited Financial Statement of the last three financial years to be attached**).
- f) The bidder must have experience of any project related to handling proven experience of recruiting HR/management of HR for at least three and their management for government schemes/projects .  
(**Attach work orders/completion certificates/continuing certificate from the project authority**).

## **2.1 Important Points**

- In absence of any one of the above criteria relevant to the bidder, the offer will be treated as non-responsive and summarily rejected.
- Relevant documents in support of the above criteria must be enclosed along with Pre-Qualification Bid documents failing which the bid will liable to be rejected.
- Only bidders qualifying in Eligibility Criteria would be considered for the technical evaluation.
- Consortium or sublets is allowed for the entire assignment. The consortium partner details also need to be submitted. Consortium means to the said assignment means that two partners can apply and fulfill the technical and financial criteria together.
- Proposal not accompanied by EMD shall be rejected as non-responsive.
- No interest shall be paid for EMD.
- EMD of unsuccessful bidders would be returned within one month of signing of the contract.

## **3. ELIGIBILITY OF THE CONSULTANT**

- The firm should be in business for the last at least five years.
- The firm should have an average annual turnover of at least INR 2.5 Crore in the last two financial years ending on 31st March 2016.
- The agency should have at least 3 years experience in recruitment of professionals at state, district and block levels.
- Proven experience of recruiting HR and their management for government schemes/projects .
- Established track record of large scale recruitment for government agencies/societies.
- Proven ability to work closely with Government Departments and coordinate with diverse government, non-governmental and quasi-governmental agencies and externally aided projects.
- Availability of qualified experts in fields relevant to lead the proposed work.
- The firm should provide the team of professionals as specified in section 5.2

## **4. SELECTION PROCESS**

The Applicants shall submit the Technical Proposal & Financial Proposal submitted online on <https://jharkhandtenders.gov.in>. The Financial Proposal shall be submitted as per **Annexure 3** of the RFP. The DWCDSS has adopted a Two Stage Selection Process (collectively the “Selection Process”) for evaluating the Proposals comprising technical and financial bids to be submitted online.

The Method of selection will be on Quality (80%) cum Cost (20%) Based Selection (**QCBS**)  
**- 80:20**

**The technical quality of the proposal shall be given weightage of 80%**, the method of evaluation of technical qualification will follow the procedure given in clause 17 above. The technical proposal will be evaluated on the basis of consultants experiences, his understanding, proposed methodology, work plan and experience of consultant. The price Proposal of only those consultants who qualify technically (**Minimum Qualifying Marks: 70%**) will be opened. The proposal with the lowest cost may be given a financial score of 100 and the other proposal given financial score that are inversely proportionate to their prices. **The financial proposal shall be allocated weight of 20%**. For working out the combined score, the employer will use the following formula:

Total score = 0.8 x TS+ 0.2 x FS, where

$F = \{(LEC / EC) * 100\}$

T stands for technical score

EC stands for Evaluated Cost of the particular financial proposal

LEC stands for Lowest Evaluated Cost of the financial proposal.

F stands for financial score of the financial proposal

## **5. SCOPE OF WORK**

The Consulting Firms will recommend dedicated, well qualified and experienced personnel as per the qualifications, job profile and experience for One Stop Centres in Jharkhand.

### **5.1 Roles and Responsibilities**

It is expected to work in tandem with the existing staff and Directorate with focus on strengthening implementation of One Stop Centres in Jharkhand with following objectives .The objective is to enhance the pace and quality of implementation of the OSC activities.

The professionals shall assist OSC in carrying out the following activities:

- Project management, co-ordination and technical support to OSC

- Ensuring optimal Administrative functions and technical quality in OSC implementation as per shared Terms of Reference of each consultant and day today function of OSC.
- Monitoring project progress in co-ordination with Directorate under DWCDSS.
- Monitoring project progress and co-ordination with other department on convergence issue in coordination with Directorate.

Further, the Agency shall elaborate and define key responsibilities (KRAs) of each job

## 5.2 Personals to be appointed (Team Structure)

The eligibility criteria of the personal to be appointed are given under:

Sl.No	Position	Number of post	Post for Male/Female/both	Qualification	Experience	Salary
1	OSC Manager  Age : Maximum 55 years	1	Only Women	<ul style="list-style-type: none"> <li>• Graduation in Law from recognized University.</li> <li>• PG in Social Work</li> <li>• Well versed in working with computer and on internet</li> </ul>	Minimum 5 Year of working experience with Government or non government organization on development issues.  Preference will be given to those candidates who have 1 year of specific experience of providing counselling services during past work period.	Rs 40000/- per month
2	Case Worker  Max age 45 Years	4	Only Women	<ul style="list-style-type: none"> <li>• Graduation in Law from recognized University.</li> <li>• PG in Social Work</li> <li>• Well versed in working with computer and on internet</li> </ul>	Minimum 3 Year of working experience with Government or Non Government organization on topic related to women violence , discrimination and other issues.	Rs 22000/- PM

3	Counsellor  Maximum 45 years	1	Only Women	<ul style="list-style-type: none"> <li>• Graduation in Social work/ PG in clinical psychology from recognized University.</li> </ul>	Minimum 3 Year of experience working counselling clinic/ or recognized psychiatric institution at State or district level	Rs 22000/- per month
4	IT Worker  Max 45 years	1	Both	<ul style="list-style-type: none"> <li>• Graduation degree from recognized University and diploma in computer</li> <li>• Preference to BCA and MCA Candidate</li> </ul>	Minimum 3 Year of experience working at state and district level in IT Based institutions and have worked in data management, process documentation, web based reporting format, video conferencing and other related work	Rs 20000/- PM
5	Multipurpose helper  Max 35 years	2	Only for women	<ul style="list-style-type: none"> <li>•</li> </ul>	Minimum three year of work experience as peon or helper.  The person who will be selected need to work in shift duty.	Rs 9000pm
6	Security Guard	4		<ul style="list-style-type: none"> <li>•</li> </ul>		

MIS Development maximum ceiling :  
Training and IEC Maximum Ceiling:

### 5.3 Evaluation

The CVs of professionals will be evaluated based on the following criteria:

A	Educational Qualification	20%
B	Adequacy for the assignment (experience in carrying out similar assignment)	80%

The financial proposal will be opened for only those bidders who meet the minimum qualifying score of **70 %** in the evaluation of the technical proposal. The financial proposals of non-qualified bidders will be returned unopened on demand. The financial proposals of the technically qualified bidders will be opened publicly on a specific date as intimated by the client in advance to the qualified bidders. Financial Evaluation will be done following QCBS method. Financial Proposals will be reviewed to ensure that the information given are correct and complete; to verify if all items of the corresponding Technical Proposal are priced.

#### **5.4 Availability of Professionals:**

The Professionals shall be deputed at One Stop Centres and report to the Nodal Officer of OSC Preferably DSWO of the district. The Agency shall confirm the availability of all professionals as indicated in its proposal. The Client will not consider substitutions during contract negotiations unless both the parties agree that undue delay in the selection process makes such substitution unavoidable, or for reasons such as death or medical incapacity. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and must be submitted to the Client within the period of time specified in the Letter of Invitation to negotiate. Failure to meet either of these requirements may result in disqualification. In case of substitution of key personnel, DWCDSS reserves the right to examine the new personnel proposed to be provided as replacement. In case of gap period for replacement of any specialist no remuneration will be provided for that period concern.

#### **5.5 Payment Schedule**

The selected firm shall be paid on monthly basis or after completion of services assigned under the agreement as the case may be for the services offered under this type of service as per terms and conditions of contract. Details of payments and schedules will be mutually agreed at the time of negotiation with the successful bidder. The payment of individual key managers will be paid as per the attendance (Digitally/Manually) system of OSC.

Replacement of personnel will be agreed mutually with DWCDSS and penalties may be incurred for more than 2 replacements in any one position per annum. The firm will pay the key professionals fee within the 1st week of every month. Undue delay in payment of key professionals will liable for penalty in payment as agreed during contract negotiation.

#### **5.6 Contract Period**

The Contract will be initially for a period of **1 years** from the date of signing of contract with DWCDSS and can be renewed on mutually agreed terms. The performance will be evaluated by Client quarterly and if any point of time performance not found satisfactory the agreement can be bilaterally terminated by both the parties after the expiry of 30 days from the date of serving the notice in this regard.

## **6. AWARD OF CONTRACT**

The Client will notify the successful bidder in writing for finalizing the contract conditions. The successful bidders will be asked to sign the Contract Agreement within 10 days of the notification. After signing of the Contract Agreement, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties. The selected firm will have to sign an Agreement in non-judicial stamp paper of adequate denomination with DWCDSS.

## **7. CONFIDENTIALITY**

The Consultancy Firm shall maintain all the information strictly confidential and will only disclose it to the employees who need to know and are bound to keep it confidential.

## **8. APPLICABLE LAW**

Applicable Law means the laws and any other instruments having the force of law in India as may be issued and in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India and the State of Jharkhand.

## **9. GOVERNING LANGUAGE**

The Contract shall be written in English Language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English language also.

## **10. TERMINATION OF CONTRACT:**

The Consultant's association with the Client will terminate in case of following conditions:

- a) The term of Contract expires
- b) Termination of Contract by the Department due to non-performance of professionals during execution of Project.
  - Performance is below expected level
  - Non-adherence to the timelines of the project.
  - Quality of work is not satisfactory.

**ANNEXURE -1 Technical Proposal Submission of Documents**

**TECH -1**

**(COVERING LETTER)**

[Location, Date]

**FROM:**

[Name of Bidder with Complete Address of Communication]

**TO,**

.....

.....

.....

**Subject: Hiring of Human Resource Agency to provide Quality manpower for Recruitment of Key Managerial & Other Posts (Technical Proposal) for OSC**

Dear Sir,

I, the undersigned, offer to provide the services for the above service in accordance with your Request for Proposal. We are hereby submitting our Proposal which includes this Technical Proposal, and a Financial Proposal uploaded on the tender website. Our proposal is valid for acceptance for 90 Days and we confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date

- If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.
- We have examined the information provided in your Request for Proposal (RFP) and offer to undertake the work described in accordance with requirements. We confirm that all personnel named in the proposal will be available to undertake the services. We agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs.
- I confirm that I have the authority of *[name of organization]* to submit proposal to clarify any details on its behalf. We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

**Authorized Signatory *[In full and initials]:***

Name and Title of the Signatory with Address:

## TECH-2

### **Format of Curriculum Vitae (CV) for Key Professional**

1. Proposed Position:
2. Name of the Professional:
3. Profession:
4. Date of Birth:
5. Years with Firm/Entity:
6. Nationality:
7. Membership in Professional Societies:
8. Detailed Tasks Assigned

#### **Key Qualifications:**

*[Give an outline of staff member s experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations.]*

#### **Education:**

*[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained.]*

#### **Employment Record:**

*[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate.]*

#### **Languages:**

*[For each language indicate proficiency: excellent, good, fair, or poor; in speaking, reading, and writing]*

#### **Certification:**

I, the undersigned, certify to the best of my knowledge and belief that:

- (i) This CV correctly describes my qualifications and experience;
- (ii) I am/ am not in regular full time employment with the Consultant;
- (iii) I will undertake this assignment for the duration and in terms of the input specified for me in the technical bid provided and team mobilisation takes place within the validity of this bid or any agreed extension thereof.

I understand that any willful misstatement herein may lead to my disqualification or dismissal, if engaged.

***Signature of Key Professional with Date:***

**Full name of Proposed Professional:** \_\_\_\_\_

**Certification and Signature of Authorized Representative:**

### TECH 3

#### EXPERT TEAM AND SUMMARY OF CV INFORMATION

<b>Sl.No</b>	<b>Name</b>	<b>Position</b>	<b>Employment Status with the firm ( Full Time/Part Time)</b>	<b>Highest Educational Qualification</b>	<b>No of year of experience</b>	<b>No of year of experience in similar assignment</b>

**FIN-1  
COVERING LETTER**

[Location, Date]

**FROM:**

[Name of Bidder with Complete Address of Communication]

**TO:**

.....

.....

.....

**Subject: Hiring of Human Resource Agency to provide Quality manpower for Recruitment of Key Managerial & Other Posts (Financial Proposal) for OSC.**

Dear Sir,

We, the undersigned, offer to provide the consulting services for the above in accordance with your RFP. Our Financial Proposal is uploaded on the website.

Our Financial Proposal shall be binding upon us subject to any modifications resulting from contract negotiations, up to the expiration of the validity period of the Proposal. This financial proposal covers remuneration for all the Professionals as required and administrative & service charges. Our offer is as per terms & condition, scope of work referred in the RFP, we abide with the same.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signatory [In full and initials]:

Name and Title of Signatory:

Name of Firm and Address for Communication

**FIN-2**  
**SUMMARY OF FINANCIAL PROPOSAL ( need to be uploaded in website)**

**Name of the Assignment:**

Sl.No	Particular	Amount INR	Max Ceiling ( INR)
1	Total Professional Fees (FIN-3)		840000.00
2	MIS Development Cost		20000000.00
3	Training & IEC		50000000.00
4	Administrative Cost		120000.00
<b>A</b>	<b>( Total 1+2+3+4)</b>		
Exclusive of cost			

**FIN-3**  
**PROFESSIONAL FEE RATES**

SL NO	NAME OF THE PROFESSIONAL	POSITION	Input Month	MONTH SALARY INR	TOTAL INR
	<b>SUB TOTAL</b>				
	<b>PROFESSIONAL FEE INR</b>				

Jharkhand Women Development Society (JWDS),  
 Department of Women, Child Development & Social Security (DWCDSS),  
 Govt. of Jharkhand  
 Address: Directorate of Social Welfare, 2nd Floor, Engineers' Hostel,  
 Sector-III, Dhurwa, Ranchi  
 Attn: Project Director, Tejaswini  
 Tel: 0651-2400749  
 Fax: 0651-2400893  
 E-mail: [dsw\\_jharkhand15@yahoo.com](mailto:dsw_jharkhand15@yahoo.com), [jwds.jhar@gmail.com](mailto:jwds.jhar@gmail.com)

