



SANJEEVINI

Karnataka State Rural Livelihoods Promotion Society
(Department of Rural Development and Panchayat Raj, Govt. of Karnataka)
Karnataka Slum Development Board, N0.55, Abhaya Complex, 4th Floor,
Resaldar Road, Sheshadripuram-560020
Phone No.080-22534800 Fax: 080-22534814
Email:nrlmkarnataka@gmail.com



Notification No: KSRLPS/SP/30/2015-16 AD-2 (Call 1)

RE- Request for Expression of Interest (REOI) for Short listing of BPO Agency to provide Call Center Services for (DDU-GKY) program, KSRLPS

Country : India

Name of Project : National Rural Livelihoods Mission

Implementing Agency: Karnataka State Rural Livelihoods Promotion Society (KSRLPS)

1. BACKGROUND

Karnataka Rural Livelihoods Promotion Society (KSRLPS) is an initiative of Government of Karnataka with an objective to provide livelihoods opportunities for rural communities with special focus on poor. Karnataka Rural Livelihoods Promotion Society under overall Framework of National Rural Livelihoods Mission (NRLM) aims to scale up the Karnataka State Rural Livelihood Mission (KSRLM) mandate is to mobilize 1.18lakhs rural un-employed youth to train and placed them on wage employment in the next three years from 2014-15. KSRLM through the Karnataka Rural Livelihoods Project Society (KSRLPS) aims to enhance social and economic empowerment of the rural poor in Karnataka. This objective is sought to be accomplished by various modes which include - Institution and capacity building, Social Development, Microfinance, Livelihood & Skill Development.

Under livelihoods initiative, KSRLM aims to enhance sectoral size and productivity growth in key livelihood sectors for employment generation of the poor, thereby improving & increasing the skill capacity of rural youths aged 18-35, which not only makes them gainfully employed but also contribute to the economic growth of the country.

The scheme calls for three fundamental activity - Identification and Mobilization of unemployed rural youth (which includes counseling and guiding), give them training in the vocation that the industry requires (based on skill gap analysis) and placing them (employing them in a sustainable workplace). Tracking them after the placement for next one year period. In order to carry out these ground tasks, the KSRLPS has partnered with various Project Implementation Agencies (PIAs).KSRLPS has been engaging these PIAs for student mobilization, counseling, training , placing ,post placement tracking, monitoring of skills training and placement programmes. KSRLPS has been mandated to train and place close to 1,18,173 trainees under the project, the project has already started. The Project Implementing Agencies (PIAs) have already trained about 4839 youths and about 4086youths (as of 10/11/2015) are currently undergoing training in various training centers of PIAs in different parts of the State.

KSRLPS lays emphasis on promotion of '**professionally competent and dedicated implementation structures**'& in order to ensure proper monitoring and managing the program at the state and district level for all Skill development and Livelihoods activities with special focus on the centrally funded DDU-GKY Program.

As mandated by the Ministry of Rural Development - Government of India's meeting held on 22/06/2015, Karnataka State has been accorded the AAP status which gives establishing call centre. This also meets the guidelines of DDU-GKY (www.ddugky.gov.in) which is enriched by MoRD to set up a independent call centre And also available on <http://ddug/>. In order to comply, KSRLPS will hire services of a **Professional BPO Agency to provide Call Centre services** that will provide assistance & support in better monitoring the program getting input & data from the ground and help the Mission understand ground realities and eventually make the program the best managed and implement in the state. The detailed scope of the services to be rendered is mentioned in the draft terms of reference

2. SHORTLISTING CRITERIA

An organization/ firm meeting the qualification criteria given hereunder will be shortlisted for further process.

General Conditions:

1. Experience of providing call center service support in Kannada, English and Hindi.
2. The firm should have Toll-free number for inbound calling

3. High-Speed internet connectivity (at least 2 Mbps and scalable to 8 Mbps). The BPO agency shall provide a proven call management, CRM / service management and grievance management software duly customized for the purpose of this assignment.
4. Additional software's/systems such as predictive dialing/ auto-dialing for outbound calls and others as may be required to achieve the objectives of the assignment.

Note: Self Declaration has to be given for above 4 points

Pre Qualification:

1. Achieved a minimum annual financial turnover of INR 2 Crore from BPO/Call center business in any three of the last 5 financial year's i.e, 2011-12,2012-13,2013-14,2014-15,2014-15, (Audited Financial Statements i.e, Balance sheet and Profit and Loss account accompanied by a Certificate from External Auditors (CA's Certificate))
2. Fully equipped Call Centers with a capacity to scale up to at least 200 seats in a single location (Bangalore).
3. Should have at least 1 year experience in conducting verification and service based CATI (Computer Assisted Telephone Interview) surveys covering the rural population

Technical Qualification:

1. The BPO Agency should have executed / be executing at least 3 (three) orders of not less INR 25 Lac each (within the last 5 years 2011-12,2012-13,2013-14,2014-15,2014-15) that show experience of In-bound calling AND Out-bound Calling. At least one (1) of these orders should have been from a Government Ministry / Department in India.(Certified copies of all work order / completion certificates shall be provided, duly signed by the authorized signatory)
2. The Minimum amount of liquid assets and/or credit facilities of not less than Rs 30 lakhs for this contract (credit lines/letter of credit/Solvency certificates from Banks, etc.

3. GENERAL INFORMATION:

1. Consortium / JVs / is NOT allowed under this project.
2. Sub-Contracting is NOT allowed.
3. All documents including all the pages of the proposal shall be signed by the authorized signatory. (Documentary evidence of authorization to be provided)
4. KSRLPS may choose to seek additional document for clarification, if so required

4. REOI SUBMISSION DETAILS

The interested firm should register on e-procurement platform for submitting the EoI online. Please contact e-governance for registration of your Firm.

The EOI must be submitted online through e-procurement platform on or before ~~31.05.2016~~ ^{02.06.2016} @ 5.30 PM.

The Contact Person for any clarification: Chief Operating Officer/ State Programme Manager - Skills

Request for Proposal (RFP) will be issued to the shortlisted firms. Shortlisted firms should submit Technical and Financial proposals. The selection of firm will be made in **Least Cost Selection (LCS) method** as per the procurement guidelines of KTPP Act.


Mission Director
Sanjeevini- KSRLPS

ANNEXURES

ANNEXURE FORM I : Covering Letter

(On letterhead)

[Date]

To,
Mission Director,
Sanjeevini
Karnataka State Rural Livelihoods Promotion Society
4th Floor, Abhaya Complex,
Slum Development Board Risaldar Road,
Bangalore-560009

Dear Sir,

Ref: Request for Expression of Interest for Shortlisting of BPO Agency to provide Call Center Services for (DDU-GKY) program, KSRLPS

Having examined the Request for Expression of Interest (REOI), we, the undersigned, hereby submit our response as required by the REOI.

Primary and Secondary contacts for our organization are:

	Primary Contact	Secondary Contact
Name:		
Title:		
Company/ Organization Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

We confirm that the information contained in this response or any part thereof, including its exhibits and other documents and instruments delivered or to be delivered to KSRLPS is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading during the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the REOI document.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated

(Signature)

(Name)

Duly authorized to sign the Response for and on behalf of:

(Name and Address of Firm)

Seal/Stamp of Firm

Witness Signature:

Witness Name:

Witness Address:

Note: To be uploaded in E procurement Portal, along with submission of EOI

ANNEXURE FORM II : Signatory Authority Certificate

(On letterhead)

[Date]

To,
Mission Director,
Sanjeevini
Karnataka State Rural Livelihoods Promotion Society
4th Floor, Abhaya Complex,
Slum Development Board Risaldar Road,
Bangalore-560009

Dear Sir,

Sub: CERTIFICATE AS TO AUTHORISED LEGAL SIGNATORIES

I,....., Director on the Board of Directors/ Trustees/
Partner of, certify that
..... who signed the above Bid is authorized to do so
and bind the organization by authority of its board/ governing body, as evidenced in the
attached document.

(Signature)

Authorized Signatory name

Seal)

Designation

(Organization/ Company

Evidentiary proof: Appropriate board resolution / other documents as necessary

Note: To be uploaded in E procurement Portal, along with submission of EOI

ANNEXURE FORM III : Organization Details

GENERAL DETAILS OF THE ORGANIZATION

Details of the Organization (Fill all, where applicable)	
Name of organization	
Nature of the legal status in India	
Legal status reference details	
Nature of business/ work in India	
Date of Incorporation/ Registration	
Date of Commencement of Business/ Work	
Address of the Registered Office in India	
PAN Number	
Service Tax Number	
Other Relevant Information	

NOTE: TO BE UPLOADED IN E PROCUREMENT PORTAL, ALONG WITH SUBMISSION OF EOI

ANNEXURE FORM IV: Undertaking on Litigation

(Organization letterhead)

[Date]

To,
Mission Director,
Sanjeevini
Karnataka State Rural Livelihoods Promotion Society
4th Floor, Abhaya Complex,
Slum Development Board Risaldar Road,
Bangalore-560009

Sub: Undertaking on Major Litigation

Sir,

I/We as potential 'Technical Support Agency' do hereby state that our company/ organization is not involved in any major litigation which may impact the performance of the services to be provided by us, if selected for selection for KSRLPS

Yours faithfully,

(Signature)

Company Secretary / Legal Representative (with authorization)

Company Seal)

Designation

(Organization/

Note: To be uploaded in E procurement Portal, along with submission of EOI

ANNEXURE FORM V : Undertaking Blacklisting

(On letterhead)

[Date]

To,
Mission Director,
Sanjeevini
Karnataka State Rural Livelihoods Promotion Society
4th Floor, Abhaya Complex,
Slum Development Board Risaldar Road,
Bangalore-560009

Sub: Undertaking on Blacklisting

Sir,

I/We as potential 'Technical Support Agency' do hereby state that our company/ organization is not blacklisted as of date with any Central or State Government Ministry or Department in India.

Yours faithfully,

(Signature)

Authorized Signatory name

Designation

(Seal)

Note: To be uploaded in E procurement Portal, along with submission of EOI