

Government of Rajasthan
Rural Development & Panchayati Raj Deptt.
(Gr.-3)

No. F 4(9)RD/NREGS/Helpine/08-09

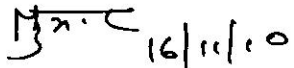
Jaipur, dated:16.11.2010

Corrigendum for Expression of Interest Notice 1/2010

In continuation of our earlier Expression of Interest Notice 1/2010 dated 11.10.2010 which was published in Rajasthan Patrika, Dainik Bhaskar and The Times of India dated 13.10.2010 for empanelment of Service Provider for Design, Development, Testing, Implementation, Maintenance of Integrated Helpdesk cum Information and Monitoring System and Implementation through a Call Centre using Voice, IVRS, Internet, Email, WAP Enabled Mobile Phones for MGNREGA, the following modification may kindly read with the original notice as under:-

Last Date & Time for sale of EOI document	Last date & time for Submission of response to EOI documents	Date and time for opening of response to EOI documents
25.11.10 by 3.00 p.m.	26.11.2010 by 2.00 p.m.	26.11.2010 at 3.00 p.m.

The revised document and other information can be seen on the Department's website www.rdprd.gov.in.


(Tanmmy Kumar)
Commissioner & Secretary, EGS

Government of Rajasthan
Rural Development & Panchayati Raj Deptt.
(Gr.-3)

No. F 4(9)RD/NREGS/Helpline/08-09

Jaipur, dated:11.10.2010

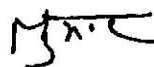
Expression of Interest Notice 1/2010

Department of Rural Dev. & Panchayati Raj (NREGA), invite Bids for expression of interest for empanelment of Service Provider for Design, Development, Testing, Implementation, Maintenance of Integrated Helpdesk cum Information and Monitoring System and Implementation through a Call Centre using Voice, IVRS, Internet, Email, WAP Enabled Mobile Phones for MGNREGA from Government/ Semi Government and other Institutions having in depth knowledge and proven track record. The details of tender fee, EMD, last date and time of submission of bid/ pre bid queries & opening date of Tender are as under:-

Form fee (Non refundable)	Earnest Money	Last date and time for submission of written pre bid queries	Time & Date of Pre Bid conference	Last Date & Time of sale of EOI document	Last date & time of Submission of response to EOI documents	Date and time for opening of response to EOI documents
Rs. 500/-	Rs. 2.00 lacs.	25.10.2010 by 5.00 PM	28.10.10 at 3.00 PM	12.11.10 at 3 p.m.	18.11.2010 at 2.00 p.m.	18.11.2010 at 3.00 p.m.

The document and other information can be download from the Department's website www.rdprd.gov.in after 12.10.2010.

The department is not bound to accept the any or all responses to EOI and may reject any response without assigning any reason thereof. Responses received after the prescribed time and date shall be rejected.



(Tanmay Kumar)
Commissioner & Secretary, EGS

Bid Number - ____

DD No:

Date:

Revised on 16/11/2010

(After Pre-Bid conference)

Expression of Interest

For

“Design, Development, Testing, Implementation, Maintenance of Integrated Helpdesk cum Information and Monitoring System and Implementation through a Call Centre using Voice, IVRS, Internet, Email, WAP Enabled Mobile phones”

For

**Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS),
Rajasthan in phased manner**

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1 INVITATION FOR EXPRESSION OF INTEREST

- 1) NREGA is the flagship programme of the Government that directly touches the lives of the poor in rural area and promotes inclusive growth.
- 2) The National Rural Employment Guarantee Act aims at enhancing the livelihood security of people in rural areas by guaranteeing hundred days of wage-employment in a financial year to a rural household whose able bodied adult members volunteer to do unskilled manual work.
- 3) The National Rural Employment Guarantee Act has been renamed as the Mahatma Gandhi National Rural Employment Guarantee Act after the Father of the Nation on the 1st October, 2009.
- 4) The scheme to implement the Act is popularly known as Mahatma Gandhi National Rural Employment Guarantee Scheme. The scheme covers the entire country with the exception of districts that have a hundred percent urban population.
- 5) Mahatma Gandhi NREGS, Rajasthan is being implemented in all the Panchayats (Gram Panchayat) of Rajasthan. Currently there are 9168 Panchayats in Rajasthan having approximate 90 lakhs registered Job Card holders. The Job cards are issued to a household and not to any individual member of a household. Only adult members of a household are eligible to work and on an average a household consists of 3-4 adult members.
- 6) This is an invitation for submission of Expression of Interest (EOI) by agencies interested in ***“Design, Development, Testing, Implementation, Maintenance of Integrated Helpdesk cum Information and Monitoring System and Implementation through a Call Centre using Voice, IVRS, Internet, Email, WAP Enabled Mobile phones”*** for a Mahatma Gandhi National Rural Employment Guarantee Scheme in Rajasthan.
- 7) The bidder has to implement the Call Centre applications and make it operational to address queries of citizens/workers from all 33 Districts of Rajasthan. The enablement of various types of services/ functionalities on call centre application can be done in phases, which will be finalized at later stage in consultation of RD&PR, GoR.
- 8) The project would involve hiring of a Service Provider (SP) who will provide services for effective implementation of the scheme at various levels. The major activities to be performed by service provider are as follows:
 - a. Develop a Helpdesk cum Information System over a toll free number
 - b. Daily monitoring of Mahatma Gandhi NREGS, Rajasthan progress
 - c. Development of application/modules and integrating the same with their Call Centre application, NREGASoft application, other application of Rural Development Department and State level Call Centre in future, if any, to generate online GIS enabled MIS reports regarding various key information related to Mahatma Gandhi NREGS like no. of persons provided employment, Payment made , number of muster rolls due for measurement, number of muster rolls due for preparation of wage list, number of wage lists due for crediting into the bank accounts etc

- 9) This document should not be construed as Tender / Request for Proposal (RFP) in any form and would not be binding on Department of Rural Development and Panchayati Raj (RD&PR), Government of Rajasthan (GoR) in any manner whatsoever.
- 10) Bidders are advised to study the EOI document carefully. Submission of EOI shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications.
- 11) The EOI document can be downloaded from the website **www.rdprd.gov.in** for which a demand draft for Rs. 500 (Rupees Five Hundred only, non-refundable) drawn in favour of **“Commissioner & Secretary EGS”** and payable at Jaipur, should be submitted to RD&PR, GoR **by 3:00 PM of 25th November 2010**. The second demand draft for the Earnest Money Deposit Rs.2,00,000 (Rupees Two Lakhs only) drawn in favour of **“Commissioner & Secretary EGS”** and payable at Jaipur, should be submitted along with the EOI document to RD&PR, GoR **by 2:00 PM of 26th November 2010**. Please note that the EOI document of a bidder would not be entertained in case the demand drafts are not submitted in time.
- 12) This EOI document is not transferable.
- 13) The financial bid details will be made available at the time of RFP.
- 14) Bidders expressing interest should not have been blacklisted by any Government Authority over the past three years.
- 15) The EOI should not be used by bidders to market their product or services.
- 16) RD&PR, GoR reserves the right to qualify or disqualify any or all application without assigning any reasons.
- 17) RD&PR, GoR reserves the right to update, amend and supplement the information in the EOI document including qualification process at its discretion but before the date of submission of response to EOI as per Annexure B.
- 18) The bidders who are shortlisted for the second stage would need to make a technical presentation to the committee in order to demonstrate the workings of the proposed solutions.
- 19) RD&PR, GoR (will hold a pre-bid meeting in order to clear any doubts the bidder might have regarding the EOI. The questions to be asked in the pre-bid meeting should be submitted in written three (3) days before the scheduled date of the pre-bid meeting. Any questions submitted after that will not be considered by the evaluation committee.
- 20) RD&PR, GoR will not be responsible for infringement of any Intellectual Property Rights in the process of implementing this project.

2 DETAILS OF EOI

2.1 Methodology for Selection of Service Provider

The methodology proposed for selection of Service Provider is as follows:

- a. Stage-1: The constituted committee will evaluate the solution proposed by the bidders in response to this EOI. The Committee may ask for a detailed presentation by various respondents to the EOI. The Committee may also ask for demonstration of the services

at RD&PR, GoR and/or demonstration of the same at the site of implementation. Based on this, the committee will recommend names of short-listed bidders for the second stage of the selection process.

- b. Stage-2: The second stage of the selection process will comprise inviting techno-commercial bids by issuance of request for proposal (RFP) from short-listed bidders. The details of processing the response received from short-listed bidders will be described in the RFP document.

2.2 Earnest Money Deposit (EMD)

An EMD of Rs. 2,00,000 (Rupees Two Lakhs only) in form of a demand draft issued by a Nationalized / Scheduled Bank drawn in favour of “**Commissioner & Secretary EGS**” and payable at Jaipur, should be submitted along with the EOI document. The EMD of the unsuccessful bidders would be returned (without interest) within 30 days of completion of Stage-1. In case of successful bidders, the demand draft would remain with RD&PR, GoR as against EMD of tender which will be returned (without interest) at the satisfactory completion of the assigned jobs. The EMD will be forfeited on account of one or more of the following reasons:

- a) When bidder withdraws from EOI during the period of validity of EOI document;
- b) When bidder do not participate in the subsequent tender process after having been short listed;

2.3 Eligibility Criteria

Before submitting the request, the bidders may ensure that they are meeting the following minimum eligibility criteria:

- 1) The bidder shall be a registered company in India under the Companies Act 1956. The bidder should produce Articles of Association, Bye Laws and certificates for registration.
- 2) An undertaking (self certificate) is to be submitted that there has been no litigation with any Government department/organisation on account of any services during the last three financial years (2007-08, 2008-09, 2009-10).
- 3) An undertaking (self certificate) is to be submitted that the Bidder hasn't been blacklisted/debarred by any Central/State Government department/organization during the last three financial years (2007-08, 2008-09, 2009-10).
- 4) The bidder should have a valid PAN/TAN number from Income Tax department.
- 5) The bidder must have valid Service Tax Registration under Service Tax Act.
- 6) The bidder should have a valid techno-legal government clearance for running call centre operations and shall have valid license for domestic Call Centre (in-bound & out-bound) operations from the Department of Telecommunication (DOT), Government of India (GoI).
- 7) **The bidder's average turnover from ITES including call centre operations in the past three consecutive years (2007-08, 2008-09, 2009-10) should not be less than Rs. 5 (five) crores from Indian client working within the country, but the turnover during**

2009-10 should not be less than Rs. 5 (five) Crores. A certificate to this effect from a Chartered Accountant, in original, must be submitted.

- 8) **The bidder should have at least ISO 9001 or SEI CMM Level 5 or equivalent quality certification.**
- 9) The bidder shall have operational call centre at multiple locations in India. If bidder doesn't have any operational call centre in Rajasthan, than he should establish the call centre in Rajasthan, Jaipur as preferred location, and make it operational within 3 months from the issuance of work order.
- 10) **The bidder shall have call centre at two different locations in India. Each call centre shall have at least 150 operational physical seats (three shift) or 50 seats (one shift) operation capacity with the equal number of operators working with company on its roll during last three years (2007-08, 2008-09, 2009-10). This should be supported by the relevant records of company. One shift should be for minimum 8 hours in a day.**
- 11) The bidder must have in-house ability to develop and support the workflow application and integrate it with the latest NREGASoft application (developed by NIC), other application of Rural Development Department and State level Call Centre in future, if any.
- 12) The bidder must also have capability to support the operations from an alternate centre in case of disaster.
- 13) The bidder shall have prior experience of managing in-bound and out-bound call centre meant for at least two Indian customers working within the country during past three years (2007-08, 2008-09, 2009-10). The combined total billing for each of the project/customer should be **not less than Rs. 75 Lakhs (Rupees Seventy Five Lakhs Only)** for the three financial years i.e. 2007-08, 2008-09, 2009-10.
- 14) The bidder should furnish its standing and goodwill through certificate from its Indian clients to whom services have been provided in the past.
- 15) A successful bidder, as identified through RFP, have to implement the complete system within 3 months from the date of issuance of work order and must sign a Service level Agreement (SLA) with RD&PR, GoR, in order to ensure that quality levels are maintained. SLA document will be available in the RFP. Also the Successful bidder will not sublet, in whole or in part, its rights and obligations to perform under the Agreement to a third party.

The Bidders are requested to furnish required documents for the above clauses as mentioned in Annexure-A. The bids should be submitted as a spiral bound volume along-with the soft copies in CD, with each page numbered and carrying an index of pages of the eligibility criteria. Submission of inadequate or false information would lead to the rejection/disqualification of the respondent from being considered under existing process of the bid. The Department reserves the right to carry out the capability assessment of the bidders and the Department's decision shall be final in this regard.

3 ABOUT THE MAHATMA GANDHI NREGS

National Rural Employment Guarantee Act (NREGA) is a centrally sponsored scheme passed by Government of India in 2005. The scheme guarantees 100 days of employment to rural households. The scheme was renamed as Mahatma Gandhi National Rural Employment Guarantee Scheme in Oct 2009. As one of the flagship schemes of the incumbent government Mahatma Gandhi NREGS covers all the rural districts and villages in the country and has extensive reach and depth upto the grass root level. In the recent budget (2010) allocations by the Govt. of India Mahatma Gandhi NREGS has been made to the tune of Rs.40, 100 Crore.

The Mahatma Gandhi National Rural Employment Guarantee Act, was notified on September 7, 2005 with the following goals:

- To provide a strong social safety net for the vulnerable groups by providing a fall back employment source, when other employment alternatives are scarce or inadequate.
- To be a growth engine for sustainable development of an agricultural economy. Through the process of providing employment on works that address causes of chronic poverty such as drought, deforestation and soil erosion.
- Empowerment of rural poor through the processes of a rights-based Law
- New ways of doing business, as a model of governance reform anchored on the principles of transparency and grass root democracy

The salient features of the act are:

- 1) Adult members of a rural household, willing to do unskilled manual work, may apply for registration in writing or orally to the local Gram Panchayat
- 2) The Gram Panchayat after due verification will issue a Job Card. The Job Card will bear the photograph of all adult members of the household willing to work under NREGA and is free of cost.
- 3) The Job Card should be issued within 15 days of application.
- 4) A Job Card holder may submit a written application for employment to the Gram Panchayat, stating the time and duration for which work is sought. The minimum days of employment have to be at least fourteen days.
- 5) The Gram Panchayat will issue a dated receipt of the written application for employment, against which the guarantee of providing employment within 15 days operates.
- 6) Employment will be given within 15 days of application for work, if it is not given then daily unemployment allowance as per the Act, has to be paid. Liability of payment of unemployment allowance is of the States.
- 7) Work should ordinarily be provided within 5 km radius of the village. In case work is provided beyond 5 km, extra wages of 10% are payable to meet additional transportation and living expenses.
- 8) Wages are to be paid according to the Minimum Wages Act 1948 for agricultural laborers in the State, unless the Centre notifies a wage rate which will not be less than Rs. 60/ per day. Equal wages will be provided to both men and women.

- 9) Wages are to be paid according to piece rate or daily rate. Disbursement of wages has to be done on weekly basis and not beyond a fortnight in any case.
- 10) At least one-third beneficiaries shall be women who have registered and requested work under the scheme.
- 11) Work site facilities such as crèche, drinking water, shade have to be provided.
- 12) The shelf of projects for a village will be recommended by the gram sabha and approved by the zilla panchayat.
- 13) At least 50% of works will be allotted to Gram Panchayats for execution.
- 14) Permissible works predominantly include water and soil conservation, forestation and land development works.
- 15) A 60:40 wage and material ratio has to be maintained. No contractors and machinery is allowed.
- 16) The Central Government bears the 100 percent wage cost of unskilled manual labor and 75 percent of the material cost including the wages of skilled and semi skilled workers
- 17) Social Audit has to be done by the Gram Sabha
- 18) Grievance redressal mechanisms have to be put in place for ensuring a responsive implementation process.
- 19) All accounts and records relating to the Scheme should be available for public scrutiny.

In the first phase, the Act was notified in 200 districts with effect from February 2006 and then extended to additional 130 districts in the financial year 2007-2008 (113 districts were notified with effect from April 1st 2007, and 17 districts in UP were notified with effect from May 15th 2007). The remaining districts have been notified under the NREGA with effect from April 1, 2008

This Act is an important step towards the realization of right to work. It is envisaged that the scheme would help in enhancing rural livelihoods by creating durable assets in rural areas. If the scheme is effectively implemented, it would play a significant role in eradicating poverty.

1. For more information on the Mahatma Gandhi NREGS or Mahatma Gandhi NREGA, please visit www.nrega.nic.in.
2. Bidders should study the Operational Guidelines – 2008 for the NREGA 2005 (available on the above mentioned website). Bidders should ensure that their integrated solution does not deviate from the Operational Guidelines.

4 SCOPE OF WORK

The purpose of this EOI is to develop a helpdesk cum information and monitoring system at State level for providing information to citizens related to Mahatma Gandhi NREGS and monitoring the various processes & outcome of Mahatma Gandhi NREGS like daily employment generation, daily payment made, work completion rate, status of grievances submitted by citizen etc and realization of real time benefits out of scheme. The functional Requirement's are as follows:

1. Helpdesk cum Information system: There is need of “single point of access” for the citizens and other stakeholders to access information related to various processes and to resolve citizen's queries related to various Mahatma Gandhi NREGS processes like job card, work allotment, payment etc. and any specific complaint related to any of these processes using IVRs/SMS/Call Centre Operator/other technology.
 - a. Query Type -1: The queries related to standard processes and standard information about the scheme.
 - i. Registration of household – Job Card
 - New Job Card
 - Duplicate copy of Job Card
 - Modification in existing Job Card
 - ii. Demand for work
 - Application for work
 - Duration & Timings for work
 - Proposed Work list
 - iii. Payment against work application
 - Payment of wages
 - Unemployment allowance
 - iv. Information on latest circular/notification
 - b. Query Type- 2: The queries related to day to day activities, execution of works etc. Such queries may be resolved by leverage the existing database of NREGASoft application, e-Muster Roll, & Call centre internal database which will build up based on daily collection of data from field.
 - i. Status of the application for work submitted by job card holder
 - ii. Status of the payment of wages against the work done by job card holder
 - iii. Job Card details

- Total no. of members registered in job card
 - Total no. of days of employment taken on that job card
 - Total no. of remaining days of employment allowed on that job card
 - Total payment done so far
- iv. Facilitates citizens in resolving their issues/complaints related to following process:
- New Registration under scheme
 - Job Card modification
 - Demand for work – submission of application for work
 - Allocation of work
 - Work execution and verification
 - Payment of wages

2. Monitoring of the Mahatma Gandhi NREGS progress: There is also a need to realize the real time benefits out of scheme.

- a. For effective & efficient implementation of the scheme following statistics will be required on daily/weekly basis from Gram Panchayat (GP) level
- i. No. of active muster Roll in a GP against which work is under progress.
 - ii. Total no. of workers present at each active work site in GP.
 - iii. Muster Roll numbers against which work is completed but Measurement of work is still pending.
 - iv. Muster Roll numbers against which measurement is done but wage List yet to be prepared and to be submitted to Program Officer (PO).
 - v. Muster Roll numbers against which wage list has been prepared and submitted to PO but the payment is still pending.
 - vi. Average wage-rate at Gram Panchayat level
- b. Monitoring of data entry into NREGASoft application and uploading of same into central server – MIS Solution
- i. Daily monitoring of alerts generated online and resolving the same at appropriate level.
 - ii. District-wise monitoring of MIS Feeding and uploading the status on weekly basis.
 - iii. Provide technical guidance to district and block MIS managers related to NREGASoft application

- c. Development of web-based program management dashboard and provide role-based access to EGS officers and concerned officers deputed at district/ block/ Panchayat level. Also integrate it with GIS interface to provide the GIS representation (Drill down up-to village level or zoom enabled features) of various reports/analysis/ field level data captured related to Mahatma Gandhi NREGS.
3. Bidder shall also integrate this helpdesk cum information and monitoring application with the latest NREGASoft application developed by NIC, other application of Rural Development Department and State level Call Centre in future, if any.

To achieve the aforesaid requirements bidders scope must includes handling all types of inbound queries, complaints, requests, outbound calling, and response through phone/SMS/web/email/fax. The Firm shall provide its own CRM, IVRS, ACD & other required systems at their own location. Volume estimation for each type of non-voice query/ complaints may be assessed by bidders based on their industry experience. The empanelled bidder will be required to provide following minimum support for meeting the aforesaid objective.

1. Infrastructure Setup at its location

- a. Organize a toll free number from major service providers to receive calls/sms from public anywhere in the Rajasthan, both from landlines and GSM/CDMA phones to establish a state of the art efficient system of call receipts for seeking information and integrating the same with a software application for generating online reports as per desired formats related to the field level data/statistics of Mahatma Gandhi NREGS.
- b. Provision of a fax number, e-mail address, website (mobile access should also be supported) to receive field level data/statistics related to progress of Mahatma Gandhi NREGS.
- c. Provide telephone with data/voice to respond to the citizens and other stakeholders.
- d. Call Logging should be possible through multiple channels i.e. phone, email, sms, fax, website (mobile access should also be supported) and post and includes both manual and interactive voice response (IVR) options for citizens and other stakeholders with possibility of future upgradation/scalability.
- e. Primarily offer support in English, Hindi, Marwari and offer multiple Indian languages over a period of time – as the need arises.
- f. Create proper infrastructure for effective working of the services on 24 hours by 7 days operations.
- g. Development of IVRS as per the user requirement.
- h. Usage of industry standard call centre solution for lodging the calls/auto response/follow-up as agreed upon by the service provider and user.

- i. Provision for alternate routing to take care of last mile problems like cable cutting etc with one service provider.
- j. Operate out of at least two locations in the steady state for disaster recovery purposes.

2. CRM Application Development

Bidder shall deploy its own Customer Relationship Management (CRM) software, customized as per RD&PR, GoR requirement; to take care of all the services require to be serviced by Agents/IVRS. All other standard application software required to run the Call Centre and meet SLAs shall be developed or provided by the Bidder with an interface provided to the selected users of RD&PR, GoR.

3. Call Centre Operations

- a. On receipt and recording of a call in the database, the concerned official will be sensitized about the call/query/complaint/suggestion. This will be through outbound calls/email/sms/fax. The calls may be aggregated over a pre-decided time period and concerned officials will be sensitized by an outbound call and make a record of it in the database.
- b. Creation and Maintenance of a database for calls received through telephones (both mobile and landline). The bidder will also keep the database of name, address and contact numbers of concerned local officials, and update regularly in co-ordination with departments/users. The ownership of this database would be that of Department of RD&PR, GoR and it shall be made available to GoR including real time viewership as decided by RD&PR, GoR.
- c. The bidder would ensure database security such that it is accessible only to the authorized persons in the country as decided by the department of RD&PR, GoR.
- d. The bidder would ensure that 99% of the calls at any time are recorded into the system. Failure to do so would attract penalty.
- e. The service may be made available to the public on a 24x7 basis.
- f. It shall maintain general information in the database in the form of FAQs. For this, it shall be updating the database on regular basis.
- g. It shall have sufficient numbers of the incoming lines with a facility to terminate additional 10 lines per location.
- h. It shall have capability to logically partition the switching system to avoid interference with other set of users.
- i. It shall be possible to customize the IVRs prompt as per the requirement of RD&PR, GoR or its users.
- j. It shall have Automatic Call Distribution feature based on Skill, Idleness, and utilization of each operator.
- k. It should have facility to log calls after the official timings.

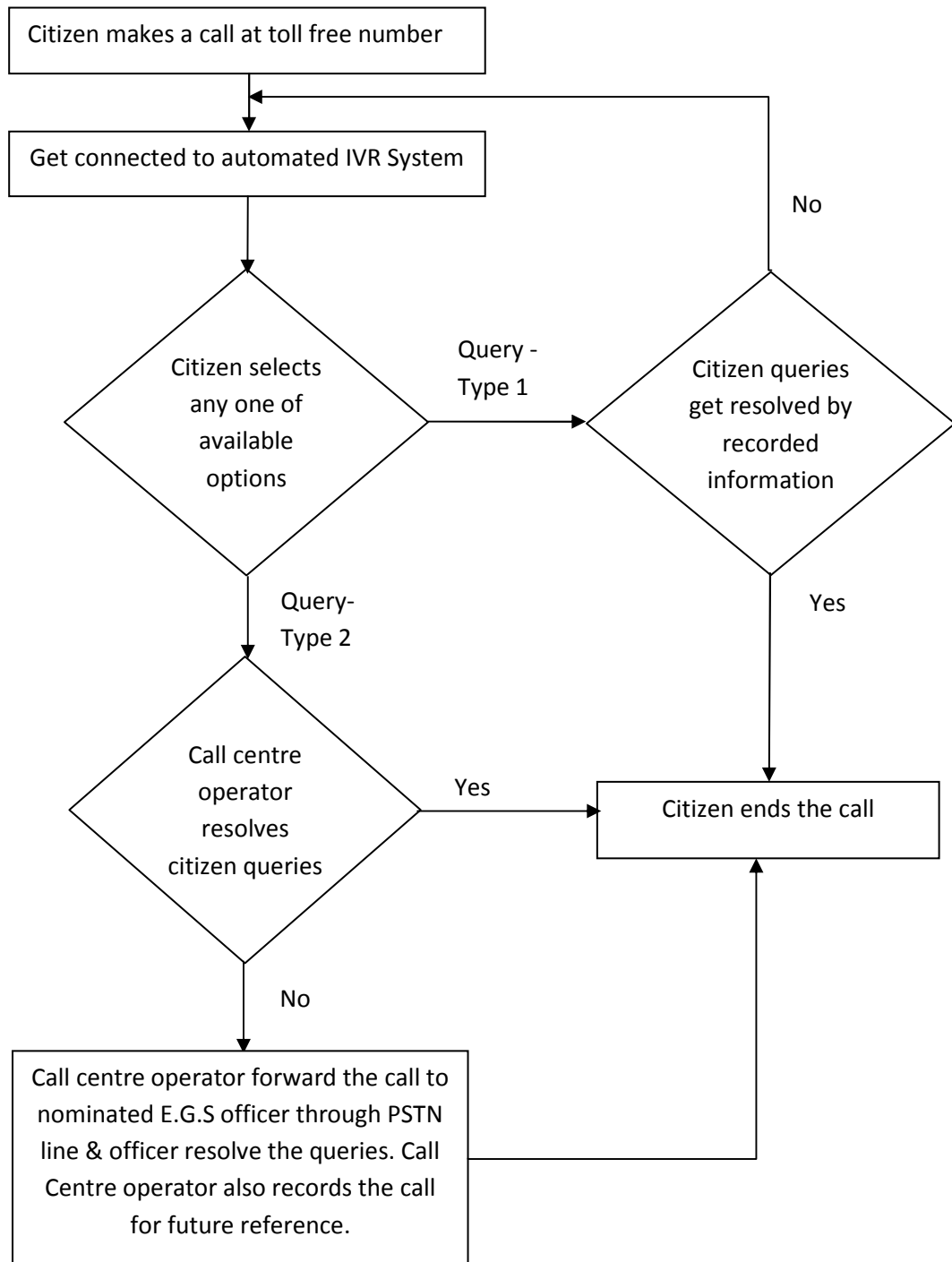
- l. In case the operator is unable to answer the queries, it will be escalated to the experts from client on PSTN lines using call conferencing. The queries and replies given by experts will also be logged into the database. For this, the availability of the outgoing PSTN lines and conferencing facilities are to be arranged by the bidder.
- m. It shall have the facility to host the web portal in public domain which will also support access through mobile.
- n. It is the responsibility of the bidder to co-ordinate for acquiring toll free line.
- o. It shall have an uptime of 99% during the normal working times.
- p. Calls are to be answered within 3 rings with a wait time not more than 5 seconds.
- q. It shall have feature to generate customized MIS reports as per the requirement of department of RD&PR, GoR or its users.
- r. It shall have permanent Internet connectivity to send the MIS reports to the RD&PR, GoR or its users electronically.

4. MIS Reporting

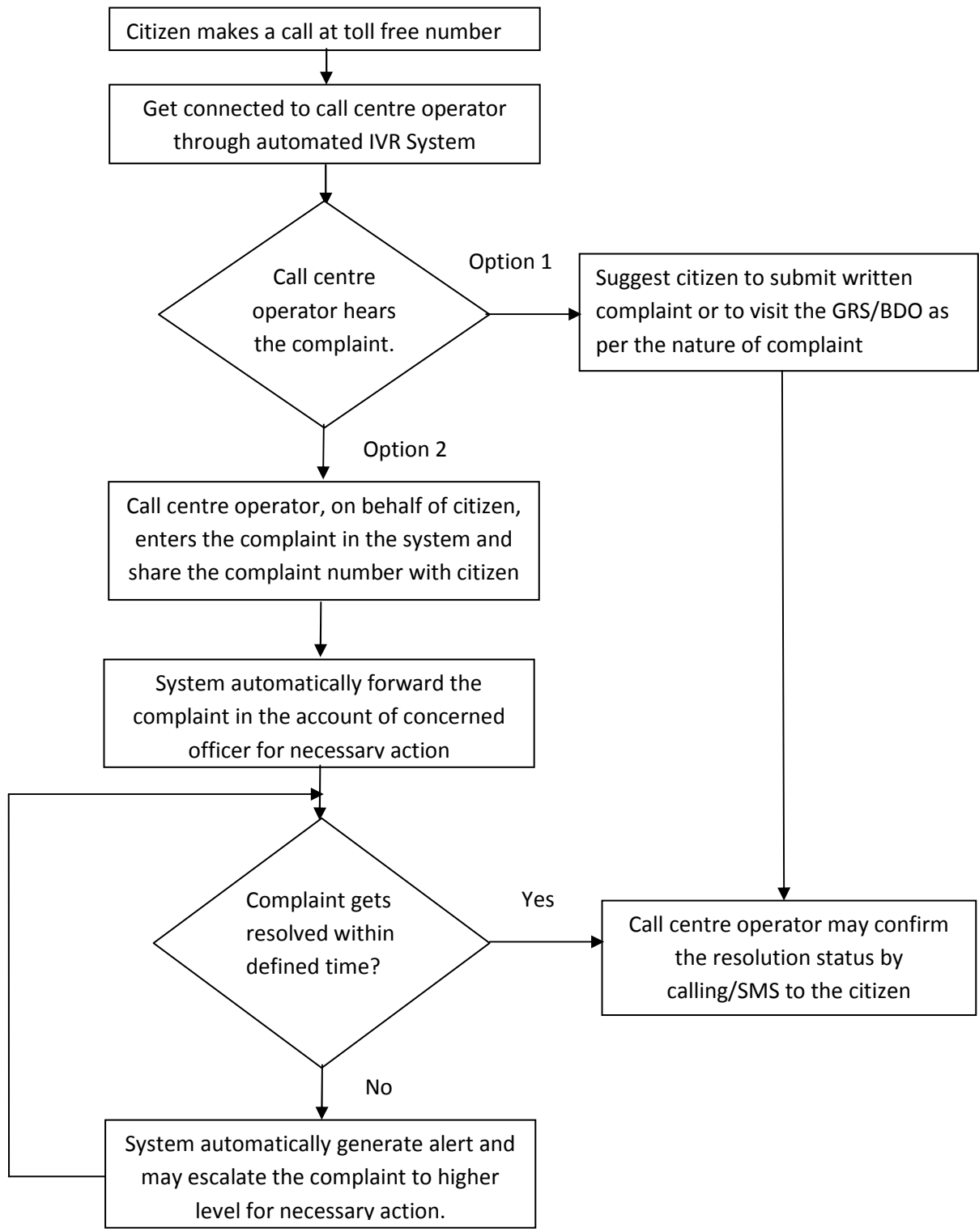
- a. The bidder would submit daily reports of the inbound/outbound calls, number of calls which could not be serviced with reason and other routine reports like open/closed calls, escalation, reminders, call-back etc to RD&PR, GoR.
- b. Depending upon the work load analysis done time to time, the bidder would enhance the number of seats if required.
- c. Provision of user views through SMS/call/email on the quality of response/services being provided.
- d. Reports: The daily, weekly, fortnightly, monthly MIS reports shall include the following but not limited to: report on calls handled, call pending, average duration of calls, min. & max duration of calls, number of instances the operator found busy, calls abandoned due to breakdown, call made/referred to experts.
- e. Analysis of the field level data/statistics captured and reports on the various types of queries received w.r.t. existing process and activities undertaken in Mahatma Gandhi NREGS as directed by the department of RD&PR, GoR.
- f. GIS representation (Drill down up-to village level) of the various field level data/statistics captured and analysis/reports generated.

The flow diagrams of the various processes required to be established at Mahatma Gandhi NREGS Helpdesk cum Information & Monitoring System to fulfill aforesaid requirements are attached below. These flow charts are only for providing better insight on the requirements. Bidders are free to define their own processes and flow diagrams to execute all aforesaid activities. The process maps will be finalized in consultation with the officers of RD&PR, GoR.

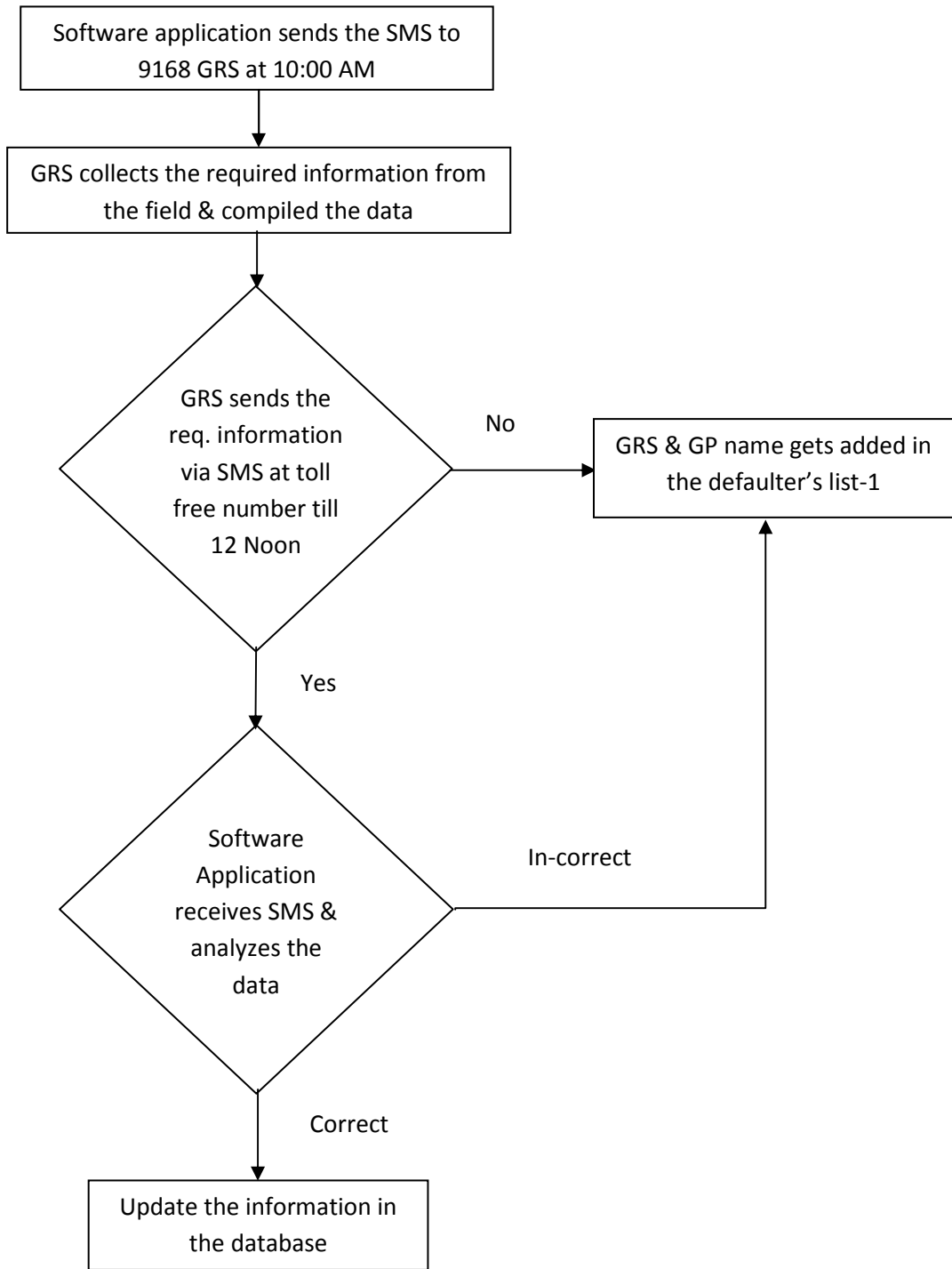
Process Flow Diagram-1: Incoming calls at call centre for queries/information



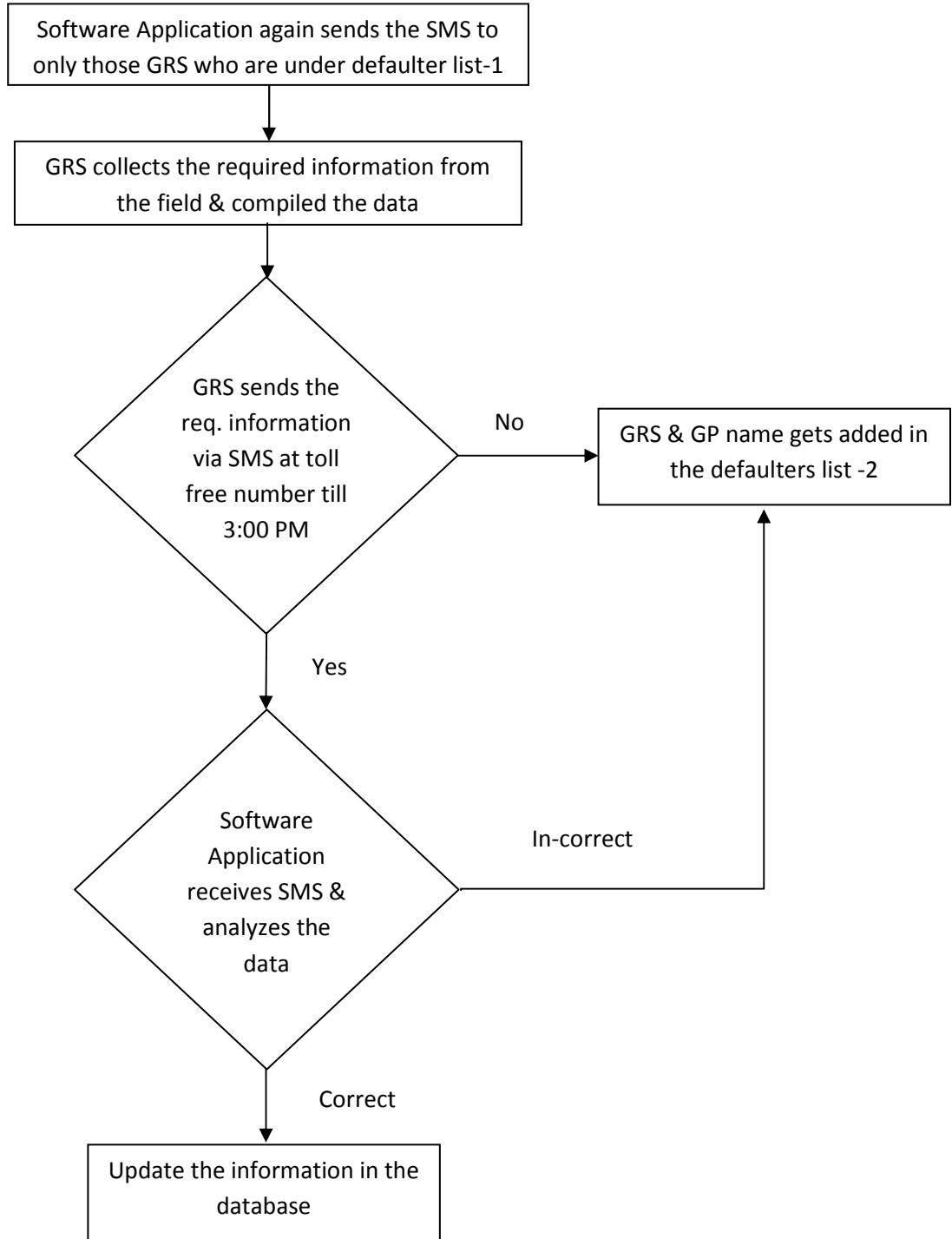
Process Flow Diagram-2: Facilitate citizens in resolving their complaints/issues



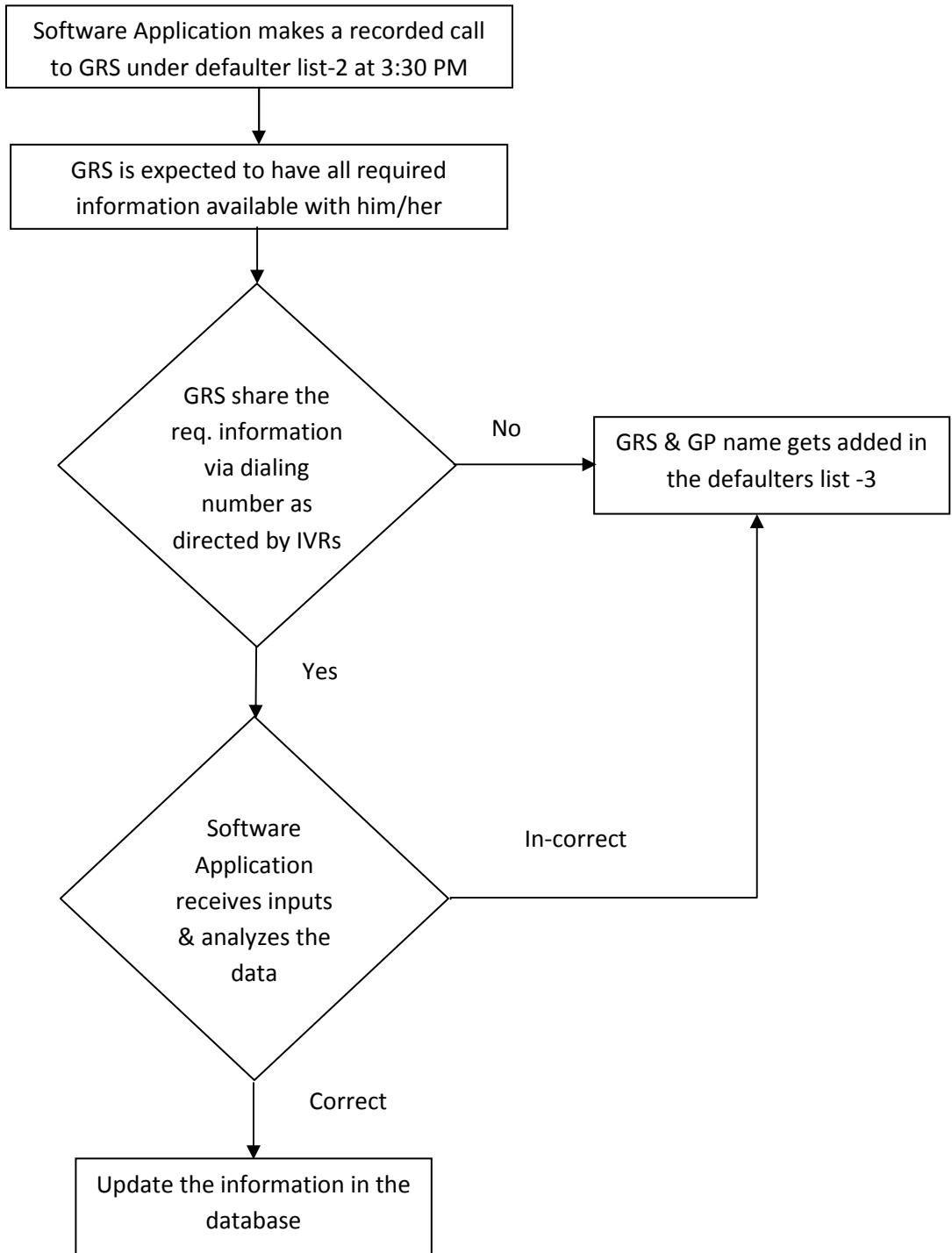
Process Flow Diagram-3: Collection of data from field - Stage-1



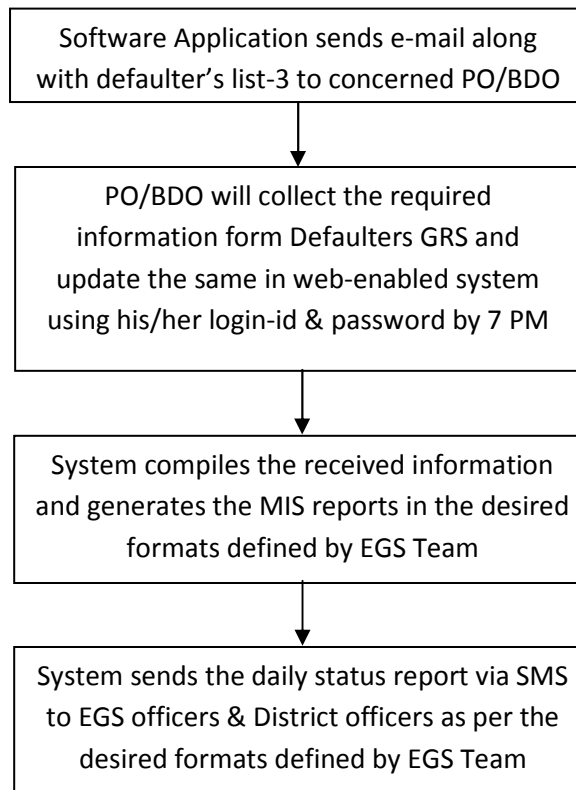
Process Flow Diagram-4: Collection of data from field - Stage-2



Process Flow Diagram-5: Collection of data from field - Stage-3



Process Flow Diagram-6: Collection of data from field - Stage-4



5 CURRENT ENVIRONMENT

- 1) Mahatma Gandhi NREGS has more than 90 lakhs Job Card householder's registered in 9168 Gram Panchayats of Rajasthan at present. A Job card is issued to a householder and not to individual member of a house. On an average each household have 3-4 adult members.
- 2) Currently the Panchayat Raj Institution is having approximate 2 lakhs employee working at different levels - District, Block, Panchayat, which are involved in implementation of Mahatma Gandhi NREGS. They are assisted by approx. 20000 contractual employees for Mahatma Gandhi NREGS implementation.
- 3) The Mahatma Gandhi NREGS is currently being implemented in the country with the help of an application called NREGASoft, which helps in all functions, right from registration of workers into the system to informing the workers of their dues.
- 4) The basic unit of service delivery is the Gram Panchayat (GP) and Village.
- 5) The challenges being faced while implementing the Mahatma Gandhi NREGS in various states in general, and Rajasthan in particular, are
 - a. The lack of awareness about Mahatma Gandhi NREGS in rural areas
 - b. The lack of manpower resources to register workers and process job cards
 - c. The lack of handheld devices for recording worker information and procuring payment details
 - d. The lack of connectivity, which hampers transfer of data
 - e. The lack of clarity on the payment process, including validation of identity of workers and the like.
 - f. Delay in payments to workers
 - g. Manual feeding of data into the database, leading to delays and error prone data

6 Annexure A - Response to EOI

a) General particulars of Firm's to be provided by the bidder:

(The bidder should provide the following particulars along with relevant supporting documentation (in the same order as stated below). Bidders are requested to attach the required certificates/documents with each page numbered and provide the pages reference against the particulars (mentioned in the table below). Also submit CD containing soft copies of all bid documents along with bid.

Also Bidders should ensure that all the Bid papers including this Eoi documents are signed (along with seal) by the Authorized person declared by the bidder.)

S.No	Description	Proof/documents reference
1	Name of the Firm	
2	Address of Office	
3	Telephone	
4	Fax number	
5	e-mail address	
6	Name and designation of the authorized person <i>(Provide authorization letter)</i>	
7	Contact details of authorized person	
8	Year of establishment and constitution of organization <i>(Provide the certificates of registration and Articles of Association)</i>	
9	PAN number	
10	Service Tax registration number	
11	Firm should not have been into any litigation with any Government department/organization on account of similar services over the past three years. <i>(Undertaking by Company Secretary along with seal & signature)</i>	
12	Firm should not been blacklisted/debarred by any Central/State Government department/ organization over the past three years. <i>(Undertaking by Company Secretary along with seal & signature)</i>	
13	Annual Turnover of Firm from ITES including call centre operations in last 3 years (2007-08, 2008-09, 2009-10) from Indian client working within the country. <i>(Original Certificate from a chartered accountant along with seal & signature)</i>	
14	Certificates: ISO 9001 or SEI CMM level 5 or any other quality certificate. <i>(Self attested copy of certificates)</i>	
15	Techno-legal government clearance for running domestic call	

S.No	Description	Proof/documents reference
	centre from Department of Telecommunication, Government of India. <i>(Self attested copy of certificates/license)</i>	
16	Total number of Call Centres in India along with following information of each call centre set-up. <ul style="list-style-type: none"> • location of each centre • year of operationalization of each centre • total no. of physical seats (2007-08, 2008-09, 2009-10) • average no. of agent logins in a day (2007-08, 2008-09, 2009-10) • no. of lines at each centre for call traffic as on date • no. of technical experts as on date – software development • no. of technical experts as on date – technical support for call centre operation <i>(Undertaking by Company Secretary along with seal & signature)</i>	
17	Name of Companies/organizations to whom CRM Solutions are provided by the firm (Provide upto three companies name) <i>(Provide copy of purchase order/agreement indicating year of operations, details of work, billing amount & client details. Also provide the client experience certificates for the same.)</i>	
18	Name of Companies/organization to whom call centre services (in-bound & out-bound) are provided by the firm (Provide upto three companies name) <i>(Provide copy of purchase order/agreement indicating year of operations, details of work, billing amount & client details. Also provide the client experience certificates for the same.)</i>	

b) Technical particulars to be provided by the bidder

The vendor is expected to submit a workable solution for the requirements mentioned in scope of work section. The details of proposed solution should include:

- Solution Architecture (also include process details, flow charts, network diagram etc)
- Specification/Configuration of the hardware required at Call Centre
- Security Architecture including Data Security and Transmission Security
- Software details – modules, process flow, integration with NREGASoft (developed by NIC) and other platform like mobile, web, SMS, IVR etc, security aspect etc.
- Implementation Strategy along with time lines
- Proposed team structure
- Training strategy
- Details on management of quality of data capture

- Complaint escalation matrix
- Strategy to maintain & regularly updating of the database of officials/stakeholders
- Limitation of proposed solution and strategy to handle these limitations
- Strategy to handle cases of fraudulent intentions of the applicants
- Any other statutory clearance/ licenses
- Comments on 'Scope of Work' section
- Any other remarks

c) Verification

- i. We confirm that we will abide by all the terms and conditions contained in the Expression of Interest document.
- ii. All the details mentioned above are true and correct and if department of Rural Development & Panchayati raj, Government of Rajasthan, (RD&PR, GoR) observes any misrepresentation of facts on any matter at any stage, RD&PR, GoR has the right to reject the proposal and disqualify us from the process.
- iii. We hereby acknowledge and unconditionally accept that RD&PR, GoR can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the Expression of Interest and related documents, in short listing of vendors for providing solutions.
- iv. We also acknowledge the information that this response of our Company for the process of Expression of Interest is valid for a period of six months, for the short-listing purpose.
- v. We also confirm that we have noted the contents of the including various documents forming part of it and have ensured that there is no deviation in filing our offer in response to the tender. RD&PR, GoR will have the option to disqualify us in case of any such deviations.
- vi. We understand that the EMD furnished by us may be forfeited:
 - If we withdraw our participation from the EOI during the period of validity of EOI document; or
 - In the case we do not participate in the subsequent tender process after having been short listed;

Place:

Date:

Seal and Signature of the bidder

7 Annexure B – Schedule of Invitation for EOI

S.No	Items of Information	Information
1	Non-Refundable Cost of purchase of this Eoi	Rs. 500 (Rupees Five Hundred only) through demand draft from Nationalized / Scheduled Bank, drawn in favour of “ Commissioner & Secretary EGS ” and payable at Jaipur.
2	Sale of Eoi document	10:00 am to 3:00 pm on all working days starting from 12 th October 2010 till 25 th November 2010. Eoi document is also available for download at the following link: www.rdprd.gov.in However, even when the Eoi is downloaded from website, the Eoi cost is payable as indicated above. In such cases, the Eoi cost in the form of Demand Draft must reach by 3:00 pm of 25 th November 2010. Failure to pay Eoi cost as above will make the response to Eoi as non responsive.
3	Addressee and Address at which EOI can be obtained/ to be submitted	Shri Ram Nivas Mehta, Project Director Cum Deputy Secretary, EGS, Room No -8004, SSO building, Secretariat, Jaipur, Rajasthan Tel: 0141-2227956 Email ID: nrega.raj@gmail.com
4	Last date & time for submission of written queries on EOI document	The queries have to reach before 25 th October 2010 by 5:00 pm through email or by speed post/courier with a subject “ Pre-bid queries regarding Eoi 01/2010 ”
5	Place, date and time for Pre bid conference	On 28 th October 2010 at 3:00 pm, Venue: Room No -8124, SSO building, Secretariat, Jaipur, Rajasthan
6	Last date and time for submission of response to EOI document	Up to 26 th November 2010 by 2:00 pm
7	Place, date and time for opening of response to EOI document	On 26 th November 2010 at 3:00 pm, Venue: Room No -8124, SSO building, Secretariat, Jaipur, Rajasthan
8	Name of the contact person for any queries	Shri N. K. Gupta Additional Commissioner (First), EGS, Room No -8124, SSO building, Secretariat, Jaipur, Rajasthan Tel: 0141-5116614, between – 10:00 am to 3:00 pm
9	Date till which the EOI response should be valid	31 st May 2011.