

**MINISTRY OF HEALTH & FAMILY WELFARE**  
**National AIDS Control Organization**



Government of India

*National AIDS Control Support Project*

**REQUEST FOR EXPRESSION OF INTEREST**

*For*

**MANAGING THE HELPLINE No 1097**

**EOI NO.:- RITES/MSM/NACP/EOI/03/2018**



*(Procurement Agent)*

*Materials System Management Division*

**RITES Ltd., RITES Office Complex, Annex Building, 4<sup>th</sup> Floor,**

*Plot No.144, Sector 44*

*Gurgaon - 122003, Haryana, INDIA*

**Fax: 91(124)2571659/2571660**

**Tel: 91(124) 2728-450/409/422**

**Email: [rites\\_naco@rediffmail.com](mailto:rites_naco@rediffmail.com)**

## **National AIDS Control Organization (NACO)**

### **REQUEST FOR EXPRESSION OF INTEREST**

**EOI NO.:- RITES/MSM/NACP/EOI/03/2018**

**for**

**MANAGING THE HELPLINE 1097**

Project ID No. ***P130299***

1. This notice follows the General Procurement Notice published in UN Development Business (UNDB) online.
2. The Government of India has applied for a Credit from the World Bank towards the cost of the proposed NACP-IV and intends to apply parts of the proceeds for consultant services. The NACP-IV shall be implemented by National AIDS Control Organization (NACO), Ministry of Health and Family Welfare, Govt. of India.
3. NACO intends to hire the agency for managing the helpline 1097.
4. NACO intends to hire a professional agency for the services. The agency will have to perform the following activities during the project period:
  - Information: to provide general information on HIV /AIDS, cause of infection, prevention, efforts and symptoms, testing, risk behaviours, treatment, cure, lifestyle, STI etc.
  - Counselling: Address issues of resulting stigma, depressions, STI counselling, counselling on HIV/TB co infection treatment etc.
  - Referral (including information on SMS): Referral to ICTCs, ART centres, counselling specialists, Blood Banks, TB centres and STI clinics. Also to special outreach programmes as and when they happen.
  - Complaints/ feedback escalation: Complaints or feedback about specific incidents, ICTC Centres, reports dissatisfactory services.
  - Gather feedback on the quality of the service rendered on the call ( this would be at the end of the conversation with the counsellors, where the call will be transferred to the IVR and the automated Voice response will ask a few questions and the caller can enter the feedback on the system through dialling numbers on the phone)
  - Provide the above services in 12 languages viz Hindi, English, Telugu, Tamil, Malayalam, Kannada, Odia, Marathi, Gujarati, Punjabi, Bengali and Assamese.
  - Setting up a central data centre.
  - Development of web enabled open source CRM, Automatic Call Distributor, Integrated Voice Response system, Knowledge Management system
  - Recruitment of qualified man power to manage the helpline, 24 hours a day, 7 days a week.
  - Training the manpower to enable them to handle incoming calls.
  - Providing management and supervisory support to operate the helpline
  - Provide a transition plan and conduct the transition of the data centre to NACO at the end of operations.

Above scope is indicative only.

5. The contract will be initially for 1 year and is extendable up to another one year with inbuilt annual performance reviews.
6. Monitoring Organization: RITES LTD., GURGAON

7. NACO now invites eligible agencies to indicate their interest in providing the services. The EOI should be sent along with :
  - (i) Agency background and profile of the lead organization and any collaborating organizations, as the case may be.
  - (ii) Experience in implementing projects of similar nature and size preferably in social sector.
  - (iii) A current list of clients and brief description of services performed for them.
  - (iv) Capability Statement including total turnover of the agency along with audited accounts of the last three years.
8. The agencies will be selected in accordance with the Quality- and Cost Based Selection (QCBS) method.
9. Any EOI with inadequate information, or those received after the closing date may not be considered. EOI should be as concise and focused as possible to give evidence of the above requirements, including the experience statement and organization profiles. The short listing will be done on the basis of the above information/documents.
10. A consultant will be selected in accordance with the procedures set out in the World Bank's Guidelines: Selection and Employment of Consultants by World Bank Borrowers (January, 2011 edition). The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's Guidelines, setting forth the World Bank's policy on conflict of interest.
9. Expression of Interest must be delivered in written form to the address given below by 29.08.2018 till 1415 hours in a sealed envelope with clearly mentioning on the envelope "*Expression of Interest for Managing the helpline 1097*". The shortlisted organizations shall be later invited to submit detailed proposals.

**General Manager**  
**rites bhawan-II,**  
MSM - Division 4th Floor,  
Plot No. 144, Sector-44,  
Gurgaon - 122003 (HR)  
E Mail: rites\_naco@rediffmail.com  
Phone: 0124-2728422/409/410  
Fax: 0124-2571659