

Ministry of Health & Family Welfare  
National AIDS Control Organization

Through

**rites limited**  
**(Procurement Agent)**

Materials System Management Division  
rites Office Complex, Annex Building, 4<sup>th</sup> Floor,  
Plot No.144, Sector 44, GURGAON, INDIA

**Dated:12.10.2018**

**Corrigendum No. 1**

**IFB No.: RITES/MSM/NACP/EOI/03/2018**  
**for**  
**MANAGING THE HELPLINE 1097**

The following Corrigendum in the subject REOI are hereby authorized:-

Reference	Existing	Modified
<b>Point 9</b>	<p>Expression of Interest must be uploaded/submitted by 06.09.2018 till 1415 hours</p> <p>REOI document may be downloaded from Central Public Procurement (CPP) portal (<a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a>) prior to the deadline for submission of EOI. The EOI shall be submitted online following the instructions appearing on the screen. To participate in this REOI, it is mandatory for the bidders to get their firms registered with E-Procurement Portal <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a>., using a valid Digital Signature Certificate (DSC) and valid email address. The bidders will be required to submit their EOI online on the e-Procurement Module. After downloading / getting the REOI document, the Bidder should go through them carefully and then submit the documents as asked. The shortlisted organizations shall be later invited to submit detailed proposals.</p>	<p>Expression of Interest must be submitted by 28.10.2018 till 1415 hours</p> <p>REOI document may be downloaded from "<a href="http://www.rites.com">www.rites.com</a>" <a href="http://ritesltd.com/index.php?page=page&amp;id=64&amp;name=ServiceTenders.&amp;mid=72">http://ritesltd.com/index.php?page=page&amp;id=64&amp;name=ServiceTenders.&amp;mid=72</a> prior to the deadline for submission of EOI. The EOI shall be submitted online following the instructions appearing on the screen. Firms /agencies who have already submitted their EOI's against this REOI need not submit their EOI again, however they can modify/withdraw their already submitted EOIs.. Any new agency who wishes to submit their EOI shall submit hard copy of their EOI at the address mentioned in REOI. After downloading / getting the REOI document, the Bidder should go through them carefully and then submit the documents as asked. The shortlisted organizations shall be later invited to submit detailed proposals.</p>

All other terms and conditions of the REOIs shall remain unchanged.

ADDRESS FOR COMMUNICATION:

Group General Manager/MSM, RITES Ltd.,  
rites Office Complex, Annex Building,  
4th Floor, Plot No. 144, Sector 44, Gurgaon – 122003  
(Haryana)-India  
Tel: 0124 2728 422/409/403,  
Fax: 0124 2571659/ 2571660  
E mail: [rites\\_naco@rediffmail.com](mailto:rites_naco@rediffmail.com)

Ministry of Health & Family Welfare

National AIDS Control Organization

Through

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**(Procurement Agent)**

Materials System Management Division

rites Office Complex, Annex Building, 4<sup>th</sup> Floor,

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**Dated: 28.08.2018**

**AMENDMENT No. 1**

**IFB No.: RITES/MSM/NACP/EOI/03/2018**

**for**

**MANAGING THE HELPLINE 1097**

The following amendments in the subject bid document are hereby authorized:-

Sl. No.	Reference	Existing	Modified
1	Point 9	<p>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 <b>"Managing the Helpline 1097"</b>. The shortlisted organizations shall be later invited to submit detailed proposals.</p> <p><b>General Manager</b> <b>rites BHAWAN-II,</b> MSM - Division 4th Floor, Plot No. 144, Sector-44, Gurgaon - 122003 (HR) E Mail: <a href="mailto:rites_naco@rediffmail.com">rites_naco@rediffmail.com</a> Phone: 0124-2728422/409/403 Fax: 0124-2571659</p>	<p>Expression of Interest must be uploaded/ submitted by 05.09.2018 till 1415 hours</p> <p>REOI document may be downloaded from Central Public Procurement (CPP) portal (<a href="https://etenders.gov.in/e procure/app">https://etenders.gov.in/e procure/app</a>) prior to the deadline for submission of EOI. The EOI shall be submitted online following the instructions appearing on the screen. To participate in this REOI, it is mandatory for the bidders to get their firms registered with E-Procurement Portal <a href="https://etenders.gov.in/e procure/app">https://etenders.gov.in/e procure/app</a>, using a valid Digital Signature Certificate (DSC) and valid email address. The bidders will be required to submit their EOI online on the e-Procurement Module. After downloading / getting the REOI document, the Bidder should go through them carefully and then submit the documents as asked. The shortlisted organizations shall be later invited to submit detailed proposals.</p>

All other terms and conditions of the Bid Document shall remain unchanged.

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**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,**

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**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 00.00.2018 till 1600 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)  
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