



National AIDS Control Organization (NACO)
Department of AIDS Control, Govt. of India
Ministry of Health & Family Welfare
9th Floor, Chandralok Building, 36, Janpath, New Delhi-110001
Request for Expression of Interest
For Setting up TollFree Helpline on HIV/AIDS

INDIA

Third National HIV/AIDS Control Project
Sector: Health, Nutrition & Population
Credit No.4299-IN
Project ID No. P078538

1. The Government of India has received financing from the World Bank toward the cost of Third National HIV/AIDS Control Project and intends to apply part of the proceeds for setting up a Tollfree Helpline on HIV/AIDS. This project is being co-financed by Department for International Development (DFID), Government of U.K and National AIDS control Organization (NACO) is implementing the Project. .

2. HIV/AIDS Helpline is an important tool for providing confidential access to information. Installation and strengthening of a toll-free helpline to provide access to information on HIV/ AIDS prevention, treatment and care & support is an important programmatic component under NACP-III. The Helpline should be accessible from both landline and mobile telephones irrespective of service providers The broad areas of services to be covered by the Helpline will include the following:

- (i) Health Information relating to HIV/AIDS
- (ii) Tele-counselling by trained counsellors.
- (iii) Providing referral linkages to HIV/AIDS services network including Integrated Counselling and Testing Centres (ICTC), ART centres, STI clinics, Community Care Centres (CCC), Drop-in- Centres (DIC) and other related services.

3. NACO now invites eligible consultants to indicate their interest to set-up and manage multilingual toll-free HIV/ AIDS helpline to cover different language speaking population across the country. The Consultant will have to organise the following:

- (i) space for installation and operationalisation of the helpline,
- (ii) required hardware and software
- (iii) hire services of professional counsellors,
- (iv) maintenance of the equipment
- (v) maintenance of an updated data-base of services

- (vi) maintenance of an updated data-base of calls
- (vii) monitoring of the calls for quality assessment
- (viii) analysis of data

4. NACO invites eligible consultants to indicate their interest in setting-up the Helpline. The Consultants should have adequate experience of setting up and managing national level toll-free helpline preferably in health/social sector.

5. The interested consultants must provide information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). The Consultants may associate with other organization(s) to enhance their qualification.

6. Consultant 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*](#) (May, 2004 edition).

7. Interested consultants may obtain further information from Sh. Pradeep Sarkar, Technical Officer(IEC)(Ph: 011-43509910) at the address above during office hours [09:00 a.m. to 5:30 p.m.]. Please note that at this stage no technical and financial proposals are required. Based on the information submitted by the Consultants in response to this request for EOIs, NACO will prepare a shortlist of qualified consultants, who would later be issued Request for Proposal (RFP) document.

8. Expressions of interest must be delivered to the address below by **23rd February, 2010** between 9.00 p.m. to 5:30 p.m.. in a sealed envelop clearly mentioning on the envelop "Bid for NACO Helpline".

Sh. M.L. Soni, Under Secretary (IEC),
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