

Terms of Reference (ToR)

Service Provider for Interactive Voice Response (IVR) Messaging Services

1. Background:

Community Self-Reliance Centre (CSRC) is a national non-governmental organisation established in 1993 with more than three decades of experience in advancing land rights, social justice, sustainable livelihoods, and community resilience in Nepal. Building on its strong grassroots presence and work with landless, marginalised, and vulnerable communities, CSRC has also extensive works in disaster risk reduction (DRR), climate adaptation, anticipatory action, early warning dissemination, risk communication, and community-based disaster preparedness, contributing to strengthened resilience and reduced disaster risks across hazard-prone areas of the country.

In disaster risk reduction and climate resilience, CSRC has implemented community-based initiatives focused on disaster preparedness, anticipatory action, early warning dissemination, risk communication, climate adaptation, and strengthening local disaster management systems. The organization has particular expertise in supporting vulnerable groups, enhancing community resilience, and promoting inclusive and locally led disaster risk management practices. Additionally, coordinated with and supported DHM and OHM offices in organizing workshops, capacity enhancement and disseminating early warning (EW) messages to communities.

Recognizing the critical importance of timely and accessible risk communication, CSRC support to generate and disseminate early warning information and impact based forecasts risk communities. To support this objective, CSRC, on behalf of the project consortium, intends to engage a service provider to disseminate hazard-specific early warning and preparedness messages through an Interactive Voice Response (IVR) system. The IVR service will be informed by forecasts, impact-based warnings, and special hydro-meteorological bulletins issued by the Department of Hydrology and Meteorology (DHM). Forecast with IVR will support timely Early Warning (EW)-Early Action (EA) among vulnerable communities residing in the project intervention areas.

2. Overall Objective

To engage a qualified IVR service provider to disseminate timely, accurate, and accessible early warning and preparedness messages based on forecasts and advisories issued by the Department of Hydrology and Meteorology (DHM), enabling vulnerable communities to take timely preparedness and anticipatory actions.

Specific Objectives

- Disseminate IVR alerts based on DHM Special Bulletins for hydro-meteorological events, particularly for high-risk areas.
- Disseminate IVR messages when hazard based DHM Impact-Based Forecasts (IBF) bulletin are issued.
- Disseminate preparedness and anticipatory action advisories approved by the project.
- Disseminate hazard-specific alert messages related to rainfall, floods, landslides, heat waves, cold waves, lightning, windstorms and fire.
- Reach approximately 20,000/- message deliveries through 10-15 IVR campaigns during the entire period.

3. Scope of Work

The service provider shall:

A. IVR Platform

- Operate a reliable IVR platform.
- Support voice messages in Nepali and relevant local languages, as needed.
- Maintain system uptime throughout the contract period.

B. Message Dissemination

Disseminate messages when:

- DHM issues Impact-Based Forecasts bulletin
- DHM issues Special Weather Forecast bulletins and seasonal weather outlook.
- The project authorize Early Action (EA) and preparedness messaging.

C. Reporting

Maintain records including: Number of messages disseminated, Number of IVR calls, Successful delivery rate, Failed delivery rate, Geographic coverage and Number of beneficiaries reached.

4. Deliverables

The consultant shall submit:

Deliverable	Timeline
Inception work plan	Within 3 days of contract signing
Alert dissemination logs	After each dissemination
Final report	Within two weeks after completion of each lot

The service provider will work in close coordination with the focal person of CSRC especially during message development and approval processes, to ensure technical accuracy, contextual relevance, inclusivity and appropriate tone for at-risk communities. All warning messages shall be disseminated only after approval from the designated project focal persons and in alignment with DHM-issued forecasts and advisories.

CSRC will assist the consultant to communicate with stakeholders, the Department of Hydrology and Meteorology (DHM), and local governments to provide needed information and support in creating the tailored message.

5. Period for Service: 1.2 year from the agreement date

The time frame for this assignment is from 1 August 2026 to 30 September 2027.

6. Location

The IVR service will cover selected Local Governments (LGs) in Madhesh, Lumbini, Karnali, and Sudurpashchim Provinces under CSRC's working areas. The service is expected to reach 18 Local Governments across 10 districts, with an estimated 1890 registered phone numbers/beneficiaries. The final beneficiary roster and contact database will be provided by the project team prior to message dissemination.

S.N.	District	Local Level	Total #	Targeted Beneficiaries
1	Pyuthan	Sarumarani Rural Municipality	95	Members of DDMC/LDMC/CDMC /CBOs and other people of targeted areas
		Mandavi Rural Municipality	95	
2	Jajarkot	Nalgad Municipality	95	
		Barekot Rural Municipality	95	
3	Bajhang	Kedarsyun Rural Municipality	95	
		Thalara Rural Municipality	95	
4	Siraha	Siraha Municipality	110	
5	Rautahat	Rajdevei Municipality	110	
		Rajpur Municipality	110	
6	Mahotatri	Balwa Municipality	110	
		Loharpatti Municipality	110	
7	Sarlahi	Kabilashi Municipality	110	
		Kaudena Municipality	110	
		Barahathwa Municipality	110	
8	Dhanusha	Kamala Municipality	110	
9	Banke	Narainapur Rural Municipality	110	
10	Kapilvastu	Yasodhara Rural Municipality	110	
		Maharajgung Rural Municipality	110	
Total Number			1890	

7. Eligibility of firms:

The firm should have:

- Have at least three years of experience operating IVR systems (hazard based experience is preferable)
- Demonstrate successful completion of similar assignments.
- Have the technical capacity to disseminate bulk IVR messages nationwide.
- Maintain data confidentiality and security.
- Be registered with the Government of Nepal.
- Have a valid VAT registration.
- Have no outstanding tax liabilities. Latest tax clearance certificate

8. Evaluation criteria:

S.N	Heading	Marks
1	Financial Proposal (Cost Competitiveness)	40
2	Technical Proposal (IVR mechanism, hazard-based IVR)	60
2.1	Relevant experience in IVR message development and dissemination	20
2.2	Understanding of the ToR and proposed approach of hazard-based IVR	20
2.3	Methodology, work plan, deliverables, and implementation plan	20
	Total	100