



Government of Bihar
Schedule Caste & Schedule Tribe Welfare Department
BIHAR MAHADALIT VIKAS MISSION

C.M. Secretariat, 4 Deshratna Marg (4K.G.), Patna, Bihar, Ph: (0612) 2215083
Email: bmvm.hq@bmvm.org ; website: www.mahadalitmission.org



**Notice inviting Expression of Interest for
Establishment of State Level Helpline in Patna**

The Bihar Mahadalit Vikas Mission is interested to establish a 6 Seated, state level Helpline under SC & ST Atrocities Act 1989 and Rule 1995 to help the atrocities victims of SC/ST members.

Expression of Interest is invited from the competent and registered Agencies / Institution / NGO / Company / Partnership Firm / Proprietorship Firm which have minimum 5 years operational working experience in any call centre in two Parts:

1. Establishment of Helpline (furnishing functional space, Hardware and Software including Server, Computers, Routers, Networking etc).
2. Operational Part including Human Resource and Maintenance.

Note: The expenses in BSNL Connections, call charges and office stationary to be incurred by Bihar Mahadalit Vikas Mission.

Firm willing to work with Bihar Mahadalit Vikas Mission for establishing and running the Helpline may submit proposal Technical and Financial in separate envelop mentioning full address and contact number of the firm.

The Technical EOI must contain:-

1. Copy of PAN Card, Income Tax Return and Service Tax number allotment.
2. Document in support of experience in similar type works.
3. Self declaration towards the firm has not been blacklisted in any state of India.
4. Brief profile of technical person with contact number.

The offer in sealed envelope super scribing "EOI for Helpline" shall be reached in the office of Bihar Mahadalit Vikas Mission before 20th July 2010 up to 17.00 hrs. at the following address:-
Project Director, Bihar Mahadalit Vikas Mission, C.M. Secretariat, 4 Deshratna Marg (4K.G.), Patna. The decision of BMVM in finalising the offer shall be final. The undersigned reserves the right to cancel the offer without assigning any reasons.

Project Director