Government of Rajasthan
Rural Development Department
Project :- Rajasthan Grameen Aajivika Vikas Parishad
(3rd Floor, Udyog Bhawan, C-Scheme, Jaipur – 302005, Tel: 0141- 4259914, 2227416,
4259900, Fax- 0141-2227723)

F.9(28)RD/RGAVP/2015/32149 50

Date : 29/04/2016

EOI INVITATION

Rajasthan Grameen Aajivika Vikas Parishad (RGAVP) intends to outsource the services of
technical agency to run the rural BPO in Jhalawar.
EOI and ToR details can be downloaded from our website www.rgavp.org. Proposals must
be submitted not later than 6:00 PM on May 30, 2016.

GM(Procurement)
RGAVP
Expression of Interest for selection of agency for implementing the project "RGAVP BPO in Jhalawar" under Rajasthan Rural Livelihood Project (RRLP)

The Government of Rajasthan is implementing Rajasthan Rural Livelihood Project through Rajasthan Grameen Aajeevika Vikas Parishad, with funding support from The World Bank. The project aims to enhance economic opportunities and empowerment of the rural poor with a focus on women and marginalized groups in 18 targeted districts (Baran, Bhilwara, Bundi, Banswara, Bikaner, Chittorgarh, Churu, Dausa, Dholpur, Dungarpur, Jhalawar, Karoli, Kota, Pratapgarh, n is available at our website www rgavp org.

Expression of Interest are invited from qualified agencies for implementing the project "RGAVP BPO in Jhalawar" under Rajasthan Rural Livelihood Project (RRLP)

The Agencies 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 (published by the Bank May 2004; revised October 2006; and May 2010). The attention of interested Consultants is drawn to paragraph 1.9 of these Guidelines, setting forth the World Bank’s policy on conflict of interest

Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications.

The agencies /institutes must provide information proving that they are qualified and competent to perform the services. Applying agencies should have the following minimum criteria to be selected for consideration:

1. The agency must have experience of working in the BPO sector for minimum three years and it is desirable that it has experience of working in Rural sector.

2. The organization’s standalone/consolidated average annual turnover in each of the immediately preceding three financial years should be INR 3 crores and 50% of this turnover relates to the chosen sector.
Detailed eligibility criteria are listed in Section D of detailed Eol document available at www.rgavp.org.

The interested Agencies / Institutes may obtain further information from our website www.rgavp.org or at the address mentioned below between 9.30 AM to 6.00 PM on any working day. Expression of Interest must be delivered to the address mentioned below by 30/05/2016 by 6.00 PM.

Chief Operating Manager (COM)
Rajasthan Rural Livelihood Project
3rd Floor, Udyog Bhawan,
Tilak Marg, C-Scheme, Jaipur
Phone No.0141-4259914, 2227416, 4259900 Fax-0141-2227723

[Signature]
Chief Operating Manager
DOCUMENTS
FOR
SOLICITING EXPRESSION OF INTEREST (EOI)
FOR

APPOINTMENT OF AGENCY FOR IMPLEMENTING THE
PROJECT "RGAVP BPO IN JHALAWAR" UNDER RAJASTHAN
RURAL LIVELIHOODS PROJECT (RRLP)"

CREDIT NO.: IN

CONTENTS

SECTION-I : DETAILS OF ASSIGNMENT & EXPRESSION OF INTEREST (EOI)
SECTION-II : EOI FORMAT
SECTION – I

DETAILS OF ASSIGNMENT & EXPRESSION OF INTEREST
EOI Format

**CONTENTS FOR SECTION - II**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>Schedule No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Application</td>
<td>Application</td>
</tr>
<tr>
<td>2.</td>
<td>Structured Questionnaire</td>
<td>Schedule-I</td>
</tr>
<tr>
<td>3.</td>
<td>Declaration</td>
<td>Schedule-II</td>
</tr>
</tbody>
</table>

(The Structured Questionnaire contained in Schedule-I are to be submitted by the interested Applicant duly filled in, signed and stamped on each page. This questionnaire is an integral part of EoI and will be used for evaluation)
APPLICATION

Applicant's Name and Address:   
Application Reference:       
Person to be contacted:   
Name:   
Designation:   
Telephone No.:   
E-mail:   

Dated:   

To
State Mission Director,
Rajasthan Rural Livelihood Project,
3rd Floor, B-Block, Yojana Bhawan,
Tilak Marg, C-Scheme, Jaipur (Raj.)

Subject: Expression of Interest (EOI) for ———————————— (name of assignment)
for Rajasthan Rural Livelihood Project (World Bank funded).
Credit No IN

Dear Sirs,

1.0 We, the undersigned Applicant, have read and examined in detail your solicitation of
EOI for the purpose of short-listing of our firm for Appointment of Agency for (name
of assignment) for RRLP (World Bank funded project) being implemented by
RGAVP.

2.0 Structured Questionnaire: We are submitting the Credentials/Information as stipulated
in your aforesaid solicitation of EOI in Schedule-1. In case you require any further
information in this regard, we agree to furnish the same.

3.0 Supporting documents: We have enclosed documents supporting compliance and in
support of the information provided in the Structured Questionnaire

4.0 Declaration: We have enclosed the declaration as per Schedule-2

5.0 Dated this ........................................ day of ........................................ 2015.

Thanking you, we remain

Yours faithfully

Date:

(Signature)

Place:
Schedule - I

Structured questionnaire for appointment of agency for (name of assignment) for Rajasthan Rural Livelihood Project

Applicant's Name & Address:

To,
State Mission Director, RGAVP, Jaipur

Dear Sir,
In support of our Expression of Interest, we furnish herewith Structured Questionnaire, along with other information, as follows:

1. General Particulars of Agency

<table>
<thead>
<tr>
<th>Name of the firm</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Address</td>
<td></td>
</tr>
<tr>
<td>Phone No:</td>
<td></td>
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<tr>
<td>Email id:</td>
<td></td>
</tr>
<tr>
<td>Name of the Contact Person for this EoI</td>
<td></td>
</tr>
<tr>
<td>Phone no. of the Contact Person for this EoI</td>
<td></td>
</tr>
<tr>
<td>Email id of the Contact person for this EoI</td>
<td></td>
</tr>
<tr>
<td>Office/ Branch offices if any in Jaipur</td>
<td></td>
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<tr>
<td>Office/ Branch in Other Districts if any</td>
<td></td>
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</tbody>
</table>

2. Particulars of Agency

<table>
<thead>
<tr>
<th>Date of Firm's establishment</th>
<th></th>
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<tbody>
<tr>
<td>Registration No.</td>
<td></td>
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<tr>
<td>Registration Authority/Act</td>
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<tr>
<td>Validity of Registration</td>
<td></td>
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<tr>
<td>Service Tax Registration No. &amp; Validity</td>
<td></td>
</tr>
<tr>
<td>Empennelment with other Govt./ Govt. undertakings</td>
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<tr>
<td>Type of the Agency</td>
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<tr>
<td>Proprietary Firm</td>
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<tr>
<td>Institute</td>
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<td>Company</td>
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<tr>
<td>Partnership</td>
<td></td>
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<tr>
<td>Number of full time qualified staff</td>
<td></td>
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<tr>
<td>Number of other staff who are semi qualified/unqualified</td>
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<tr>
<td>PAN No.</td>
<td></td>
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<tr>
<td>TAN No.</td>
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</tbody>
</table>

3. Financial Particulars of last three years of the Agency

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Financial Year</th>
<th>Total Turnover</th>
<th>Turnover from the similar assignments, applied for</th>
<th>Turnover from the similar assignments in Rajasthan</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<td>2.</td>
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<td>3.</td>
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</tbody>
</table>
4. Work experience of the agency in last 3 years

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Nature of Assignment</th>
<th>Year of Work Done</th>
<th>Value of assignment</th>
<th>State and Locality where work was done</th>
</tr>
</thead>
</table>

*** Detail citation of work can be provided separately. Please also attach self attested copies of the letters for the above assignments

5. Area of operation -

| Whether the organization is entitled to undertake activities as described in the scope of work above. [If yes, Please refer to specific provision in By-laws and attach highlighted copy.] | Yes/No |
| Duration of presence in Area (Years) |

6. Entitlement for the present assignment

| Whether the organization has provisions to undertake the present assignment in its By-laws or MoA. If yes, Please refer provision in By-laws/MoA and describe | Yes/No |

7. Has the organization been awarded at National/State/District level? National/State/District (If yes, please attach certificate and describe)

8. Has the Agency been blacklisted by any government (Union and/or state) Ministry/Department/Organization/NABARD/CAPART/Multinational donor agency/etc. or any other donor/partner organization in the past? (Declaration on non-judicial stamp of Rs. 10/- as per enclosed Schedule-II)
Draft Term of Reference

for

Hiring an agency for implementing the project "RGAVP BPO in Jhalawar" under Rajasthan Rural Livelihood Project (RRLP).

Section A: Background

The Government of Rajasthan is implementing Rajasthan Rural Livelihood Project through Rajasthan Grameen Aajeevika Vikas Parishad, with funding support from The World Bank. The project aims to enhance economic opportunities and empowerment of the rural poor with a focus on women and marginalized groups in 18 targeted districts (Bharatpur, Bhilwara, Bundi, Banswara, Bikaner, Chittorgarh, Churu, Dausa, Dholpur, Dungarpur, Jhalawar, Karoli, Kota, Pratapgarh.

RGAVP envisages helping rural poor in strengthening their existing livelihoods and in building new livelihoods (wherever possible). The organization also intends to help the community by supporting creation of community-based infrastructural assets for strengthening of their livelihoods.

With this initiative we aim to generate technology driven livelihood opportunities among RGAVP's SHG women through new RGAVP business process outsourcing (BPO) centre by identifying and streamlining the existing processes like check the consistency of MIS data and process voice calling system to check the data flow, devise a system to check and report the cadre payments and report the loopholes, direct transfer of Tranche 1 via MIS and also look for related work which are being outsourced to local agencies like running toll free lines, getting online forms filled, maintain MIS within the various government departments thereby fostering rural development.

This will help our SHG women who have done matriculation to look for BPO and data entry work outside in the open market. At the moment there are three privately run BPO's in the state that employ rural population.

Proposed rural RPO under RGAVP will not only assist in better monitoring of the project, smoothen it's functioning and implementation in the longer run, but will also prepare the SHG women to be better equipped technically to work in the open market.

Section B: Objectives of Assignment
RGAVP is endeavoring to engage 20 SHG women, who have attended a minimum of 25 meetings, are VIII standard pass and have the basic literacy skills to read. We have done a pilot in which 14 women from Jhalawar district were sent for training at a BPO in Jhunjhunu to gauge their skills and aptitude for BPO jobs. The results were positive and that forms the basis of starting this initiative.

These women will work to streamline the Existing MIS system which has inconsistencies like repetition of names, missing telephone numbers and some blank entries. These women working at the BPO will spot the inconsistencies, report to concerned district heads and resolve what they can by making calls and verifying the information with the field staff.

This pilot will aim to build capacity of rural women to work in technology sector like BPO’s, e-mitra Kendra’s, private institutes that need data entry operators and various activities related to outsourcing sectors.

This unit will be set up in Jhalawar district for which the Infrastructure support like premises to set up the BPO, computer sets, servers, telephone lines, furniture and accessories required for setting up the BPO will be provided by RGAVP in consultation with consulting agency. Therefore, RGAVP is looking for taking on board a consulting agency that provides technical support and handholds the center for a maximum period of three years.

Section C: Scope of Work

The expected output from the agency that will be taken on board would be:

1. Training and capacity building of selected women operators, members of SHG of RGAVP to run the BPO, set up entire internal process of BPO to achieve the tasks received from RGAVP or other clients.
2. Set up a data-entry and monitoring processes of Rural BPO that will be backed by a voice calling system to ensure timely reporting and monitoring of data across RGAVP MIS.
3. Assist Rural BPO in devisor
   a. process to ensure the consistency of MIS data and process voice calling system to check the data flow
   b. a system to check and report the community cadre payments and report the loopholes as per the requirement of RGAVP.
c. processes to ensure follow up on CRP rounds and issues related to them like payment, number of rounds etc

d. Checking and follow up on the MCLP and Tranche 2 payments

e. Any other verification/ cross verification, data entry or digitization related task as per need of RGAVP.

4. Depending on the outcome and need as per the expansion of project the agency will assist RGAVP to identify locations beyond Jhalawar (if needed) for setting up other rural BPO infrastructure in order to streamline its data management processes to such centers.

5. Assist RGAVP in sourcing talented human resources from within its SHG women, and train the resources to carry out data management processes in a timely and an efficient fashion.

6. Support RGAVP in identifying other additional outsourceable opportunities within other departments of the State Government as well as other private organizations by studying the nature of the existing workflow and set up internal system to achieve the task

7. Set up systems/procedures for Rural BPO to prepare financial and operational reports as required by RGAVP for client’s performance and strategic reviews.

8. Train women to take up activities outsourced by other government department other than that of RGAVP, like MNREGA, Indira Awas Yojna, RSLDC etc. Work to be taken by Rural BPO includes but not limited to taking calls, making verification calls, updating MIS. This would generate more work and income for the BPO and in turn create employment for our SHG members.

9. Agency will depute sufficient staff to be stationed at location of BPO i.e. Jhalawar to manage the entire operations. The agency’s staff positioned at BPO will work with the project staff to ensure the proper upkeep and maintain the BPO.

10. Agency will provide list of equipments/ ICT tools/ gadgets with detailed configurations required to run the BPO. In addition agency will also provide detailed infrastructural needs essential to operate the BPO.

**Technical Expertise Required**

The agency must have technical competency to design and implement the above tasks with high degree of excellence. The agency must also have professionals with relevant technical background to establish the BPO and make it operational.
Details of Professional Staff who will be associated to this project

<table>
<thead>
<tr>
<th>Name of Staff/ M. No.</th>
<th>Age</th>
<th>Years of experience</th>
<th>Qualification</th>
<th>Number of years associated with the Agency</th>
<th>Brief nature of work done (assignment where the staff has worked with year)</th>
</tr>
</thead>
</table>

Details of Administrative Staff will be assigned to this project

<table>
<thead>
<tr>
<th>Name of Staff</th>
<th>Age</th>
<th>Years of experience</th>
<th>Qualifications</th>
<th>Number of years associated with the Agency</th>
<th>Assignments where the staff has worked with year</th>
</tr>
</thead>
</table>

Section D: Timelines

The agency will enter into a contract with RGAVP for a period of maximum three years extendable on yearly basis.

Section E: Organizational Relationships

The agency will execute the various works of BPO in close coordination with the District Project Management Unit (DPMU), Jhalawar and State Project Management Unit (SPMU) at Jaipur.

Section F: Infrastructure set up

Required infrastructure to set up BPO and its operation will be provided by RGAVP. RGAVP has arranged the required space at Mini Secretariat, Jhalawar. The required tools, equipments and machineries for BPO operations will be procured by RGAVP in consultation with the Consulting agency. Consulting agency is expected to provide expertise on list of needed tools, equipments, gadgets to run the BPO.

Section G: Review of progress – The agency will prepare and submit the quarterly and annual action plan and progress achieved against the target in detail to State Project Management Unit, RGAVP. The progress shall be reviewed by the committee at SPMU/District Project Management Unit. In addition, the consulting agency will be responsible for providing any information required by RGAVP as per the need of RGAVP.
Schedule-II

Declaration

Date:.................

To whom so ever it may concern

I/We hereby solemnly take oath that I/We am/are authorized signatory in the firms/ Agency/ Institute/ Company and hereby declare that "Our firms/ Agency/ Institute/ Company" does not face any sanction or any pending disciplinary action from any authority against our firms/ Agency/ Institute/ Company or partners." Further, it is also certified that our firm has not been blacklisted by any government or any other donor/partner organization in past.

In case of any further changes which affect of this declaration at a later date; we would inform the project accordingly.

Authorized Signatory
(with seal)
Criteria for short listing of agency for the project RGAVP BPO at Jhalawar -
Rajasthan under RRLP

Name of the agency-
Receipt/Inward number-

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Criteria</th>
<th>Maximum Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The organization’s standalone/consolidated annual turnover in each of the immediately preceding two financial years should be equal to or more than 3 crores rupees</td>
<td>25</td>
</tr>
<tr>
<td>2</td>
<td>Organization must be working in rural women’s livelihood development sector through BPO activities as Section 25/charitable trust/Society/private organization</td>
<td>25</td>
</tr>
<tr>
<td>3</td>
<td>Organization must be operational for at least 3 years in tier IV or below regions</td>
<td>20</td>
</tr>
<tr>
<td>4</td>
<td>Organization’s processes must be certified/in the process of being certified as an ISO 9001:2008</td>
<td>15</td>
</tr>
<tr>
<td>5</td>
<td>Experience of the core team in handling similar projects</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>