



Government of Rajasthan
National Health Mission, Rajasthan
Department of Medical, Health & FW, Swasthya Bhawan, Jaipur
Tel. No. 0141-2221590, Email ID: md-nrhm-rj@nic.in

F. 32(193)/NHM/CSR/Health Helpline/ 2016

Date: 14/10/19

UBN No.: MHS1920SLOB01754

Notice for inviting
Expression of Interest (EOI)

Rajasthan State Health Society, Rajasthan Jaipur (NHM) invites expression of interest in sealed envelopes from inbound call centre companies with relevant experience in 24x7 emergency helpline or command & control centre operations for establishment of central 'Health Helpline' to provide direct access to public to health department and to address health infrastructure, services and scheme related issues. The expression of interest containing the detailed proposal may be submitted as per timeline mentioned in the document. **The last date to submit the EOI proposal is 04/11/2019 (Monday) till 3:00 PM.**

The detailed document of EOI is available on sppp.rajasthan.gov.in and departmental website rajswasthya.nic.in.

2, 14/10/2019
Project Director, NHM



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**INVITATION FOR EXPRESSION OF INTEREST
HEALTH HELPLINE**

a.	Name of the authority	Mission Director-NHM, Rajasthan
b.	Address	301-302, NHM Block, 3 rd Floor, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur - 302005
c.	Telephone No.	0141-2221590
d.	email address	md-nrhm-rj@nic.in

Proposals must be sent at the address as below:

Sno.	Events	Date & Place
1.	Date of publication of Expression of Interest (EOI)	14/10/2019
2.	Last Date & Time of submission of EOI	04/11/2019 at 3:00 PM Office of Project Director-NHM, Room No. 214-215, 2 nd Floor, Main Building, Swasthya Bhawan, Jaipur – 302005
3.	Date & Time of Opening of EOI	04/11/2019 at 4:00 PM Conference hall 311, NHM Block, 3 rd Floor, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur – 302005
4.	Date of presentation	to be intimated later
5.	Fees	Cost of EOI Form INR 5000/- (Five Thousand Only) to be submitted alongwith EOI proposal in favour of "Rajasthan State Health Society" payable at Jaipur in form of Demand Draft/ Banker's Cheque



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INTRODUCTION

1. Rajasthan State Health Society, Jaipur (NHM) is issuing this Expression Of Interest (EOI) for inviting proposals from eligible inbound call centre companies with relevant experience in 24x7 emergency helpline or command & control centre operations for establishment of a central '**Health Helpline**' to provide direct access to public to health department and to address health infrastructure, services and scheme related issues.
2. Rajasthan State Health Society, Jaipur (NHM) seeks to select technical service provider for establishment of single central health helpline for better management and monitoring of various health services.
3. The participant should be a technical service provider having relevant experience in establishment, monitoring, management and operations of call center activities.
4. This is a single stage selection procedure for empanelling the technical service provider under NHM Project. Participants may be asked to make presentation on their capabilities, their proposal, issues, risk involved and challenges envisaged, proposed ways to mitigate the risks/ problems and actual solution that the service provider wants to provide to the State before the short listing of the EOI responses. **The Criteria for selection would include:**
 - a) General Qualifications: Technical service provider profile, Understanding of the RSHS's requirement, references reflecting similar work and related experiences, availability of key resources and infrastructure.
 - b) Ability to deliver the stated scope of work, the process/ quality methodologies that call center adopts, recognition of issues, risks, challenges and problems, possible ways to mitigate the risks.
 - c) Formal terms and conditions for sustainable relationship under the scheme.
 - d) Capability to provide comprehensive call center services at State level for establishment, monitoring, management and operations of call center activities.
 - e) Provide system of call center services in a connected or integrated manner.
- 5) RSHS reserves the right to
 - make necessary changes in the terms of the Project, and
 - to reject any or all proposals without assigning any reasons thereof.



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PROJECT PROFILE

Background

National Rural Health Mission (NRHM) of the Ministry of Health & Family Welfare was launched on 12th April, 2005 by the Government of India to improve medical facilities in all the area in the country. The NHM seeks to provide accessible, affordable and quality health care to the population, especially the vulnerable sections. It has now been termed as National Health Mission (NHM). NHM is overarching NUHM also and includes Non-Communicable Diseases (NCD) as well.

The NHM has provided an umbrella under which the existing Reproductive and Child Health Programme (RCH) and various National Disease Control Programmes (NDCPs) have been repositioned. National Urban Health Mission (NUHM) has also been added as submission of National Health Mission.

At present the following Programmes/ Schemes falls under the National Health Mission:

A. NHM-RCH Flexible Pool:

- **RCH Flexible Pool** (including Routine Immunization (RI), Pulse Polio Immunization (PIIP) & National iodine Deficiency Disease Control Programme (NIDDCP)
- **Health System Strengthening** (including National Programme for Prevention and Control of Deafness (NPPCD), National Oral Health Programme (NOHP), National



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Programme for Palliative Care (NPPC), Assistance to State for Capacity building (Burn Injury), National Programme for Fluorosis (NPF).

B. National Urban Health Mission (NUHM).

C. Flexible Pool for Communicable Disease:

D. Flexible Pool for Non-Communicable Disease, Injury & Trauma:

PRESENT SCENARIO

Medical, Health & Family Welfare Department, Government of Rajasthan has a call centre with multiple toll free numbers like 108 for Emergency Ambulance Services, 104 for Janani Express, Base Ambulance Paid Service, Medical Advisory Services and other departmental complaints, another helpline for Bhamashah Yojna (Now known as Ayushman Bharat Mahatma Gandhi Rajasthan Swasthya Beema Yojna) and one control room number to handle other departmental related information/ grievances. Following are the multiple toll free numbers:

Sno.	Toll free #	Services
1.	Toll free number '108'	For Emergency Ambulance Services, Fire, Police
2.	Toll free number '104'	For Janani Express, Base Ambulance (<i>Paid Service</i>), Medical Advisory Services, Information about health schemes and submission of grievances other departmental complaints like complaint against Sex-Determination.
3.	1800-180-6127 or Rajasthan Sampark-181	For Bhamashah Swasthya Beema Yojna (Now known as Ayushman Bharat Mahatma Gandhi Rajasthan Swasthya Beema Yojna)
4.	1800-102-4930	For registration of complaint under E-Upkaran Project.
5.	Control room	For other departmental related information/ grievances

To improve the access of medical and health services and to increase the connectivity of health department with people of RSHS (NHM) is considering to set up a single helpline to ensure direct access of public with health department. It will help to address their health infrastructure, services and health schemes related issues.



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Operationalization of a central health helpline will help 108/104 to focus on emergency calls i.e. medical, fire and police emergency related calls and emergency ambulance services and Janani express services dedicatedly. Another side health helpline will ensure emphasis on other non-emergency and untouched concerns of public related to medical & health.

DELIVERABLES AND SCOPE OF WORK

Prime objective of health helpline is easy connectivity with public for health infrastructure & service related concerns, easy accessibility of available schemes, focus on other non-emergency concerns pertaining to health department and to develop an issue redressal mechanism for issues reported by public.

Proposed Health Helpline will be single point of contact for public in health department of state and can be approached for below services:

- i. Emergency Medical Services & Janani Express Services
- ii. Base Ambulance Paid Services
- iii. Medical Advisory Services
- iv. Ayushman Bharat Mahatma Gandhi Rajasthan Swasthya Beema Yojna related support.
- v. State health department related complaints
- vi. Private hospital related complaints/service Issues
- vii. CHC,PHC, Sub Centre related complaints/service issues
- viii. Complaint about doctor/medical staff
- ix. Report fake medicines, illegal medical practices and food safety issues.
- x. Health Infrastructure issue in any area
- xi. Other health department related support/grievance

Any call whether dialed for emergency ambulance services, Janani Express Services & base ambulance paid service on 108/ 104 or proposed departmental 'Health Helpline' will be forwarded to 108/104 to ensure desired emergency services without asking the caller to dial another number to avail the services.

ELIGIBILITY CRITERIA

The participant must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements as described in the EOI



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document. Keeping in view the complexity & volume of the work involved, the following criteria are prescribed as Pre-Qualification Criteria for participant interested in undertaking the project. The participant must possess the Technical know-how and the Emergency services wherewithal that would be required to successfully provide the call center services sought by the State. The invitation to EOI is open to all participants who qualify the eligibility criteria as given below:

SNo	Basic Requirement	Specific Requirements
1.	Legal Entity - Registration certificate	The participant should be a technical inbound call center companies which should be a registered.
2	Tax registration and clearance	The Participant should have a registered number of i. GST No. ii. PAN number.
3	Technical Capability	The participant should have implemented and relevant experience in 24x7 emergency helpline or command & control centre operations.
4	Financial: Net Worth	The Participant shall have positive net worth as on 31/03/2018.
4.1	Annual turn over sheet	For three years (Annexure-2)
5	Blacklisting	The participant should not have been blacklisted by Central, or any State/ UT Government. The participant shall not be under a declaration of ineligibility for corrupt financial practices. A certificate on Stamp of Rs. 100/- is required for this purpose.
6	Mandatory Undertaking	Participant should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their
		A Self Certified letter as per Annexure-1 : Self-Declaration



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		<p>professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p> <p>c) not have a conflict of interest in the procurement in question as specified in the proposal document.</p> <p>d) comply with the code of integrity as specified in the proposal document.</p>	
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FORM FOR EXPRESSION OF INTEREST

I. Addressed to:

a.	Name of the authority	Mission Director-NHM, Rajasthan
b.	Address	301-302, NHM Block, 3 rd Floor, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur - 302005
c.	Telephone No.	0141-2221590
d.	email address	md-nrhm-rj@nic.in

II. EoI Reference:

III. Details of Participant

1.	Name of Company	
2.	Name of Contact Person	
3.	Registered Office Address	
4.	Year of Establishment	
5.	Bank Type	
6.	Telephone Number(s)	
7.	Email Address/Website	Email: Web-Site:
8.	Fax No	
9.	Mobile No.	Mobile:

IV. We agree to abide by all the conditions mentioned in this EoI issued by RSHS and also the further conditions of the said EoI given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).



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V. We are enclosing following document along with the proposal :

SNo.	Eligibility Criteria	Document attached Yes/No	Page no. of documentary proof Annexed at
1.	Status of Company – document of legal entity (Registration number)		
2.	I. GST No II. PAN number		
3.	List of business correspondents		
4.	Certificate stating of Positive Net worth as on 31/10/2018 issued by CA .		
4.1	Annual turn over sheet, for three years (Annexure-2)		
5.	Document showing of operations in Rajasthan for last five years		
6.	Affidavit of not being blacklisted by any State or Central Government across India on a non judicial Rs. 100 Stamp.		
7.	Self Declaration as per Annexure 1		

Note:- The dates of presentation of proposal is to be presented by the companies, would be intimated separately after examination of submitted proposal.



Presentation should cover following details about helpline (call centre) management, operation and architecture of proposed technical solution:

- Segregated handling of emergency and Non-emergency calls/incident, docket generation with complete information and categories, call/incident category wise suggested TAT (Turn Around Time), docket closure, escalation matrix.
- Technical architecture and indicative call flow for handling of different types of calls received at proposed Health Helpline like Emergency Ambulance Services, Medical, Fire & Police Emergency, Medical Advisory Service, Departmental Complaint, Ayushman Bharat Mahatma Gandhi Rajasthan Swasthya Beema Yojna related support, Health Departmental Related other complaints, Health Infrastructure & Services issue, Hospital/ Doctor/ Medical staff related complaint etc. raised by public.
- SOP for different call types & complete helpline operation and a detailed issue redressal mechanism for each call. Call category wise SLA for resolution.
- Every call received through various Inbound channels like Landline phone, mobile phone, e-mail, SMS, Mobile App on the UAN should be answered at helpline within a defined TAT, with caller's location detection in a GPS enabled CRM.
- Detailed description of the latest technology and BOQ (Bill of Quantity) for equipment to be used for proposed Health Helpline call center operations. Complete functionality should be interlinked with CRM with lesser manual activity for all calls. Description about State of the art technology for call handling desk.
- Detailed description about functionality and architecture of required CRM software and proposed features alongwith quality highlights of proposed CRM.
- Features of software to manage calls related to Medical Advisory Service by creating a profile for each caller and maintaining Electronic Medical Record (EMR) history for each caller.
- Demonstration of advance technology of Auto Vehicle Tracking System (AVLS).
- Demonstration of technical solution to auto connect the call center/call taker with nearest two hospitals of the caller location.



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- Team wise/Stake holder wise bin concept & feasibility.
- Participating agencies should provide detailed description about their experience related to command & control center and operational structure of any command & control center.
- Possibility of Use of Machine Learning and introduction of any latest technology related to call center like Artificial Intelligence (AI) etc. should be provided in presentation.
- Automatic Call Distribution (ACD) with following functionality. Intelligent and skill- based call routing.
- Introduction of any advance Computer Telephony Introduction (CTI).
- Team structure, and quality parameters for helpline operation.
- Description about methodology to coordinate & escalate with concern stake holders for close loop of reported calls by using advances online technical solution for this process.
- Digital dashboard and online tracking of resolution status of calls received at helpline.
- Other suggestions related to proposed helpline and possible impact on existing call center set up. Participant agencies can provide their views and can include additional inputs in presentation.



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ANNEXURE-1: SELF-DECLARATION {to be filled by the participant}

To,
{Procuring entity},

In response to the EoI Ref. No. _____, dated _____ for
{Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. of
_____, I/ We hereby declare that presently our
Company/ firm _____, at the time of proposal, :-

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Proposal Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Proposal Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the proposal document which materially affects the fair competition.
- i) will comply with the code of integrity as specified in the proposal document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, to the extent accepted, may be cancelled.

Thanking you,

Name of the Participant: -
Authorized Signatory: -
Seal of the Organization: -
Date:-
Place:-

Name & Signatures of the Participant along with Seal



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Annexure-2 Annual Turn Over Statement (On firm's letter head)

The Average Gross Annual Turnover of M/s(Name of firm)..... and addressfor the past three years are given below and certified that the statement is true and correct :-

S. No.	Financial Years	Turnover in Lakhs (Rs)
1.	2015-16	-
2.	2016-17	-
3.	2017-18	-
Total	-	RsLakhs
Average gross annual turnover	-	Rs.....Lakhs

Date Signature & Seal of the bidder Signature of Auditor/Seal
Chartered Accountant
(Name & Address)

Tel. No.
Mob. No.