

EXPRESSION OF INTEREST

INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR SHORTLISTING OF NGO/AGENCY FOR MONITORING OF 24X7 ANTI-RAGGING HELPLINE

UGC has engaged EdCIL (India) Limited to establish a 24X7 Helpline. This helpline has been functioning since 20th June, 2009. The web portal based Anti-ragging database is also being created. The Helpline is web-linked for citizen of India to access and will enable database to be created out of affidavit affirmed by each student and his/her parents/guardians and stored electronically by the Institution (s) and such database shall also function as a record of registered complaints received and the status of the action taken thereon.

As per the judgement of Hon'ble Supreme Court in Civil Appeal No. 887 of 2009, directions were issued for setting up of a Central Crisis Hotline and Anti-Ragging database. The task of monitoring the database to be given to Non-Government Agency to be nominated by Union of India.

Expression of Interest (EOI) are invited on behalf of Ministry of Human Resource Development, Government of India from Registered Non-Government Organization (NGO)/ Non-Governmental Agencies (NGA) in order to monitor the effective implementation of the 24X7 Anti-Ragging Helpline and the database. The NGO/NGA is required to provide information on non-compliance on the directions of the Hon'ble Supreme Court of India in the Appeal No. 887 of 2009 to the Statutory Bodies as well as violation of the regulation of UGC and other Statutory Council to the Regulatory Bodies and the committee appointed by Hon'ble Supreme Court for Ragging related incidences.

On behalf of Ministry of Human Resource Development, Department of Higher Education, EdCIL (India) Limited invites EOI from prominent NGO/NGA with a proven track record in the areas of working on social issues preferably pertaining to Ragging in Educational Institutions. The NGO/NGA should have atleast 3 years of experience at National Level/Pan Indian Campaign. The NGO/NGA should satisfy the above eligibility criteria and should have atleast 3 years of experience in monitoring the activities in Social Sector. Previous experience of carrying out similar work at national level in Government/Non-Government programme would be given due weightage. Preference would be given to NGO/NGA which have adequate and competent Human Resources in their rolls or associated with experience in similar activities including reputed volunteer for similar works. The NGO/NGA may apply with detailed terms and conditions acceptable to them alongwith available Human Resource in the prescribed format to Dy. General Manager (TSG), EdCIL's Technical Support Group, Sarva Shiksha Abhiyan, 10-B, Indraprastha Estate, New Delhi – 110002 in a sealed envelope clearly marked "EOI for Selection of NGO/Agency for Monitoring Anti-Ragging related activities". EOI received after the last date or by Email etc. shall be summarily rejected. The short-listed agencies will be asked to submit their detailed proposals in due course. EdCIL will have the right to reject any or all EOIs, received in response to this invitation, and its decision in this regard shall be final and binding.

- **This invitation for EOI is released on 14th of July 2009.**
- **The EOIs must reach the designated office within 21 days of release of this invitation.**

TERMS OF REFERENCE FOR APPOINTMENT OF NGO/NGA FOR MONITORING THE ALL INDIA LEVEL DATABASE OF INSTITUTIONS AND ANTI RAGGING HELPLINE

A: PRIMARY WORK

As per judgement of Hon'ble Supreme Court in Civil Appeal No. 887 of 2009, the selected NGO/NGA is required to undertake:

- (i) To provide information on non-compliance on the directions of the Hon'ble Supreme Court of India in the Appeal No. 887 of 2009 to the Statutory Bodies as well as violation of the regulation of UGC and other Statutory Council to the Regulatory Bodies and the committee appointed by Hon'ble Supreme Court for Ragging related incidences.
- (ii) To monitor and report whether the institutions have created the data-base out of affidavits submitted by each student and his/her parents/guardians and the same has been stored electronically by all institutions in India.
- (iii) On the basis of database of anti-ragging helpline in respect of complaints received and forwarded to respective institutions, whether the concerned institutions has taken appropriate steps and status of the same.

B: RELATED WORK (AS PER GUIDELINES OF APEX COURT)

- (i) Whether education institutions have taken action to generate an atmosphere of discipline by sending a clear message that no act of ragging shall be tolerated and that any act of ragging shall not go unnoticed or unpunished.
- (ii) Whether institutions have taken action for printing of prospectus and other documents prescribing punishment for ragging and get disseminated among students and all concerned.
- (iii) Whether an undertaking has been obtained by institution from the parents of students accepting the prescribed punishment that would accrue to their erring wards.
- (iv) Whether publicity material has been prepared by institution regarding anti-ragging measures and facilitating information for 'freshers' on the part of teachers and Heads of institutions and other authorities to install a sense of protection.
- (v) Whether Proctorial Committee consisting of senior faculty members, wardens etc. for taking timely action and to maintain constant vigil on incidents of ragging has been constituted by institution and is in place.

- (vi) Whether action taken against erring institutions and the authorities within institutions for lapses in failing to curb or prevent ragging.
- (vii) Whether institution has provided adequate and effective security to the place of accommodation of 'freshers' and regulated entry as well as prohibition of the entry of seniors after specified hours to such accommodation.
- (viii) Action taken by institution to impose collective fines where those committing or abetting ragging can not be identified so that there is a message of deterrence to potential 'raggers'.
- (ix) Action taken by institution regarding interaction sessions at frequent intervals between 'freshers' and their seniors so as to build confidence among the two groups and also to serve as opportunities to show-case talent.
- (x) Action/measure taken by institution in formulating ways and means other than the directions of Supreme Court, to curb the menace of ragging.
- (xi) Action taken by institution with regard to unmanageable instances of ragging or that which amounts to cognizable offence and reporting to the police which should take a correctional attitude and not one of dealing with students as criminals.

The above monitoring activities are suggestive only. The detailed monitoring activities, on these lines, will be intimated in RFP.

C: COMMENTS ON TOR BY AGENCY:

The Agency will be required to submit its comments on the above TOR, if any, in the Proforma of EOI.

D: COVERAGE

The monitoring work is required to be undertaken in all the 35 states/union territories of India. For the purpose of monitoring all educational institutions under the purview of UGC will be covered. The percentage of coverage may be proposed in EOI by the Agency.

E: PERIOD OF ENGAGEMENT

The selected Agency will be considered for appointment initially for one year which may be extended depending on performance/requirement.

DETAILS OF REQUIREMENT AND MANNER IN WHICH THE NGOs/NGAs SHOULD SEND THEIR EOI, FOR “MONITORING & EVALUATION OF 24 X 7 ANTI-RAGGING HELPLINE”

PART A: ORGANIZATION PROFILE

- (1) Short notes/tables on:
 - (i) About organization
 - (ii) Its Set-up
 - (iii) When it was established (With Proof)
 - (iv) Year of Experience
 - (v) List of clients
 - (vi) Range of Services provided/able to provide in social and allied sectors preferably Monitoring & Evaluation of Ragging in Educational Institutions.
- (2) Divisions for various activities (If exists).
- (3) Constitution of Team for execution of large scale Monitoring & Evaluation work.
- (4) List and brief details of Professionals, Reputed Volunteers in rolls or associated with experience in similar activities.
- (5) List of offices/Centres/Field Units etc.) to be shown preferably on All India basis as per requirement and as per given format:

S. No.	Name of City/State	Name of Contact Person, Address, Telephone, Fax, E-mail Address	No. of Staff available/deputed including field staff	Infrastructural facilities available (in brief)
1.				
2.				
3.				
4.				

- Note: (i) Please add columns as per requirement.*
- (ii) The Agency must have its office in Delhi/New Delhi. In case NGO/NGA does not have office in Delhi, an undertaking will be requested to be given that the office will be opened with infrastructural facilities immediately when work is assigned to Agency.*

- (6) Any other details (if desired to be submitted by organization)

PART B: EXPERIENCE OF THREE YEARS IN CONDUCTING NATIONAL LEVEL MONITORING AND EVALUATION ACTIVITIES

- (1) The bidding agency must show the relevant experience of three years with supporting documents viz. copies of letters of Award and completion from the clients as per following format:

Details of Monitoring & Evaluation work **in social and allied sectors for the last three years** :

(a) Name of Sector: _____

S. No.	Name Projects	Name of Client	Value of work (Rs.)	Date of Commencement	Date of completion	Whether proof enclosed (Yes/No)

(b) Name of Sector: _____

S. No.	Name Projects	Name of Client	Value of work (Rs.)	Date of Commencement	Date of completion	Whether proof enclosed (Yes/No)

*Note: (i) Add Column for other sectors, if applicable.
(ii) If related proof of experience is not enclosed, it will be presumed that organization has no experience in undertaking the work as per details given above.*

- (2) Any other details (if desired to be submitted by organization) – Please add separate sheets, if needed.
- (3) Comments on TOR: Agency to submit its comments, if any, on the Terms of Reference for the present work.
- (4) A brief write-up on the methodology to be adopted by Agency for execution of the work, under reference, on All India basis.

PART C:

(1) Financial Strength & Turnover for the previous three years.

S. No.	Financial Year	Total Income/Turnover (Rs.)
1.	2005-06	
2.	2006-07	
3.	2007-08	

Note: The above turnover statement must be supported with relevant proof. The turnover can be shown by way of proof such as:

PART D:

S. No.	Name of the Key Professionals	Educational Qualification	No. of Project of similar nature	Brief Experience (*)

Note: (*) CV may also be enclosed

- (i) Copies of the audited Balance Sheet and Profit & Loss A/c or Income & Expenditure A/c duly audited by Chartered Accountant.
- (ii) Any other proof (if available – not essential) as deemed appropriate viz. Auditor's Report, ITR copies etc.
- (iii) The turnover should be in the name of agency only and not of the Group Company. In case of any variation on the turnover of the Group, the same will not be considered unless and until documentary proof are attached with EOI showing the arrangements made in this regard for consideration of EOI.

[Agency Evincing Interest in the EOI should also enclose a certificate On Letter Head of Organization as per format given below:]

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CERTIFICATE

I, _____, working as _____ in this organization and authorized to issue this certificate certify that:

- (a) We have gone through the contents of advertisement and related documents for this EOI and fulfill all the eligibility criteria as per EOI.
- (b) All relevant documents are enclosed with our EOI.
- (c) The details and contents of our EOI are authenticated and based on actual work carried out by our agency, as per record.
- (d) We have understood that in case it is found that our agency is not fulfilling any of the laid down criteria, or relevant details/supporting documents are not found to be enclosed, we will not be given any opportunity for any clarifications and our EOI will be evaluated based on available documents in EOI.

Signature of Authorized Signatory

Name:

Designation:

[Please affix Rubber Stamp]

Dated:

GUIDELINES FOR AGENCIES FOR SENDING EOIs

1. Agency must enclose a covering letter on Agency's Letter Head while sending the EOI.
2. The EOIs must be sent in sealed cover within the stipulated time. The EOIs will be evaluated strictly as per laid down criteria. Therefore, before sending the EOIs, the bidder agency must satisfy that they fulfill all the eligibility criteria. The related proof of experience, details of office set-up etc., as asked for, must be enclosed/detailed out for evaluating the EOIs.
3. The details must be furnished as per formats enclosed in this document and strictly as per serial order. The information intended to be supplied should be furnished in such a manner that the same satisfies the need/requirement of EOI under various heads and is self-explanatory.
4. The turnover shown in Part-C should be in Indian Rupees and should exactly match with the figures reflected in the Balance Sheet/P&L Account/Receipt & Payment A/c. The relevant portion of the document reflecting the turnover must be highlighted.
5. In case desired documents/proof are not enclosed, the EOI shall be rejected and no clarification/enquiry will be sought/made.
6. The last date of receiving the EOIs shall be adhered strictly. EOIs received after the last date will not be opened and no further action will be taken on such EOIs. However, if the last date is declared as holiday, the next working day on which office is opened will be treated as the last date of receiving the EOIs. The EOIs should be physically received in this office. No plea made over phone/fax/E-mail that EOI is in transit and be accepted due to postal delay etc. shall be entertained. In the interest of agency, it is advised that the EOIs should be sent well before the closing date of receiving EOI. Ed.CIL/MHRD shall not be responsible for any postal/courier delay.