

**UT Administration of  
Dadra & Nagar Haveli and Daman & Diu  
Social Welfare Department, Collectorate, Moti Daman  
Daman**

No.SW/CPS/DMN/RFP/2020-21/185

Date : 25/01/2021

**e-Tender (Online) Invitation Notice  
Request for Proposal (Single Bid System)**

The Department of Social Welfare, Daman invites online tender proposal (Single Bid System) on <http://ddtender.gov.in> form eligible agencies for providing services in connection with setting up of National Helpline for Senior Citizens. This helpline would operate in PPP Mode that sets stands, receive calls Administration that act upon the grievances, the agency has to provide necessary hardware and software and conveyed by the Ministry of Social justice and Empowerment , New Delhi for managing the call center. All the fund will be provided by the ministry of Social Justice and Empowerment, New Delhi for implementation f the Scheme. The approximate expenditure would be as under:

(in Lakh)

Scheme	Total Fund (Recurring & Non-Recurring)
Senior Citizen Helpline	36.72


Published Date	25/01/2021,
Bid Document Download / Sale Start Date	25/01/2021,
Pre-bid meeting	29/01/2021, time will inform by department as per registration received
Bid Submission Start Date	25 /01/2021,
Bid Submission End Date	09/02/2021,
Bid Opening Date	10/02/2021,

Notes:

- 1) Tender document may be downloaded from <https://ddtenders.gov.in/nicgep/app>
- 2) Bids shall be submitted ONLINE only at <https://ddtenders.gov.in/nicgep/app> manual bids / hard copies shall not be accepted.
- 3) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document
- 4) All the pages should be signed with date and numbered by the bidder



- 5) List of documents to be submitted online:
1. Doc 1: Profile of organization
  2. Doc 2: Profile of CEO/Head of Organization
  3. Doc 3: Income tax Return for FY 2017-18, FY 2018-19. Income tax return for FY 2019-20 may also be submitted if already filed.
  4. Doc 4: Audited accounts of FY 2017-18, FY 2018-19 and FY 2019-20. In case accounts for FY 2019-20 are not yet audited, provisional accounts for FY 2019-20 may be submitted.
  5. Doc 5: Audit report of FY 2017-18, FY 2018-19 and 2019-20
  6. Doc 6: ISO 27001:2013 certificate (if any)
  7. Doc 7: ISO 9001:2008 / COPC 2014 certificate (if any)
  8. Doc 8: Relevant work award letters for information provided in the bid document
  9. Doc 9: Documents related to experience of similar work in Government sector
  10. Doc 10: Registration certificate, PAN, GST Certificate, TAN, 80G, 12A, etc.
  11. Doc 11: Tender Checklist (Annexure V)
    - a. Doc 12: Tender Acceptance Letter (Annexure IV)
- 6) The Competent Authority in the UT Administration & Ministry of Social Justice & Empowerment reserves the right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof for further details . correspondence can be made on email id [icpsswd@gmail.com](mailto:icpsswd@gmail.com) and [socialwelfareaman@Yahoo.com](mailto:socialwelfareaman@Yahoo.com)

  
 (Rakesh Das, DANICS)  
 Deputy Secretary,  
 Social Welfare Department,  
 Dadra & Nagar Haveli and Daman & Diu  
 Tele: 0260-2230085  
 email:icpsswd@gmail.com

Copy to:-

1. Chief publicity officer, Daman for wide publicity in leading news paper
2. Director (IT), Daman with a request to publish the same on the official website of Daman.
3. Copy to all H.O, Daman for wide publicity

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Chapter	Items
1.	Request for Proposal ( Single Bid System)
2.	Scope of work
3.	Operational Standard for the Integrated Helpline
4.	Pre-Qualification / Eligibility Criteria
5.	Timelines for the project
6.	Performance Guarantee
7.	Key Components of the Model
8.	Service Level Agreement (SLAs)
9.	Instruction for Online Bidder submission
10.	Tender Acceptance Letter