Institutional Strengthening of Gram Panchayats (ISGP) Project
Panchayats & Rural Development Department
Government of West Bengal
Joint Administrative Building, HC-7, 8th Floor, Wing – B, Sector – III, Bidhan Nagar, Kolkata-700106
Website: www.wbprd.gov.in // E-mail : isgp.wbsrda@gmail.com // Telefax : (033) 2358-2594

No: 67/ISGPP/20E-2(Proc)/90   **Date: 17.01.2014**

Institutional Strengthening of Gram Panchayats (ISGP) Project
Credit No. (4758-IN)

Hiring of Services for Setting up and maintenance of Helpline on GPMS in Panchayats & Rural Development Department

[Package No. WB/ISGP/C/012(R-6)]

Request for Expression of Interest

The Panchayats and Rural Development Department, Govt. of West Bengal, has received a credit equivalent to US$ 200 million from the International Development Association (IDA) towards the cost of the Institutional Strengthening of Gram Panchayats Project (ISGPP) in West Bengal, and it intends to apply part of the proceeds of this credit to payments under the contract for **"Hiring of Services for Setting up and maintenance of Helpline on GPMS in Panchayats & Rural Development Department"**.

1. The ISGP Project now invites eligible firms to indicate their interest in providing the said Services. The firm is expected to:

   a. Setup and maintain a 12x7 Call Centre / Helpline at the P&RD Department in Kolkata to attend to queries and troubleshooting issues related to Gram Panchayat Management System.

   b. The "Agency" would have to provide the outsourced manpower and the technical solutions required for running the Helpline/ Call Centre with a toll free helpline number and handle voice activated queries/complaints/problems and provide answers to Frequently Asked Questions (FAQ) and feedbacks received and it's follow-up over telephone/ SMS/internet.

   c. A dedicated server/ web space of appropriate configuration will have to be provided by the Agency for installation of the Software to be used for processing the Queries/Complaints received at the Helpline and each Helpdesk Officer will have to be provided with a Thin Client/ PC/ Laptop linked to the server. High Speed Internet Connectivity should also be provided as per requirement.

   d. The agency should develop/provide a software having features for voice recording of all complaints/ requests pertaining to GPMS troubleshooting in consultation with the Department, preferably using open source database

software, and modify it to suit the requirements of the Department as and when required.

2. The firm primarily must have:

   a. Minimum 3 (Three) years' experience of establishment and management of large Public/private Corporate Call Centres and Database driven helpline Management.

   b. Minimum annual turnover of Rs.50 lakhs per year during each of the last 3 (Three) financial years in the field of Call Centres and IT Services. Similar work experience with Government Agencies/Public Sector Undertakings and/or in-house capability to manage the Helpline and call centres will be an added advantage.

3. Interested consultants must provide relevant information as per the following table:

Sl No.	Description	Enclosures (Yes/No)	Annexure No.
01	*Name of the firm /Organisation and its registered office*		
02	*Address for the correspondence*		
03	*Status/Constitution of organization*		
04	*Registration under Companies Act*		
05	*At least 3 Years' Experience in Establishment and Management of Information Technology Enabled Services (ITES) and Business Process Out Sourcing (BPO)/Call Centres Services and Solutions for Govt. and corporate clients*		
06	*Service Tax Registration*		
07	*Permanent Account Number (PAN)*		
08	*Currently running setup of Call Centre / Help line for Govt. / Corporate Clients*		
09	*a) Turnover of organization from BPO Operations in each of the last Three Financial Years*		

	b) Turnover of organization from IT Operations in each of the last Three Financial Years		
10	*ISO Certification as Other Service Provider for Running of Call Centre in India*		
11	*Copies of Work Order & Experience Certificate for Scanning & Digitization and Web based MIS Development*		
12	*Details of major assignments undertaken of a similar nature, during the last 3 (Three) years.*		
13	*Whether the company proposed to associate any other firm , if so give details of the other firm.*		

4. The firm will be selected in accordance with the CQS (Selection Based on the Consultants' Qualifications) procedure set out in the World Bank's *Guidelines: Selection and Employment of Consultants by Bank Borrower, January 2011 available at **www.worldbank.org/procure***.

5. Interested firms may obtain further information at the address given below from 10.30 –17.00 hours from Monday to Friday.

6. Expression of Interest (along with information indicating qualification to perform the Services) super scribed "Hiring of Services for Setting up and maintenance of Helpline on GPMS in Panchayats & Rural Development Department" must reach the following address not later than **03 February, 2014 (17.00 hrs.)**.

Procurement Manager
ISGP Project, Panchayats & Rural Development Department,
Joint Administrative Building, 8th Floor, B-wing, Block HC-7, Sector-III,
Salt Lake, Kolkata-700106

7. The EoIs are to be submitted in Hard copy only.

Sd/-
Procurement Manager
ISGP Project