EOI (Expression of Interest) for Selection of an agency for Social Media Management
# Table of Contents

1 BACKGROUND ........................................................................................................................................... 4

1.1 MINISTRY OF WOMEN AND CHILD DEVELOPMENT ........................................................................... 4

ABOUT THE MINISTRY .............................................................................................................................. 4-6

SCHEMES UNDER THE MINISTRY – WOMEN ......................................................................................... 7

SWADHAR .................................................................................................................................................... 7

WORKING WOMEN HOSTEL ...................................................................................................................... 7

SUPPORT TO TRAINING AND EMPLOYMENT PROGRAMME FOR WOMEN (STEP) ................................. 7

COMPREHENSIVE SCHEME FOR COMBATING TRAFFICKING – UJJAWALA ........................................ 8

INDIRA GANDHI MATRITVA SAHYOG YOJANA (IGMSY) ............................................................................. 8

RAJIV GANDHI SCHEME FOR EMPOWERMENT OF ADOLESCENT GIRLS (RGSEAB) – SABLAA ............ 8

BETI BACHAO BETI PADHIAO (BBBP) ....................................................................................................... 9

NATIONAL MISSION FOR EMPOWERMENT OF WOMEN (NMEW) ......................................................... 9

SCHEMES UNDER THE MINISTRY – CHILDREN ...................................................................................... 9

INTEGRATED CHILD DEVELOPMENT SERVICES (ICDS) SCHEME ........................................................ 10

THE NATIONAL EARLY CHILDHOOD CARE AND EDUCATION (ECCE) .................................................. 10

MALNUTRITION ...................................................................................................................................... 10

RAJIV GANDHI NATIONAL CREECHE SCHEME .................................................................................... 11

INTEGRATED CHILD PROTECTION SCHEME (ICPS) ............................................................................. 11

RAJIV GANDHI SCHEME FOR EMPOWERMENT OF ADOLESCENT BOYS (RGSEAB) – SAKSHAM .... 11

SCHEME FOR WELFARE OF WORKING CHILDREN IN NEED OF CARE AND PROTECTION .......... 11

2 PROJECT OBJECTIVES ................................................................................................................... 12

3 SCOPE OF WORK ............................................................................................................................. 13

4 PERIOD OF ENGAGEMENT ............................................................................................................ 13

5 IMPORTANT DATES / LAST DATE OF SUBMISSION OF EOI PROPOSAL ........................................ 13
Expression of Interest for selection of agency for Social Media Management, Ministry of WCD

7 QUALIFICATION AND SHORTLISTING CRITERIA ............................................. 14
8 DISQUALIFICATIONS ................................................................................. 15
9 GUIDELINES FOR SUBMISSION OF APPLICATION .................................. 17

9.1 LIST OF DOCUMENTS TO BE SUBMITTED ........................................... 18

10 OTHER TERMS & CONDITIONS ................................................................. 18

ANNEXURE -1: FORM 1 – PARTICULARS OF THE BIDDER ............................ 19
ANNEXURE -2: FORM 2 – RELEVANT EXPERIENCE ................................... 20
ANNEXURE -3: FORM 3 – TURN-OVER AND NETWORTH DETAILS .......... 20
ANNEXURE -4: DECLARATION (ON ORGANISATIONS’S LETTER HEAD) ...... 20
1 BACKGROUND

1.1 Ministry of Women and Child Development

The Department of Women and Child Development (WCD) was set up in the year 1985 as a part of the Ministry of Human Resource Development to give the much needed impetus to the holistic development of women and children. With effect from 30.01.2006, the Department has been upgraded to a full-fledged Ministry.

Vision

“Empowered women living with dignity and contributing as equal partners in development in an environment free from violence and discrimination and, well-nurtured children with full opportunities for growth and development in a safe and protective environment”.

Mission

“Promoting safety, social & economic empowerment of women and protection, care and development of children through cross cutting policies, programmes and schemes”.

ABOUT THE MINISTRY

The broad mandate of the Ministry is to have holistic development of Women and Children. As a nodal Ministry for the advancement of women and children, the Ministry formulates plans, policies and programmes, enacts / amends legislation, guides and coordinates the efforts of both governmental and non-governmental organisations working in the field of Women and Child Development. Besides, playing its nodal role, the Ministry implements certain innovative programmes for women and children. These programmes cover welfare and support services, training for employment and income generation, awareness generation and gender sensitization. These programmes play a supplementary and complementary role to the other general developmental programmes in the sectors of health, education, rural development etc. All these efforts are directed to ensure that women are empowered both economically and socially and thus become equal partners in national development along with men.

The Ministry has several attached organisations working under its aegis. They are as follows:
National Institute of Public Cooperation and Child Development (NIPCCD)
NIPCCD, set up in New Delhi in 1966 is devoted to promotion of voluntary action research, training and documentation in the overall domain of women and child development. The Institute, over a period of time, has established four Regional Centres at Guwahati, Bangalore, Lucknow and Indore. The Institute provides training to the functionaries of the Integrated Child Development Services (ICDS) programme and at national and regional level, under the Integrated Child Protection Scheme (ICPS).

National Commission for women (NCW)
The National Commission for Women was set up in 1992 to review the Constitutional and Legal safeguards for women; recommend remedial legislative measures; facilitate redressal of grievances and advise the Government on all policy matters affecting women

National Commission for Protection of Child Rights (NCPCR)
NCPCR was set up in March, 2007 to ensure that all Laws, Policies, Programmes, and Administrative Mechanisms are in consonance with the Child Rights perspective as enshrined in the Constitution of India and also the UN Convention on the Rights of the Child. The Child is defined as a person in the 0 to 18 years age group.

Central Adoption Resource Authority (CARA)
Central Adoption Resource Authority (CARA) is an autonomous body under the Ministry of Women & Child Development, Government of India. It functions as the nodal body for adoption of Indian children and is mandated to monitor and regulate in-country and inter-country adoptions.

Central Social Welfare Board (CSWB)
CSWB was set up in 1953 with the objective of promoting social welfare activities and implementing welfare programmes for women and children through voluntary organisations. The Board has been making concerted efforts for empowerment of women through Family Counselling Centre Programme, Short Stay Home, Awareness Generation Programme Condensed Courses of Education for Adult Women and other Support Services
Rashtriya Mahila Kosh (RMK)
Rashtriya Mahila Kosh (RMK) was established in 1993 for socio-economic empowerment of women. RMK provides loans to NGO-MFIs termed as Intermediary Organisations (IMO) which on-lend to Self Help Groups (SHGs) of women. In addition, RMK also has appointed nodal agencies and franchisees for furthering of its objectives of reaching out to the women beneficiaries with easy access of micro credit for income generating activities.

As a nodal Ministry for the advancement of women and children, the Ministry enacts/amends legislation, formulates plans, policies and programmes, guides and coordinates the efforts of both Governmental and Non-Governmental organisations working in the field of Women and Child Development. The various acts administered by the Ministry are mentioned below:-

Women Related Acts
i. The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
ii. Protection of Women from Domestic Violence Act, 2005
iv. The Commission of Sati (Prevention) Act, 1987
v. The Indecent Representation of Women (Prohibition) Act, 1986
vi. The Dowry Prohibition Act, 1961/1986
viii. Criminal Law Amendment Act 2013 (Enacted by MHA. New provisions penalizing acid attack, sexual harassment, voyeurism and stalking; increased penalty for gang-rape and causing serious injury to victim; Provision for rape expanded and pre-medical treatment to victims)

Child Related Acts
i. Child Marriage Prohibition Act, 2006
ii. The Protection of Children from Sexual Offences Act, 2012
iii. The Commissions for Protection of Child Rights Act, 2005
SCHEMES UNDER THE MINISTRY –Women

SWADHAR

Swadhar Scheme was launched in year 2001-02 as a Central Sector Scheme for the benefit of women in difficult circumstances. The objectives of the scheme is

- to provide primary need of shelter, food, clothing and care to the marginalized women/girls living in difficult circumstances who are without any social and economic support
- to provide emotional support and counselling to such women
- to arrange for specific clinical, legal and other support for women/girls in need
- to provide for help line or other facilities to such women in distress.

WORKING WOMEN HOSTEL

The Scheme introduced in 1972-73 as a Central Sector Scheme envisages provision of safe and affordable Hostel accommodation to Working, Single Working Women, women Working at places away from their hometown and for women being trained for employment. Under the Scheme Government provides financial assistance for construction of Hostel / Building on Public Land (75% of the total cost of construction), for rent of hostels run in rented premises. Provision of day care centre for children of the inmates of the Hostel is an important aspect of the scheme.

SUPPORT TO TRAINING AND EMPLOYMENT PROGRAMME FOR WOMEN (STEP)

The STEP Scheme was launched as Central Sector Scheme in 1986-87 with a view to make significant impact on women by upgrading skills for employment on sustainable basis and income generation for marginalized and asset-less rural and urban women especially those in SC/ST households and families below poverty line.

The key strategies include training for skill development, mobilizing women in viable groups, arranging for marketing linkages and access to credit. The scheme covers ten sectors of employment i.e. agriculture, animal husbandry, dairying, fisheries, handlooms,
handicrafts, khadi and village industries, sericulture, waste land development and socio-forestry. The Government of India share is 90% of the cost project.

COMPREHENSIVE SCHEME FOR COMBATING TRAFFICKING – UJJAWALA

Ujjawala is a Comprehensive Central Sector Scheme to combat trafficking, launched on 4th December, 2007. The scheme has five components such as Prevention, Rescue, Rehabilitation and Re-Integration of Victims of Trafficking and Commercial Sexual Exploitation.

INDIRA GANDHI MATRITVA SAHYOG YOJANA (IGMSY)

IGMSY is a conditional cash transfer scheme for pregnant and lactating women introduced in October 2010 as a 100% Centrally Sponsored Scheme for contributing to a better enabling environment by providing cash incentives to pregnant and nursing mothers. The Scheme is being implemented using the platform of ICDS on pilot basis in 53 selected districts across the country. Under the scheme, maternity benefit @ Rs. 6,000 per beneficiary is being provided to pregnant and lactating mothers 19 years and above for two live births.

The objective of this scheme is to improve the health and nutrition status of pregnant & lactating women and infants by;

- Promoting appropriate practices, care and service utilization during pregnancy, safe delivery and lactation;
- Encouraging the women to follow (optimal) IYCF practices including early and exclusive breast feeding for the first six months;
- Contributing to better enabling environment by providing cash incentives for improved health and nutrition to pregnant and lactating mothers.

RAJIV GANDHI SCHEME FOR EMPOWERMENT OF ADOLESCENT GIRLS (RGSEAB) – SABLA

SABLA, a Centrally Sponsored Scheme was introduced in 2010-11 for holistic development of adolescent girls (11-18 years) making them self-reliant by improving their health and nutrition status and facilitating access to learning and public services through various interventions such as Health, Education, Vocational Training and counseling & guidance at AWC. Under Nutrition Girls (14-18 years) are provided supplementary
Nutrition and under Non Nutrition component, out of school AGs (11-18 years) are provided IFA Supplementation, Health Check-up and Referral services, Counselling/Guidance on Family Welfare etc.

**BETI BACHAO BETI PADHAO (BBBP)**

The scheme aims to address the issue of Child Sex ratio (CSR) through a National level strategy focusing on mass campaign for improving CSR and promote education in 100 gender critical districts through multi-sectoral action.

The objective of the scheme is to
- Prevent gender biased sex selective elimination
- Ensure survival & protection of the girl child
- Ensure education of the girl child

**NATIONAL MISSION FOR EMPOWERMENT OF WOMEN (NMEW)**

NMEW was launched by the Government of India on International Women's Day in 2010 with the aim to strengthen overall processes that promote all-round Development of women. It has the mandate to strengthen the inter-sector convergence; facilitate the process of coordinating all the women's welfare and socio-economic development programmes across ministries and departments. The Mission aims to provide a single window service for all programmes run by the Government for Women under aegis of various Central Ministries.

The National Resource Center for Women has been set up which functions as a National convergence center for all schemes and programmes for women. It acts as a central repository of knowledge, information, research and data on all gender related issues and is the main body servicing the National and State Mission Authority.

Poorna Shakti Kendra (PSK) is a model dedicated to helping women access the benefits made available to them through various government programmes. PSKs are operational in three districts in Rajasthan (Pali), Assam (kamrup Metropolitan) and Meghalaya (Jaintia Hills).

**SCHEMES UNDER THE MINISTRY – Children**
INTEGRATED CHILD DEVELOPMENT SERVICES (ICDS) SCHEME

ICDS Scheme one of the flagship programmes of Government of India was launched in 1975. This Centrally sponsored Scheme aims to improve the nutritional and health status of children in the age-group 0-6 years, as well as taking care of pregnant women and nursing mothers. There are 7076 projects and 14 lakh Anganwadi Centres approved by Government of India, across the country. The scheme includes addressing the gaps and challenges with special focus on children under 3 years and Pregnant and Lactating mothers, strengthening and repackaging of services including care and nutrition counseling services, provision for additional Anganwadi Worker-cum-Nutrition counselor etc.

THE NATIONAL EARLY CHILDHOOD CARE AND EDUCATION (ECCE)

The Early Childhood Care and Education for children up to 6 years of age focusses on laying foundation for life long development, for enhancing school readiness and human capital formation. In recognition of the overwhelming need for affordable and quality early childhood care and education the Ministry has moved ahead with the policy to achieve holistic development and active learning capacity of all children below 6 years of age by promoting free, universal, inclusive, enjoyable, joyful and contextualized opportunities for laying foundation and attaining full potential.

MALNUTRITION

Malnutrition means imbalanced nutrition and includes both under nutrition and over-nutrition. The problem is multi-dimensional and inter-generational in nature, the determinants of which include food insecurity, illiteracy and lack of awareness especially in women, access to health services, availability of safe drinking water, sanitation etc. Food and Nutrition Board under the Ministry of Women and Child Development with a country wide set up comprising technical wing at centre, four regional offices with quality control laboratories and 43 committee food and nutrition extension units is responsible for policy guidelines for critical nutrition issues and nutrition coordination and improving the content of nutrition programmes.
RAJIV GANDHI NATIONAL CRECHE SCHEME

RGN Creche Scheme was launched as a Central Sector Scheme in January, 2006 to provide day care facilities to children (age group of 0-6 years) of working and other deserving women belonging to families whose monthly income is not more than Rs. 12,000/-. The Scheme provides supplementary nutrition, health care inputs like immunization, polio drops, basic health monitoring, pre-school education (03-05 years), emergency medicine and contingencies.

INTEGRATED CHILD PROTECTION SCHEME (ICPS)

ICPS was introduced in 2009-10 as a Centrally Sponsored Scheme with the aim to contribute to the improvement in well being of children of difficult circumstances, as well as to the reduction of vulnerabilities to situation and action that lead to abuse, neglect, exploitation, abandonment and separation of children from their families as well as for rehabilitation and reintegration of children in need of care and protection as well as children in conflict with law.

The scheme has been revised with improved financial norms for child maintenance in homes, SAAs, Open Shelters, sponsorship, foster care and after care fund. The Scheme envisages creating a service delivery network, exclusively for child protection.

RAJIV GANDHI SCHEME FOR EMPOWERMENT OF ADOLESCENT BOYS (RGSEAB) – SAKSHAM

The Ministry has recently launched a new Centrally Sponsored Scheme Saksham for holistic development of adolescent boys. The scheme aims at all round development of adolescent boys to make them self-reliant, gender sensitive and aware citizens, when they grow up. In the first phase, the scheme shall cover all adolescent boys (11-18 years) in 20 selected districts from 8 States benefitting nearly 6 lakh adolescent boys annually. ICDS will be utilized for the scheme Saksham

SCHEME FOR WELFARE OF WORKING CHILDREN IN NEED OF CARE AND PROTECTION

This Scheme provides opportunities for non-formal education and formal training to working children to facilitate their entry / re-entry into mainstream education in cases where they have either not attended any learning system or where, for some reasons, their education has been discontinued. The scheme provides support for holistic
development of child workers and potential child workers, especially those with non or ineffective family support such as children of slum, pavement dwellers/drug addicts etc.

This scheme provides opportunities including non-formal education, vocational training, etc, to working children to facilitate their entry/re-entry into mainstream education with a view to preventing their continued or future exploitation.

Note: For more details about the scheme etc., please visit Ministry’s website www.wcd.nic.in

2. PROJECT OBJECTIVES

Social Media has emerged as the fastest growing Information and Communication Technology tool enabling governments to interact with citizens. Considering the importance of women & child related issues in the Country, a need has been felt by the Ministry of WCD to leverage the power and reach of Social Media to disseminate information regarding programmes, policies and rights of women & child to the citizens of India, directly.

The Ministry desires to utilize the social media platforms for creating awareness about the services that are delivered under the schemes & programmes of the Ministry as well as bringing about a change in mind-set and behaviour on issues relating to women and children.

3. SCOPE OF WORK

The scope of work should broadly include to the following:

I. Set up a complete social networking management system for the MWCD and manage the same by deploying requisite number of persons with requisite qualifications and skills-set who can gather, collate and post contents on the social media website under supervision of the MWCD.

II. Creation and Maintenance of Official Facebook, Twitter, Google+, YouTube etc. and any other relevant social media tools which emerges in the due course of time.
III. Enhance audience engagement on all social Media channels through designing and implementing contests, campaigns & promotions, etc. Generate buzz about MWCD activities and engage citizens over MWCD initiatives.

IV. Ensure that the viewership over social media site of the MWCD increases substantially including its outreach.

V. Provide detailed analysis of MWCD's Social Media activities.

VI. Ensure that significant posts made by the public on the MWCD's social networking site is monitored on a real time basis and is brought to the notice of the Ministry on need basis.

VII. Round the clock running of MWCD's social media sites, updating, analysing social media trends, moderation and intervention as and when required.

VIII. Ensure that the response to these posts is provided on the social networking site under the supervision of Ministry.

IX. Prepare and upload a daily / weekly / fortnightly / monthly bulletin on significant developments in the Ministry as well as events/media reports etc. related to the issues dealt by the Ministry.

X. Training, skill up-gradation and capacity building of the officers of MWCD to handle social media sites.

XI. Should have credible contingency plan to effectively handle crisis and emergencies.

XII. Any other works entrusted by MWCD for sensitizing the people through social media Platform.

XIII.

4 PERIOD OF ENGAGEMENT

The agency will be engaged for a period of TWO (2) years

5 IMPORTANT DATES / LAST DATE OF SUBMISSION OF EOI PROPOSAL
Expression of Interest for selection of agency for Social Media Management, Ministry of WCD

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Particular</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Date of publishing EOI document</td>
<td>7 Jan 2015</td>
</tr>
<tr>
<td>2.</td>
<td>Last date for Submission of Pre-Bid Queries</td>
<td>13 Jan 2015 (Upto 5:00 pm)</td>
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<td>3.</td>
<td>Last date for Proposal Submission</td>
<td>21 Jan 2015 (Upto 02:00 pm)</td>
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<td>4.</td>
<td>Date and time for opening of bid</td>
<td>21 Jan 2015 (at 3:30 pm)</td>
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</tbody>
</table>

Address for sending Pre-Bid queries

Pre-Bid queries can be sent online at: kishore.jai@nic.in

Address for Submission of Eol:
Under Secretary- Media,
Ministry of Women & Child Development,
Room No. 310, 3rd Floor, A wing,
Shastri Bhavan,
New Delhi – 110001
Phone : 011-23382743
Website: www.wcd.nic.in

7. QUALIFICATION AND SHORTLISTING CRITERIA

As qualification, the agency must fulfill the following criteria to be eligible to apply. Agencies which do not meet the following qualifying criteria will be rejected at the first stage:

1. The agency should be a firm/company registered/incorporated in India as a Media agency under the Companies Act, 1956.

2. The agency should possess at least 5 years’ experience in the field of developing and implementation of communication/media strategies in the field of social media communication using relevant IT tools at all India level. Out of these, the agency should have the experience of at least two years for working for Central/State Govt/PSUs/Autonomous bodies under Central or State Govt.
3. Turnover of not less than Rs. 5 (Five) crores and a positive net worth during each of the previous 3 years.

4. The agency should have the experience of executing at least 5 projects on development communication for social sector using IT tools in the last FIVE years. Out of which, at least 2 projects should have been executed for Central / State Government / Public Sector Undertaking / Autonomous Bodies under Central or State Govts.

5. The Agency should have at least 25 staff strength and experts having experience and professional qualification. The agency should furnish the complete details of the experts along with an undertaking from the core team of their availability throughout the project period. The core expert team to be deployed for the project should include interalia communication experts with at least 10 years of experience in designing and implementation of communication strategies for public agencies as well as Monitoring & Evaluation Experts as per the requirement. The agency should further should also indicate the no. of experts/manpower to deployed for managing the social media of Ministry.

6. The agency should have the resources to implement quality, coordination and value addition functions to the products and services of the various service providers to produce a comprehensive, seamless and effective communication package.

7. The agency should have a full-fledged office preferably in Delhi/NCR with requisite infrastructure set up to be carried out activities in-house and manpower/creative personnel.

8. DISQUALIFICATIONS

Ministry of Women & Child Development may at its sole discretion and at any time during the evaluation of Proposal, disqualify any Respondent, under the following circumstances:

1. The agency has submitted the proposal documents after the response deadlines;

2. The agency has been involved in litigation that may have an impact of affecting or compromising the delivery of services as required under this Expression of Interest and in the execution of the contract;

3. The agency has made misleading or false representations of facts in the forms, statements and attachments submitted in the Expression of Interest;
4. The agency has exhibited a record of poor performance such as abandoning works, not completing the contractual obligations properly, inordinately delaying completion of projects or financial failures, etc. in any project in the preceding FIVE years;
5. The agency has submitted a proposal that is not accompanied by required documents or is non-responsive;
6. The agency has failed to provide clarifications related thereto, when sought;
7. The agency has been blacklisted by any Central/State Government/ Public Sector Undertaking/Autonomous Organisation under Central/State Government.
8. The agency has submitted more than one Proposal (without withdrawing previous proposals).
9. The agency has submitted a proposal with financial bids.
10. Any form of canvassing and attempt to influence.

9 GUIDELINES FOR SUBMISSION OF APPLICATION

The respondents are expected to examine all instructions, forms, terms, project requirements and other details in the EOI documents. Failure to furnish complete information as mentioned in the EOI documents or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the respondent’s risk and may result in rejection of the response to EOI.

The Respondent shall submit the proposal, giving details as indicated below in hard and soft copy (In CD) in PDF format (in sealed cover as indicated in the EOI), in clearly sealed and marked envelope with following identification:

"Application for Expression of Interest (EOI) For Selection of an Agency for Social Media Management, Ministry of Women & Child Development"

i) Name, address of the Organization/Agency
ii) Details of the contact persons with mobile numbers and email
iii) Statement of purpose in not more than 1500 words
iv) A profile of the agency clearly delineating the domain specific expertise/experience of the agency.
v) Turnover for the last three years as per audited Balance Sheet clearly showing earnings from the communication related activities.
vi) Profile of key persons (core team), of organisations having relevant
domain knowledge who would be assigned with the drawing up and
overseeing the implementation of Social Media Management project
for the Ministry of Women & Child Development, along with
undertaking regarding their availability for the entire period of the
project.

vii) Key achievements of the organization.

viii) Details of experience working with government organisation
especially in social sector, experience of working with international
organisations.

ix) Awards or other recognition given for multimedia communication and
advertising given by Government or Industry Association.

x) Their initial understanding of the nature and scope of the consultancy,
and the resources which they possess that, in their opinion, makes
them particularly suited to execute the consultancy.

For all the bids received before the last date and time of bid submission, the response
and accompanying documentation of the response to the EOI will become the property
of WCD and will not be returned after opening of responses to the EOI. WCD is not
restricted in its rights to use or disclose any or all of the information contained in the
proposal and can do so without compensation to the respondents. WCD shall not be
bound by any language in the proposal indicating the confidentiality of the proposal or
any other restriction on its use or disclosure.

By submitting an EOI, each respondent shall be deemed to acknowledge that it has
carefully read all sections of this EOI, including all forms, annexure hereto, and has fully
informed himself/herself as to all existing conditions and limitations.

The respondents' response will be evaluated as per the requirements specified in the EOI
and adopting the evaluation criteria spelt out in this EOI. The respondents are required
to submit all required documentation in support of the shortlisting criteria specified (e.g.
detailed project citations and completion certificates, client contact information for
verification, profiles of project resources and all others) as required for evaluation.

The response and all correspondence and documents shall be written in English.

The Response to the EOI shall be prepared in accordance with the requirements specified
in this EOI and in the format prescribed in this document for each of the above mentioned
qualifying criteria as proof of having the minimum requirements.

The response must be direct, concise, and complete. All information not directly relevant
to this EOI should be omitted.
In case of discrepancies between the information in the printed version and the contents of the CDs, the printed version of the response will prevail and will be considered as the response for the purpose of evaluation.

**Note:** The Agencies are advised to indicate their responses in the same order as indicated above for easy scrutiny. The Bidder is expected to have their own IT set such an PC’s, connectivity etc. and MWCD will provide for space within the Ministry.

### 9.1 List of Documents to Be Submitted

1. Copy of registration certificate of the company along with Memorandum of Association. In case of firms partnership deed or any other document as a proof of registration with appropriate authority.
3. Work orders / Completion certificate issued by public/private sector organisations supporting the claim of overall continuous experience in the field of communication.
4. Work orders and completion certificate in respect of 2 completed projects undertaken in the last 5 years in the field of social media management.
5. CVs of the Core Team of Experts to be deputed for the project along with certified copies of testimonials and undertaking of their availability for entire period of the project.
6. Proof of awards or other recognitions in the field of multimedia communication and advertising given by government or industry associations.
7. Proof of office in Delhi or NCR or undertaking to set up the same in Delhi/NCR

### 10 Other Terms & Conditions

1. The EOI shall remain valid for a period of Six months after the deadline stipulated for submission. EOI, with a shorter validity period, is liable to be rejected as non-responsive.
2. This EOI is not an offer and is issued with no commitment. WCD reserves the right to withdraw the EOI and change or vary any part thereof at any stage. WCD also reserves the right to disqualify any respondent, should it be so necessary at any stage.
3. WCD reserves the right to withdraw or cancel this EOI if WCD determines that such action is in the best interest of the Government of India.
4. The EOI should be submitted under the signature of the authorized signatory of the agency.

**ANNEXURE -1: FORM 1 – PARTICULARS OF THE BIDDER**

<table>
<thead>
<tr>
<th>SI No.</th>
<th>Information Sought</th>
<th>Details to be Furnished</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Name and address of the bidding entity</td>
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</tr>
<tr>
<td>B</td>
<td>Incorporation status of the Entity (public limited / private limited/ firm, etc.)</td>
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<tr>
<td>C</td>
<td>Year of Establishment</td>
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<tr>
<td>D</td>
<td>Date of registration</td>
<td></td>
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<tr>
<td>E</td>
<td>Details of registration (in case of Company- CIN, In case of firm – PAN)</td>
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<tr>
<td>F</td>
<td>Details of registration with appropriate authorities for service tax and income tax</td>
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<tr>
<td>G</td>
<td>Name, Address, email, Phone nos. and Mobile Number of Contact Person</td>
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</table>
Expression of Interest for selection of agency for Social Media Management, Ministry of WCD

ANNEXURE -2: FORM 2 – RELEVANT EXPERIENCE

<table>
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<th>Relevant project experience</th>
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<tbody>
<tr>
<td>General Information</td>
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<tr>
<td>Name of the project</td>
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<tr>
<td>Client for which the project was executed</td>
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<td>Name and contact details of the client</td>
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<tr>
<td>Project Details</td>
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<tr>
<td>Description of the project</td>
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<tr>
<td>Scope of services</td>
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<tr>
<td>Defined Service levels as per contract</td>
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<td>Outcomes of the project</td>
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ANNEXURE -3: FORM 3 – TURN-OVER AND NETWORTH DETAILS

<table>
<thead>
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<th>Financial Year</th>
<th>Turn-over (in Crores)</th>
<th>Positive Net-worth</th>
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<td>Average Turn-over of last 3 financial years</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ANNEXURE -4: DECLARATION (ON ORGANISATIONS'S LETTER HEAD)

Declaration that the agency has not been blacklisted or penalized by a Government / Semi-government Agency for unsatisfactory performance or conduct in the last five years.

Signature (in full)
Name and Title of Signatory
Name of Firm / Organization
(Company / Organization Seal)