

The Commissioner Rural Development
Department of Rural Development
Government of Uttar Pradesh
Lucknow



INVITATION FOR EXPRESSION OF INTEREST

The Commissioner Rural Development is considering establishment of a State Helpline in Lucknow in order to enable NREGS households and others to seek assistance from the Office of Commissioner Rural Development and other NREGA Authorities for protection of their entitlements under the Act and also for proper implementation of the Act and the Scheme made under the Act. The Helpline consists of a **toll free number** that will be duly publicized and used by the NREGA households and other individuals and groups to raise their questions, submit their grievances and complaints and seek guidance from the Office of Commissioner Rural Development. On receipt of the calls, it is intended to resolve the grievances by requesting the field level NREGA Authorities to take suitable remedial action and obtain feed-back. Action on each complaint needs to be ensured and pending complaints need to be closely monitored. The operations will run with the use of latest information and communication technology to provide solutions to complainants on a real time basis. The project needs to be completed **within 45 days** from the date of awarding of the contract. The selected vendor should provide operational support for two years. Thereafter, the vendor will provide maintenance support.

Organizations with proven track record in the field of management of Call Centres and Helpline are requested to submit a detailed proposal for the establishment and management of Helpline and Call Centres for NREGS.

Submission of Expression of Interest:

The Expression of Interest (EOI) for selection should be submitted to Shri V.K. Bhagwat, Assistant Commissioner, NREGS, Room No. 1036, The Office of Commissioner Rural Development, Jawahar Bhawan, Lucknow in a sealed cover super scribing "Expression of Interest for Helpline under NREGS" and should reach the above address **within 15 days** of publication of this notice (excluding the date of publication). The Commissioner Rural Development, Government of Uttar Pradesh reserves the sole right to accept or reject any or all EOIs without assigning any reason.

Together with the Expression of Interest the following details should be sent:

Full particulars of the constitution, ownership, organizational structure and main activities of the prospective vendors, including details such as:-

- Names and experience of full time professionals;
- Unabridged annual reports or audited financial accounts for the last three years.
- Names and short CVs of the full time & part time professionals proposed to be involved in the work (the CVs would need to be backed by written commitment of the persons of availability of their service.)
- Details of major assignments undertaken of a similar nature, during the last ten years.

Eligibility:

Reputed organizations having an experience of at least 3 years in establishment and management of Help lines and call centers and a minimum annual turnover of at least Rs.25 lac per year during the last three years will be eligible. Institutions in Government sector are exempted from the eligibility condition regarding minimum annual turnover of Rs.25 lac. Having sector specific experience and in house capability to manage the Helpline and call centers will be an added advantage.

Presentation:

Eligible applicants would be required to make a presentation of their credentials and proposal before a Committee of Officers constituted by Department of Rural Development on **22nd August 2008 at 3 PM at Meeting Hall (10th Floor) in Jawahar Bhawan, Lucknow.** The detailed solution architecture, specification of hardware, software, manpower and other equipment to be used and the calendar of implementation plan (with Gantt Chart) should come out clearly in the presentation.

Clarifications:

For any clarification, Shri V.K. Bhagwat, Assistant Commissioner, NREGS, in the Office of Commissioner Rural Development (**Tel 0522, 2288781**) may be contacted. This notice along with the Terms of Reference for establishment of State Helpline is also available at the official website of the Department (rd.up.nic.in).

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TERMS OF REFERENCE

The Commissioner Rural Development / Commissioner, State Rural Employment Guarantee Scheme, Department of Rural Development, Government of Uttar Pradesh is implementing National Rural Employment Guarantee Scheme in the entire rural area of the State covering 71 Districts, 820 Blocks and 52000 Gram Panchayats. More than 89 lac rural households have been given job cards and 43 lac households were provided employment in the year 2007-08. A total of 102154 projects were completed and Rs.1898 crore was spent during the year.

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2. Minimum features of Helpline to be established:

2.1 Making of Telephone calls by users: The telephone calls need to be made in the languages used by the NREGA workers. The Helpline

should be accessible from privately and government operated landline/mobile telephone lines.

- 2.2 **Reception of calls:** In order to receive the calls and answer them properly, dedicated and trained manpower is the key requirement. People who are well acquainted with the subject should receive the calls, record the call details and provide the response also instantaneously. The persons who receive the calls not only have to be conversant with the subject but also be courteous and patient and must endeavor to satisfy the callers.
- 2.3 **Number of persons making the calls:** The proposed system should have a capacity of handling at least 30,000 calls per month.
- 2.4 **Data entry of calls received:** The complaints should be entered in suitable software using good quality computing hardware. This should be properly stored for retrieval in future and for transmission to other nodes in the network.
- 2.5 **Complaint processing and satisfactory complaint disposal:** Complaints should be processed by authorized persons in a time bound manner. Proper monitoring mechanism needs to be established to ensure that all the complaints are processed without undue delay. Pending complaints should be regularly reviewed for immediate disposal by the competent authorities. The concerned authorities should be regularly reminded regarding pendency of their complaints and a regular list of such authorities where complaints are pending should be published electronically.
- 2.6 **Monitoring of the Helpline System:** A mechanism should be established for monitoring of the Helpline system to find out the quality of performance of the system and the level of satisfaction of the users of the Helpline. An index of satisfaction of callers may be developed and used to evaluate authority-wise the working of the Helpline system.
- 2.7 **Development of knowledge management system for handling the complaints and grievances:** A knowledge management system should be developed to facilitate the call agents who receive the calls to access the knowledge system easily and provide appropriate responses to the callers. This is required to improve the quality and promptness of responses to the callers.
- 2.8 **Requirement of equipment, personnel, publicity and space:** This should be clearly spelt out. Consideration should be given for the need to establish a network of communication system that would connect all the 820 blocks and 71 districts.

3 Deliverables

- 3.1 A network of ICT based and web enabled Help lines should be established that would connect major units of administration such as District and Blocks with the State Helpline. The Helpline should be accessible through telephones as well as internet. The operations should run with the use of latest information and communication technology to provide solutions to complainants on a real time basis.
- 3.2 A detailed proposal should be prepared including tentative cost and time taken for implementation shown in a Gantt chart.
- 3.3 A presentation should be made by eligible applicants of their credentials and proposal before a Committee of Officers on **22nd August 2008 at 3 PM at Meeting Hall (10th Floor) in Jawahar Bhawan, Lucknow**. The detailed solution architecture, specification of hardware, software, manpower and other inputs to be used and the calendar of implementation plan (with Gantt Chart) should come out clearly in the presentation.
- 3.4 The project needs to be completed **within 45 days** from the date of awarding of the contract. The selected vendor should provide operational support for two years. Thereafter, the vendor will provide maintenance support.
- 3.5 A Bank Guarantee of an amount fixed by the Commissioner Rural Development Should be furnished by the selected vendor.