

REQUEST FOR PROPOSAL

For

**Selection of Training Partner for Conducting Self Defense Workshop for Mission
Shakti Women SHG Members**



National Commission for Women

Plot No 21, Jasola Institutional Area

New Delhi 110025

Date: 17th November, 2025

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REQUEST FOR PROPOSAL NOTICE

RFP for Selection of Training Partner for Conducting Self Defense Workshop for Mission Shakti Women SHG Members

NATIONAL COMMISSION FOR WOMEN

Plot No. 21, Jasola Institutional Area, New Delhi – 110025

Email: ds-ncw@nic.in | **Phone:** 011-26944805 | **Website:** www.ncw.gov.in

F. No. 25-34/15/2025/Training Cell-NCW

Date: 17th November, 2025

The National Commission for Women (NCW) invites Request for Proposal from eligible and experienced training organizations for the “**Selection of Training Partner for Conducting Self Defense Workshops for 5000 Mission Shakti Women SHG Members**” in Odisha on pilot basis. Since this assignment is being initiated as pilot in five districts, any future expansion of the projects/target by the Mission shakti Odisha subject to **satisfactory performance by the successful bidders may result in allocation of additional batches as per GFR provision**

1. Objective

The program aims to empower **5000 Mission Shakti Women SHG members** in five districts of Odisha-*Khordha, Keonjhar, Balangir, Cuttack and Puri* through structured **12-day Self-Defense Training Workshops**. The workshops will enhance women’s confidence, physical preparedness, and awareness for personal safety.

2. Scope of Work

The selected Training Partner will:

- Conduct **12-day (4 hours/day)** self-defense workshops across 5 districts.
- Cover **5000 beneficiaries** in total (batch size: 30–40).
- Provide **Self Defense Kits** and **Course Completion Certificates**.
- Maintain attendance, photo documentation, and submit progress reports.
- Submit final district-wise and consolidated reports on completion.

3. Eligibility Criteria

Organizations must:

- Be legally registered and operational for at least 5 years.
- Have minimum 2 years’ experience in skill training and 1 year in self-defense training with Government Institutions.
- Have at least 5 years of continuous experience in conducting training programs in Odisha.

- Have trained a minimum of 500 beneficiaries under Mission Shakti, Odisha.
- Have executed Mission Shakti assignments in the past 3 years with a minimum project value of ₹1 crore.
- Maintain an average annual turnover of ₹1 crore during the last 3 financial years.
- The organization must be registered under both Income Tax Act and Goods and Services Tax Act (if applicable).
- The organization has never been blacklisted or involved in any litigation with any government agency at any point of time.
- Having minimum 10 qualified female trainers as defined in para 4 of the tender document and deploy **minimum 2 qualified female trainers per batch** with self-defense certification and experience.

4. Submission Details

Interested and eligible organizations must download the RFP document from the NCW website www.ncw.gov.in or www.eprocure.gov.in. The eligible applicants may submit their proposals online on the following website www.eprocure.gov.in on or before **9th December, 2025 by 05:00 p.m.**

5. Interested organizations bidder shall furnish an Earnest Money Deposit (EMD) of Rs. 4,60,000/- (Rupees Four Lakh Sixty Thousand only). The EMD shall be submitted in the form of a Demand Draft / Banker's Cheque / Fixed Deposit Receipt / Bank Guarantee from any scheduled commercial bank in favour of **PAO, National Commission for Women**, payable at New Delhi. Bidders registered with **MSME/NSIC/Startups recognized under DPIIT** are exempted from payment of EMD upon submission of valid documentary proof. The EMD shall remain valid for a period of **45 days beyond the bid validity period** of 120 days. The EMD is liable to be forfeited if the bidder: withdraws or modifies the bid during the validity period; or fails to sign the contract or furnish the required Performance Security within the stipulated time after award of contract. The EMD of unsuccessful bidders will be refunded without interest after finalization of the tender. The EMD of the successful bidder will be converted to Performance Bank Guarantee.

6. The selection is based on the technical evaluation detailed at para 6 of the tender document. The approved training cost per participant inclusive of assessment cost including self-defense kit has been fixed at Rs. 4600/- per participant as per following breakup:

Mobilization, Bank Account opening, Aadhaar enrolment, Camp setup cost, and Orientation of 12 hours (in Rs)	Bridge Course in Rs	Self Defense Kit in Rs	Assessment Cost In Rs
1600/-	1512/-	688/-	800/-

RFP for Selection of Training Partner for Conducting Self Defense Workshop for Mission Shakti
Women SHG Members

7. Key Dates

S. No.	Description	Date & Time
1.	Publication of RFP	17.11.2025
2.	Last date for seeking clarifications	28.11.2025 (up to 01:00 PM)
3.	Pre-proposal meeting	28.11.2025, 03:00 P.M. (Conference Hall, NCW)
4.	Proposal submission start	02.12.2025, 05:00 PM
5.	Proposal submission end	09.12.2025, 05:00 PM
6.	Opening of Technical Proposals	10.12.2025, 11:00 AM

8. NCW reserves the right to accept or reject any or all proposals, modify terms, or cancel the process without assigning reasons. All clarifications and amendments will be available only on www.ncw.gov.in or www.eprocure.gov.in

Shivani Dey 17/11/25

(Shivani Dey)

Deputy Secretary

National Commission for Women

Plot No. 21, Jasola Institutional Area, New Delhi – 110025

Detailed RFP Document

RFP for Selection of Training Partner for Conducting Self Defense Workshop for Mission Shakti Women SHG Members

1. Introduction

The National Commission for Women (NCW) invites proposals from eligible organizations to serve as Training Partner for conducting Self Defense Workshops for Mission Shakti Women Self Help Group (SHG) members in Odisha. This initiative is designed to empower women by providing them with essential self-defense skills, thereby enhancing their personal safety, building confidence, and contributing to the creation of a safer society. The program specifically targets women SHG members who face various challenges in their daily lives and seeks to equip them with practical skills to handle emergency situations effectively.

With growing crimes against women and the girl child, it has become imperative to teach self-defense to every woman. The workshop aims to address this critical need by providing comprehensive training that goes beyond basic techniques to include situational awareness, vocal skills development, and the importance of maintaining physical and mental fitness. The program is based on best self-defense practices and techniques recognized globally, adapted to suit the local context and needs of rural and semi-urban women in Odisha.

2. Scope of Work

The selected Training Partner will undertake the responsibility of implementing a comprehensive self-defense training program in five districts in Odisha- *Khordha, Keonjhar, Balangir, Cuttack and Puri*. This includes conducting systematic 12-day workshops with a structured curriculum covering intensive training, delivered systematically over the specified duration. The training partner will be required to train women SHG members across the designated districts with proper venue arrangements, maintaining detailed attendance records, providing course completion certificates, and distributing Self Defense Kits to all participants upon completion of the training program.

2.1 Training Program Overview

Component	Details
Total Training Hours	48 hours
Duration per Day	4 hours
Total Program Days	12 days
Batch Size	32batches of 30 participants and 1 batches of 40 participants per district
Total Beneficiaries	5,000 women SHG members

Component	Details
Districts Covered	Khordha, Keonjhar, Balangir, Cuttack and Puri
Beneficiaries per District	1000 women

2.2 Training Details

2.2.1 Training Curriculum and Methodology

The training program spans 12 consecutive days with each session incorporating warm-up exercises, stretching routines, power drills, body conditioning, and core building exercises. The curriculum progresses systematically from basic defense techniques to advanced scenarios involving multiple attackers. The program covers comprehensive self-defense strategies including fundamental defensive concepts, various striking techniques, defensive strategies against different types of grabs and chokes, and the effective use of common objects for self-protection.

Details of Training

Day	Training Focus
Day 1	360° Defense, Slap Defense, Fight and Flight Response, Stances
Day 2	Punch Defense, Punches and Kicks, Self Defense Situations
Day 3	Elbow Strikes, Grab and Wrist Grab Defense, Front Choke Defense
Day 4	Knee Strikes, Neck Choke from Side Defense, Back Choke Defense
Day 5	Hammer Strikes, Front Bear Hug and Back Bear Hug Defense
Day 6	Multiple Strikes from Multiple Angles, Mouth Grab Defense
Day 7	Dupatta Choke and Hair Grab Defense, Multiple Attackers
Day 8	Side Headlock Defense, Getting Up from Ground, Situational Awareness
Day 9	Push Attacks, Ground Side Choke Defense, Use of Common Objects
Day 10	Rape Choke and Mounted Ground Choke Defense, Revision
Day 11	Defense Against Mouth Grab, Mounted Choke
Day 12	Defense Against Hair Grab from Front and Back

2.2.2 Orientation and Bridge Course

The program for each candidate will cover a total duration of 48 hours, which includes 12 hours of Orientation and 36 hours of a Bridge Course. In addition to the training components, the agency should ensure necessary support services such as mobilization and organizing camp setups to facilitate smooth participation. To promote safety and preparedness, a self-defense kit should be provided to every participant. The agency will also ensure Aadhar enrollment and bank linkages for the trainees who don't have Aadhar.

2.2.3 Target Beneficiaries and Geographic Scope

The program targets 5000 women aged between 18 to 40 years who are members of Self Help Groups under the Mission Shakti program. These beneficiaries represent diverse socio-economic backgrounds and varying levels of education and exposure to self-defense concepts. The training will be distributed across five districts in Odisha, ensuring both rural and urban coverage to maximize impact and accessibility.

2.2.4 Implementation Timeline and Schedule

The implementation will occur over four months from December 2025 till March 2026. Every month 11 batches in each district has to be conducted. Thereby, totaling 1000 participants per district in a span of three months and 5000 participants overall.

To ensure balanced outreach and maximum accessibility, minimum 70% of the training batches will be conducted in rural areas while remaining will take place in urban settings. This distribution acknowledges the predominantly rural nature of the target demographic while ensuring urban participants are not excluded from the program benefits.

3. Eligibility Criteria

- i. Be legally registered and operational for at least 5 years.
- ii. Have minimum 2 years' experience in skill training and 1 year in self-defense training with Government Institutions.
- iii. Have at least 5 years of continuous experience in conducting training programs in Odisha.
- iv. Have trained a minimum of 500 beneficiaries under Mission Shakti, Odisha.
- v. Have executed Mission Shakti assignments in the past 3 years with a minimum project value of ₹1 crore.
- vi. Maintain an average annual turnover of ₹1 crore during the last 3 financial years.
- vii. The organization must be registered under both Income Tax Act and Goods and Services Tax Act (if applicable).

- viii. The organization has never been blacklisted or involved in any litigation with any government agency at any point of time.
- ix. Having minimum 10 qualified female trainers as defined in para 4 of the tender document and deploy **minimum 2 qualified female trainers per batch** with self-defense certification and experience.

4. Instructor Qualifications and Standards

The success of self-defense training programs depends significantly on instructor quality and expertise. Organizations expressing interest must demonstrate capability to deploy qualified and certified self-defense women instructors who possess both technical competence and cultural sensitivity necessary for training women from diverse backgrounds. The instructor team should include **only female trainers** to provide comprehensive perspectives and ensure participant's comfort levels. A team of two instructors should be deployed in each batch.

Instructors must demonstrate proven experience in conducting self-defense training programs and possess the ability to communicate effectively in local languages, ensuring that training content is accessible and comprehensible to all participants.

1. Minimum Educational Qualification: 10th pass (or equivalent)
2. Possess a valid Diploma/Certificate in Judo, Karate, Taekwondo, Wushu, or a similar martial art issued by the Sports Authority of India (SAI)/State Sports Council, or any recognized national/state federation;

Or

Have participated at least at the State-level championship in any recognized martial art discipline and possess prior experience in conducting women's self-defense training;

Or

Be a serving or retired personnel from the Armed Forces or Paramilitary Forces with relevant experience in self-defense or combat training.

5. Deliverables and Reporting Requirements

The training partner will deliver a comprehensive package of services and materials designed to maximize program impact and ensure sustainable skill development among participants. Upon completion of the 12-day training program, all participants will receive official course completion certificates recognizing their achievement and completed skill acquisition.

Each participant will also receive a **Self Defense Kit** containing essential safety tools including pepper spray, stinger, whistle, and safety alarm. These tools serve as practical resources that participants can utilize in real-world situations, extending the program's protective benefits beyond the training period.

Documentation and reporting requirements include maintaining detailed attendance records for all training sessions, producing monthly progress reports that track implementation against

established timelines, and conducting photographic documentation of training sessions for monitoring and evaluation purposes.

5.1 Deliverables

S. No.	Deliverables & Milestones	Timeline	
1.	Pre-Orientation Activities (Beneficiary registration, venue finalization)	Dec 2025	In collaboration with Mission Shakti and district authorities
2.	Phase I Training Implementation (11 batches per district of 30 trainees)	Dec 2025- Jan 2026	1650 participants @330 per district trained in rural/urban mix
3.	Submission of Phase I Reports (Attendance, Photographs, Progress Summary)	Jan 2026	District-wise submission to NCW including photos, attendance, trainer logs
4.	Phase II Training Implementation (Next 11 batches per district comprising of 30 trainees)	Jan 2026- Feb 2026	1650 participants @330 per district trained in rural/urban mix
5.	Submission of Phase II Reports	Feb 2026	District-wise submission to NCW including photos, attendance, trainer logs
6.	Phase III Training Implementation (Next 10 batches per district comprising of 30 trainees and 1 batch of 40 trainees)	Feb 2026- March 2026	1700 participants @340 per district trained in rural/urban mix
7.	Submission of Phase III Reports	March 2026	District-wise submission to NCW including photos, attendance, trainer logs
8.	Self-Defense Kit Distribution	During Days 10–12 of each batch	Must be documented batch-wise with signatures
9.	Assessment and Certificate Distribution	On Day 12 of each batch	Certificates to carry NCW and Training Partner branding

S. No.	Deliverables & Milestones	Timeline	
	(Course completion certificates for all trainees)		
10.	Final District-wise Reports (Training completion data, feedback, photo documentation)	By March 2026	To include impact summary and trainer feedback

5.2 Cost Structure

The approved cost per trainee shall be, inclusive of mobilization, training delivery, materials, and assessment costs including self-defence kit. No additional payments shall be admissible beyond the approved cost norms. Insert detailed breakup activity wise.

S. No.	Details of Activities	Cost of Activities as per Scope of Work mentioned in Terms of Reference	In Rs.
1	Defense Training (Orientation + Bridge Course + Mobilization + Camp Setup Cost + Self-Defense Kit + Assessment Cost)	Average Cost per Participants	4600/-

6. Evaluation Criteria

The evaluation process will assess submissions through a methodology that ensures identification of qualified and capable training partners. The initial stage involves verification of eligibility criteria compliance, with non-compliant submissions being rejected without further consideration.

This assessment covers experience requirements, financial capacity demonstration and legal compliance verification. Qualified organizations will undergo detailed evaluation based on their demonstrated experience, technical capability and organizational strength to determine their suitability for the training program implementation.

Evaluation Criteria and Marking Scheme (Total: 100 Marks)

Sl. No.	Evaluation Head	Sub-criteria / Description	Max Marks
1	Organizational Experience under Mission Shakti, Odisha (Past 3 Years)	Project value ₹1 crore – ₹2 crore → 5 marks, Project value $\geq$ ₹2 crore < ₹3 crore → 10 marks	15

Sl. No.	Evaluation Head	Sub-criteria / Description	Max Marks
		Project value $\geq$ ₹3 crore → 15 marks	
		Beneficiaries trained under Mission Shakti, Odisha – - Beneficiaries trained greater than equal to 500 but less than 1000 → 4 marks - Beneficiaries trained greater than equal to 1000 but less than 2000 → 6 marks - Beneficiaries trained greater than equal to 2000 → 10 marks	10
		Supporting Documents: Copy of Agreement/Work Order defining scope, duration, and value, along with Department reference letter	
			25
2	Organizational Capability and Past Performance	Experience in Skill Training Programs - Greater than equal to 2 years but less than 5 years → 5 marks - Greater than equal to 5 years but less than 7 years → 10 marks - Greater than 7 years → 15 marks	15
		Experience in Self-Defense Training with Government Institutions - Greater than equal to 1 years but less than 2 years → 5 marks - Greater than equal to 2 years but less than 4 years → 10 marks - Greater than 4 years → 15 marks	15
		Average Annual Turnover (last 3 financial years) Greater than equal to 1 crore but less than 2 crore → 2 marks	5

Sl. No.	Evaluation Head	Sub-criteria / Description	Max Marks
		- Greater than equal to 2 crore but less than 3 crore→ 3 marks - Greater than 3 crore→ 5 marks	
			35
3	Experience of Self Defence Training	No. of resource persons qualified as per para 4 of the tender document x 1 mark (subject to a maximum of 20 marks)	20
		No. of Institutes (Govt./private in which training provided) 1 mark per Institute (subject to a maximum of 10 marks)	10
		No. of training types (STT/RPL) - RPL→ 5 marks - STT→ 10 marks	10
			40
TOTAL			100

6.1. The eligibility criteria will be first evaluated as defined in this RFP for each applicant. Detailed technical evaluation will be taken up in respect of only those applicants/agencies, who meet with the prescribed minimum qualifying eligibility criteria as detailed at Para 3 and 4. Applicants securing a minimum of 50 marks or above in the technical evaluation shall be considered eligible for allocation of the target. In case the highest scorer is unable to meet the target as per the timeline specified then the applicant having next highest score will be considered. The target will not be distributed among more than three bidders.

6.2. Evaluation Committee by NCW: The National Commission for Women will constitute an Evaluation Committee for evaluation of Proposal received. The evaluation committee shall evaluate the Technical Proposals on the basis of Proposal's responsiveness to the RFP using the evaluation criteria system specified above. A Proposal shall be rejected if it does not achieve the minimum qualifying eligibility criteria without assigning any reasons. A Technical Proposal may not be considered for evaluation in any of the following cases: (1) The applicant that submitted the Proposal was found not to be legally incorporated or established in India; or (2) the Technical Proposal was submitted offline or in the wrong format; or (3) Incomplete documentation.

7. Instruction to Applicants:

Instructions to Applicants for submitting proposal are as follows:

7.1 The Institutes are invited to submit a Technical Proposal. The Institute shall bear all costs associated with the preparation and submission of its Proposal. The National Commission for Women is not bound to accept any Proposal and reserves the right to annul the selection process at any time prior to award of Contract at its own discretion without thereby incurring any liability or claim by the applicant/ Institute.

7.2 Applicants submitting proposals will not be permitted to alter or modify their proposals after expiry of the deadline for receipt of proposals. Further, the resource persons whose CVs have been submitted along with the proposal shall be used for conducting the training. However, in the event that any trainer is unavailable to provide services due to unforeseen circumstances the replacement trainer shall meet the same criteria as specified under para 4- “Instructor Qualification and Standard.”

7.3 Interested organizations bidder shall furnish an Earnest Money Deposit (EMD) Rs. 4,60,000/- (Rupees Four Lakh Sixty Thousand only). The EMD shall be submitted in the form of a Demand Draft / Banker's Cheque / Fixed Deposit Receipt / Bank Guarantee from any scheduled commercial bank in favour of **PAO, National Commission for Women**, payable at **New Delhi**. Bidders registered with **MSME/NSIC/Startups recognized under DPIIT** are exempted from payment of EMD upon submission of valid documentary proof. The EMD shall remain valid for a period of **45 days beyond the bid validity period** of 120 days. The EMD is liable to be forfeited if the bidder: withdraws or modifies the bid during the validity period; or fails to sign the contract or furnish the required Performance Security within the stipulated time after award of contract. The EMD of unsuccessful bidders will be refunded without interest after finalization of the tender. The EMD of the successful bidder will be converted to Performance Bank Guarantee. The scanned copy of the EMD will be uploaded on the CPP portal and the original is to be sent to the tendering authority before the time of the opening of technical bid.

7.4. Checklist of Documents to be uploaded along with technical proposal:

- Covering letter
- Copy of documents regarding existence of the applicant Organization.
- Copy of PAN and GST registration certificate (if applicable).
- Scanned copy of the EMD
- Undertaking that the applicant organization has never been blacklisted by any authority (State / Central Government or Public Sector Undertaking), and is not in litigation with any such authority.
- CVs of the resource persons showing relevant qualification and experience.

- The applicant organization must submit supporting documents demonstrating previous experience in conducting skill training and self-defense programs in Odisha, including experience gained from assignments implemented under the Mission Shakti framework.

7.5. Format and signing of proposals: Scanned copies of the documents shall be uploaded on the portal. The Proposal shall be signed by the Head of the Organization or a person duly authorized to sign on behalf of the Organization. This authorization shall consist of a written confirmation and shall be attached to the Technical Proposal. The name and position of each person signing the authorization must be given below the signature. Any interlineations, erasures, or overwriting shall be valid only if signed or initialed by the person signing the Proposal. Since this assignment is being initiated as pilot in five districts, any future expansion of the projects/target by the Mission shakti Odisha subject **to satisfactory performance by the successful bidders may result in allocation of additional batches as per GFR provision**

8. Clarifications of RFP Documents:

Applicant may request clarification on any of the RFP documents up to a specified number of days before the submission date NCW will respond by standard electronic means within the period specified.

8.1. Please note that while all the information and data regarding this RFP is, to the best of the Client's knowledge, accurate within the considerations of scoping the proposed agreement, the Client holds no responsibility for the accuracy of this information and it is the responsibility of the Institute to check the validity of data included in this document.

8.2. Interested organizations must submit their proposal demonstrating their capability, experience, and approach to implementing the self-defense training program. The submission should begin with a cover letter on official letterhead clearly stating interest in the program and confirming compliance with all eligibility criteria and terms outlined in this RFP.

8.3. Organizations must provide detailed organizational profiles including registration details, experience summary, previous work in Odisha, previous work with Mission Shakti Odisha and evidence of financial capacity. The technical component should present the organizational approach to project implementation, training methodology understanding, team composition with instructor profiles, and proposed implementation strategy aligned with the specified requirements.

8.4. All supporting documents including registration certificates, tax registrations, experience certificates, financial capacity documents and undertakings regarding legal compliance must be included with the proposal submission.

- **Technical Bid** (including organization profile, registration details, trainer CVs, experience summary, previous work done in Skill Training and Skill Training in Odisha)

9. Payment Terms

9.1. Payments to the selected Training Partner shall be released in three tranches of 30%, 30% and 40% each linked to the approved training targets and deliverables. The first tranche will be released on commencement of the training and the final tranche will be released on certification (passed candidates only). The payment will be made as per the MSDE/Mission Shakti Odisha guidelines.

9.2. All payments shall be made through electronic transfer to the Training Partner's registered bank account upon submission of invoices and verified reports.

9.3. Release of payments shall be subject to satisfactory performance, quality compliance, and verification of bills/vouchers by NCW.

9.4. Statutory deductions such as TDS and applicable taxes shall be made as per prevailing Government norms.

10. Terms and Conditions

10.1. Withdrawal/Amendment to RFP: NCW, at its discretion may extend the deadline for the submission of Technical Proposal by amending the RFP, in which case all rights and obligations of the NCW and applicant subject to the previous deadline shall thereafter be subject to the deadline as extended. At any stage the NCW reserves the right to cancel the process, or amend any of the terms as per the RFP without assigning any reasons what so ever, however no amendment will be made within 7 days before bid closing date. The NCW reserves the right to reject any/all applications without assigning any reasons thereof.

10.2 The bid shall remain valid for 120 days.

10.3. The NCW reserves the right to include any other item in the Scope of Work at any time after consultation. The National Commission for Women reserves its right not to accept bids from agencies resorting to unethical practices or on whom investigation/enquiry proceedings has been initiated by Government Investigating Agencies / Vigilance Cell. The National Commission for Women reserves the right to place an order for the full or part quantities under any items of work under scope of work.

10.4. Conflict of interest: The applicants shall not have a conflict of interest. The applicant found to have a conflict of interest is liable to be disqualified. The selected applicant shall not engage in activities that conflict with the interest of the NCW under the contract and shall be excluded from the continuation of the services under the contract.

10.5. Award of Services: The Competent Authority NCW will issue Letter of Intent (LoI) in favour of applicant who has scored highest composite score. A Letter of Award (the "LoA") shall be issued, in duplicate, by Competent Authority NCW to the selected applicant and the selected Institute shall, within 3(three) days of the receipt of the LoA, sign and return the duplicate copy of the LoA in acknowledgement thereof.

10.6. Intellectual Property rights: All documents and other information collected in pursuance of work order allotted under this RFP shall remain or become the property of NCW. All information collected, analyzed, processed or in whatever manner provided by the Institute to NCW in relation to the services provided shall be the property of NCW.

10.7. Force Majeure: The selected Institute shall not be liable for, forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purpose of this clause, "Force Majeure" means an event beyond the control of the Institute and not involving the Institute's fault or negligence and unforeseeable. Such events may include, but are not restricted to, acts of NCW in its sovereign capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Institute shall promptly notify the Deputy Secretary, NCW in writing of such conditions and the cause thereof. The work under the contract shall be resumed as soon as practicable after such Force Majeure event has come to an end or has ceased to exist.

10.8. Settlement of Disputes

10.8.1. Amicable Settlement: The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof.

10.8.2. Arbitration clause: Any dispute arising during execution of the project will be referred to the Arbitrator duly appointed by the NCW and whose decision will be final and acceptable to all Parties. The place of Arbitration shall be at Delhi only.

10.8.3. Dispute Settlement: Any dispute between the Parties as to matters arising pursuant to this Agreement, which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement, may be submitted by either Party for settlement. If the dispute(s) is not resolved amicably then it shall be referred to arbitration and shall be dealt as per the provisions of the Arbitration Conciliation Act 1996. For all purposes, the Civil Court, Delhi, shall have jurisdiction only in exclusion to any other jurisdiction specified under any other Act.

10.9. Organizations submitting proposals must comply with terms and conditions that safeguard program quality, participant safety, and objective achievement. Training venues should be accessible, safe, and conducive to effective learning.

Quality assurance represents a fundamental requirement, with NCW reserving the right to monitor training sessions and implement corrective measures if quality standards are not maintained. Safety and security of participants during training sessions remains the responsibility of the training partner, requiring implementation of appropriate safety protocols and emergency procedures.

Regular coordination with NCW, including participation in review meetings, progress discussions and program planning sessions. All training materials and methodologies developed under this project shall be jointly owned by NCW and the training partner.

11. Contact Information

All queries and clarifications regarding this RFP should be directed to ds-ncw@nic.in or by telephone to 011-26944896. Additional information and updates will be published on the NCW website at <https://ncw.gov.in>.